

# Coles Dairy Program

## Dairy Food Safety Program Requirements

03 Charter

03 Policy

01 Requirement

*Coles have developed these Dairy Food Safety Program Requirements to ensure we meet our regulatory requirements for the production of safe dairy foods. Coles requires all direct suppliers of Coles Own Brand dairy milk to meet the requirements of this document.*

## Introduction

This document is for Coles Own Brand producers of fresh dairy milk products sourced directly from farm via the Coles Dairy Pool. This production requirement is part of Coles' aim to:

- Ensure compliance of the claims listed in this document throughout the supply chain
- Meet the relevant national, state and local regulatory requirements for the primary production of dairy products

## Scope

These claims include (but are not limited to): the production of Coles Own Brand fresh white milk supplied directly to the Coles Milk pool (and toll processed by a 3<sup>rd</sup> party).

## Dairy Farming Requirements

### Regulatory Requirements

It is a legislative requirement that all dairy farmers meet the requirements of the Food Standards Code - Standard 4.2.4 - Primary Production and Processing Standard for Dairy Products and 3.2.1 Food Safety Programs.

Dairy farmers must hold a current and valid license from their relevant State Dairy Food Authority. This license must be available at audit and all license conditions must be complied with. The license holder has overall responsibility for the validity of their dairy license, farming operation and the implementation of the food safety program.

All staff should be made aware of the requirements of this document and how it impacts on their responsibilities.

It is the license holder's responsibility to ensure that the food safety program is audited by an approved auditor within the specified time frames. Please see the Audit Process section of this document for further information.

### Relevant legislation and regulations

The applicable national standards include:

- Australian and New Zealand Food Standards Code, with a specific focus on:
  - 4.2.4 – The Primary Production and Processing Standards for Dairy Products
  - 3.2.1 Food Safety Programs and
  - 1.6.1 Microbiological Limits for Food
- Agricultural and Veterinary Chemicals (Control of Use) Regulations 2007
- HACCP – food quality and safety assurance systems

Please refer to your State Dairy Food Authority for further relevant state and local based regulations and standards.

### Stockfeed

Vendor declarations must be obtained for every source of stockfeed (including other farms, and any on farm mixed additives or supplements) stating:

- name of supplier (vendor);

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- description of stockfeed and date (period) of supply;
- chemicals residue status;
- any applicable withholding periods;
- amount supplied;
- signature of person making declaration and date or appropriate company stamp.

Stockfeed containing any material derived from animals, with the exception of tallow (type of tallow to be specified), gelatine and dairy products must not be fed to ruminants.

A system must be in place to ensure that the use of effluent on paddocks does not pose a food safety risk. Effluent use on paddocks must be recorded.

Records of the addition of supplements or additives must be kept and copies of vendor declarations must be available at audit.

### Agricultural chemicals

Agricultural chemicals used must be registered and have an appropriate Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) approval no.

Agricultural chemicals must be used in accordance with the manufacturer's directions. Farm staff administering agricultural chemicals should be competent to undertake these duties.

Agricultural chemicals must be stored in a secure manner so that they do not pose a risk to the milk (eg. Store chemicals out of the dairy plant and so that they are not accessible to the herd).

Records of use must be kept, stating:

- date of use;
- who applied or administered the chemical;
- chemical used (including trade name);
- rate of application or administration;
- what was treated (e.g. paddock number, silo number, etc.);
- withholding period and clearance date;
- farm staff competency in chemical handling.

Weather conditions on the day of application should be recorded if administered via spraying.

If application is via aerial spraying then, as well as recording weather conditions, a copy of any instructions given to the pilot about location and dosage should be recorded.

Whenever a spray contractor is used a report should be received from them which details weather conditions, treatment, dosage rates and paddock details.

### Veterinary drugs

All drugs and teat dips must be registered and must have an appropriate APVMA or NRA approval number.

Veterinary drugs must be used in accordance with manufacturer's directions (as labelled).

Veterinary drugs must be stored in a secure manner.



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Milk from animals treated with veterinary drugs must be isolated according to the recommendations as per the drugs usage instructions.

Farm staff administering veterinary drugs should be competent to undertake these duties.

Records of use must be kept stating:

- date of use;
- drug used;
- reason for treatment;
- rate of application or administration;
- who applied or administered the drug;
- identification of cow/s treated. (This includes identification of cow for record keeping – eg ear tag number, and also method of identification for the milker eg. paint, to ensure isolation of that milk);
- withholding period and clearance date;
- farm staff competency in administration of veterinary drugs.

### Cleaning chemicals

All cleaning chemicals must be suitable for their intended purpose and used in accordance with the manufacturer's instructions.

All chemicals must be registered and have an appropriate APVMA or NRA approval number.

All cleaning chemicals must be labelled, handled, securely stored and disposed of after use so as not to pose a risk to milk.

Premises must be cleaned and equipment cleaned and sanitised to prevent the risk of contamination of milk

Cleaning and sanitising programs must be documented with ongoing verification (e.g. records of temperature checks, and correct concentrations are used).

### Water

Dairy farms must have enough water of suitable quality (i.e. that does not pose a food safety risk, or that renders cleaning chemicals ineffective) to clean the premises and equipment, for milk cooling, and for udder washing to prevent the risk of contamination of the milk.

Where reclaimed water is used it must be in accordance with EPA guidelines.

– Class A reclaimed water may be used for livestock drinking.

– Class B and C reclaimed water must only be used for irrigating dairy pastures and withholding periods must be adhered to.

If water is treated, records of treatments should be kept, and documented in your dairy diary or equivalent recording system.

Where re-use water is used, it is to be documented in your dairy diary or equivalent recording system.

### Premises

Premises used for the production and storage of milk and milking equipment must be designed, constructed, situated and maintained in a manner that will prevent the introduction of hazards and contaminants to the milk.

In general:

- walls and ceilings should be smooth and easy to clean
- floors should be well drained to prevent pooling of water, milk, and chemicals.

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Milking areas must be kept free from undesirable animals whose presence may result in the contamination of milk.

### Vats and silos

All major vat openings (e.g. vat outlets, swing lids, inspection hatches) must be adequately protected (i.e. pest proof, prevent entry of foreign matter) and easily cleaned, to ensure protection of the milk.

The minimum requirement for swing lid vats and silos with unsecured or non-sealed swing lids is for such a vat to be fully enclosed in a pest proof vat room.

Silo vats with a top opening inspection hatch that is **required for inspection of milk prior to pumping out** (for sampling or reading of dip stick) must be covered with a roof to protect the milk from the environment.

Silo vats with a top opening or side opening inspection hatch that is **required for maintenance and cleaning purposes only** do not require covering with a roof, however breathers must be pest screened.

Records must be kept of maintenance (e.g. milking machine tests, repairs and construction works).

### Cooling and storage equipment

Milking equipment and piping must be installed and tested in accordance with the manufacturer's instructions or any available technical standard (e.g. Australian Standard AS 1187).

Milk must be cooled within 3.5 hours of the commencement of milking to a temperature not exceeding 5°C and kept at or below this temperature until collected. Systems must be in place that are capable of achieving the cooling and storage temperatures.

Alternatively, milk must be cooled to a temperature not exceeding 8°C within two hours of completion of milking, and then be cooled to a temperature not exceeding 5°C by two hours and 21 minutes from completion of milking. Milk must then be kept at or below this temperature until collected.

The cooling requirements may be dictated by customers or markets supplied, and must be validated.

Cooling checks must be done a minimum of twice per year – once mid-summer and once during peak milking capacity.

Records must be kept of the repairs, servicing and maintenance of the milking, milk cooling and storage equipment.

Records must be kept to demonstrate conformance to the requirement to cool and maintain milk at 5°C or less within the prescribed time.

### Calibration

Thermometers used for checking cooling system capacity (e.g. the vat thermometer) must be calibrated at least annually and records kept of calibrations.

Thermometers must be a food grade metal or plastic exterior thermometer and **MUST NOT** be a mercury in glass thermometer.

Accuracy of vat temperature gauges must be checked against a calibrated thermometer or calibrated tanker record at least annually.

Records of calibrations and any corrective actions must be kept.

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### Pest control

Pests must be controlled to prevent contamination of the milk.

Note: This requirement is also referenced under premises.

Milking and milk storage areas must be kept free from undesirable animals and pests whose presence may result in the contamination of milk.

Baits must not be above stockfeed in the dairy or feed storage area, and must not be in the milk room.

Records for the use of pesticides, within the dairy premises must be kept and must identify:

- date of use;
- type of activity addressed;
- pesticide used;
- rate of application;
- what area was treated;
- who carried out the treatment.

### Traceability

All milking stock must be permanently identified, including heifers, as they enter the milking herd.

A system must be in place to track the ID of treated animals (refer also Veterinary drugs).

Milk must be supplied to a DFSV-licensed entity or an appropriately licensed entity if transfer is across state borders.

If milk is supplied, sold or delivered to anyone other than a milk company, written approval must be obtained from DFSV confirming how that milk is to be treated so as to deter human consumption.

Records allowing traceability of other farm inputs that can impact on food safety must be maintained. Records of agistment must be kept. This includes any records relating to stock treatment while on agistment.

A stock register, including stock purchases and sales, and any vendor declarations of purchased milking stock must be maintained. This register should also include bulls.

### Competency and training

Those undertaking and/or supervising the milking operation or management of the dairy must be able to demonstrate they have the appropriate skills and knowledge regarding hygienic milking of dairy animals, administration of agricultural chemicals and veterinary drugs, and food safety matters relevant to the activities undertaken at the premises.

Milking personnel must be aware that they should not be milking if they are suffering from or are a carrier of a foodborne disease that is likely to be transmitted through consumption of contaminated food.

Training and competency records for employees and relief staff must be maintained.

### Management of non-conformance

Actions must be taken to correct or prevent non-conformances.

Records must be maintained of non-conformances including the:

- date the non-conformance was identified
- action taken to control the non-conformance
- action taken to prevent reoccurrence
- proposed date by which action will be completed
- actual date of completion

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- person responsible for rectifying the non-conformance.

### Milking/communicable diseases

Milk from diseased animals must not be used for human consumption.

Milk from animals treated with veterinary drugs must be isolated.

Animals with infectious diseases transferable to humans through milk or via the animal (TB, Listeriosis, Salmonellosis, Yersiniosis, Leptospirosis and Q Fever) must be segregated, or otherwise effectively managed.

Minimum requirements for record keeping are documented in the Veterinary treatments section of this document.

## Audit Process

It is the license holder's responsibility to ensure that the food safety program is audited by a Coles approved auditor within the specified time frames.

### NSW specific requirements

For producers based in NSW, the initial licensing audit must be conducted within two months of applying for license.

Ongoing compliance audits will be conducted at a frequency determined by the previous audit rating/outcome:

**A** - every 2 years

**B** - every 1 year

**C** - every 6 months

**D & E** - every month

For further information see <https://www.foodauthority.nsw.gov.au/industry/audits-and-compliance/audits-of-licensed-businesses>

### For all other states

An initial compliance audit must occur within six months of the food safety program implementation or new license being issued. Subsequent audits must occur at least every 12 months.

If multiple major non-conformances or any critical non-conformance is identified during a compliance audit, then the frequency of audits may be increased to at least every 6 months. The timeframe will be determined by the State Dairy Food Authority on a case-by-case basis.

## Auditor Qualifications and Review Process

### On-Farm Auditor Qualification Requirements

Auditors must hold the appropriate qualifications for auditing within the relevant state as per the State Dairy Food Authority.

Unless conducting an audit at the request of a state regulator, only Coles approved auditors may audit the requirements of this document.

In addition to the above requirements, Coles approved auditors must meet the following criteria:

- Submit their qualifications for approval
- Undertake an initial witness audit and be deemed competent



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- Undertake a calibration audit once every 18 months or earlier if required

### References

- [Australian Animal Welfare Standards and Guidelines for Cattle A Guide for Dairy Farmers \(January 2017\)](#)
- [DFSV: Code of Practice for Dairy Food Safety](#)
- [FSANZ Standard 4.2.4 - Primary Production and Processing Standard for Dairy Products](#)
- FSANZ: Guide to Standard 4.2.4. Part 1: [Dairy Primary Production Requirements](#)
- FSANZ Food Standards Code: [Chapter 3 - Food Safety Standards](#)
- FSANZ Food Standards Code: [1.6.1 Microbiological Limits for Food](#)
- DFSV Minimum requirements for farm food safety programs – [Implementation Guide](#)
- [The Dairy Act \(2000\)](#)
- [National Regulatory Food Safety Auditor Guidelines](#)
- [Dairy Gains Guidelines](#)
- [Dairy Australia guidelines for managing milking machines](#)