

# Animal Welfare

## Milk Production and Dairy Food Safety Program Requirements

*Coles have developed these Production and Dairy Food Safety Program Requirements to ensure we meet our customers' expectations regarding the humane treatment of dairy cattle in our supply chain and our regulatory requirements for safe dairy foods. Coles requires all suppliers of Coles Own Branded milk to meet the relevant requirements of this document.*

## Introduction

This document is for external Coles Own Brand Suppliers of fresh milk products sourced domestically. This production requirement is part of Coles' animal welfare strategy to:

- Meet customer expectations by providing higher welfare choices.
- Ensure compliance of the claims listed in this document throughout the supply chain.
- Meet the regulatory requirements of 3.2.1 Food Safety Programs and 4.2.4 - Primary Production and Processing Standard for Dairy Products

## Scope

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

Coles requires all suppliers to the Coles milk pool to be audited against the requirements of this document annually by a Coles approved Auditor.

## Dairy Farming Requirements

### Coles Farm Program Requirements

Each farm must be compliant with the requirements indicated in the Coles Dairy Farm Program self-assessment and should be managed in consideration of the Australian Animal Welfare Standards and Guidelines for Cattle: a Guide for Dairy Farmers.

Each business supplying Coles must complete the Coles Dairy Farm Program self-assessment annually (regardless of changes) and be confirmed against the requirements including all close out requests completed in a timely manner. Following the formal acceptance of the Coles Dairy Farm Program self-assessment, each supplier will be provided with a summary report of the data collected which must be kept on site at the dairy at all times.

Producers may be required to undertake 3rd party audit against the self-assessment if selected.

Failure to complete the annual self-assessment may result in cessation of supply.

### 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 Regulatory Authority and this license must be available at audit and all license conditions must be complied with. The owner/licensee has overall responsibility for the validity of their dairy license, farming operation and the implementation of the food safety program.

If a change takes place that may affect food safety, then the farmer must request an update of the Coles Dairy Farm Food Safety Program to reflect major changes. This is completed by submitting the Coles Dairy Farm Program Self-Assessment which is sent out annually or when an out of cycle request has been made. Staff must then be retrained if any changes are made to the food safety program or equipment.

Major change events include (but are not limited to) the following:

- significant change in herd size

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- significant changes to premises or equipment used
- change to water supply etc

It is the license holder's responsibility to ensure that the food safety program is audited by a DFSV-approved auditor within the specified time frames. Initial compliance audits must occur within 6 months of the food safety program implementation or a new license being issued. All subsequent audits must occur at least every 12 months.

All staff should be made aware of the Food Safety Program and how it impacts on their responsibilities.

### National Standards

The applicable national standards include:

- The Food Standards Code, and particularly Standard 4.2.4 – The Primary Production and Processing Standards for Dairy Products
- National Guidelines – Pathogen Management
- Australia New Zealand Food Standards Code
- Export Control (Milk and Milk Products) Orders 2005
- HACCP – food quality and safety assurance systems.
- Agricultural and Veterinary Chemicals (Control of Use) Regulations 2007

In Victoria, Suppliers must comply with the following legislation and regulation:

- Dairy Act 2000
- Food Act 1984
- Code of Practice for Dairy Food Safety
- Dairy Food Safety Victoria licensing and compliance with food safety programs.

In New South Wales, Suppliers must comply with the following legislation and regulation:

- Food Act 2003 (NSW)
- Food Regulation 2015.

In Tasmania, Suppliers must comply with the following legislation and regulations:

- Dairy Industry Act 1994
- Food Act 2003 (TAS)
- Dairy Industry Regulations 2014
- Tasmanian Code of Practice for Dairy Food Safety.

In South Australia, Suppliers must comply with the following legislation and regulations:

- Primary Produce (Food Safety Schemes) Act 2004
- Primary Produce (Food Safety Schemes) (Dairy Industry) Regulations 2005
- Dairy Authority of South Australia accreditation.

### Record Keeping

Records must be kept for at least 2 years (to ensure that the retained records cover the full period between audits).

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### Non-conformances

Non-conformances refer to items that are identified during an audit which are found not to comply with the approved food safety program or legislative requirements. A report identifying non-conformances detected will be issued following each audit which will include a corrective action report.

When a non-conformance is identified it is the responsibility of the owner/licensee to ensure that:

- an incident report is completed and recorded in the Coles Dairy Diary or equivalent recording system and;
- a review of the food safety program is undertaken.

These non-conformances must be rectified within the below timelines from the date the report is received:

- **Critical Non-Conformance – Immediately or as directed by your auditor**
- **Major Non-Conformance – 2 Weeks**
- **Minor Non-Conformance – 30 Days**

If a critical non-conformance is issued, the auditor will immediately notify the relevant state regulatory authority.

Actions must be taken to correct or prevent non-conformances, and records must be maintained. Any failure of the system needs to be recorded. Non-conformances found during audits must be recorded in the Coles Dairy Diary or equivalent system and records retained for two years.

Non-conformances and corrective actions found during routine servicing of equipment must be recorded in the Coles Dairy Diary or equivalent recording system. If actions are not completed within the specified time frame, contact your Coles representative before the time expires to seek approval for an extension.

All previous audit reports must be kept and sighted at audit to confirm the history of non-conformances. Milk quality or test reports (e.g. BMCC, bactoscan, antibiotic, or hot milk) should also be reviewed regularly for any adverse trends.

The following quality failures must be recorded and communicated to your field services representative the day that they occur (including out of hours):

- Cooling system failure
- Contamination of milk from a reportable substance
- Contamination of milk with foreign matters including water
- Notifiable animal illnesses including salmonella, listeriosis, mycoplasma, milk containing toxic residues.
- Cows grazing treated pastures before the withholding period has finished.

In the event of a suspected milk contamination:

1. Immediately notify your field services and transport representatives;
2. Collect and send a milk sample for testing (milk may not be collected until a negative result has been confirmed)
3. Contaminated milk must be disposed of in a permitted manner.

Where non-conformances have been identified during an audit that result in a stop supply, the site cannot recommence supply until Coles has approved the corrective actions and the non-conformances have been closed in writing.

### Staff Competency and Training

#### Training

Each supplying dairy primary production business must ensure that persons undertaking primary production activities have skills and knowledge of food safety and hygiene matters commensurate with their work activities.

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Areas include:

- hygienic milking of dairy animals
- administration of agricultural chemicals
- administration of veterinary drugs
- food safety matters relevant to the activities undertaken at the premises.
- personal health requirements

All staff that may be required to handle chemicals must undertake the Farm Chemical Users course or equivalent.

All relevant staff (including relief milkers) must be trained in the requirements of this document. They must undertake hygienic milking practices including identification and isolation of milk from treated animals and requirements of withholding periods. They must be trained in the correct operation of equipment and potential risks to food safety as well as maintain good personal hygiene.

### Illnesses

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. Any milking personnel suffering from any food safety related illness or symptoms that involve vomiting, diarrhea, fever or jaundice should not have contact with raw milk or cows producing milk and should refrain from contact until 24 hours after symptoms have disappeared. The details of the illness and dates of the person's exclusion from milking must be recorded. Any milking staff diagnosed by a doctor with a disease that may be spread to dairy cows must have no contact with cattle until they have been declared free of the illness by a doctor. The details of the illness and dates of the person's exclusion from milking must be recorded.

Foodborne diseases that can be transmitted via food contaminated by infected handlers include gastroenteritis, hepatitis A, salmonellosis and campylobacter enteritis, staphylococcus aureus infection (Ref: FSANZ Primary Production and Processing Standard 4.2.4).

### Record Keeping

Staff must be trained in record keeping as necessary. Training records must be kept for all training undertaken including training of relief and casual employees in the Coles Dairy Diary or equivalent recording system.

Specific procedures must be documented and available (for staff reference, and to ensure consistency in training) for the key processes that staff are responsible for.

A visible first aid point and appropriately sized kit should be available in the dairy (depending on the size of your workforce and state based OH&S requirements).

**Note:** Where a number of staff (including relief milkers) are employed a record should be kept of which staff were utilised for each milking

## Stockfeed: Pasture, Purchased and Conserved Fodder Requirements

### Purchased feed/supplements

Management practices must be implemented to minimise the risk of introduced stock food containing taints and unacceptable chemical contamination from being fed to livestock.

Vendor declarations must be obtained and records maintained for every source of stockfeed, additives and supplements (including other farms) and made available at audit.

**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. Feed of unknown or suspect status must not be used.**

Stockfeeds include, but are not limited to, hay, silage, grain and mixed rations, waste fruit/vegetable and stock blocks. The details of any feed ration mixed on farm must be documented and any additives used recorded. If grain is stored on farm, all silo chemical treatments must be recorded including the withholding period before grain can be fed to stock.

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### Pasture

A farm map and paddock identification system will assist to ensure the withholding periods for treated paddocks are observed and recorded. Treated paddocks should be identified on the gate or on the map to assist in observance of withholding periods and recorded in the Coles Dairy Diary or equivalent recording system.

Paddock treatments include:

- Application of agricultural chemicals including but not limited to fertilisers, herbicides and pesticides (see Agricultural Chemicals section)
- Application of effluent (see Effluent and Waste Management Section)

### Chemicals

All chemicals, including but not limited to, teat sanitizers, teat creams, household detergents, veterinary medicines, cow fly repellants, pesticides, cleaning chemicals and disinfectants used in the dairy must be:

- clearly and correctly labelled;
- suitable and used for their intended purpose;
- used according to the manufacturers guidelines;
- used, stored and disposed of in accordance with Agricultural and Veterinary Chemicals (Control of Use) Regulations 2007;
- have an appropriate Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) approval no.;
- be administered/applied by staff trained and competent to undertake these duties; and
- be stored and/or disposed of in a secure manner so that they do not pose a risk to the milk;

No unregistered products may be used or stored in the dairy and records must be maintained for the use of all agricultural chemicals in the Coles Dairy Diary or equivalent recording system.

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

### Veterinary Medicines/Chemicals

Details of all veterinary medicines/chemicals used (including teat dips) must be recorded on the same day of application.

Milk from animals treated with veterinary medicines must be isolated according to the manufacturers instructions and stored in a way that does not contaminate raw milk. Protocols must be established, documented and clearly visible in the dairy of how treated cows are identified and milked, and how their milk is stored. Where veterinary treatments are used in combination, you will need to obtain advice as to the combined withholding period.

All medicines/chemicals must be stored in their original containers and empty containers must not be reused for any other purpose. All expired treatments must be discarded.

A Veterinary drug inventory and record must be maintained in the Coles Dairy Diary or equivalent recording system.

Any off-label use of veterinary medicines must be documented in the Coles Dairy Diary or equivalent recording system and have written advice from a registered Veterinarian including instructions for usage and dosage rates.

Prohibited inhibitory substances must be managed to prevent contamination of the milk pool. Examples of these substances include but are not limited to the following: colostrum, antibiotics, chemical residues, Quaternary

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Ammonium Compounds and nonylphenol Ethoxylates, pre-milking teat sanitisers and iodine levels exceeding 60ug/100g.

If contaminated milk is suspected to have entered the vat, then a sample for testing should be arranged immediately and the collection of milk delayed until confirmed negative.

### Premises and Equipment

The premises and equipment used for the harvesting and storage of milk must be the following:

- situated appropriately;
- of appropriate design and construction;
- maintained in a clean and tidy manner that prevents the introduction of hazards and contaminants to the milk;
- food grade materials should always be used;
- kept free from undesirable animals and vermin;
- constructed in a way that walls and ceilings are easy to clean and floors well drained to prevent pooling of water, milk, and chemicals; and
- rubber ware should be replaced at regular intervals, as per manufacturer's recommendations.

A dairy farm business should regularly monitor the condition of the premises and plant and carry out repairs as required. Records of repairs, replacements, servicing and maintenance of the milking plant, milk cooling system and storage equipment must be kept in the Coles Dairy Diary or equivalent recording system.

Milking machinery is to be installed in accordance with manufacturer's instructions by a qualified technician, or to a technical standard (AMMTA). A milking machine performance test is to be conducted by a qualified technician at least yearly. [Refer to Dairy Australia guidelines for managing milking machines.](#) The refrigeration unit must be serviced by licensed refrigeration mechanic annually with the date of the service and any repairs recorded.

Toilets and hand washing facilities including a basin with hot water, bactericidal soap and disposable towels must be available on site.

Roads, tanker access tracks and turning circles must be fit for purpose and must not be used as stock tracks or holding yards.

### Vats and silos

All major vat openings (e.g. vat outlets, swing lids, inspection hatches) must be pest proof, adequately protected to prevent entry of foreign matter and able to be easily cleaned to ensure protection of the milk from contamination. Vat or silo breathers should be pest screened. Where lights are installed directly above vats, the bulbs should either be covered or shatterproof.

Swing lid vats and silos with unsecured or non-sealed swing lids must 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 (e.g. 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.

Milk vats and equipment must not be used for any other purpose than intended and milk filters should be stored in a dry, protected place. All milk must be filtered before entering the vat and all filters must be used as instructed and stored in a dry secure place.

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### Water

Suppliers 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. The dairy hot water unit must be capable of supplying sufficient volumes of water at the required temperature to perform the required actions. All water sources and their uses must be documented in the Coles Dairy Diary or equivalent recording system.

Water that is contaminated with chemicals or microorganisms may directly or indirectly contaminate milk if it is not managed and used appropriately. The treatments must include control measures that prevent, eliminate or reduce hazards in the milk or colostrum resulting from water use on the farm.

Reclaimed water must only be used for irrigating dairy pastures and must be used 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 must be kept in the Coles Dairy Diary or equivalent recording system.

If teat dips are mixed with water, boiled and cooled water should be used.

Stock access must be prevented to any contaminated water or water containing algal blooms. Any contaminated water supply must be treated or an alternative supply sourced for dairy stock. Areas around troughs must be maintained to prevent pooling of ground water.

Reclaimed water (nondairy effluent grey water) must have a management plan implemented which is documented in the Coles Dairy Diary or equivalent recording system.

**Note: Reclaimed water falls into four classes:**

<b>Class A</b>	<10 <i>E.coli</i> org/100ml – Fit for human contact (toilets, garden watering), and livestock drinking. Not approved for human drinking, bathing or swimming.
<b>Class B</b>	<100 <i>E.coli</i> org/100ml – May be used for livestock grazing – withholding period of four hours.
<b>Class C</b>	<1000 <i>E.coli</i> org/100ml – Grazing and fodder for cattle, sheep, horses, goats, alpacas etc. (excluding dairy cattle and pigs – which have a withholding period on paddocks of five days).
<b>Class D</b>	Class D reclaimed water must not be used on dairy farms.

Where reclaimed water is used it must be in accordance with EPA guidelines and withholding periods must be observed. The reclaimed water storage and/or irrigation system must not be accessible to stock or used to clean any part of the dairy. The reclaimed water storage area must be constructed and managed to prevent overflow.

Re-use water is water that has been collected after a single use in a dairy plant application e.g. post-clean rinse water or milk cooling water. Re-used dairy plant water, if used, must be used in accordance with EPA guidelines and recorded in the template provided in the Coles Dairy Diary.

Each farm must conduct an annual water quality test, or if they are found to have milk quality issues or a water source is changed, testing must be conducted quarterly until the issue is resolved.

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### Milk Harvesting

Fresh in animals must be identified and milk kept separate for at least 8 full milkings for cows and 10 for heifers. Colostrum must not be stored in the milk room unless it is in suitably labelled storage vessel.

Udders must be checked for inflammation and the presence of clinical mastitis.

Cups must be applied to clean dry teats only. Dirty teats should be washed with suitable quality running water and be sufficiently dried prior to applying cups for milking.

All operators must follow good personal hygiene practices with milking personnel not performing milking activities or entering the dairy if: they are suffering from infectious diseases; they are known to be a carrier of an infectious disease or have open wounds.

Aprons and/or protective clothing worn during milking must be kept clean and used solely for the purpose of milking.

Non-milking animals must be prevented from accessing the dairy.

### Milk Quality

Refer to your contract for milk quality requirements.

### Cleaning and Sanitation

Cleaning and sanitising programs must be documented, displayed in a central location and validated to ensure their effectiveness. An ongoing verification program must be implemented to prevent the risk of contamination of milk. Records must be kept of such programs and include temperature checks and correct concentrations.

All chemicals must be registered and meet the conditions specified in the chemicals section of this document.

Adequate supply of hot water must be available to carry out a complete wash program of all equipment and temperature checks must be recorded.

Every three months the condition and hygiene of the plant must be monitored to assess efficiency of the cleaning program and the outcome recorded in the Coles Dairy Diary or equivalent recording system. Factory quality results should be monitored and any results outside specifications followed up on.

Where automatic chemical dosing occurs, a verification program must be documented to ensure correct dosage is maintained and the result recorded in the Coles Dairy Diary or equivalent recording system.

### Milk cooling and storage

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

Servicing of the refrigerated vat must be carried out according to manufacturer's recommendations.

Milk must be cooled within 3.5 hours of the commencement of milking to a temperature not exceeding 5° C and subsequently reduced to 4° C (to meet the Coles Direct Supply Contract) and kept at or below this temperature until collected. This is done by measuring the time taken for milk to reach 5° C from the commencement of milking. Systems must be in place that are capable of achieving the cooling and storage temperatures. Milk must be agitated and refrigerated.

In situations where cooling to less than 5° C within 3.5 hours (from start of milking) cannot be verified (e.g. due to extended milking times or early milk collection), an alternatively validated time/temperature equivalent for those

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cooling systems must be identified e.g. milk cooling model validation and model interface and/or Early Milk Collection Index (EMCI) tool.

Cooling checks must be done a minimum of twice per year, once mid-summer and once during peak milking capacity. Checking and recording of the accuracy of the vat gauge must be performed against a calibrated thermometer on a regular basis and recorded in the Coles Dairy Diary. A tolerance of +/- 1°C is acceptable.

Records of the date, time, volume and temperature of milk must be kept for all milk that leaves the dairy to ensure traceability.

Raw milk must be supplied to a relevant state based licensed entity (eg Dairy Food Safety Victoria) or an appropriately licensed entity if transfer is across state borders. If milk is supplied, sold or delivered to anyone other than a licensed milk entity, written approval must be obtained from the relevant state based authority confirming how that milk is to be treated to deter human consumption.

Records must be kept of the repairs, servicing and maintenance of the milking, milk cooling and storage equipment in the Coles Dairy Diary or equivalent recording system.

If a cooling issue is identified, then a corrective action plan must be developed immediately to rectify the issue and if repairs are required then they must be scheduled within two business days of the issue notification.

### Calibration

Thermometers used for cooling checks, hot water checks and detergent temperature checks must be calibrated 6 monthly and records kept in the Coles Dairy Diary together with any corrective action plans.

Calibration must include the following (but is not limited to):

- Vat thermometers (used to check that milk reaches 5°C or less within 3.5 hours of the commencement of milking and then reduced to 4 °C or less and stored until collection)
- Thermometers used to check hot water and detergent temperatures.

If the vat thermometers are found to be outside the acceptable tolerance levels they must be calibrated by an authorized service provider.

Thermometers must be a food grade metal or plastic exterior thermometer and MUST NOT be a mercury in glass thermometer. (Best source is from suppliers of scientific equipment/ thermometers).

A dropped thermometer must be re-calibrated or replaced and batteries must be replaced regularly.

Each vat load of milk should be checked by the tanker driver prior to collecting milk. Tankers with a flow meter have a calibrated thermometer for verification of the temperature reading. A senses test (smell and visual) should also be conducted by the driver, with any concerning colouration, physical issues and odours to be rejected.

Thermometers may be calibrated by comparison with another thermometer that has been calibrated (e.g. calibration by a field officer or auditor's thermometer), or by a milking machine technician, refrigeration mechanic or chemical company representative.

Thermometers may also be calibrated using ice water and boiling water reference points.

### Pest control

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

A pest (vermin and fly) control program must be maintained for dairy premises and surrounds using only approved

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chemicals.

Do not place baits in the vat room, above the milking area or above stock feed and a map detailing their location must be developed and retained for 2 years.

Chemicals not approved for use in the farm dairy such as insecticides, fungicides, herbicides and rat baits are to be stored securely and away from the dairy.

### Traceability (Livestock identification and animal health)

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

National vendor declarations must be obtained that include the chemical residue and disease status for all purchased stock including EBL (bovine), Johnes (bovine and caprine) and CAE, footrot and lice.

Details of livestock purchases and sales must be recorded in the Coles Dairy Diary or equivalent recording system including:

- vendor's name,
- property identification code (PIC)
- any vendor declarations of purchased milking stock
- ID records of all animals in the milking herd
- Records of agistment must be kept including any records relating to stock treatment.

Lactating and dry animals treated with drugs, medicine, or ointments, requiring a withholding period, or showing evidence of infectious disease must be identified /marked so that they are easily identified to prevent the inclusion of contaminated milk in the bulk supply and the methods of identifying the animals must be visible in the dairy.

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.

### Effluent (Waste) management

An approved effluent management program must be implemented which meets current industry guidelines (Reference: DairyGains Guidelines). This management system must consider the following elements:

- Effluent must be contained on site and not leave the property boundary or enter surface waters (waterways, drains etc)
- The effluent must not accumulate near the milking shed
- Ponds and channels must not be able to be accessed by stock
- The use of effluent on paddocks must not pose a food safety risk and effluent used on paddocks must be recorded.
- The effluent must not pollute groundwater, surface water or create offsite odours.
- The effluent should not be applied to soils that are saturated.
- A 21-day withholding period before grazing must apply to all effluent treated pasture and all effluent reused should effectively utilize the water and nutrients on crops and pasture.
- Effluent should be spread/ rotated over at least 10% of farm to avoid nutrient overload.
- Effluent application must include a record of the withholding period along with identification of specific areas

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(e.g. paddock no.) where effluent has been applied.

- If using a pond system there must be a maintenance program that prevents overflow, crusting and emptying schedules.

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#### Animal Health and Biosecurity

##### Antibiotic Resistance

Coles farmers are encouraged to consider antibiotic resistance when developing feeding strategies for calves. If possible, calves should not be fed raw milk contaminated with antibiotic residue.

##### Bovine Johnes Disease (BJD)

The following guidelines should be followed in order to reduce the spread of Johnes in your herd:

- Rearing of calves should be conducted in a manner that prevents contact with contaminated materials.
- Calves under 12 months of age should not graze on pastures that have held known BJD carrier stock in the past 12 months.

##### Calving inductions

Calving inductions are only permitted in exceptional circumstances where permission has been granted by Coles and is performed under veterinary consultation with the following conditions:

- When the welfare of an individual cow is compromised
- Induced calves must receive adequate colostrum or be humanely killed under 12 hours
- Herd management strategies must be adopted to prevent the need for inductions
- Induction drugs must be recorded as per the veterinary medicines record requirements.

##### Calf housing

All calves removed from their mothers must be raised in a suitable environment that is clean and dry with bedding and sufficient space. The area should be protected from the elements and well ventilated with sufficient lighting, and free of objects that may cause injury.

##### Bobby Calf Transport

All calves consigned to an external vendor must be at least 5 days of age and fit for the intended journey in order to be transported.

All calves must have a dry navel and must have been fed within 6 hours of loading.

##### Dehorning and Disbudding

The use of polled genetics is the preferred preventative measure.

Where a calf is unpolled, disbudding should occur on healthy stock and the use of anesthetic or analgesia is preferred (such as Tri-solfen).

##### Tail Docking

No tail docking may be performed (unless for health purposes and following permission from the Coles Responsible Sourcing Manager – Agriculture)

##### Tethering and solitary confinement

No tethering of cattle (tie stall systems) or permanent single penning of cows for feeding purposes is permitted.

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### Lameness

A lameness management plan should be implemented that addresses prevention, early detection and treatment strategies. Lameness and hoof inspections/maintenance should be conducted regularly.

### Euthanasia

Acceptable forms of euthanasia are via administration of a medicine from a registered veterinarian or the use of a firearm or penetrative captive bolt in the frontal position for on-farm euthanasia of cattle. Blunt force trauma is not permitted for any animals.

## Audit Process

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

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 DFSV on a case-by-case basis.

## Auditor Qualifications

### On-Farm Auditor

DFSV Approved auditors.

NSWFA Approved auditors.

Coles Approved auditors.

## References

- [Australian Animal Welfare Standards and Guidelines for Cattle A Guide for Dairy Farmers \(January 2017\)](#)
- Coles Dairy Farm Program email: [farmprogram@coles.com.au](mailto:farmprogram@coles.com.au)
- DFSV: Code of Practice for Dairy Food Safety ([Current Version](#))
- [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](#)
- DFSV Minimum requirements for farm food safety programs – [Implementation Guide](#)
- [The Dairy Act \(2000\)](#)