

coles

Dairy Farmers



Introduction for Suppliers

Welcome

Welcome to Coles Dairy Farmers!

In 2019 Coles began sourcing milk directly from dairy farmers in New South Wales and Victoria when we rolled out our new direct-to-farm milk sourcing model together with the operations Team from Milk Department. The model was expanded to South Australia and Western Australia in 2020 and Tasmania in 2021 to support our Coles branded Dairy Products. This year we were enormously proud to host our first Coles Dairy Farmer Conference in Melbourne, as significant milestone for us.

Our farmers are always keen to know where their milk will be going. Milk from the dairy farmer group will be processed for Coles' 1, 2 and 3 litre Coles Brand fresh milk, cream and cheese for Coles Supermarkets and Coles Express stores. We sincerely thank you for joining Coles to enable us to do this.

We also established the **Coles Sustainable Dairy Development Group (CSDDG)** in 2019, a collaboration between Coles' Dairy Farmers and Coles to share thinking on dairy sustainability and to build a pipeline of initiatives. We are looking forward to welcoming you.

Our Dairy Team over the past three years have travelled thousands of miles and shared many conversations with our farmers to gain vital insights into each other's business. Our key Dairy Team members are hoping to be able to travel many more miles this year to grow our relationships with our new farmers and visit your regions.

All our Dairy Farmers are an important and valuable part of the Coles team delivering high quality, fresh dairy products to our customers. If you have any questions, please don't hesitate to work directly with the Milk Department or drop me a note by email.

We hope you have a very rewarding relationship supplying milk to Coles and working together with both the Coles and Milk Department Teams

I look forward to meeting you in person.

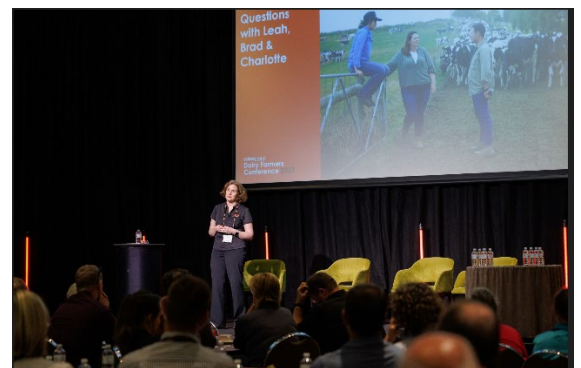
Brad Gorman
General Manager
Dairy, Freezer and Convenience



Photo Front Cover: The Chittick Family, Alne Bank, Rose Valley, NSW. Coles Dairy Farmers since 2019.



Coles Dairy Farmer Conference March 2023, Melbourne.



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**Emergency and On Farm Issues
Please Contact:**

**Chris Aucote 0417 597 689
Simone Ross 0417 506 084**

2. Final Agreement and Estimates

The fully executed Coles Milk Purchase Agreement has been sent to you via *DocuSign*. Estimates are emailed out to all farmers separately and when a price update occurs.

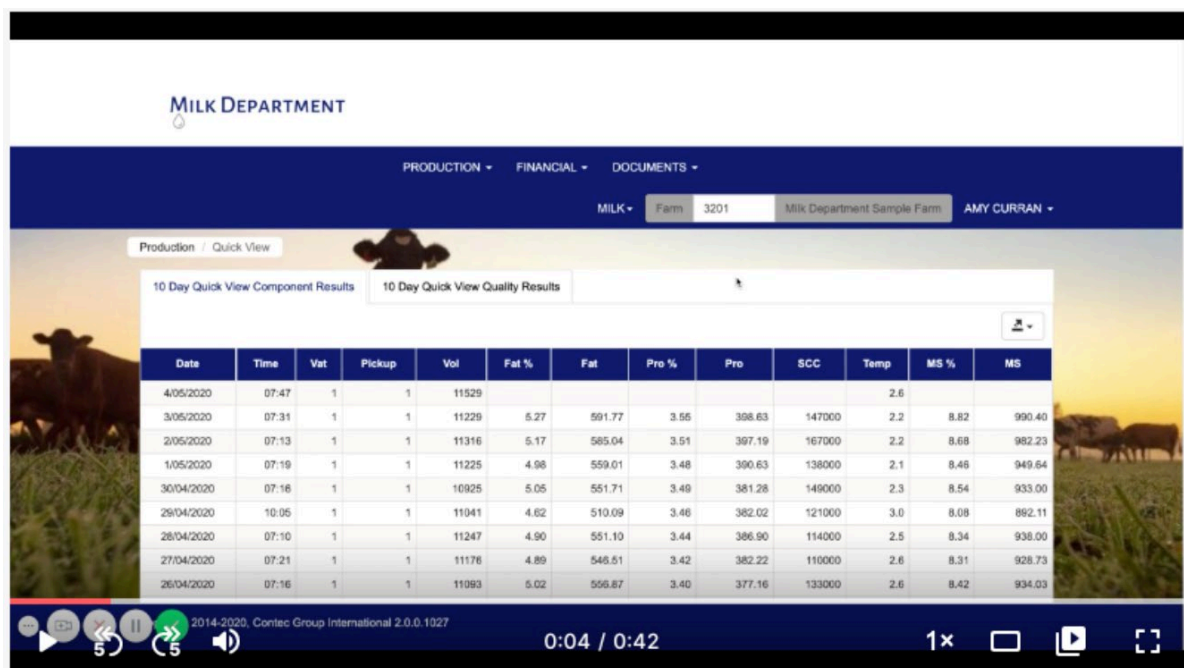
3. Farm Identification Number

All farms are allocated a unique farm identification number. We will confirm this directly with you. It will also appear on the online information portal (see section 8 for more details) and other farm related documentation. A sign will be provided to you to place on your front gate with your Farm ID.

4. Banking Details, Statements and Payments

Please email your bank account details to Ruth Farmilo at ruth.farmilo@milkdepartment.com.au Ruth will acknowledge receipt of your details. Payments are made into your nominated bank account by the 15th of the month and as specified in your Milk Purchase Agreement. Farmers are notified when their statements are ready for viewing on the information portal and it is normally around a week before payments are due.

To learn more about viewing your statements please see this information video. [Viewing Statements - Tutorial](#)



The screenshot shows the Milk Department web portal interface. At the top, there is a navigation bar with 'MILK DEPARTMENT' and menu items for 'PRODUCTION', 'FINANCIAL', and 'DOCUMENTS'. Below this, there are filters for 'MILK' (Farm 3201) and 'Milk Department Sample Farm' (AMY CURRAN). The main content area displays '10 Day Quick View Quality Results' with a table of data. The table has columns for Date, Time, Vat, Pickup, Vol, Fat %, Fat, Pro %, Pro, SCC, Temp, MS %, and MS. The data rows show various dates from 4/05/2020 to 26/04/2020 with corresponding values for each metric.

Date	Time	Vat	Pickup	Vol	Fat %	Fat	Pro %	Pro	SCC	Temp	MS %	MS
4/05/2020	07:47	1	1	11529						2.6		
3/05/2020	07:31	1	1	11229	5.27	591.77	3.55	398.63	147000	2.2	8.82	990.40
2/05/2020	07:13	1	1	11316	5.17	585.04	3.51	397.19	167000	2.2	8.68	982.23
1/05/2020	07:19	1	1	11225	4.98	559.01	3.48	390.63	138000	2.1	8.46	949.64
30/04/2020	07:16	1	1	10925	5.05	551.71	3.49	381.28	149000	2.3	8.54	933.00
29/04/2020	10:06	1	1	11041	4.62	510.09	3.46	382.02	121000	3.0	8.08	892.11
28/04/2020	07:10	1	1	11247	4.90	551.10	3.44	386.90	114000	2.5	8.34	938.00
27/04/2020	07:21	1	1	11176	4.89	546.51	3.42	382.22	110000	2.6	8.31	928.73
26/04/2020	07:16	1	1	11093	5.02	556.87	3.40	377.16	133000	2.6	8.42	934.03

You can also contact Ruth Farmilo should you have any queries about your payments ruth.farmilo@milkdepartment.com.au or 0408 513 471

5. Milk Department Key Personnel







Simone Ross	Farm Business Development Manager	simone.ross@milkdepartment.com.au	0417 506 084
Chris Aucote	Manager Operations	chris.aucote@milkdepartment.com.au	0417 597 689
Felicity Koch	Manager Sustainability & Stakeholder Engagement	felicity.koch@milkdepartment.com.au	0416 240 570
Sarah Thompson	Manager Sustainability Programs and Farm Development	sarah.thomson@milkdepartment.com.au	0418 884 261
Greg Catterall	Manager – Quality Systems & Compliance	greg.catterall@milkdepartment.com.au	0427 546 610
Felicity Doolan	Team Coordinator	felicity.doolan@milkdepartment.com.au	0411 405 529
David Koch	Managing Director	david.koch@milkdepartment.com.au	0407 916 861
Ruth Farmilo	Finance Manager	ruth.farmilo@milkdepartment.com.au	0408 513 471
Rob Blaney	Business Analyst	rob.blaney@milkdepartment.com.au	0481 033 346
Luke Johnson	Dairy Business Analyst	luke.johnson@milkdepartment.com.au	0459 551 653

6. Coles Dairy Team Key Personnel

Brad Gorman	General Manager, Dairy Freezer and Convenience brad.gorman@coles.com.au
Ben Appleby	Business Category Manager Merchandise ben.appleby@coles.com.au
Neil Moorcroft	Commercial Manager Dairy Merchandise neil.moorcroft@coles.com.au

7. Milk Collection

The following transport companies have been selected by Milk Department.

	Tasmania	North, East & West Victoria	South Australia	South Coast & Riverina New South Wales	Western Australia
McColls Transport			 (central)		
7R Logistics			 (South West Corner)		
SRH					
Booth					

8. Milk Information Management Portal

Milk Department manages the data information management portal for all farmers and this is designed to support your farm management systems.

8.1 Instruction booklet

An instruction booklet on how to use the portal can be found here and can be downloaded:

<https://www.milkdepartment.com.au/farmer-portal-instructions>

8.2 Access Link and Password

To access your details on the portal please click on the link below.

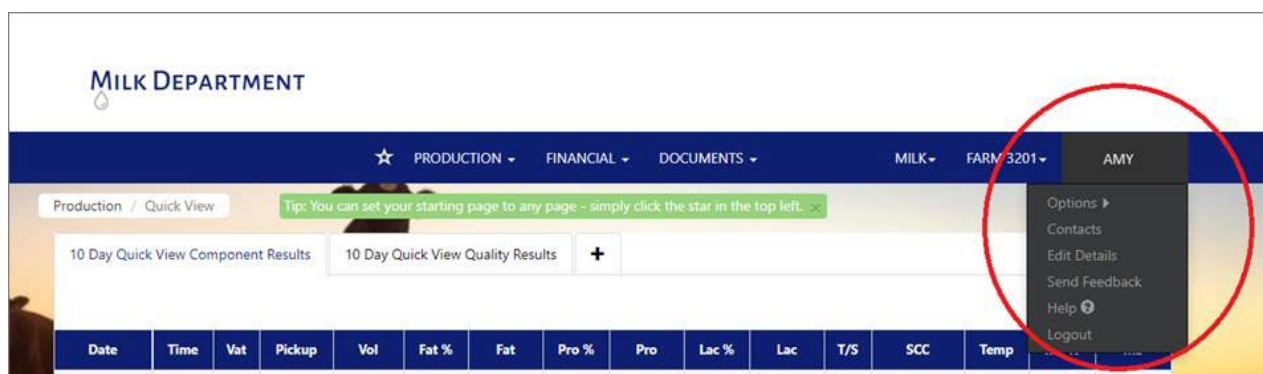
<https://milkdepartmentservices.contecgroup.co.nz/>

Your login details will be separately emailed.

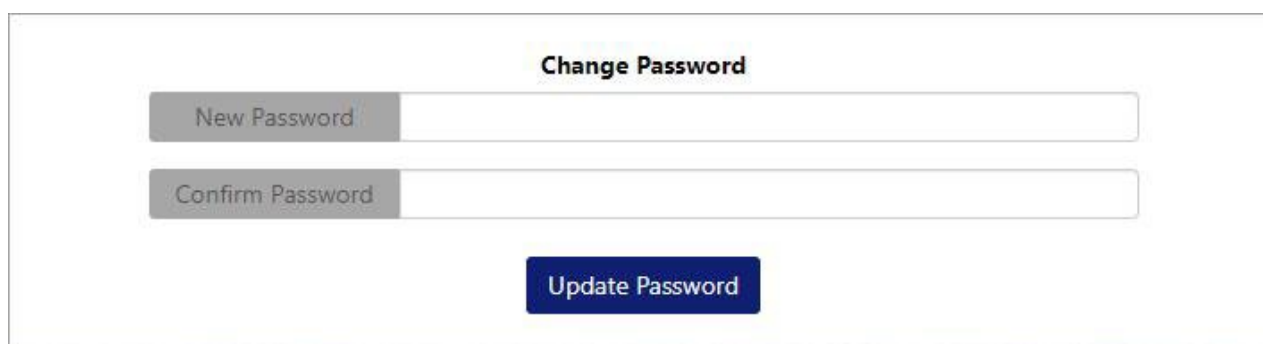
8.3 Changing the initial Password

When you log on for the first time, please change your password as per the following instructions.

Click on your name in the top right of the screen and select 'Edit Details':



Scroll to the bottom of the details screen where you will see the 'Change Password' section. Enter a password made up of characters and numbers and select 'Update Password'.

A screenshot of the 'Change Password' form. The form is titled 'Change Password' and contains two input fields: 'New Password' and 'Confirm Password'. Below the input fields is a blue button labeled 'Update Password'.

8.4 Interpreting information

When you first logon to the portal, you will see a summary of your collections for the past 10 days. There are menus across the top where you can access further collection data. You can also use the portal to update contact information and add contacts to receive results.

Please note the following.

1. You may notice that results which do not fit within the specifications of Grade A milk are marked as 'Downgraded'. This does not necessarily indicate a 'financial downgrade', but indicates milk that is below A grade specification.
2. You can access the portal directly off the Milk Department website and from your smart phone. <http://www.milkdepartment.com.au>



If you need any assistance, please contact one of our team members.

Simone Ross 0417 506 084
Sarah Thompson 0418 884 621
Luke Johnson 0459 551 653
Chris Aucote 0417 597 689

9. Milk Department Mobile App

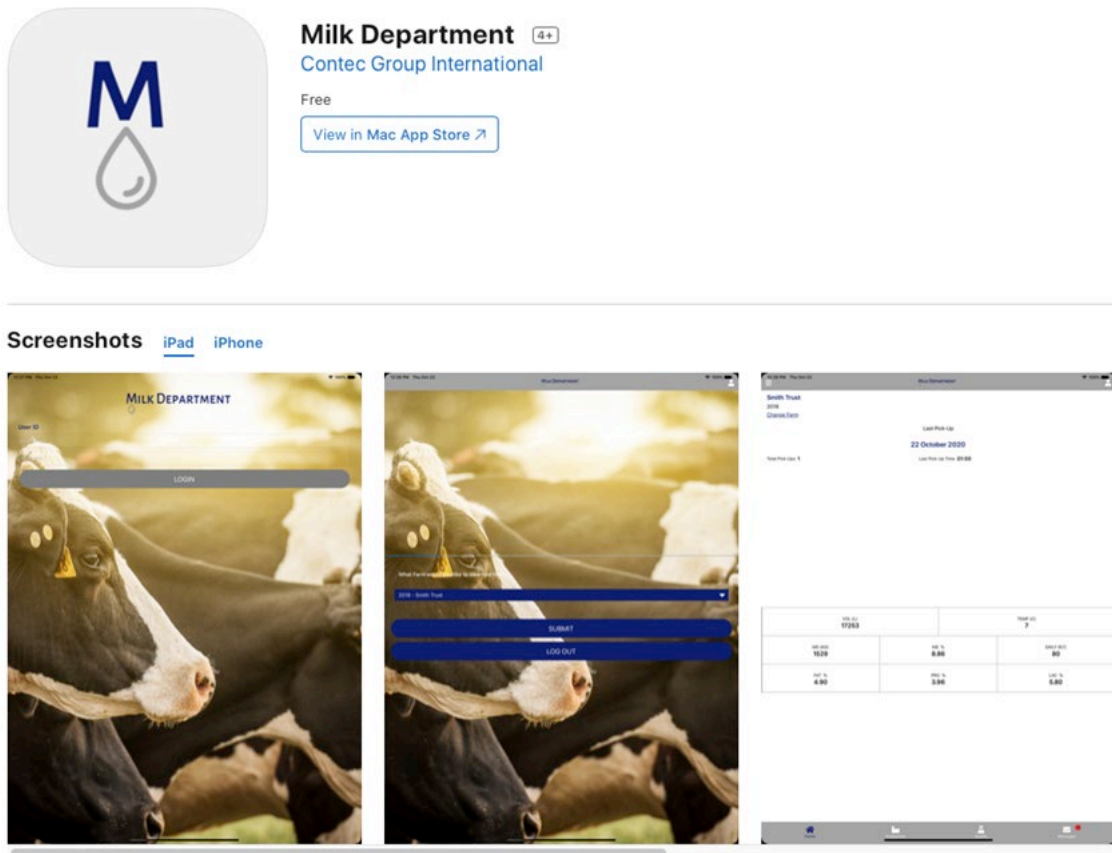
The Milk Department mobile app will enable you to access data more readily and on the go. The app can be used to do the following.

- View live volume, composition and quality data
- Receive notifications as soon as test results are available
- View comparisons across volume, composition and quality forecasts and actuals, for months, days and 10 day periods
- View payment information and receive messages

The App can be downloaded from:

- [Apple App Store](#)
- [Google Play Store.](#)

You can identify it by the following icon and can also find it searching for Milk Department.



To log into the app you use the same details as you use to log into the web portal. A short video introducing the different features of the app can also be found at the following link:

[Milk Department Mobile App Overview \(loom.com\)](#)
SOUND ON!

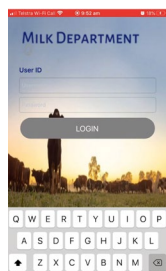
10. Daily Test Results Notifications

Milk test results available to you as soon as they are uploaded into our systems from the testing service providers (Symbio: NSW, FarmWest: WA and Saals: SA, BVAQ: Vic/Tas). There are 3 ways to access your milk test results.

1. Via SMS. Results are sent via SMS each day. We send the results on as soon as they are entered into our systems.
2. Via the Milk Department Portal (refer to section 8 above)
3. Via the Milk Department Mobile App (refer to section 9 above)

You will need to set up the mobile phone numbers and contact names of all parties you want to receive the daily test results. We will set up the key contact on the contract and any sharefarmers initially . Please follow click on the link below. SOUND ON!

[Click here to view the presentation](#)



For questions regarding notifications please contact Simone Ross 0417 506 084 or Chris Aucote 0417 597 689

11. Farm Audits

Milk Department conducts accredited on Farm Audits for Coles and works with the State Regulatory Authorities. We have three accredited Lead Food Safety Auditors – Simone Ross, Greg Catterall and Felicity Koch. Simone Ross is the key contact for farm audits and Felicity Doolan from our team is the supporting coordinator. We work directly with farmers, Coles and State Regulatory Authorities to plan for and to conduct audits. From time to time, Coles also joins an audit on farm and has an accredited audit personnel. Milk Department has an audit ready program to provide advanced information on participating in an audit and this is distributed separately. The approved *Coles Food Safety Plan* can be viewed at the [following link](#).

For questions regarding audits please contact Simone Ross 0417 506 084

12. Non-compliance issues or urgent enquiries

From time to time, farmers may experience issues on their farm that require the immediate assistance of the Milk Department team. As soon as any non-compliance issues are identified farmers are required to immediately contact the Milk Department to enable any important decision making to take place to ensure the integrity of milk going to the factory and any delays can be managed. Please note SNAP tests will be delivered to you by the tanker driver collecting your milk. If you use one, please take a photo of the result and text it to Simone Ross 0417 506 084. We will arrange replacement tests if need be.

It is vitally important the presence of antibiotics in milk, milk out of temperature specification or access issues to the property are communicated expeditiously.

Emergency or urgent contacts - Chris Aucote 0417 597 689 or Simone Ross 0417 506 084

13. Coles Sustainable Dairy Development Group (CSDDG)

Coles' Dairy Farmers are automatically members of the **Coles Sustainable Dairy Development Group**. Coles aims to build a growing pipeline of initiatives throughout the year. Farmers are encouraged to participate in pilots, field days, conferences and adopt any rollout initiatives across the whole group.

Previously, we have rolled out Mastatest machines to help identify the bacteria strain of mastitis through milk testing samples and improving cow outcomes by providing guidance on treatments. We also provide, biosecurity signs, defibrillators and conducted Bolus Heat Stress Management trials in cows.

The Group aims to meet regularly throughout the regions, and plans towards conference in March every second year. Each region is represented by a Coles dairy farmer as an Advisory Group Lead which has an important role in steering the agenda of the CSDDG in collaboration with Coles. All farmers are encouraged to provide their ideas and feedback to Advisory Group Leads which will then be discussed at Advisory Group meetings. These meetings have more recently been conducted via Zoom and are face to face when practical.

Current CSDDG Projects

The following new funds have been created to support sustainability change across Australian Dairy Farms. All Coles Dairy Farmers can access the funds, which provide flexibility to fit with individual businesses and farming systems. Further information on CSDDG projects can be found via this link: [CSDDG Projects](#)

Sustainability Accelerator Fund

This Fund has an allocation of around \$1.5 million per year, for the next 2 years. The Fund has four funding levels to suit a wide range of sustainability projects. Each Coles Dairy Farmer will be able to apply for a minimum amount of \$7,500 per year or for a number of higher amounts of \$12,500, \$25,000 and \$50,000 depending on the application criteria and term of your current Milk Purchase Agreement (MPA). Applications will open on 1 July 2023.

Apply here: <https://www.surveymonkey.com/r/sustainabilityaccelerator24>

Herd Productivity Fund

This program will provide farmers with funding to support on farm herd productivity improvement. This fund may be applied across various areas including milk quality, herd management and herd decision making. Each farm business can apply to receive up to \$12 (ex GST) per milking cow (based on peak milking herd numbers for last financial year), to invest in herd testing, genomic testing or installation of in-line milk monitoring. Applications will open on 1 July 2023.

Apply here: <https://www.surveymonkey.com/r/herdproductivity24>

Farm Safety Fund: Round 2 Coles dairy farmers are able to apply for \$5,000 to invest in an area of on-farm safety that is important to your farm business. Applications are now open until 15 June 2024. Funding will be provided across four funding rounds, between now and June 2024.

Apply here: [Coles Sustainable Dairy Development Group \(CSDDG\) Farm Safety Fund: Round 2 Survey \(surveymonkey.com\)](#)



14. Coles Nurture Fund

The Coles Nurture Fund, provides an opportunity for Coles Dairy Farmers to apply for funding to grow their business through innovative ideas.

About the Fund

Coles launched the \$50 million Nurture Fund in April 2015 to help small and medium sized businesses innovate and grow.

Since then, we have offered more than \$21 million in financial support to over 50 Australian food and liquor producers. From Australia's first quinoa processing facility, to chickpea tofu, to home grown garlic and to Australian first prawn farming technology, the Coles Nurture Fund is helping Aussie producers bring their big ideas to life.

Small and medium sized businesses can apply for a grant of up to \$500,000 to help them develop new market-leading products, technologies, and processes.

We will advise farmers when the next round of applications opens.

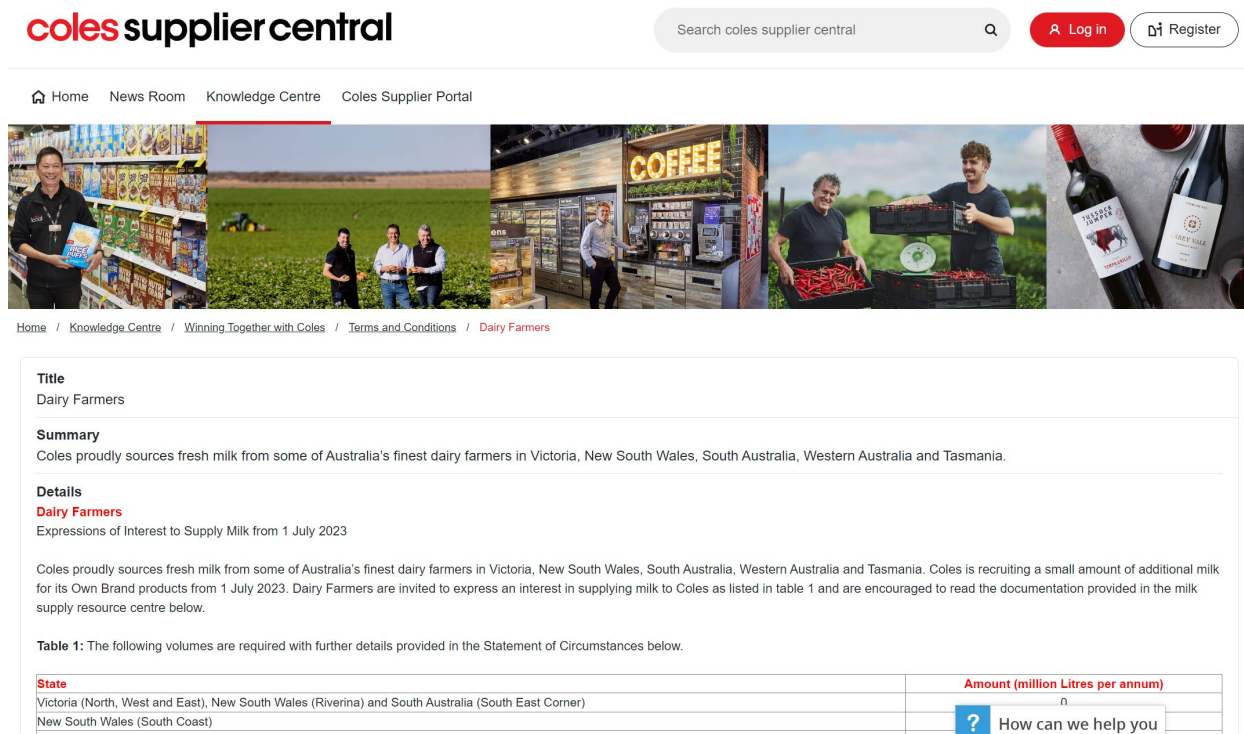
To learn more about the Nurture Fund and applications, please click on the link below. The fund is administered by the Coles Corporate Team.

<https://www.coles.com.au/about-coles/supporting-aussie-producers/coles-nurture-fund>

15. Coles Supplier Portal – Dairy Farmers

Coles established a section on its supplier portal for Dairy Farmers which is a milk supply resource . The portal is a resource for Australian Dairy farmers to access documentation to support Coles procurement of milk and includes the Statement of Circumstance and Milk Purchase Agreements for regions. The link to the portal is below.

<https://suppliercentral.coles.com.au/s/knowledge-centre/article/Dairy-Farmers>



The screenshot shows the Coles Supplier Central website. At the top, there is a search bar and a 'Log in' button. Below the navigation menu, there is a banner image with five panels: a Coles employee, a dairy farm, a coffee machine, a person handling produce, and wine bottles. The main content area is titled 'Dairy Farmers' and includes a summary, details, and a table. The table lists states and the required amount in million litres per annum.

Title
Dairy Farmers

Summary
Coles proudly sources fresh milk from some of Australia's finest dairy farmers in Victoria, New South Wales, South Australia, Western Australia and Tasmania.

Details
Dairy Farmers
Expressions of Interest to Supply Milk from 1 July 2023

Coles proudly sources fresh milk from some of Australia's finest dairy farmers in Victoria, New South Wales, South Australia, Western Australia and Tasmania. Coles is recruiting a small amount of additional milk for its Own Brand products from 1 July 2023. Dairy Farmers are invited to express an interest in supplying milk to Coles as listed in table 1 and are encouraged to read the documentation provided in the milk supply resource centre below.

Table 1: The following volumes are required with further details provided in the Statement of Circumstances below.

State	Amount (million Litres per annum)
Victoria (North, West and East), New South Wales (Riverina) and South Australia (South East Corner)	0
New South Wales (South Coast)	?

How can we help you

16. Farm Gate Signs

Coles supplies farmers with a Coles Dairy Farmers sign and an order form is emailed to farmers when these are available. Round 1 of ordering closes 15 July 2023 so we encourage you to order your signs. You can order one now by scanning the QR code below from your phone.

scan the QR code to order



17. Monthly Performance Reports

Milk Department provides all farmers with a monthly performance report. The reports are designed to assist you with managing your milk supply performance.

Monthly Supply Performance Report for: <Sample Farm> (9999) **MILK DEPARTMENT**

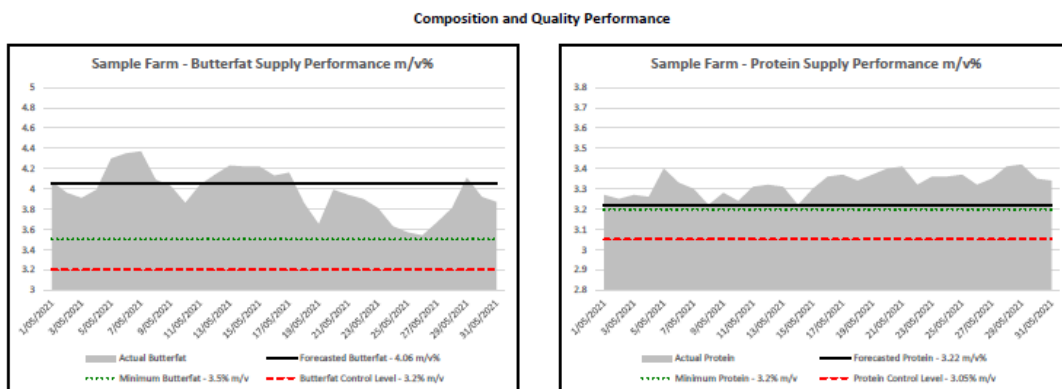
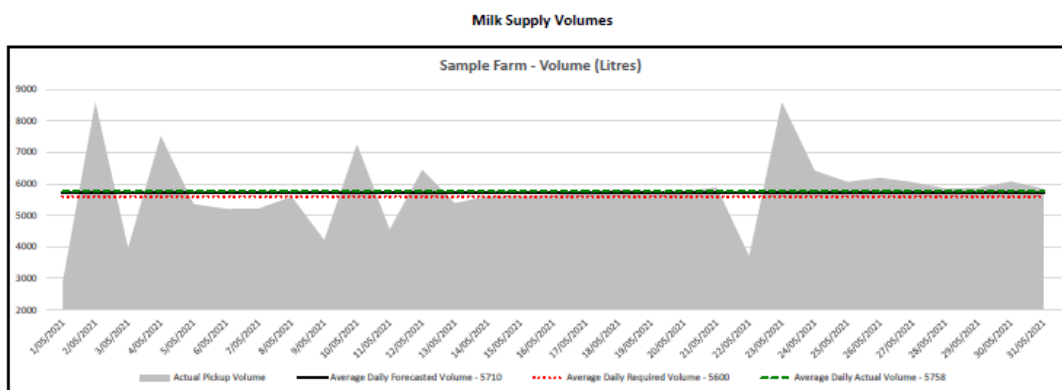
Month of: May 2021

Required Monthly Volume Met: ✔

MPA Performance - Number of Pickups Meeting Quality Standards


	Volume*	Butterfat ≥ 3.5%	Protein ≥ 3.2%	SCC < 200,000	Temp < 4°C	Bacto < 80,000	Thermo < 2,000	Antibiotic Load
Forecast - Month	177,009	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target = 0
Actual - Month	176,489	100%	100%	39%	94%	100%	100%	0
Forecast - Last 12 months	2,271,220	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target > 95%	Target = 0
Actual - Last 12 months	2,371,193	97%	99%	74%	88%	100%	100%	0

* indicates ± 5% variance; ● indicates ± 10% variance





Dairy Farmers

New Supplier - Express Induction Checklist		
No.	Task	Completed
1.	Download and save your Coles Milk Purchase Agreement emailed via <i>DocuSign</i> and signed by all parties	
2.	Email your banking details to ruth.familo@milkdepartment.com.au	
3.	Download the Information Portal Handbook https://www.milkdepartment.com.au/farmer-portal-instructions	
4.	Find the email with your password details for the portal	
5.	Log on to the portal https://milkdepartmentservices.contecgroup.co.nz/	
6.	Change your password	
7.	Update your farm contacts on the portal	
8.	Set up those contacts you want to receive daily SMS results messages	
9.	Download the Milk Department Results App. Apple App Store or the Google Play Store .	
10.	View the video tutorial on how to find and read your statements https://www.loom.com/share/14ef76fb43474cb1838e5e421744f905	
11.	Put the emergency and issues contacts into your phone. Chris Aucote 0417 597 689 Simone Ross 0417 506 084	
12.	Order your farmgate signs. Scan in the QR code. 	
13.	If you need any assistance please don't hesitate to call us	

Welcome to Coles!