

Committee(s):	Date(s):
Markets Board For information	21/01/2026
Subject: Superintendent (General Manager) updates	Public

Briefing Note

Smithfield

Staffing – The Market Security Manager reverted to his full time role at Smithfield effective of 1 December 2025 enabling a highly successful Christmas trading period. Smithfield enjoys a fully resourced staffing contingent in all other areas save for maintenance.

Cleaning – Cleaning remains a constant priority. January 2026 will see extensive work undertaken by specialist cleaners of the fridge decks and shop canopys.

Energy – Eon have finally completed their second shutdown of the Chilled Water Supply that serves Smithfield Market to enable improvements in the capacity of the Citigen network. The local team, supported by our colleagues in the Energy Team, worked hard to reschedule this shutdown from Summer 2025 to the first week of January 2026 where the ambient temperature meant there was no discernible impact to the operations of the market or the tenants.

Health & Safety – Our Safe365 score continues to improve well past the Corporate target as we record more evidence of good practice. Members were advised in late Summer 2025 that improving the then score of 58% was a priority. Smithfield currently has a Safe 365 score of 73%

Tenant Association (TA) priorities – The SMTA obtained substantial funding for their Christmas Eve Meat Auction from Destination City (DC) which was a hugely successful event once again. The Event Management Company employed a videographer on the day who shared condensed footage of the event. DC were thrilled with the footage and worked with the Corporate media team to share it over its numerous social media platform. The local team have submitted the event to be considered for a national industry award. DC have encouraged the SMTA to complete feedback forms and submit a request for funding for 2026 in the near term which the local team will support with.

On 18 December 2025, the local team and the SMTA Executive were notified for the first time of two road closures beginning week commencing 12 January 2026, one lasting a number of weeks, the other lasting over six months, shutting West Smithfield and East Poultry Avenue with diversions in place taking delivery drivers, trade buyers and visitors on a diversion via Fleet Street which would have led to all traffic being only able to access through the already restricted Charterhouse Street. Happily, we

have been supported by the Director of Highways who has suspended these works whilst options are reassessed and the input of the SMTA is considered.

Superintendent (GM) – Dan Ritchie

T: 07719 415894

E: Daniel.ritchie@cityoflondon.gov.uk

Billingsgate Market

Staffing – Following the transition of our shared Market Security Manager to a full-time position at Smithfield, we successfully appointed a Market Sergeant to this role on a secondment basis in December. The selected candidate brings extensive experience from Billingsgate, with specializations in Health and Safety management and a proven track record of liaising effectively with the filming unit. We are confident that having a dedicated full-time Security Manager will further strengthen our health and safety culture. We have one vacant Constabulary position and a General Maintenance Operative to recruit at the earliest opportunity.

Cleaning – Cleaning standards continue to meet high expectations, with consistently positive feedback from tenants. Mitie has assisted by implementing a 10am market closedown to enhance cleaning efficacy and prevent pest ingress. The in-house maintenance team is currently addressing the electrical supply for the trade car park in preparation for relocating recycling and waste processing to a dedicated compound in the New Year.

Energy – On 16th December Sabian M2G retrofits were installed on all four boilers to reduce dry cycling. Initial results, following a settling-in period, suggest that significant energy savings have already been achieved by preventing hundreds of redundant cycles. We have requested data to update the next Markets Board report. The Energy Team is continuing to source the most reliable meters for the market floor, while the Maintenance team has acquired new hoses and reels to complete the installation at the earliest opportunity next year.

Health & Safety – Through systematic documentation and verification of our procedures and practices, our Safe 365 score has increased to 73%. This result reflects effective management of site-related risks and a strong health and safety culture. We have revised the terms of reference for our local Health and Safety meetings and are actively seeking to strengthen stakeholder engagement via a new campaign that provides training opportunities at all levels for those interested in representing tenants as part of their professional development. In addition, we have implemented a visitor site induction, currently in its soft launch phase, to ensure that corporate and other visitors receive proper PPE and are fully inducted.

Tenant Association Priorities – Tenant priorities continue to be engaged with the markets move and emerging issues continue to be actively addressed as the market evolves. Progress is ongoing on projects identified in the Billingsgate Action

Plan, including forthcoming upgrades to chiller doors to maintain the reliability of LFMA chillers. Additionally, the annual Remembrance Day service was positively received by tenants.

Superintendent (GM) – Julia Kanji

T: 020 7332 3067

E: Julia.kanji@cityoflondon.gov.uk

New Spitalfields

Staffing – A new Market Operations Manager was appointed in November and commenced the role in early December. The successful candidate was previously a Market Sergeant, bringing extensive operational knowledge of the Market along with a desirable set of health and safety qualifications, developed over 24 years of service at New Spitalfields.

We will now begin a recruitment campaign to fill the resulting vacancy for a Market Sergeant. In addition, a vacancy for a Market Constable is currently being advertised.

Cleaning – Cleaning standards remain high. We are, however, experiencing some challenges in the disposal of food waste, as many treatment facilities are currently operating at capacity. This is largely attributable to a significant increase in waste segregation in advance of the forthcoming Simpler Recycling legislation, which will become enforceable from April 2026.

Our contractor is actively working to identify alternative disposal solutions; however, this may result in increased disposal costs, which would need to be passed on to tenants. A letter has been issued to tenants outlining the new legislation, its potential cost implications, and providing recommendations to support waste reduction.

Energy – The project to upgrade the office cooling system to provide heating, alongside the subsequent removal of the gas boiler at Allen House, is nearing completion. The new system is now being trialled over a one-month period to identify any cold spots or technical issues, with the removal of the boiler scheduled for mid-January.

Following a review of the feasibility study, the Climate Action Strategy has approved funding for the installation of solar PV panels on the Market Pavilion and catering block roofs. The energy team and their contractor have commenced the necessary planning works and anticipate starting installation in April 2026.

A further project under consideration is the replacement of the emergency lighting within the Market Pavilion. The preferred option has been agreed, and a proposal has been prepared for review by the Climate Action Strategy to secure funding.

Collectively, these projects will deliver significant carbon reductions and long-term financial savings.

Health & Safety – At present, we maintain a well-managed set of health and safety controls, as evidenced by our Safe365 score. Operations remain business as usual, with regular campaigns delivered by our constabulary to focus market tenants' and customers' attention on key health and safety matters. All control measures are subject to periodic review, or earlier where changes in risk require more immediate reassessment.

Tenant Association Priorities – The priority remains the 2025 lease negotiations. Discussions continue between the appointed agents for the City of London and the Market Tenants Association, with the aim of reaching agreement by 31 January 2026.

Superintendent (GM) – Emma Beard

T: 020 8518 7670

E: emma.beard@cityoflondon.gov.uk