A Practical Guide for Milk Producers

to:

The Food Safety and Hygiene (England) Regulations 2013

The Food Hygiene (Wales) Regulations 2006

Incorporating EC Regulations 852/853/854 - 2004

Prepared by the Food Standards Agency

Milk

Hygiene on the Dairy Farm

For all queries about this guidance — including if you require the information in an alternative format such as audio, large print or Braille — please use the number below.

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Summary

Intended audience:	• Milk producers, farmers and growers
Which UK nations does this cover?	• England • Wales
Purpose:	To help milk producers to achieve the standards of hygiene required to conform to the legislation as it applies to milk production holdings.
Legal status:	Boxes labelled **Good Practice** contain advice on best practice. All other areas are considered regulatory.
Key words	• Hygiene and food safety • Dairy products and vegetable oils • Animal feed • Contaminants and food contact materials • Food law, monitoring and controls • Meat and livestock
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Sunset date	Not applicable

Revision history

This guidance follows the Government Code of Practice on Guidance. If you believe this guidance breaches the Code for any reason, please let us know by emailing betterregulation@foodstandards.gsi.gov.uk. If you have any comments on the guidance itself, please call us using the contact number on page 2 or complete our ongoing Guidance survey: https://www.surveymonkey.com/s/55QQDCG

Revision No.	Revision date	Purpose of revision and paragraph number	Revised by
1	October 2013	Insertion of Contact, Summary & Revision History	Lead Dairy Hygiene Inspector
2	February 2015	Update following legislative changes	Dairy Hygiene Inspectorate

The EU food hygiene legislation, which came into effect on 1 January 2006, set out more clearly the duty of food businesses to produce food safely and to achieve consistency. It covers the whole food chain from farm to fork. Key elements of the previous dairy hygiene legislation were retained, such as those relating to the health and cleanliness of the animals, hygiene during milking and controls on raw drinking milk.

Intended audience

The intended audience of this guidance are milk producers, and more generally Food Business Operators (FBOs) engaged in primary production activities.

Aim of the guide

This simple and practical Dairy Hygiene Team booklet has been produced to assist you, as food business operators, to achieve the standards of hygiene required to conform with the legislation, as it applies to milk production holdings. Each section clearly identifies the specific requirements of the Regulations. Any advice included in the blue areas is considered good practice, and although not required in legislation it offers the FBO further assurance to compliance.

A copy of this guide has been made available to all establishments to view/download on the Food Standards Agency Website. All those involved in the production of milk should find it a valuable tool in their day to day operations.

A Dairy Diary is included to help you document and maintain effective records, which will aid you in producing safer food, which will minimise the risks to your business and the consumer.

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Dairy Diary

KEY SOURCES OF CONTAMINATION

Milk can be contaminated at any point in the milk production process.

It is the responsibility of the food business operator (milk producer) to identify these points and implement control measures to protect milk from contamination. The key sources of contamination are:

- Faeces, from soiled animals, especially teats, udders and tails.
- Bacteria, from poor milking practices, soiled hands, inadequately cleaned and disinfected equipment (including bulk milk tanks), and failure to clean and disinfect teats prior to milking.
- Failure to detect abnormal milk (mastitis pathogens, blood and clots).
- Foreign bodies, especially from perished components in milking machines and bulk tanks, dust, bedding materials, dung, insects and animal hair.
- Chemicals, metals, organics, etc., from veterinary product residues, cleaning chemicals and use of non-food grade equipment.

TO REDUCE THE RISK OF CONTAMINATION

Animal Health

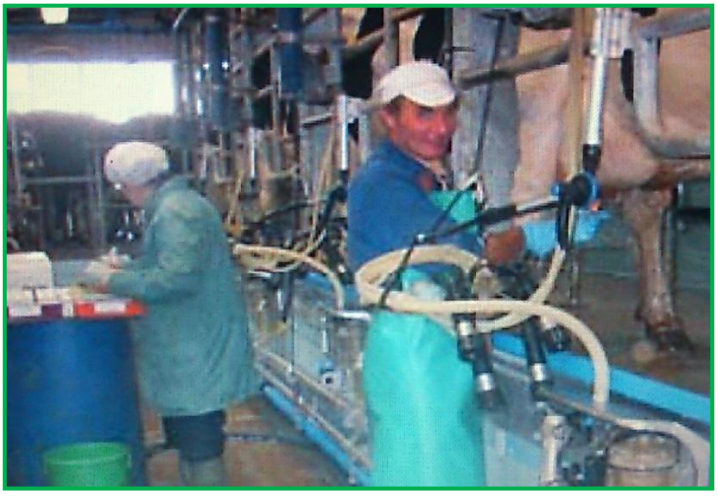
- Milk must come from animals that are in a good general state of health.
- Milk from animals showing signs of udder disease must not be used for human consumption.
- Milk from animals undergoing medical treatment must not be used for human consumption before the end of the prescribed withdrawal period.

Animal Cleanliness

- **All** animals should be kept clean.
- All lying areas should be of sufficient size and should be kept clean and dry.
- Passageways and access routes should be free from accumulations of dung, slurry and mud.
- Fields, tracks and gateways should be well maintained and kept free from accumulations of dung, slurry and mud.

Milking Practice

- Milk from each animal **must** be examined for physical/chemical/ organoleptic abnormalities and where abnormal milk is detected this milk must be rejected.
- Teats, udders and adjacent parts must be clean before milking.
- Hands, contact surfaces and milking equipment must be kept clean at all times.



CONTAMINATION OF RAW MILK

Milking Equipment

- Milk contact surfaces must be appropriately cleansed and disinfected **immediately** after each milking.
- All equipment must be kept clean and in good condition.

Milk Storage and Cooling

- Milk must be protected from contamination during transfer and storage.
- Milk must be cooled immediately (to not more that 8^{o}C in the case of daily collection, or not more than 6^{o}C if collection is not daily) to minimise bacteria multiplication.
- Bulk tanks must be cleaned and disinfected after each milk collection and kept in good condition.

ANIMALS & HOUSING

General Health

Where there is evidence that an animal is **not** in good health and especially where there is a discharge from the genital tract, enteritis with diarrhoea, fever or an infection of the udder, the milk must not be used for human consumption. Milk from cows failing a test for **Brucellosis** or from those which have lost their **Official TB Free Status** must not be used for human consumption.

Good Cleanliness

Poor Cleanliness

- Animals must have clean teats, udders and adjacent parts (flanks, hindquarters, tails and abdomen) before milking.
- Housing must be managed to avoid soiling of the animals.
- Milk from animals that show a positive reaction to a Tuberculosis (TB) or Brucellosis test must not be used for human consumption.
- Milk for human consumption must come from animals that are in good health with no udder lesions likely to contaminate the milk

Cleanliness Management

Besides good design and management of the housing, there are several measures which can be implemented to improve animal cleanliness:

Good practice:

- Trim or clip tails at housing and turn-out. Cows with a clean, trimmed tail will attract fewer flies.
- Flaming of udders and/or clipping of flanks, bellies and udders reduces the amount of soil or faeces which can adhere to these areas.
- Remove dirt manually and encourage grooming with cow brushes
- Clean animals are more likely to remain disease free and at milking time, are less likely to contaminate the milk with harmful bacteria.
- Consider altering diets to minimise loose dung.

All passageways and loafing areas should be kept free of accumulations of dung, slurry and stale feed.

Cubicles

There should be at least one cubicle per cow, designed to encourage cows to lie in them. Dimensions should be calculated to accommodate the largest cows in the herd. Brisket boards and head rails should be adjusted so that the animals do not soil the beds. Cows that refuse to use cubicles and become heavily soiled must be cubicle trained, culled or accommodated where they can be kept clean (loose housed or at grass).

Good bedding helps to minimise soiling and improves animal comfort.

Where mats or mattresses are fitted, absorbent bedding material should also be used. All passageways, loafing areas and cubicles should be kept free of accumulations of dung, slurry and stale feed.

Loose Yards

Good practice:

Loose yards should not be overcrowded. For average cows of 600 kg, a bedded area of 6.5m^2 and loafing area of 2.5m^2 per animal is recommended.

The recommended lying area per animal for goats and sheep is 1.8m^2 and 1.4m^2 respectively. Water troughs should not be sited in the bedded area.

Good yard management includes at least daily bedding, with complete removal of the bedding recommended every 4 – 6 weeks.

Access Routes

Access between the milking area, the housing or pasture should be kept free from accumulations of dung and slurry, kept in good condition and be free draining.

This will not only help to reduce the risk of contaminating the milk, but will also help to prevent pathogens entering the teat canal which can lead to mastitis and other diseases (resulting in high Somatic Cell Counts).

MILKING AREA

- **The milking area must be sited and constructed to ensure satisfactory hygienic conditions during milking.**
- **The milking area and immediate surroundings must be kept clean.**
- **Sufficient potable water (or clean water where appropriate) must be available in the milking area for the cleaning of soiled teats and udders, equipment, hands, fittings and floors, during and after milking**.

Structure

- Design features must minimise the risk of contamination from any source, including dust, flies, birds or other animals. Open parlours can be accepted in situations where hygiene risks are minimised and very high standards of management are maintained. They are not permitted if birds gain access or where there is excessive dust contamination from adjacent areas. A parlour that can be properly sealed off from other buildings is the **best practice**.
- Floors should be impervious to water and free draining. Sufficient fall from the area under the udder is important to ensure this area can be kept clean and free from pooling during milking.
- Doors and walls should be smooth, impervious and easy to clean. For walls, good quality, smooth cement rendering is adequate. Alternatives are available including sealed plastic cladding, smooth concrete panels or direct bonding fibreglass.
- Suitable facilities must be available near the place of milking to enable operators milking and handling milk to wash their hands and arms.

- Roof or loft floors should be made of dust proof sheet material and be easy to clean. Any false ceiling should be of an impervious material and steps must be taken to prevent vermin infestation in the void.
- Sufficient ventilation is required to provide clean air and avoid condensation.
- Artificial lighting is essential to provide good visibility for all milking and cleaning operations.
- Ideally strip lights with shatterproof and waterproof diffusers.
- All drainage should discharge to a suitable drainage system.

Management

A hose of sufficient volume and force to wash equipment and cow standings thoroughly during and after milking is recommended.

Warm running water, preferably containing a suitable disinfectant should be available. This is to rinse hands, protective clothing, udders and equipment whenever they become soiled. Paper towels should be available.

A suitable bin should be available for the disposal of used towels and other waste. This should be emptied after each milking.

Within a milking area all floors, walls, fittings and touch points should be cleaned thoroughly after every milking. The upper walls and ceiling should be kept free from accumulations of dust and cobwebs.

Animals may have access up to the entrance and exit of the milking area between milkings but dung, slurry and other noxious materials must be prevented from accumulating on floors, walls and fittings in these areas.

Cow Sheds/Byres

Where cows are housed and milked in a cowshed or Byre, the area under the cow, the dung channels and any operator walkways should be cleaned immediately before milking and be managed to control the risk of contamination during milking. The milking units should not be stored in the cow shed.

Automated Milking Systems (AMS)

In AMS the milking area should be closed off as much as practicable. Positive pressure ventilation may be required to force air away from the milking area.

Floors under and adjacent to the AMS should slope away from the milking area, and no dung or slurry storage is permitted within close proximity to the AMS. To ensure correct operation of an AMS is vital that a correct maintenance programme is followed at **all** times.

Please contact your local Dairy Hygiene Inspector if you are considering the installation of an AMS.

MILKING OPERATIONS

A good milking technique is essential for the production of safe, raw milk.

- **Teats, udder and adjacent parts must be clean before cluster attachment.**
- **Teat dips/sprays must be used in accordance with manufacturer's instructions.**
- **Milk from each animal must be examined at each milking.**
- **When identified, abnormal milk must be kept separate and not used for human consumption.**
- **Milk from animals showing clinical signs of udder disease must be kept separate and not used for human consumption.**
- **Animals producing milk that is unfit for human consumption must be clearly identified.**
- **Milking equipment must be kept clean at all times.**
- **Hands must be cleaned before milking and kept clean during milking and milk handling. Exposed skin wounds must be hygienically covered.**

Operator Hygiene

During milking and milk handling, the operator must wear clean clothing.

Operator's hands and forearms must be thoroughly washed before milking. These parts, as well as gloves if worn, must be kept clean during milking and milk handling. Damaged gloves must be replaced as soon as is practicable.

Smoking in the milking area is not permitted.

Teat Cleaning

Cleaning of teats before milking is important to remove both visible soiling (e.g. faeces, bedding, mud, residual post milking disinfectants) and bacteria which could contaminate the milk.

Research by the FSA has shown that the number of bacteria on teats is not necessarily linked to visual cleanliness, so **all cows should be cleaned**, not just those with visibly soiled teats.

Thorough washing and drying may be followed by wiping with disinfectant impregnated towels or treating with an approved pre-dip solution, which must be effectively removed before cluster attachment.

Dry wiping is not recommended as research shown that this method removes very few bacteria.

Fore-Milking

Milk from each animal **must** be checked for physical/chemical/organoleptic abnormalities. In most situations this is most effectively done by taking fore-milk or by a combination of fore-milking and another method. Fore-milking assists early detection of mastitis; removes potentially contaminated milk from the teat canal and stimulates milk let down.

Abnormal Milk

Animals producing abnormal milk or showing clinical signs of udder disease must be clearly identified. Milk from these animals must not be used for human consumption. The recommended means of excluding abnormal milk are:

- milk affected animals last (with a full sanitizer cleaning routine after each milking).
- milk into a dump bucket or dump line (with a clean, well maintained separate cluster and milk tube).

A good milking order will help to ensure that infections of the udder are not transferred to other animals within the herd; bacteria from an infective udder have been shown to transfer to as many as eight animals through successive cluster attachments.

Pre & Post Milking Disinfectants

These must be used in accordance with the manufacturer's instructions to maintain effectiveness. Dip cups and spray devices should be kept visually clean.

Equipment Cleansing

Any soiling of the milking equipment must be washed off before cluster re-attachment.

Faecal matter should be cleaned off floors and stall work as soon as practicable, and before another animal or batch enters the milking area.

Milking Environment

The movement of dusty feeds or bedding materials should not be carried out close to the milking area immediately before or during milking. The level of dust on overhead pipes must be kept to a minimum.

The air should be as clean as practicable, as very large volumes are drawn in during cluster attachment and removal, through air bleeds and during milk transfer. The equivalent to the entire volume of air in the milking area may be drawn into the equipment during milking.

MILKING EQUIPMENT

- **Equipment must be made from appropriate food-grade material and must be kept clean and in good condition at all times.**
- **Immediately after milking, equipment must be cleaned, disinfected and rinsed with potable water.**

Recommended Cleaning Systems

Good practice:

Hose equipment to keep clean during milking.

After each milking and prior to circulation cleaning, scrub exterior surfaces with warm sanitizer solution.

Clean interior surfaces after each milking by either:

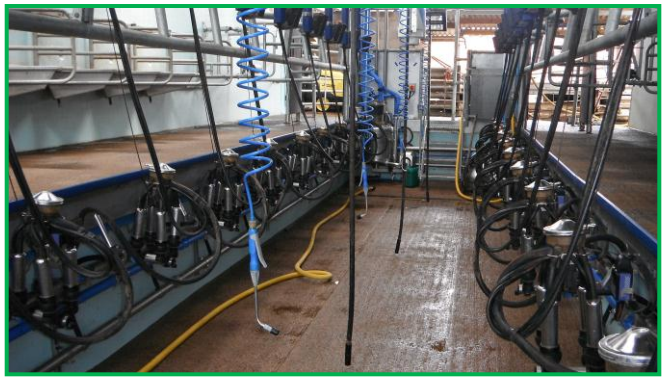
- hot circulation cleaning – a warm pre-rinse, a hot re-circulation wash with a sanitizer solution and a final cold rinse (ideally containing 25ml hypochlorite/40l of water).
- Use of a milk-stone remover is recommended where necessary to prevent scale build up inside the equipment.

OR

- acidified boiling water cleaning – a once through hot wash with acid solution. Use a hypochlorite solution weekly in place of acid - to prevent a build-up of a protein (biofilm).

In all cases:

- Clean the vacuum pipelines at least monthly. Check and clean “blind” areas daily – e.g.
- Clean claw-piece bungs, buttons, screw-threads and recorder jar reject taps regularly.



Hot Water Recommendations

Good practice:

Circulation Cleaning – 10-15 litres per milking unit.

Water temperature should be as per manufacturer's instructions or start at 85°C and end at a temperature not less than 50°C.

Acidified Boiling Water - 14-18 litres per milking unit. Start at a minimum temperature of 96°C. All milk contact parts of the equipment must reach 77°C for at least 2 minutes.

Regularly check and record the hot water temperature before and after the wash cycle (at least monthly).

Cleaning Efficiency

Even when meeting the hot water requirements, cleaning efficiency will still depend upon:

- Correct use and strength of chemicals.
- Adequate flow rate of the cleaning solution.
- Correct 'circulation balance' to ensure an even distribution of the cleaning solution.

Maintenance

Regularly inspect and renew perishable items to maintain in a good physical condition. This will help control levels of bacteria in the plant, and help prevent teat end damage.

- **Storage tanks must be sited and maintained so as to limit the risk of contamination of the milk.**
- **Milk contact materials must comply with Regulation (EC) No 1935/2004 and be sufficiently inert to preclude substances from being transferred to food.**
- **All contact surfaces must be kept clean and in good condition at all times.**
- **Milk must be cooled immediately after each milking.**
- **Storage tanks must be adequately sealed to prevent physical contamination of milk.**

MILK STORAGE AREA

As a food storage area, the milk storage room needs to be managed to minimise the risk of contamination at all times.

Protection of Milk

Keep bungs and covers in place at **all** times. During milking, there should be a closure around the delivery pipe into the milk tank. If bungs/covers are lost they must be replaced as soon as possible

Siting

Good practice:

Allow at least 600 mm clear space around the tank to enable effective cleaning.

If any part of the tank or silo is sited outside the milk storage area, the tank outlet, air vent and inspection hatch must be constructed and managed to prevent contamination of the milk.

Always ensure that any new bulk tanks are sited according to the manufacturer's instructions as incorrect siting may affect the cooling and quality of the milk.

Milk Cooling

Immediately after milking, milk must be cooled to a temperature of not more than **8ºC** in the case of daily collection, or not more than **6ºC** if collection is not daily.

Cleaning

The interior surfaces of the tank **must** be cleaned each time the tank is emptied.

- Rinse with potable water.
- Clean with sanitizer solution.
- Rinse with potable water.

The exterior of the tank should be kept clean.

Acceptable cleaning methods include the following:

- **Manual cleaning** with an iodophor solution or chemical powder paste, allowing 10 minutes sanitizer contact time. Ensure less accessible areas such as under tank bridges, around tank bungs and inside the outlet pipes are cleaned.
- **Automatic cold cleaning** using an iodophor or acid based cleaning solution. A weekly manual clean with hypochlorite cleaning solution or powder is needed to maintain cleanliness.
- **Automatic hot cleaning** using a hypochlorite based sanitizer. Periodic treatment with milk-stone remover is usually needed. Regularly check that the automatic cleaning systems are working effectively. Manual cleaning of the outside surfaces of the tanks is necessary to maintain acceptable conditions to minimise the risk of contaminating the product.

- **The approach and surrounds must be kept clean.**
- **Doors should be kept closed.**
- **Vermin, birds and other animals must be excluded.**
- **The milk storage room must be kept clean at all times.**
- **The structure of the milk storage room must not expose milk to the risk of contamination.**
- **The milk storage room should not be used for purposes other than the cooling and storage of milk, and the cleaning and storage of milking equipment.**

Siting & Structure

The milk storage room must be sited in a clean area, away from obvious sources of contamination. The structure of the milk storage room must protect the milk from contamination and be kept clean and free from vermin. Siting of compressors in the milk storage area is not recommended.

- **Access -** The access should have a hard standing, normally concrete. This needs to be large enough to allow clean access for the tanker driver from cab to milk storage area and the collection hose to be positioned on a clean surface.

- This area should be free draining so as to minimise the risk of contamination during milk transfer. It must be kept clean at all times.

- **Access to Other Areas -** Direct access between the milk storage room and livestock housing or handling areas, toilets or feed stores is not allowed. Direct access to parlours, motor rooms and offices is not recommended.

- **Floor and Drainage -** Floors must be impervious to water and free draining, with a good slope to a suitable trapped drain, preferably within the milk storage room. External drainage must not be allowed to enter the milk storage area.

- **Walls and Doors -** All surfaces should be in good condition to full height. Surfaces liable to soiling should be smooth, impervious and easy to clean. Pervious masonry can be smooth cement rendered, covered with wall cladding or smooth coating materials. Joints around and between cladding sheets need to be sealed. Doors may be hinged or sliding, but must fit well. Self-closing doors are recommended.

- **Roof/Ceiling -** This should be so constructed as to minimise the entry of dust and should be smooth, impervious and easy to clean.

- **Windows and Lighting -** Windows, where fitted, should be free from damage and kept closed, unless protected with fly-proof mesh. Artificial lighting is required and all areas should be well lit. Light fittings should be free from rust or flaking paint and fitted with shatter-proof covers.

- **Ventilation -** Sufficient natural or fan-assisted ventilation should be provided. To avoid condensation wash troughs should ideally be covered and water heaters sited outside the milk storage area in a clean environment.

- **Fittings -** To ensure effective cleaning all fittings within the milk storage area should be smooth and impervious. They should be free from flaking paint and rust. This includes electrical fittings, which will generally need to be waterproof (An IP rating of 3 to 6 should suffice but consult with a qualified electrician)

- **Protection against Vermin and Animals** – the milk storage room must be protected against vermin. Refer to page 16

- **Separate Washrooms -** Where a separate washroom is provided for the washing of milking equipment, it must be constructed and managed to avoid contamination of the milk i.e. as per milk storage area.

Management

The whole area must be managed to ensure satisfactory hygiene conditions. The approach and surrounds must be kept clean at all times. Doors should be kept closed. Walls and floors must be kept clean. Areas that become soiled must be washed after every milking. Upper areas and fittings should be cleaned regularly to prevent accumulations of dirt, dust and cobwebs.

The aim is to create a clean, dedicated food storage room. It should not be used as a thoroughfare, storeroom or general delivery point. It should be a restricted area for storing and cooling milk for human consumption and for washing of milking and milk storage equipment. Only items immediately necessary for milking processes may be stored in the milk storage room. Milk must be protected from contamination and steps must be taken to minimise the risk of contamination e.g. avoid using for the preparation of calf feed, feeding other animals, washing and storage of calving aids or calf buckets. Poisons, medicines and veterinary materials should not be kept in the milk storage room; neither should it be used as a tearoom, office, for general boot washing or for use by veterinary or A.I. personnel.

A small, covered bin may be provided but should only be used for the disposal of any rubbish generated in the milk storage room. To prevent the accumulation of damp and dirty material, the bin should be emptied daily. **Smoking is not permitted in the milk storage area.**

GENERAL CONSIDERATIONS

- **Adequate measures must be taken to control insects, rodents and birds on the premises to avoid contamination.**
- **Animals must be isolated if they are infected, or suspected of being infected, with any disease transmitted to man through milk.**
- **All staff engaged in milk production must be trained in food hygiene, health risks and use of equipment.**
- **Appropriate records must be kept on feed supplies, veterinary products, disease that may affect the safety of the milk, and any results of samples and checks made on animals or their products.**
- **Sufficient clean or potable water must be available in the milking area for the cleaning of soiled teats and udders, equipment, hands, fittings and floors, during and after milking.**

Water Supply

All water used in the parlour and milk storage room must be either potable water or clean water. A sufficient supply of potable water is required for hand washing, udder and teat washing, and for rinsing and cleaning equipment. Clean water can be used for other purposes.

The suitability and safety of a private water supply must be assessed by the Local Authority before the water can be used for dairy purposes.

Header or storage tanks must be properly protected from contamination by rodents, birds, insects and dust.

Chemical composition of the supply will be important in choosing detergents. It will also determine the need for periodic treatments to prevent excessive scale in water heaters or deposits in milking equipment.

Pests, Vermin & Other Animals

Adequate measures must be taken to control insects, rodents and birds on the premises to prevent contamination.

Control measures include:

- Removal of rubbish and vegetation from around the milking and milk storage areas.
- Keeping all feed in closed containers and removing waste feed from mangers after every milking.
- Removing waste milk from the milk storage area after every milking.
- When baiting for the control of rodents, sketch baiting points and record renewal of materials.

Milk storage areas must be protected from vermin. As well as general vermin control it may be necessary to use physical exclusion such as fitting fly screens on any openings (e.g. windows), sealing holes in walls especially where pipes or wires pass through, fitting brush or rubber flaps to loosely fitting doors and to protect drainage outlets. If used, electronic fly killers must be sited so as to reduce the risk of contamination of the milk storage area and the bulb must changed in accordance with the manufacturer's instructions

All birds, poultry, cats and dogs should be excluded from the parlour and milk storage areas.

Good practice:

Where practicable, birds, pets and pests must be excluded from the animal housing areas.

Veterinary Supervision of Dairy Farms

Animals must be in a good state of health with no udder or uterine infection likely to infect the milk, and no symptoms of infectious diseases communicable to humans through milk. Animals that have been treated with a veterinary product must be clearly identified and any withdrawal periods specified, observed.

Records of use of veterinary products must be kept and all veterinary products should be kept in a secure place. Records must include: (see box to the right).

Minimum Acceptable Records of Veterinary Product Use

- Date of administration
- Identification of animal(s)
- Product name
- Quantity used
- Milk withdrawal period
- Meat withdrawal period

Good practice:

Veterinary products should be securely locked away when unattended, preferably not within the milk storage room. Records should be up to date (within 72 hours).

Isolation Facilities

Milk from animals showing positive reactions to the tests for Tuberculosis or Brucellosis must not be used for human consumption. These animals must be kept in isolation, milked last, with the milking equipment subsequently cleaned with a full sanitising wash routine and the milk disposed of appropriately.

Where animals are suspected or confirmed as suffering from infectious diseases, they must be isolated.

The isolation facilities should have separate drainage and airspace, should be secure with an anti-slip floor, have good ventilation, suitable lighting and be easy to clean and disinfect.

Consideration should also be given to the need to milk animals in isolation and the ability to remove carcasses.

Milking Personnel

Persons suffering from an illness or being a carrier of a disease which could contaminate the milk, e.g. food poisoning, must not carry out milking or handle milk.

All personnel should have clean hands, wear clean clothing and carry out clean practices. Adequate hand washing facilities and a hygienic method of hand drying should be available close to the milking area.

A first aid kit containing waterproof dressings to cover sores, cuts and open wounds when in the milking or milk storage areas should be readily available.

Smoking is not permitted in **any** areas used for milking, milk storage or washing up.

Glossary of Terms & Definitions

Food business operator – means natural or legal persons responsible for ensuring that the requirements of food law are met.

Contamination – presence or introduction of a hazard i.e. Soiling, bacteria, chemicals, antibiotics

Milk storage room – dairy, tank room.

Milking area – shippon, cowshed, bail or parlour.

Potable water – drinking water satisfying the requirements of Council Directive 98/83/EC.

Clean water – water that does not contain micro-organisms, harmful substances or toxic plankton in quantities capable of directly or indirectly affecting the health quality of food.

Sanitizer - a chemical that both cleans and disinfects.

Disinfection - a process of reducing the number of bacteria to an acceptable level.

LEGISLATION

Below are details of how the regulations are referred to in the text, plus the full name and number of the respective regulation.

REGULATION (EC) NO 852/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 29 April 2004 on the hygiene of foodstuffs

Article 6 - Official controls, registration and approval

1. Food business operators shall cooperate with the competent authorities in accordance with other applicable Community legislation or, if it does not exist, with national law.

2. In particular, every food business operator shall notify the appropriate competent authority, in the manner that the latter requires, of each establishment under its control that carries out any of the stages of production, processing and distribution of food, with a view to the registration of each such establishment.

Food business operators shall also ensure that the competent authority always has up-to-date information on establishments, including by notifying any significant change in activities and any closure of an existing establishment.

***ANNEX I* - PRIMARY PRODUCTION**
PART A: GENERAL HYGIENE PROVISIONS FOR PRIMARY PRODUCTION AND ASSOCIATED OPERATIONS

I. Scope

1. This Annex applies to primary production and the following associated operations:

(a) the transport, storage and handling of primary products at the place of production, provided that this does not substantially alter their nature;
(b) the transport of live animals, where this is necessary to achieve the objectives of this Regulation*;*

II. Hygiene provisions

2. As far as possible, food business operators are to ensure that primary products are protected against contamination, having regard to any processing that primary products will subsequently undergo.

3. Notwithstanding the general duty laid down in paragraph 2, food business operators are to comply with appropriate Community and national legislative provisions relating to the control of hazards in primary production and associated operations, including:

(a) measures to control contamination arising from the air, soil, water, feed, fertilisers, veterinary medicinal products, plant protection products and biocides and the storage, handling and disposal of waste; and
(b) measures relating to animal health and welfare and plant health that have implications for human health, including programmes for the monitoring and control of zoonoses and zoonotic agents.

4. Food business operators rearing, harvesting or hunting animals or producing primary products of animal origin are to take adequate measures, as appropriate:

(a) to keep any facilities used in connection with primary production and associated operations, including facilities used to store and handle feed, clean and, where necessary after cleaning, to disinfect them in an appropriate manner;
(b) to keep clean and, where necessary after cleaning, to disinfect, in an appropriate manner, equipment, containers, crates, vehicles and vessels;
(c) as far as possible to ensure the cleanliness of production animals;
(d) to use potable water, or clean water, whenever necessary to prevent contamination;
(e) to ensure that staff handling foodstuffs are in good health and undergo training on health risks;
(f) as far as possible to prevent animals and pests from causing contamination;
(g) to store and handle waste and hazardous substances so as to prevent contamination;
(h) to prevent the introduction and spread of contagious diseases transmissible to humans through food, including by taking precautionary measures when introducing new animals and reporting suspected outbreaks of such diseases to the competent authority;
(i) to take account of the results of any relevant analyses carried out on samples taken from animals or other samples that have importance to human health;
(j) to use feed additives and veterinary medicinal products correctly, as required by the relevant legislation.

5. Food business operators producing or harvesting plant products are to take adequate measures, as appropriate:
(h) to use plant protection products and biocides correctly, as required by the relevant legislation.

6. Food business operators are to take appropriate remedial action when informed of problems identified during official controls.

III. Record-keeping

7. Food business operators are to keep and retain records relating to measures put in place to control hazards in an appropriate manner and for an appropriate period, commensurate with the nature and size of the food business. Food business operators are to make relevant information contained in these records available to the competent authority and receiving food business operators on request.

8. Food business operators rearing animals or producing primary products of animal origin are, in particular, to keep records on:

(a) the nature and origin of feed fed to the animals;
(b) veterinary medicinal products or other treatments administered to the animals, dates of administration and withdrawal periods;
(c) the occurrence of diseases that may affect the safety of products of animal origin;
(d) the results of any analyses carried out on samples taken from animals or other samples taken for diagnostic purposes, that have importance for human health; and
(e) any relevant reports on checks carried out on animals or products of animal origin.

REGULATION (EC) NO 853/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 29 April laying down specific hygiene rules for food of animal origin

ANNEX III - SECTION IX: RAW MILK, COLOSTRUM, DAIRY PRODUCTS AND COLOSTRUM-BASED PRODUCTS

For the purpose of this section,

1. "Colostrum" means the fluid secreted by the mammary glands of milk-producing animals up to three to five days post parturition that is rich in antibodies and minerals, and precedes the production of raw milk

2. "Colostrum-based products" means processed products resulting from the processing of colostrum or from the further processing of such processed products

CHAPTER I: RAW MILK AND COLOSTRUM - PRIMARY PRODUCTION

Food business operators producing or, as appropriate, collecting raw milk and colostrum must ensure compliance with the requirements laid down in this Chapter.

I. HEALTH REQUIREMENTS FOR RAW MILK AND COLOSTRUM PRODUCTION

1. Raw milk and colostrum must come from animals:

(a) that do not show any symptoms of infectious diseases communicable to humans through milk and colostrum;
(b) that are in a good general state of health, present no sign of disease that might result in the contamination of milk and colostrum and, in particular, are not suffering from any infection of the genital tract with discharge, enteritis with diarrhoea and fever, or a recognisable inflammation of the udder;
(c) that do not have any udder wound likely to affect the milk and colostrum;
(d) to which no unauthorised substances or products have been administered and that have not undergone illegal treatment within the meaning of Directive 96/23/EC; and
(e) in respect of which, where authorised products or substances have been administered, the withdrawal periods prescribed for these products or substances have been observed.

2. (a) in particular, as regards brucellosis, raw milk and colostrum must come from:
(i) cows or buffaloes belonging to a herd which, within the meaning of Directive 64/432/EEC (1), is free or officially free of brucellosis;
(ii) sheep or goats belonging to a holding officially free or free of brucellosis within the meaning of Directive 91/68/EEC (1); or
(iii) females of other species belonging, for species susceptible to brucellosis, to herds regularly checked for that disease under a control plan that the competent authority has approved.
(b) as regards tuberculosis, raw milk and colostrum must come from:
(i) cows or buffaloes belonging to a herd which, within the meaning of Directive 64/432/EEC, is officially free of tuberculosis; or
(ii) females of other species belonging, for species susceptible to tuberculosis, to herds regularly checked for this disease under a control plan that the competent authority has approved.
(c) if goats are kept together with cows, such goats must be inspected and tested for tuberculosis.

3. However, raw milk from animals that does not meet the requirements of point 2 may be used with the authorization of the competent authority:

(a) in the case of cows or buffaloes that do not show a positive reaction to tests for tuberculosis or brucellosis, nor any symptoms of these diseases, after having undergone a heat treatment such as to show a negative reaction to the alkaline phosphatase test;
(b) in the case of sheep or goats that do not show a positive reaction to tests for brucellosis, or which have been vaccinated against brucellosis as part of an approved eradication programme, and which do not show any symptom of that disease, either:

(i) for the manufacture of cheese with a maturation period of at least two months; or

(ii) after having undergone heat treatment such as to show a negative reaction to the alkaline phosphatase test; and

(c) in the case of females of other species that do not show a positive reaction to tests for tuberculosis or brucellosis, nor any symptoms of these diseases, but belong to a herd where brucellosis or tuberculosis has been detected after the checks referred to in point 2(a)(iii) or 2(b)(ii), if treated to ensure its safety.

4. Raw milk and colostrum from any animal not complying with the requirements of points 1 to 3, in particular any animal showing individually a positive reaction to the prophylactic tests vis-a-vis tuberculosis or brucellosis as laid down in Directive 64/432/EEC and Directive 91/68/EEC must not be used for human consumption.

5. The isolation of animals that are infected, or suspected of being infected, with any of the diseases referred to in point 1 or 2 must be effective to avoid any adverse effect on other animals' milk and colostrum.

II. HYGIENE ON MILK PRODUCTION HOLDINGS

A. Requirements for premises and equipment

1. Milking equipment, and premises where milk and colostrum is stored, handled or cooled must be located and constructed so as to limit the risk of contamination of milk and colostrum.

2. Premises for the storage of milk and colostrum must be protected against vermin, have adequate separation from premises where animals are housed and, where necessary to meet the requirements laid down in Part B, have suitable refrigeration equipment.

3. Surfaces of equipment that are intended to come into contact with milk and colostrum (utensils, containers, tanks, etc. intended for milking, collection or transport) must be easy to clean and, where necessary, disinfect and be maintained in a sound condition. This requires the use of smooth, washable and non-toxic materials.

4. After use, such surfaces must be cleaned and, where necessary, disinfected. After each journey, or after each series of journeys when the period of time between unloading and the following loading is very short, but in all cases at least once a day, containers and tanks used for the transport of raw milk and colostrum must be cleaned and disinfected in an appropriate manner before re-use.

B. Hygiene during milking, collection and transport

1. Milking must be carried out hygienically, ensuring in particular:

(a) that, before milking starts, the teats, udder and adjacent parts are clean;
(b) that milk and colostrum from each animal is checked for organoleptic or physico-chemical abnormalities by the milker or a method achieving similar results and that milk and colostrum presenting such abnormalities is not used for human consumption;
(c) that milk and colostrum from animals showing clinical signs of udder disease is not used for human consumption otherwise than in accordance with the instructions of a veterinarian;
(d) the identification of animals undergoing medical treatment likely to transfer residues to the milk and colostrum , and that milk and colostrum obtained from such animals before the end of the prescribed withdrawal period is not used for human consumption; and
(e) that teat dips or sprays are used only after authorisation or registration in accordance with the procedures laid down in Directive 98/8/EC of the European Parliament and of the Council of 16 February 1998 concerning the placing of biocidal products on the market.
(f) that colostrum is milked separately and not mixed together with raw milk

2. Immediately after milking, milk and colostrum must be held in a clean place designed and equipped to avoid contamination.

(a) Milk must be cooled immediately to not more than 8°C in the case of daily collection, or not more than 6°C if collection is not daily.
(b) Colostrum must be stored separately and immediately cooled to not more than 8°C in the case of daily collection, or not more than 6°C if collection is not daily, or frozen.

3. During transport the cold chain must be maintained and, on arrival at the establishment of destination, the temperature of the milk and colostrum must not be more than 10°C.

4. Food business operators need not comply with the temperature requirements laid down in points 2 and 3 if the milk meets the criteria provided for in Part III and either:

(a) the milk is processed within two hours of milking; or
(b) a higher temperature is necessary for technological reasons related to the manufacture of certain dairy products and the competent authority so authorises.

C. Staff hygiene

1. Persons performing milking and/or handling raw milk and colostrum must wear suitable clean clothes.

2. Persons performing milking must maintain a high degree of personal cleanliness. Suitable facilities must be available near the place of milking to enable persons performing milking and handling raw milk and colostrum to wash their hands and arms.

III. CRITERIA FOR RAW MILK

1. The following criteria for raw milk apply pending the establishment of standards in the context of more specific legislation on the quality of milk and dairy products.

2. A representative number of samples of raw milk and colostrum collected from milk production holdings taken by random sampling must be checked for compliance with points 3 and 4.
The checks may be carried out by, or on behalf of:

(a) the food business operator producing the milk;
(b) the food business operator collecting or processing the milk;
(c) a group of food business operators; or
(d) in the context of a national or regional control scheme.

3. (a) Food business operators must initiate procedures to ensure that raw milk meets the following criteria:
(i) for raw **cows'** milk:
Plate count at 30°C (per ml) < 100 000 (*)
Somatic cell count (per ml) < 400 000 (**)

(*) Rolling geometric average over a two-month period, with at least two samples per month.
(**)Rolling geometric average over a three-month period, with at least one sample per month, unless the competent authority specifies another methodology to take account of seasonal variations in production levels.

(ii) for raw milk from **other** species:
Plate count at 30°C (per ml) < 1 500 000 (*)

(*) Rolling geometric average over a two-month period, with at least two samples per month.

(b) However, if raw milk from species other than cows is intended for the manufacture of products made with raw milk by a process that does not involve any heat treatment, food business operators must take steps to ensure that the raw milk used meets the following criterion:
Plate count at 30°C (per ml) < 500 000 (*)

(*) Rolling geometric average over a two-month period, with at least two samples per month.

4. Without prejudice to Directive 96/23/EC, food business operators must initiate procedures to ensure that raw milk is not placed on the market if either:

(a) it contains antibiotic residues in a quantity that, in respect of any one of the substances referred to in
Annexes I and III to Regulation (EEC) No 2377/90 (1), exceeds the levels authorised under that
Regulation; or
(b) the combined total of residues of antibiotic substances exceeds any maximum permitted value.

5. **When raw milk fails to comply with point 3 or 4, the food business operator must inform the competent authority and take measures to correct the situation.**

REGULATION (EC) No 854/2004 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 29 April 2004 laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption
Chapter II - Article 4

Member States shall ensure that food business operators offer all assistance needed to ensure the official controls carried out by the competent authority can be performed effectively
They shall in particular:

- give access to all buildings, premises, installations or other infrastructures;
- make available any documentation and record required under the present regulation or considered necessary by the competent authority for judging the situation.

Annex IV - Raw Milk and Dairy Products

CHAPTER I: CONTROL OF MILK PRODUCTION HOLDINGS

1. Animals on milk production holdings must be subject to official controls to verify that the health requirements for raw milk production, and in particular the health status of the animals and the use of veterinary medicinal products, are being complied with.

   These controls may take place at the occasion of veterinary checks carried out pursuant to Community provisions on animal or public health or animal welfare and may be carried out by an approved veterinarian

2. If there are grounds for suspecting that the animal health requirements are not being complied with, the general health status of the animals is to be checked.

3. Milk production holdings are to undergo official controls to verify that the hygiene requirements are being complied with. These official controls may involve inspections and/or the monitoring of controls that professional organisations carry out. If it is shown that the hygiene is inadequate, the competent authority is to verify that appropriate steps are taken to correct the situation.

CHAPTER II: CONTROL OF RAW MILK UPON COLLECTION

1. The competent authority is to monitor the checks carried out in accordance with Annex III, Section IX, Chapter I, Part III, to Regulation (EC) No 853/2004 (as amended)

2. If the food business operator has not corrected the situation within three months of first notifying the competent authority of non-compliance with the criteria with regard to plate count and somatic cell count, delivery of raw milk from the production holding is to be suspended or – in accordance with a specific authorisation of, or general instruction from, the competent authority – subjected to requirements concerning its treatment and use necessary to protect public health. This suspension or these requirements are to remain in place until the food business operator has proved that the raw milk again complies with the criteria.

The Food Safety and Hygiene (England) Regulations 2013

PART 3 ADMINISTRATION AND ENFORCEMENT

Obstruction etc. of officers

17. (1) Any person who —
(a) intentionally obstructs a person acting in the execution of the Hygiene Regulations or Regulation 178/2002; or
(b) without reasonable cause, fails to give to any person acting in the execution of the Hygiene Regulations or Regulation 178/2002 any assistance or information which that person may reasonably require of them for the performance of their functions under the HygieneRegulations,

commits an offence.

The Food Hygiene (Wales) Regulations 2006

15. —(1) Any person who—
(a) intentionally obstructs any person acting in the execution of the Hygiene Regulations; or
(b) without reasonable cause, fails to give to any person acting in the execution of the Hygiene Regulations any assistance or information which that person may reasonably require of him or her for the performance of that person's functions under the Hygiene Regulations,
will be guilty of an offence.

SCHEDULE 6

RESTRICTIONS ON THE SALE OF RAW MILK INTENDED FOR DIRECT HUMAN CONSUMPTION

1. Any person who sells raw milk intended for direct human consumption in contravention of paragraph 5 shall be guilty of an offence.
2. (1) If any person other than the occupier of a production holding or a distributor sells raw cows' milk intended for direct human consumption he shall be guilty of an offence.
(2) If the occupier of a production holding sells raw cows' milk intended for direct human consumption
in contravention of paragraph 3 he shall be guilty of an offence.
(3) If a distributor sells raw cows' milk intended for direct human consumption in contravention of paragraph 4 he shall be guilty of an offence.
3. The occupier of a production holding may only sell raw cows' milk intended for direct human consumption -
(a) at or from the farm premises where the animals from which the milk has been obtained are maintained; and
(b) to -
    (i) the final consumer for consumption other than at those farm premises,
    (ii) a temporary guest or visitor to those farm premises as or as part of a meal or refreshment, or
    (iii) a distributor.
4. A distributor may only sell raw cows' milk intended for direct human consumption -
(a) which he has bought pursuant to sub-paragraph (b)(iii) of paragraph 3;
(b) in the containers in which he receives the milk, with the fastenings of the containers unbroken;
(c) from a vehicle which is lawfully used as a shop premises; and
(d) direct to the final consumer.
5. The raw milk shall meet the following standards:

Plate count at 30°C (cfu per ml) < 20,000
Coliforms (cfu per ml) < 100

6. In the case where farm premises are being used for the sale of raw cows' milk intended for direct human consumption pursuant to sub-paragraph (a) of paragraph 3, the Agency shall carry out such sampling, analysis and examination of the milk as it considers necessary to ensure that it meets the standards specified in paragraph 5.
7. In any case where the Agency carries out sampling, analysis and examination of raw cows' milk in accordance with paragraph 6, there shall be due to the Agency from the occupier of the production holding who is selling the milk a fee of £63, which is payable by the occupier to the Agency on demand.
8. In this Schedule - "distributor" means a person who sells raw cows' milk that has been produced on a production holding of which he is not the occupier;

"farm premises" means a farm occupied by the occupier of a production holding as a single farm and includes the production holding and any other building situated on that farm and occupied by the same
occupier;

"occupier" means any person carrying on the business of producing or handling raw cows' milk or his duly authorised representative;

"production holding" means premises at which milk-producing cows are kept; and

"shop premises" means premises from which any food is sold to the final consumer.

RAW DRINKING MILK (RDM) LABELLING PROVISIONS

RDM labelling must comply with the following requirements:

- The container in which RDM is sold must be marked or labelled with the words:
    - In England, **"This milk has not been heat-treated and may therefore contain organisms harmful to health."**
    - In Wales, **"This milk has not been heat-treated and may therefore contain organisms harmful to health. The Food Standards Agency strongly advises that it should not be consumed by children, pregnant women, older people or those who are unwell or have chronic illness."**
- If RDM is not pre-packed[1] and is sold at a catering establishment (this is at the farm shop or farm B&B), the form of words (as above) must appear:

    (a) on a label attached to the container in which that milk is sold, or

    (b) on a ticket or notice that is readily discernible by an intending purchaser at the place where the purchaser chooses that milk,

These provisions apply to RDM from all species, except in England where it does not apply to buffalo RDM, however EU food hygiene rules on labelling for raw milk still apply (the words 'raw milk' must appear on the label).

[1] Pre-packed means put into packaging before being offered for sale in such a way that the food, whether wholly or only partly enclosed, cannot be altered without opening or changing the packaging and is ready for sale to the final consumer.

FURTHER INFORMATION

If you have any comments or questions concerning these guidelines or the Food Hygiene (England) Regulations 2006, the Food Hygiene (Wales) Regulations 2006 or any proposed changes to your premises or practices please contact the FSA Dairy Hygiene Inspection Team at:

DAIRY HYGIENE TEAM

Food Standards Agency
Operations Group
Kings Pool
Peasholme Green
York
YO1 7PR

Diary

Name:

Business:

Address:

Start date:

End date:

Introduction

How does this diary work?

The diary is specially designed to help you run your business effectively. It contains:

- Week-to-view diary pages
- Checks to do every day when you open and close
- 4-weekly review
- Suppliers' list
- Cleaning schedules
- Veterinary Records
- Herd disease occurrence records

The manager/FBO* should sign the diary every day to say that:

- The opening and closing checks have been done
- Your safe methods have been followed

The diary should take about **one minute a day** to complete, unless you have something special to write down.

If anything **different** happens, or if something goes **wrong**, you should make a note in the diary of what happened and what you did. This is so you can show that you have taken all reasonable precautions to ensure that the milk is safe.

If the manager/FBO* is not in, he or she can give responsibility for the diary to another member of staff.

* Food Business Operator

4-weekly review

The 4-weekly review gives you the opportunity to look back at previous weeks and identify any persistent problems. Write down details of these and how you decide to tackle them. You might need to train staff again on certain safe methods and/or change how you do things.

You may find it useful to read the 4-weekly review before starting to use the diary. It will give you an idea of the kind of things you might need to write down during the week.

Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close the dairy. You might find it helpful, on a daily basis, to use the list of opening and closing checks in this diary (see over).

Opening checks

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Check that milk cooling equipment is working effectively
Check that other equipment (e.g. milking apparatus) is clean and working effectively
Check that the bulk tank is clean and protected from contamination
Staff are fit for work and wearing appropriate clean protective clothing (or other suitable clothing)
Food storage areas (tank room) is clean and free from pests/vermin
Ensure hand washing/cleaning materials are fully stocked for the days production
Ensure teat wipes/disinfectant dips or sprays are available as required

Closing checks

You should do these checks at the end of the day. You can also add your own checks to the list.

Check that milk cooling has been effective (<8^{o}C for daily collections, <6^{o}C for alternate days)
Check that other equipment (e.g. milking apparatus) is clean and ready for the next day
Check that the bulk tank is protected from contamination and that all covers are in place
Food storage areas (tank room) is protected from pests/vermin and that the door is ***closed***
Ensure waste is removed and disposed of appropriately
Ensure veterinary records are updated as required
Ensure that no unnecessary items are in the tank room

Closing checks

Extra checks are less frequent than the opening and closing checks. These may include checking light fittings, checking milk and pulse pipes for signs of deterioration, checking the flooring areas for signs of wear etc.

There is a box at the end of each week in the diary pages for you to fill in any extra checks that you have carried out.

Staff training record

For each member of staff, make a note of when they have been trained on different aspects of safe milk production

Name: Telephone: Address:		
Safe method On first day:	**Date**	**Initials**
Safe method of milking		
Opening and closing		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Name: Telephone: Address:		
Safe method On first day:	Date	Initials
Safe method of milking		
Opening and closing		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Staff training record

(Continued)

Name: Telephone: Address:		
Safe method **On first day:**	**Date**	**Initials**
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Name: Telephone: Address:		
Safe method On first day:	Date	Initials
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Staff training record

(Continued)

Name: Telephone: Address:		
Safe method On first day:	**Date**	**Initials**
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Name: Telephone: Address:		
Safe method On first day:	Date	Initials
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Staff training record

(Continued)

Name: Telephone: Address:		
Safe method On first day:	**Date**	**Initials**
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Name: Telephone: Address:		
Safe method On first day:	Date	Initials
Safe method of milking		
Opening and closing checks		
Cross-contamination		
Cleaning		
Animal welfare/Husbandry		
Management		
Other training or retraining e.g. DVD		

Supplier's list

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
Contact name:	Lead time for placing an order e.g. Mon for Wed							
Telephone:	Goods supplied:							
Address;								

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
Contact name:	Lead time for placing an order e.g. Mon for Wed							
Telephone:	Goods supplied:							
Address;								

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
Contact name:	Lead time for placing an order e.g. Mon for Wed							
Telephone:	Goods supplied:							
Address;								

Supplier's list (Continued)

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
	Lead time for placing an order e.g. Mon for Wed							
Contact name:								
Telephone:	Goods supplied:							
Address;								

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
	Lead time for placing an order e.g. Mon for Wed							
Contact name:								
Telephone:	Goods supplied:							
Address;								

Business name:	Delivery day(s):	MON	TUE	WED	THU	FRI	SAT	Sun
	Lead time for placing an order e.g. Mon for Wed							
Contact name:								
Telephone:	Goods supplied:							
Address;								

Cleaning schedule

Fill in details of *all* the items you clean

Item	Frequency of cleaning				Precautions e.g. wear gloves and/or goggles	Method of Cleaning e.g. Acidified Boiling Water
	After use	Daily	Weekly	Other		
Example: External surface of Clusters	*x*				*Wear gloves*	*Remove heavy soiling* *Wash surface with hot soapy water (detergent used as per manufacturer's instructions)* *Rinse* *Apply disinfectant for recommended contact time*

Fill in details of *all* the items you clean

Item	Frequency of cleaning				Precautions e.g. wear gloves and/or goggles	Method of Cleaning e.g. Acidified Boiling Water
	After use	Daily	Weekly	Other		

Contacts list

You can use this sheet to write down the correct details of different services or people who you might need to contact from day to day, or in an emergency. For example:

- Food Standards Agency Helpline or Dairy Hygiene Inspector
- Local Authority Animal Health Team
- DEFRA
- Electrician
- Plumber
- Pest Control Contractor
- Assurance Scheme Manager
- Milk Purchaser

Example: Dairy Hygiene Inspector	Useful for advice on:
Contact name: **A. N. Inspector**	Hygiene Cleaning Pest Control High Cell Counts/Bacto-scan Product withdrawal New parlour compliance
Telephone: 0011 787399	
Email: A.N.Inspector@foodstandards	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

Contacts list (Continued)

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

Contacts list (Continued)

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

	Useful for advice on:
Contact name:	
Telephone:	
Email:	
Address:	

Veterinary Records

You can use this sheet to write down and record the use of veterinary medicines within your herd; it is important that these records are kept up to date and are accurate. Entries should be made within 72 hours of treatment

Name of veterinary medicine	First date of use	Identity of animal/group treated	Person administering medicine	Date treatment finished	Withdrawal period end date*			Total quantity of medicine used	Batch No.	Source of medicine
					Milk	Meat	Other			
Example	01/5/12	100056	A. Herdsman	08/5/12	15/5/12	20/5/12		15ml	0001	Vet

*If multiple treatments of the same medicine are administered to a single animal then it is only necessary to record the first and last treatments with the withdrawal period being calculated from the last treatment.

Veterinary Records

(Continued)

Name of veterinary medicine	First date of use	Identity of animal/group treated	Person administering medicine	Date treatment finished	Withdrawal period end date*			Total quantity of medicine used	Batch No.	Source of medicine
					Milk	Meat	Other			

*If multiple treatments of the same medicine are administered to a single animal then it is only necessary to record the first and last treatments with the withdrawal period being calculated from the last treatment.

Veterinary Records

Disease controls

Animal ID	Date	Type of infection	Treatment (if applicable) See medicine records	Animal isolated?			Follow up notes
				Yes	No	Date	
Example 0012	02/3/12	TB positive	n/a	X		01/3/12	Removed from herd 08/3/12

Notes

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Week commencing: / /

Monday

Any problems or changes – what did you do?

Opening checks ☐ **Closing checks** ☐

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4-weekly review

You should regularly review the methods used in your business to check they are up to date, and still being followed by you and your staff.

You can use the checklist below to help you.

- Look back over the past 4 weeks' diary entries. If you had a serious problem, or the same thing went wrong three times or more, make a note of it here, find out why and do something about it.

Did you have a serious problem or did the same thing go wrong three times or more?

Yes ☐ No ☐

Details:

- Did you get a new member of staff in the past 4 weeks? Yes ☐ No ☐
- Were they trained in your methods? Yes ☐ No ☐
- Have you changed anything in your process? Yes ☐ No ☐
- Have you changed suppliers/bought new products? Yes ☐ No ☐
- Are you using any different equipment/chemicals? Yes ☐ No ☐

List any changes to procedures, products and staff

Does this affect your safe methods? Yes ☐ No ☐

Notes