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# **OCCUPATIONAL HEALTH & SAFETY INDUCTION PROGRAM**

## **Introduction: Melbourne Wholesale Fruit, Vegetable & Flower Market (Melbourne Markets)**

- The Melbourne Markets is the major wholesale market for fresh fruit, vegetables and cut flowers in Victoria, and is managed by the Melbourne Market Authority (the Authority).
- The fruit and vegetable market trades five days a week (Monday to Friday) and the cut flower and plant market operates six days a week (Monday to Saturday).
- The Melbourne Markets operates generally from 5.00pm through to approximately 9.00am from Sunday evening to Saturday morning with restricted access and parking during the hours of trading.
- Administrative staff are located throughout the market until approximately 5.00pm Monday to Friday.
- Approximately 2,500 registered wholesale buyers including greengrocers, florists, supermarkets and restaurants buy from the Melbourne Markets. On a busy day of trading, over 6,000 people, 730 forklifts and 250 motorised trolleys operate from within the market.
- The Induction Program of the Melbourne Markets is set out specifically to cover health and safety issues likely to be encountered at the market.

## **General Information - Melbourne Market Authority ('the Authority') Contact Points**

### **Entry:**

Entry to the Melbourne Markets is generally via Gate 1 and Gate 6.

### **Administration Offices:**

- Located in the north west of the market land (opposite the National Flower Centre).
- Open between 8.00am to 4.00pm Monday to Friday.
- Deals with general inquiries, leasing of stores and offices and stand availability.

### **Site Services Department:**

- Located in the north west of the market land (Warehouse O).
- Open between 8.00am to 4.00pm Monday to Friday.

- Responsible for general maintenance of the common areas of the market land. All enquiries regarding any construction or use of contractors on leased premises must be referred to this department for its consent.

#### **Customer Centre:**

- Located south west of the market land within the market concourse.
  - Cashiers Office: Open between 4.00am to 12 noon Monday to Friday. Deals with the payment of all accounts, allocation of casual stands, parking, and the issuing of access cards and visitor passes.
  - Promotions Office: Open between 6.00am to 9.00am Monday to Friday. Comprehensive range of Point of Sale and promotional material.

#### **Operations Manager & Market Officers:**

- Located in the Customer Centre, south west of the market concourse.
- Market Officers are available from 1.00am to 10.00am Monday to Friday.

#### **Enquiries on Leasing and Stand Availability:**

- The Administration Office in the north west of the market land (opposite the National Flower Centre).

#### **Safety and Environment Policy Statement**

- The Authority is committed to providing all employees with a healthy and safe work environment and a safe place of trading for market users.
- The principle aim of the Authority is to ensure that the highest possible safety standards are maintained by all market users.
- The safety and environmental guidelines that relate to the Melbourne Markets take into account the *Victorian Occupational, Health and Safety Act 2004* (the Act), the *Environmental Protection Act 1970*, other relevant regulations, standards and codes of practice.
- The implementation and compliance of the Authority's Induction Program is the responsibility of every person in the Authority, and it is essential that all market users are made aware of their safety related responsibilities.
- The Induction Program is of benefit to both the Authority and its' market users by minimising potential accidents, delays and costs.
- It is therefore expected that all market users at the Melbourne Markets diligently and actively support the Authority's Induction Program.

## **Responsibilities of the Authority and Employers**

- In Victoria, the Act sets out the responsibilities of both employers and employees.
- Section 21 of the Act sets out the duties of employers which in general, requires employers to provide and maintain in so far as is reasonably practicable for employees, a working environment that is safe and is without risk to health.
- Sub-section 21 details how these duties may be fulfilled, and include but are not restricted to the following:
  - to provide and maintain safe plant and systems of work that are without risks to health;
  - to make safe and practicable arrangements for ensuring absence of risks to health in connection with use, handling, storage and transport of plant and substances;
  - to provide such information, instruction, training and supervision to employees as are necessary to enable the employees to perform their work in a manner that is safe and without risks to health;
  - to provide adequate facilities for the welfare of employees at any workplace under the control and management of the employer.

## **Tenant's (Employer's) Responsibilities:**

The Authority's tenants' principal responsibilities as employers include, for example, the following:

- their occupational, health and safety responsibilities generally to the Authority for being on market land, their employees, other tenants, delivery and pick-up personnel and the public;
- compliance with the Authority's By-Laws and procedures;
- compliance with the Authority's Drugs and Alcohol Policy;
- co-operate with the Authority's management on the implementation and management of emergency procedures;
- compliance with housekeeping requirements as to the running of their business
- compliance with any traffic management plan put into place for mobile equipment by the Authority;
- compliance with mobile plant equipment requirements including occupational health and safety regulations for use of plant;
- compliance with the maintenance requirements for mobile plant;

- ensuring licensing of all forklift drivers;
- compliance with Victorian Food Safety requirements.

### **Employee's Responsibilities**

- Employees must take reasonable care of their own safety and health at work and avoid harming the safety and health of other users at the Melbourne Markets.
- General duties of employees include for example:
  - using personal protective clothing and equipment;
  - wearing appropriate clothing and footwear;
  - reporting hazards;
  - reporting work related injuries or harm to health;
  - co-operating with employers so that they are able to carry out their duties under the Act.

### **Melbourne Market Authority By-Laws 2002 (Authority's By-Laws)**

All market users must abide by the Authority's By-Laws. The By-Laws are on view on the notice boards outside the Customer Centre and also near the National Flower Centre florist supply shops and on the Authority's website: *melbournemarkets.com.au*. In general, the purpose of the Authority's By-Laws is to:

- regulate entry into the market land;
- regulate, control and set down conditions on use of the market land;
- set down times during which trading or other activities may take place on the market land or parts of it;
- set down times during which persons may be present on the market land or parts of it;
- regulate the activities and behaviour of persons generally on the market land, or any other activity relating to the market land;
- prescribe matters relating to the issuing of infringement notices.

### **Some Specific Authority By-Laws**

All market users must observe and comply with the Authority's By-Laws. Some specific Authority By-Laws are:

- a market user must at all times while they are on market land wear a day/night safety vest that complies with *Australian Standards AS/NZS 4602 and 1906.2*;

- a market user is not permitted to bring into, deposit or leave any rubbish on market land;
- a market user must always behave in an orderly manner, and must not behave in a disorderly, offensive or indecent manner;
- a market user must not obstruct a fellow market user or vehicle, or damage and interfere with the Authority's property, equipment etc;
- a market user must comply with all requirements relating to the registration and use of forklifts. With respect to motorised trolleys, a market user must follow the *Code of Practice*;
- a market user is not allowed to be at the market land whilst drunk or under the influence of drugs, and is also not allowed to bring or sell intoxicating liquor unless licensed;
- a market user must make sure that all forklifts and motorised trolleys are turned off when not in use, and market users are also prohibited from carrying any passengers on forklifts and motorised trolleys;
- a market user is not allowed to drive a forklift unless they hold a valid and current drivers licence and also have the relevant licence to drive a forklift under the *Occupational, Health and Safety Regulations 2007*;
- a market user must obey all signs, including signs relating to speeding, parking and movement of traffic, and must at all times travel on pathways on market land that are specifically designated for vehicles, forklifts and motorised trolleys;
- fire hoses are not to be used for any other purpose other than fire. For example, they cannot be used for the washing of vehicles, produce or premises;
- a market user cannot occupy or use a store, stand or premises of the Melbourne Markets unless the market user has a lease or licence, or has written permission from the Authority to occupy the store, stand or premises.

### **Consequences for not observing and complying with the Authority's By-Laws**

- If a market user fails to comply with the Authority's By-Laws, they will be guilty of an offence, and will be issued with a By-Law infringement notice with a penalty of up to \$2,000.00. Also a market user can be liable for conviction in a court of law.

## Trading Hours and Entry Times at Melbourne Markets

MARKET TRADING HOURS		
Fruit & Vegetable	Mon/Thurs/Fri	3.30am - 8.00am
	Tues/Wed	4.30am - 8.00am
Flower	Mon/Tues/ Wed/Fri/Sat	4.30am - 7.30am
	Thurs	4.00am - 7.30am
	Sat	5.00am - 7.30am
<b>NB:</b> On trading day following public holiday trading begins at 3.00am		
ENTRY TIMES - FRUIT & VEGETABLE MARKET		
Store and Warehouse tenants	7 days	24 hour access*
Permanent stand users	Sun to Thurs	7.00pm
Casual stand users	Mon/Thurs/Fri	2.00am
	Tues/Wed	3.30am
Country Transport Buyers (sleeper permits only)	Sun to Thurs	7.00pm
All Other Buyers (see Market Trading Hours)		
ENTRY TIMES - FLOWER MARKET		
Permanent stand users with coolrooms	7 days	24 hour access*
Permanent stand users	Sun to Fri	7.00pm
Casual stand users	Mon	2.00am
	Tues to Fri	3.30am
	Sat	4.00am*
Buyers (see Market Trading Hours)		
ENTRY TIMES - OTHER MARKET USERS		
Retail tenants: cafes, shops etc	7 days	24 hour access*
Produce Delivery Vehicles	Mon/Thurs/Fri	5.00pm - 2.30am
	Tues/Wed	5.00pm - 4.00am
Produce Pick Up Vehicles	Mon to Fri	8.00am - 6.00pm*
<b>Note:</b> on trading days vehicle entrance doors will be lowered 15 minutes before trading begins.		
* Access 5pm Fri to 5pm Sun through Gate 1 only		

## **Right of Entry to Melbourne Markets**

- Market site access is restricted for example to only market employees, employers, tenants, growers, wholesalers, retailers, contractors, unloaders, product delivery vehicles **that have been issued with an access card by the Authority or have written permission by the Authority to be on market land.**
- All persons who conduct business at the Melbourne Markets must complete an Induction Program before access to the Melbourne Markets is granted.

## **Access Card**

- An access card is issued to a person by the Authority after that person has complied with the requirements set by the Authority from time to time authorising that person access to the market land.
- An access card can be obtained from the Customer Centre between 9.00am to 11.00am Monday to Friday at an annual fee.
- Therefore a person will not be allowed to trade or buy at the Melbourne Markets unless that person has been issued with the relevant access card by the Authority or has written permission from the Authority to be on market land.
- A Market user is only permitted entry to the market in accordance with the prescribed entry times.
- On trading days that follow public holidays trading for the fruit and vegetable market begins at 3.00am unless changed by the Authority.
- These times are set by the Authority and are subject to change.
- Entry is only permitted to those persons that have valid access cards.
- A Market user can only enter and exit the market through the entry gates and use of their access card.

## **Payment and Accounts**

- Parking and other Authority account payments can be made at the Cashier's Office.
- The hours of operation for the Cashier's Office at the Customer Centre are between 4.00am to 12 noon Monday to Friday.

## **Visitors**

- Visitors that are associated with businesses at the Melbourne Markets are not allowed on the market land without the prior consent of the Authority.



It is the responsibility of a market user to notify the Authority of any visitors and to obtain the appropriate permission from the Authority.

- Application for a visitors pass must be made 48 hours prior to the visit at the Customer Centre during the hours of 7.00am to 1.00pm.
- All other public visits must be organised through the market tours. Information on market tours is available on the Authority's website, [melbournemarkets.com.au](http://melbournemarkets.com.au)

### **Drugs and Alcohol**

- The use, possession and sale of illegal drugs is not allowed at any time at the Melbourne Markets.
- The consumption, possession or sale of alcohol is not allowed at any time at the Melbourne Markets unless the appropriate permit and licences are obtained.

### **Road Traffic Act and Regulations apply at the Melbourne Markets (Parking & Speeding)**

- All roads at the Melbourne Markets are gazetted as public roads, and as a result, the *Road Traffic Act* and regulations apply. All drivers of vehicles must hold appropriate licences to operate a motor vehicle and in the case of forklifts, a motor vehicle driver's licence must be held as well as a current licence to operate a forklift. Further, all market users must comply with all speed restrictions enforced at the Melbourne Markets.
- All vehicles (including private vehicles) must park in designated areas and bays and must not obstruct access to any part of the market land, emergency exits, trading or roadways.
- Vehicles must at all times display the appropriate parking permit/sticker issued by the Authority.
- Parking can be arranged at the Cashier's Office at the Customer Centre.

### **Incident Reporting Procedures (Accidents, Incidents, Dangerous Occurrences & Hazard Reporting)**

- All accidents, incidents (including near misses), dangerous occurrences and hazards are to be reported and acted upon to prevent any reoccurrence.
- In addition, to all notifiable incidents and dangerous occurrences set out in the Act are to be reported to the Authority or WorkSafe immediately by telephone and in writing, within 48 hours.

- Any emergency must be reported immediately to the Customer Centre located near the south-west corner of the market concourse. If an ambulance or fire brigade has been contacted, the Customer Centre must be notified in order to facilitate ease of entry for such vehicles.

Contact numbers are:

- Customer Centre (03) 9258 6123 (1.00am to 10.00am) or 0417 317 081, (24 hours a day);
- Gate 1 on (03) 9258 6124, (24 hours a day).
- Emergency telephone numbers and names of any qualified first aid providers are displayed in prominent and appropriate positions around the Melbourne Markets.

### **Emergency Notification**

- An emergency is an unplanned event that may adversely affect the safety of all persons using the Melbourne Markets, requiring an immediate response by the market users.
- The effectiveness of the emergency procedures depends on the willingness and co-operation from all market users.
- A market user who discovers an emergency must call 000 for external emergency services that is the police, fire brigade or other emergency services. They must then provide the relevant details to the emergency services including; number of persons involved, the address and the nature of the incident, ie. fire, bomb threat, medical emergency etc. and a contact phone number.
- The Customer Centre must be notified of the nature and location of the emergency and services called.

### **Specific Example of Site Safety Issues**

#### **Pedestrians**

- Pedestrians must always use designated pathways and wear day/night safety vests.
- Market users must wear appropriate footwear.

#### **Forklifts and Motorised Trolleys**

- Forklifts and motorised trolleys operating on market land must display a current Vic Roads Registration *and* a current market registration permit.
- Any person driving a forklift must hold a current Victorian driver's licence and appropriate licence to operate a forklift.

- Any person driving a motorised trolley must be certified by an authorised business as being competent to drive a motorised trolley, and must hold a current Victorian driver's licence.

### **Other Vehicles**

- All other vehicles must be registered with Vic Roads to be on market land.

### **Hot Works Permit**

- A market user is not allowed to conduct hot works at the Melbourne Markets, unless they have obtained a hot work permit from the Authority at the Site Services Department at Warehouse O, Monday to Friday between 8.00am and 4.00pm.
- Hot Works means those activities involving the use of cutting, grinding or welding equipment capable of generating heat and/or sparks, and the use of electrical equipment in areas where there is potential of an explosive atmosphere to exist.

### **Repairs and Maintenance**

- All market users must follow the repairs and maintenance guide, which outlines maintenance and repair services offered by the Authority's Site Services Department, and the procedure to be followed when maintenance and repair works are required at the Melbourne Markets.
- It is important to remember that the consent of the Authority must be obtained prior to engaging external contractors and commencement of works, and tenants must meet all occupational, health and safety standards, guidelines and regulations.
- The repairs and maintenance guide can be obtained at the Authority's Administration Office, Site Services Department and Customer Centre.

### **First Aid**

- A fully stocked first aid box is provided in the first aid room at the NFC and in the Customer Centre for minor treatment of injuries by a qualified first aider.
- If further treatment is required, then the injured person will be transported to the nearest doctor's surgery or hospital.

### **Smoking**

- Smoking is not permitted in enclosed areas such as offices, lunch rooms, change rooms, first aid rooms, toilets, NFC trading area, Fruit & Vegetable Market trading floor (as labelled) and other similarly enclosed areas.

## **Waste Management**

- All waste generated within the market must be disposed of in the most appropriate and environmental sensitive manner.
- Market users are encouraged to minimise the amount of waste that is sent to landfill by actively participating in waste separation and recycling programs.

## **General Prohibitions**

- The following behaviour is prohibited on market land:
  - sexual harassment;
  - discrimination or intimidation of any kind including racial;
  - vandalism or theft of any kind;
  - language or behaviour likely to affect other workers, neighbours or the public;
  - refusal to act on safety instructions issued by the Authority;
  - interference with any safety hazard controls without a legitimate reason;
  - refusal to comply with any direction of the Authority or an authorised officer.

## **Privacy Policy of the Melbourne Market Authority**

- The Authority is an organisation bound by the *National Privacy Principles*, which are contained in the *Information Privacy Act 2000*. At the Authority, we respect and value a market user's privacy and the Authority takes all reasonable steps to ensure that any personal information it collects is kept securely to prevent misuse, loss, unauthorised access or change.
- The Authority's Privacy Policy Statement can be viewed via its website: [melbournemarkets.com.au](http://melbournemarkets.com.au)

## **Points to Remember by Market Users**

- All safety procedures and safe work practices/ systems cannot and will not work satisfactorily unless everyone follows them.
- Deviating from any of the practices in the induction and procedures issued by the Authority, may cause injury to a market user or others.
- Under the duty of care, it is the responsibility of all market users to follow all safety systems and safe work practices.
- A market user must take all reasonable care for their personal safety as well as the safety of others.