



SYDNEY MARKETS



Haymarket SECURITY

2024

	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			
Employee	Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	Start	Finish	Hrs	Total Hours
1. Site Manager							7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	57.50
2. Day/Night Shift	7:00	18:30	11.50	7:00	18:30	11.50	17:45	7:00	13.25	17:45	7:00	13.25										49.50
3. Night Shift	7:00	18:30	11.50	7:00	18:30	11.50							17:45	7:00	13.25	17:45	7:00	13.25	17:45	7:00	13.25	62.75
4. Dayshift Rover							7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	7:00	18:30	11.50	57.50
5. Cashier							8:30	18:30	10.00	8:30	18:30	10.00	8:30	18:30	10.00	8:30	18:30	10.00	8:30	18:30	10.00	50.00
6. Dayshift Rover																10:30	18:30	8.00	10:30	18:30	8.00	16.00
7. Day Rover							9:30	15:30	6.00	9:30	15:30	6.00	9:30	15:30	6.00	9:30	15:30	6.00	9:30	15:30	6.00	30.00
9. Ass T/L Night Shift Rover	18:15	7:00	13.75	18:15	7:00	13.75	18:00	7:00	13.00	18:00	7:00	13.00										53.50
10. Ass T/L Night Shift Rover	18:30	7:00	12.50	18:30	7:00	12.50							18:00	7:00	13.00	18:00	7:00	13.00	18:00	7:00	13.00	64.00
Total base hours			49.25			49.25			65.25			65.25			65.25			73.25			73.25	440.75

After-Hours Security – 206.75hrs

Market Operations - 234.00hrs

Total 440.75hrs



SECURITY – PADDY’S MARKET HAYMARKET STANDING INSTRUCTIONS

CODE OF CONDUCT

1. Security Officers are to conduct themselves professionally at all times in their dealings with Sydney Markets Limited (SML), its staff, Paddy’s Management, stand-holders and members of the general public in a civil, obliging and inoffensive manner, providing a superior level of service.
2. All Security Officers are to wear a distinctive uniform in a neat and tidy condition and are to wear Security licences, name badges on display identifying themselves to stand-holders and the general public.
3. Security Officers are not permitted to accept gifts or benefits of any kind from Paddy’s Market stand holders or customers.
4. Security Officers are not permitted to leave the Paddy’s Market ground floor area whilst on duty without the permission of their supervisor.
5. Security Officers’ private vehicles are not to be parked on the Paddy’s Market floor at any time.
6. Security Officers are to take their meal breaks in the staff amenities room.
7. All enclosed rooms, including the main office and the market building itself, are “No Smoking” areas and therefore, Security Officers should not smoke in these areas.
8. Security Officers are responsible for the care of SML equipment, including two-way radios
9. Rubbish truck from Flemington on site at any time will collect all Organic waste from Green-point (White/Blue bins) S/O is to count and note in Pallet count sheet.

GENERAL INFORMATION

Paddy’s Trading Hours

- Wednesday 10:00 am to 6:00 pm
- Thursday 10:00 am to 6:00 pm
- Friday 10:00 am to 6:00 pm
- Saturday 10:00 am to 6:00 pm
- Sunday 10:00 am to 6:00 pm

Public holidays trading will be advised

Telephone Numbers

Paddy’s Haymarket Office	Telephone..... 9212 2428 Facsimile 9212 4879
Security – Market City Complex	Telephone..... 9281 2401 Facsimile 9211 8539 Mobile..... 0466 433 365
Flemington Security	Telephone..... 9325 6232 Mobile..... 0409 325 232
Adrian La Cava – Operations Manager	Telephone..... 9325 6170 Facsimile 9325 6175 Mobile..... 0420 936 710
Leighton Freney – WHS Manager	Telephone..... 9325 6171 Facsimile 9325 6175 Mobile..... 0417 325 171
Shawn Freeburn – Property Manager	Telephone 9325 6240 Facsimile 9325 6288 Mobile..... 0407 325 237
John Pascucci – Head of Operations	Telephone..... 9325 6203 Facsimile 9325 6300 Mobile..... 0417 325 240

See Emergency After Hours Contact Listing

Maintenance and Repairs

The Market City Complex is operated by Market City Properties (MCP).

Any major maintenance and/or repair problems such as loss of building power, telephones or a major water or drainage leak should be reported to MCP via Market City Security – telephone 0419 966 488.

Monday to Friday report any other items to SML Site Services on 9325 6217.

On weekends, any other maintenance matter that does not affect Paddy’s floor security or will not affect Paddy’s the next day should be passed on the Paddy’s Management.

Any matter such as smashed door glass or any items that will affect Paddy’s the next day should be referred to SML’s Site Services, contact via, Email, services@sydneymarkets.com (Monday & Tuesday)

Paddy’s Market Management

Sydney Markets Limited manages Paddy’s Markets on Wednesday, Thursday, Friday, Saturday and Sunday.

Team Leader (Market Manager): Phone: 0407 325 260 (24/7)

Assistant Team Leader: Phone: 0438 727 111 (only during working hours)

Cleaning

SML’s cleaning contractors are: Quad Cleaning - Wednesday to Sunday nights

*Toilet Cleaners Main Office,
Fish Section, Deli, Meat,
Poultry and Staff Amenities*

Complete check list for this work

Sydney Market Limited have the responsibility to clean the Market floor.

The office is to be alarmed and kept locked and secured at all times when not in use

The Market Manager, Sam Marturano can be contacted for instructions.

Sunday Night to Tuesday Night Storage

Regular traders are allowed to leave their stands and stock set up from 12:00 midnight Sunday to 6:00 pm Tuesday. Traders leave their goods and equipment on site at their own risk.

Wednesday Traders have the opportunity to re-stock their stands on **Mondays from 12pm to 9:00 pm, Tuesday 9.30am to 9.00pm**. The arrangements for this special delivery period are as follows:

1. Access is through the Quay Street loading dock gate only
2. This gate is to be kept closed after traders have been given access
3. Traders should show the entry permit approved from the SML the reason for their visit to the market and driver’s licence. These details, along with RMS registration numbers of vehicles is to be recorded on the log sheet
4. Traders are to be advised before they enter that they cannot remove any goods or merchandise from the building and that their vehicle must be searched on departure
5. Traders do not have the right to enter the building outside the special delivery times.
6. **Special note: Any person using FORK-LIFT must wear Hi-Vis vest, must have current WorkSafe Fork Lift licence and also an Australian Driver’s Licence, Note Fork Lift speed throughout the Market floor is 5 Km’s per hour speed gun to be used and note in register.**

Entry to Stands

It is not necessary to enter stand areas unless urgent repairs or cleaning have to be undertaken. If this is done, a record should be made and details given to Paddy’s Market Management for communication to the trader.

Monday	Paddy’s Market Closed
0700	2 S/O’s start, Rover & Supervisor – Supervisor converse with Night Team Leader
0700	Night shift 2 S/O’s off duty

0700	1 S/O on loading dock duty & Gate to remain closed when not in use
0700	Supervisor and S/O alternate continuous patrols of site – checking all doors, gates, refrigeration units etc
0630	All contractors need to sign in via Kiosk and also note in log book
1200	Allow Fruit & Veg traders on site to prepare orders. Inspect all Produce that is delivered if produce is of poor quality inform Trader of rejection and also note in Pallet count sheet
1030 To 2100	Any Retail Stand-Holders wishing to enter is to display After-Hours entry permit, if unable to show ask Stand-Holder to call SML Team Leader. Record name & vehicle registrations in logbook. Inform motorist that vehicle will be inspected on departure. Retail Stand-Holders not permitted to remove large quantity of goods from premises.
1815	Night Team Leader start shift, T/L and Day T/L to discuss day events
1830	Night Rover starts
1830	Day Rover & Supervisor of duty
1830 To 0600	2 S/O’s share night patrols and are continuous checking, gates, doors, refrigeration units, toilets etc. All person should be off site by 2100
2000	Loading dock gate secured
Tuesday	Paddy’s Market Closed
0700	Day Supervisor on site & 1 Night shift S/O off site
0700	Day shift T/L & Rover S/O on site
0700	Night shift T/L off site after discussing night events
Daily event	All contractors & Visitor need to sign in via Kiosk and also note in log book
0700-1730	Continuous patrols of site and shared between all S/O’s
0700	Loading dock manned – Night shift T/L off site
1030	Allow Fruit & Veg traders on site to prepare orders. Inspect all Produce that is delivered if produce is of poor quality inform Trader of rejection and also note in Pallet count sheet
1030	Any Retail Stand-Holders wishing to enter is to display After-Hours entry permit, if unable to show ask Stand-Holder to call SML Team Leader. Record name & vehicle registrations in log book. Inform motorist that vehicle will be inspected on departure. Retail Stand-Holders not permitted to remove large quantity of good from premises.
Time unknown	Rubbish truck from Flemington on site at any time will collect all Organic waste from Green-point (White/Blue bins) S/O is to count and note in Pallet count sheet
0930-1600	Fruit & Veg trucks are permitted to unload their produce at Quay St, dock however parking is only for 30 mins, if they go over the time limit in form Trader that they will be issued with a Comply Notice
0930-2100	Allow Wednesday Retail Traders entry to re-stock and clean stand, note Traders must show After Hours entry permit and are not authorised to remove large quantity of goods unless stated on After-Hours entry permit
1815	Night Supervisor on site
1815	Night shift supervisor and Day S/O discuss day events
1830	Night shift Rover starts
1830	Rover to man loading dock – gate to be secured at all times
1830	Day Team T/L & Day Rover off site
1830-0630	Continuous patrols of site are shared between Night T/L and Night Rover
1800-2359	During these hours you should receive a delivery from Flemington, documents for SML staff. If no delivery happens you are required to contact Security at Flemington on 0409 325 232 – Speak to Security T/L

	or SML Night Shift Supervisor who starts at 2200hrs
2000	Loading dock gate secured
2100	Start informing all Traders/Employees to leave
2100-0600	Continuous patrols of site are shared between S/O’s
0600	During last patrol isolate alarm panels to sectors 1-2-3
Wednesday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorists this area isn’t a parking station
0700	1 Night shift S/O & Night Rover off duty
0700-1830	2 S/O’s - Day shift Supervisor & Team/Leader start
0700	Team/Leader man’s loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man’s loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O’s throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St.
0830	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters, also Note slowly push glass doors to magnetic holders
0930-1530	3 rd S/O starts – assists with patrols and various other duties
1000	Paddy’s Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1200-1900	04 th S/O starts assists with patrols and other duties, also at 1800hrs to 1900hrs located at front entrance with lock up
1745	Night shift S/O on site – T/L discuss issues Day Supervisor
1800	Night shift S/O’s on site,
1800	All perimeter gates and glass doors to be secured
1830	3 Day shift S/O’s off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1855	Day shift S/O lowers roller shutter number 8 and off site
1930	S/O to set all sectors 1-2-3 door alarms on and isolate on last patrol
2000	Loading gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night

Thursday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station
0700	1 Night shift S/O & Night Rover off duty
0700-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0700	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
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1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1200-1900	04 th S/O starts assists with patrols and other duties, also at 1800hrs to 1900hrs located at front entrance with lock up
1745	Night shift S/O on site – T/L discuss issues Day Supervisor
1800	Night shift S/O's on site,
1800	All perimeter gates and glass doors to be secured
1830	3 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1855	Day shift S/O lowers roller shutter number 8 and off site
1930	S/O to set all sectors 1-2-3 door alarms on and isolate on last patrol
2000	Loading gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night
Friday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station

0700	1 Night shift S/O & Night Rover off duty
0700-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0700	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
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1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1200-1900	04 th S/O starts assists with patrols and other duties, also at 1800hrs to 1900hrs located at front entrance assist with lock up
1745	Night shift S/O on site – T/L discuss issues Day Supervisor
1800	Night shift S/O's on site,
1800	All perimeter gates and glass doors to be secured
1830	3 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1855	Day shift S/O lowers roller shutter number 8 and off site
1930	S/O to set all sectors 1-2-3 door alarms on and isolate on last patrol
2000	Loading gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night
Saturday	
0450	1 S/O to mann and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station
0700	1 Night shift S/O & Night Rover off duty
0700-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0700	Team/Leader man's loading dock

0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man’s loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O’s throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St.
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1030	04th S/O starts assists with patrols and other duties
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1200-1900	05 th S/O starts assists with patrols and other duties, also at 1800hrs to 1900hrs located at front entrance assist with lock up
1745	Night shift S/O on site – T/L discuss issues Day Supervisor
1800	Night shift S/O’s on site,
1800	All perimeter gates and glass doors to be secured
1830	3 Day shift S/O’s off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1855	Day shift S/O lowers roller shutter number 8 and off site
1930	S/O to set all sectors 1-2-3 door alarms on and isolate on last patrol
2000	Loading gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night
Sunday	
0450	1 S/O to mann and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn’t a parking station
0700	1 Night shift S/O & Night Rover off duty
0700-1830	2 S/O’s - Day shift Supervisor & Team/Leader start

Side notes:

- All persons operating FLT’s must have a valid SafeWork Forklift licence, valid Australian driver’s licence, must wear a Hi-Vis vest and MUST use seat belt.
- No public access via loading dock after 10am during Monday to Sunday – Direct all person to use Seafood entrance or door 1 at the end of Quay St
- All Security Officers are to wear their Hi-Vis at all times.
- Smoking is not permitted on site.
- Use of mobile phones not permitted whilst on duty, except Supervisor and Team Leader for work purposes.
- All S/O’s are to carry Two-Way radios, note pad, pen.
- All major incidents need to be photographed (photographic evidence is required, use Time & Date Stamper App use of mobile phone permitted)
- When issuing Comply Notices (photographic evidence is required use Time & Date Stamper App)
- All S/O’s to be in employer’s uniform at all times.
- Any MINOR FLT’s incident (ie) Emergency Services not require, S/O to take photos, notes and inform both parties to exchange details, if unsure inform your Supervisor or senior management
- Any MAJOR Fork Lift Incident, see Security Team Leader or Paddy’s SML Manager.
- All incidents are to be documented via company’s policy guidelines
- If you’re unsure seek advice from your Supervisor or Senior Management
- **All of Paddy’s Market matters remain confidential.**



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