farm quality assurance manual

Bulla Dairy Foods

Version 3 | June 2025


2 Litre
Bulla
Creamy
CLASSICS
REAL
ICE CREAM
Cookies
& Cream
PROUDLY AUSTRALIAN MADE & OWNED
Fresh
MILK
& CREAM

contents

introduction

In Victoria, under the **Dairy Act 2000**, Dairy Farms are required to be licenced with Dairy Food Safety Victoria (DFSV).

As a condition of the DSFV licence all dairy farmers must operate under a food safety program (FSP) approved by DFSV which documents the control measures and procedures that are in place to reduce or eliminate significant food safety hazards associated with producing milk.

Compliance with the requirements of the approved food safety program is verified through a regular audit program, currently at a minimum of once every two years for dairy farm licensees.

This Farm Quality Assurance manual provides a farm quality assurance program which meets the requirements set by DFSV.

Compliance to this Farm Quality Assurance program and its associated records will be audited by an independent third-party auditor accredited by Dairy Food Safety Victoria.

If you have questions about this manual, please contact Bulla's Field Service Personnel.

Food Safety & Quality Policy Statement

Bulla Dairy Foods is commited to a culture of ongoing sustainable success by providing its customers and consumers with safe, premium quality products.

Our commitment to food safety and quality is supported by all members of the Bulla Family and it encompasses every aspect of our business.

Through innovation and doing things right the first time, every time, we will manufacture safe, premium quailty products so that we become the customer and consumer's first choice.

To meet this commitment, we will ensure that our products are developed to meet our customer and consumer's needs, manufactured to stringent specifications, within local and international regulations and are safe for everyone to consume.

Bulla Dairy Foods will adopt and commit to the following key policy elements:

- Foster a strong food safety culture where all our people are accountable for the saftey of our products and are empowered to take any actions required to ensure food safety.
- Operate a Food Saftey and Quality Management System that complies with the requirements of the SQF Code Edition 9 and is based on the principles of HACCP.
- Comply with all relevant Local, State, Federal and Importing Country Legislation.
- Manufacture our products in accordance with the requirements of the Bulla Good Manufacturing Practices (GMP) Policy, Standard Operating Procedures and product specifications.
- Work in partnership with our suppliers and customers to ensure the supply of safe, quality products in accordance with food safety and quality objectives and customer standards.
- Embrace a continuous improvement process in all areas of the business, with a commitment to doing the right things first time and an aspiration for zero defects.
- Provide training and professinoal development to our people, sufficient resources, systems and technology to ensure we meet our food safety and quality KPIs.

Allan Hood
Chief Executive Officer

dairy farm details

person responsible for the on-farm food safety program:	
Name:	
Signature:	**Date:**
farm business name:	
farm owner's name and address:	
farm manager/share farmer's name and address:	
farm address:	
bulla supplier number:	
dairy licence number:	

important contact numbers

contact	name	number
Bulla Field Officer	Marni Teal	0476 000 745
Bulla Field Officer	David Hester	0418 993 251
Bulla Field Officer	Allison Potter	0427 952 415
McColls Gippsland:		0488 586 856 or 03 59 404746
McColls Northern Victoria:		03 58 593333
Saputo Western Victoria:		03 55 653115
Veterinarian:		
Milking Machine technician:		
Refrigeration technician:		
Chemical supplier:		
Herd nutritionist:		
Farm consultant:		
Milking staff:		
Milking staff:		
Milking staff:		
Relief milker:		

licensing & auditing requirements

All dairy farmers must hold a current and valid Dairy Licence issued by Dairy Food Safety Victoria (DFSV), and this must be available at time of audit.

It is a requirement that all Dairy Licence holders have an approved Food Safety Program in place. This Bulla Farm Quality Assurance Manual is a DFSV approved Food Safety Program (FSP). This FSP must be maintained (up-to-date), available at the dairy, and accessible by all staff. The FSP must be updated when any changes occur, to ensure that it reflects current practices. The person responsible for implementation of the FSP on farm must ensure that all farm team members have read and understood the Food Safety Plan.

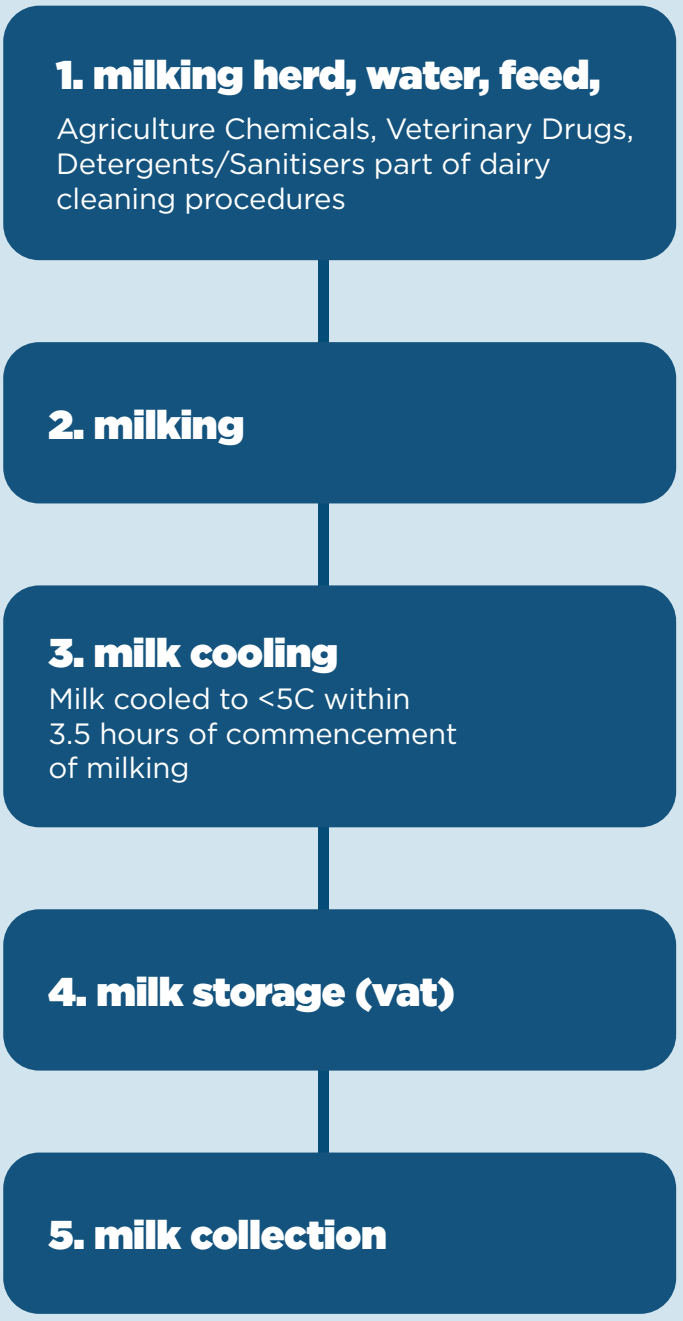
The licensee is responsible for undertaking an annual review of the FSP (see Section 5: Self Audit). Records of annual reviews must be kept and made available at audit.

Corrective Action Requests (CAR's) relating to the implementation or review of the Food Safety Program may be issued by an approved auditor where non-conformances have been raised against one or more elements of the program. There are three classifications of non-conformance; minor, major and critical. The classification of each is related to food safety risk posed by such a non-conformance, and as such, each of these has a different time frame for addressing, rectifying and closing out the non-conformance.

The Food Standards Code requires a food safety program to systematically identify potential hazards that may be reasonably expected to occur in the food handling operation of a business. In the case of a dairy farm, the major steps of a farm milk production process are highlighted in the attached Process Flow Diagram (see Page 10).

A requirement of a FSP is to perform a risk assessment of the hazards associated with each step and assign appropriate control measures to mitigate the risk of each hazard. A general hazard analysis for a dairy farm can be reviewed on page 11 of this manual.

process flow diagram



generic hazard analysis table

inputs/activities	hazards	control measures
feed & water	**Chemical:** Contamination of feed & water by agricultural chemicals **Micro:** High loads of microorganisms in feed can affect milk	1. Farm Water 2. Stockfeed 3. Traceability (Feed) 4. Agricultural chemicals 5. Training
herd maintenance	**Chemical:** Contamination of milking animals with veterinary medicines **Micro:** high loads of soil, etc on udder	1. Veterinary medicines 2. Traceability (Stock, treatments) 3. Training 4. Cleaning of dirty cows 5. Treated cows identified 6. Withholding periods are managed
chemicals & water inputs	**Chemical:** Contamination of milking plant with cleaning chemicals	1. Cleaning 2. Farm Water 3. Training
milking personnel	**Chemical & Micro:** Unhygienic practices by milking personnel	1. Training 2. Good Manufacturing Practice
premise & equipment	**Chem & Micro:** Ineffective cleaning and sanitisation of plant and equipment **Chem & Micro:** Poor operating equipment	1. Cleaning 2. Training 3. GMP 4. Maintenance
	Contamination of milk by pests	1. Pest Control
herd	Herd contaminated with agricultural chemicals	1. Control of herd
cooling capacity	Inability to chill milk effectively	1. Milk chilling capacity 2. Premise & Equipment
storage temperature	Inability to store milk at chilled temperature 5	1. Milk Chilling 2. Maintenance 3. Calibration 4. Traceability
3rd party tanker	Accessibility to farm	1. Maintenance of farm for tanker 2. Approved Supplier Program
milk sample collection	Milk not cool enough	1. Maintenance of vat 2. Milking cooling

1.0 livestock management

1.1 animal identification

All livestock must be permanently, individually identified, using two methods of physical identification such as freeze brands, ear tags, electronic ID (ear tags or collars), brass tags, tattoos, or photos.

- Calves must be identified at birth
- Purchased, leased or 'parked' stock to be identified on entry to property and incorporated into livestock identification system/stock register. Re-numbering may be required in the case of double up numbers within the herd.

records required:

- *System of Animal Identification (recording form 1.1.1; pg 41)*

1.2 stock register

A stock register must be maintained for all stock. This must include information such as an animal's date of birth, dam and sire details and the animal's herd ID number. Stock purchases and sales must be recorded on the stock register, along with births and deaths. This information is required to enable livestock traceability.

A stock register must be available at audit. Acceptable records include computer software programs (e.g. Easy Dairy, Mistro), stock register book, wall charts, herd test records or calving records.

records required:

- *Stock Register (for assistance with a stock register, place contact your field officer)*

1.3 livestock purchases

When purchasing livestock, ensure that a National Vendor Declaration (NVD) is obtained, filed, and made available at audit. Ensure that any treatments of acquired (purchased/leased/parked) stock are noted, and relevant withhold periods adhered to. In the case of dairy stock, this may often be dry cow antibiotic treatment. If insufficient information is provided by the vendor, it is advisable to have a milk sample tested to confirm the absence of antibiotics, prior to milk being included in the vat.

records required:

- *NVD's for all livestock purchases*

1.4 livestock sales

National Vendor Declarations (NVD's) must be kept for all livestock sales. When selling livestock, ensure that the ID of the animal(s) being sold is included on the NVD form, and that the sale of the animal is recorded in the livestock register.

Bobby calves that are destined for sale must be managed to ensure that there is no risk of antibiotic contamination. Bobby calves must not be fed antibiotic contaminated milk. Bobby calves should be distinguishable from non-sale calves by either physical segregation (separate pen) or a physical mark (e.g. tail paint on rump).

National Vendor Declaration (NVD) forms must be used when selling bobby calves.

A copy of NVD forms for all livestock sales must be kept and made available at audit.

records required:

- *Completed NVDs for cattle sales*
- *Completed NVDs for bobby calf sales*

1.5 feeding

All purchased stock feed including grain or pellets, hay and silage, and any other source of supplement or mix of additives added to stockfeed must be supplied with a vendor declaration. Where feed is purchased from a FeedSafe accredited business, a vendor declaration may cover more than one purchase.

A vendor declaration must contain the following information:

- Name of supplier
- Date of supply
- Description of stockfeed and quantity supplied
- Chemical residue status
- Any applicable withholding periods
- Signed and dated by person making declaration (or appropriate company stamp)

All copies of commodity vendor declarations must be kept and be made available at time of DFSV farm audit.

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

Bulla does not permit its suppliers to feed stockfeed that is known to contain genetically modified organisms (GMO). Bulla acknowledges that stockfeed is generally free from genetically modified organisms, however accepts that sourcing livestock feed that can be guaranteed 100% GMO free is impractical, therefore Bulla permits suppliers to use stockfeed that is declared non GM, defined as 95% non GM.

Records of the addition of supplements or additives into the stockfeed must be kept.

records required:

- *Commodity Vendor Declarations for all purchased feed sources (recording form 1.5.1 & 1.5.2; pg 42 & 43)*
- *Additive/Supplement record (recording form 1.5.3; pg 44)*

1.6 agistment

Agistment records for any class of stock (e.g. dry cows, heifers) must be maintained.
Records must include:

- Number of stock involved
- Individual or mob ID
- Date stock moved to agistment property
- Date stock returned from agistment property

records required:

- *Agistment Stock Movement Records (recording form 1.6.1; pg 45)*

1.7 livestock health

Preventative health measures should be in place to address and minimise the risk of disease outbreaks on farm. Farms should have herd health programs in place that manage risks associated with diseases such as:

- Internal and external parasites
- Bovine Johne's Disease (BJD) – see below
- Leptospirosis
- Botulism

A herd health program may include vaccinations, drenches, and management practices that reduce potential exposure of susceptible animals to potential sources of disease.

managing the risk of Bovine Johne's Disease

A management plan should be in place to eliminate or control Bovine Johne's Disease, incorporating the industry recognised Three Step Calf Plan:

1. Calves to be reared as replacement heifers or bulls must be removed from their mothers and the calving area within 12 hours of birth
2. The calf rearing area, including calf paddocks, must be separated from areas used by adult cattle, and not take any drainage from laneways, yards and paddocks used by adult cattle
3. The paddocks used by calves up to 12 months of age must not have had any adult cattle (older than 2 years) run on them in the previous 12 months

Milk must only be harvested from healthy cows. Milk from cows that are unwell must be contained in a separate vessel (e.g. test bucket) and disposed of appropriately.

for livestock requiring treatment, the following applies:

All drugs and teat dips/sprays must be registered for the use intended and have an appropriate Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) approval number. All veterinary drugs must be used in accordance with the Agricultural and Veterinary Chemicals (Control of Use) Regulations 2017.

- Veterinary drugs must be used in accordance with manufacturer's directions (as labelled)
- All drugs must be stored in a secure area (e.g. lidded plastic container, cabinet, fridge etc) such that they do not pose a food safety risk to the milk
- Expiry dates and storage temperatures of drugs are to be observed
- A drug register detailing drug name, quantity purchased, batch number and expiry date must be maintained
- Staff administering drug treatments to stock must be appropriately trained and deemed competent to undertake these duties

identification of treated stock

A system must be in place to positively identify stock currently under treatment and within milk withhold period, to prevent the inclusion of contaminated milk in the vat. The system used MUST be documented and displayed in a prominent location at the dairy. All milking staff must be aware of and understand the system used to identify treated stock. A list of cows currently under treatment must be accessible to staff and visitors at the dairy.

recording stock treatments

A permanent record of stock treatments must be maintained and made available at audit. All stock treatments must be recorded as part of the treatment process. The following information must be recorded for all stock treatments:

- Date of treatment
- Drug used
- Batch no. / expiry date (unless recorded by vet practice on invoice)
- Withholding period (milk and meat) and clearance date
- Reason for treatment
- Identification number of treated animal
- Rate of administration and method (e.g. 1 tube per 24 hours for 3 treatments)
- Who administered the treatment?

These records may be maintained in hard copy or electronic copy (e.g. herd recording software). Milk from animals treated with veterinary drugs must be isolated according to the drug's directions for usage and/or veterinary advice specified on the label. Stock treatment records must be referred to prior to including a previously treated cow's milk in the vat, to ensure that withhold periods have been observed in full.

For freshly calved cows that were treated with antibiotic dry cow therapy, ensure that the withhold period has been observed before including milk in the vat. Milk from freshly calved cows must be excluded from the vat for the first 8 milkings (4 days).

Records required:

- *Veterinary Drug Register (recording form 1.7.1; pg 46)*
- *Cow Marking Template for identification of treated stock – displayed at the dairy (recording form 1.7.2; pg 47, or see back of folder for ready to use template)*
- *Stock Treatment Record (recording form 1.7.3; pg 48, or electronic record)*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SUNNY
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2.0 farm management

2.1 farm map

All paddocks on the farm should be numbered. A farm map must be available showing paddock numbers. This is an important resource for contractors undertaking applications of chemical and fertiliser and is a valuable risk management and communication tool for farm employees.

records required:

- *Farm map showing paddock numbers*

2.2 chemical use & pesticides

Records relating to the use of chemicals on farm are an essential element of the food safety program. Detailed, permanent records relating to the application of chemicals to paddocks must be maintained. All agricultural chemicals used must be:

- Registered with the Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) and have appropriate approval number.
- Used in accordance with the Agricultural and Veterinary Chemicals (Control of Use) Regulations 2007
- Used in accordance with manufacturers recommendations
- Applied by competent farm staff or professional contractors

All agricultural chemicals must be labelled and stored in a secure area so that they do not pose a risk to milk or the milking herd (e.g. away from the dairy plant and not accessible to the herd). Permanent records must be kept for the use of agricultural chemicals and must contain the following information:

- Date of use/application
- Chemical used
- Rate of application
- Application method (e.g. spot spray, boom spay)
- What was treated (e.g. paddock number, silo number)
- Withholding period and date clear of withholding period
- Initials of person who applied chemical
- Wind speed, wind direction and temperature at time of application for spray application

Farm staff who handle chemicals must be competent to undertake the task. Individual staff training records should confirm that such competencies have been achieved.

If spraying is undertaken by a contractor, a report must be provided outlining all the above information.

Chemical use records must be available to farm staff at all times. In addition, a procedure for identifying paddocks that have been treated with agricultural chemicals must be in place (e.g. flags on gateways of treated paddocks currently under withhold).

The use of pesticides (e.g. rat bait, fly bait) around the dairy and surrounds must not pose a risk of contamination of the milk. Records must be kept of pesticide use (including surface fly sprays and pour-on lice and fly treatment) and contain the following information:

- Date of use
- Type of pest activity addressed
- Area treated (for laying of baits within a structure, record locations of baits on a floor plan)
- Who applied the pesticide?
- Pesticide used
- Rate of application
- Withhold period (if applicable – e.g. cricket baits in paddocks)

Pest sightings and pest activity must be monitored, and appropriate corrective actions implemented where necessary.

records required:

- *Farm map showing paddock numbers*
- *Chemical Application Record (recording form 2.2.1; pg 52)*
- *Pest Control Record (recording form 2.2.2; pg 53)*

2.3 water

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

The type/source of water used for each application must be documented. This includes water used for stock drinking, yard cleaning, dairy plant and vat cleaning, and mixing of teat spray (if applicable).

If water is treated prior to use, a record of treatments must be maintained. If water treatment chemicals are used, records of the chemicals that have been used must be kept, including date, chemical and rate used, and evidence of the safety of the product verified. Non-chemical forms of treatment include filtering or UV treatment, and records need to be kept relating to change of filters, replacement of UV lights etc. If a water source is changed, water from the new source must be tested prior to use to determine its suitability or any treatments required.

Potable water must be used for cleaning of all milk contact surfaces, and cleaning of cow's teats and hand washing. If teat dips/sprays are mixed with water, boiled (then cooled) water should be used.

Reclaimed water (not dairy farm effluent) is water that has been derived from sewerage systems or industry processes and treated to a standard appropriate for its intended use. Where reclaimed water is available for use on farm, its use must in accordance with EPA guidelines. Reclaimed water MUST NOT be used for putting through dairy plant or as wash down water for dairy milking equipment.

records required:

- *Water Source and Use Record (recording form 2.3.1; pg 54)*
- *Water Treatment Record (recording form 2.3.2; pg 54)*

2.4 effluent management

A system for managing effluent must be in place to ensure that all effluent is contained on the property, and no effluent is allowed to enter or contaminate waterways or sub surface (ground) water.

Application of effluent to paddocks must be managed to ensure that it does not pose a risk to animal health or food safety. Records of effluent application must be kept, including paddock number, date of application and application method. The withholding period for effluent applied to paddocks is 3 weeks but may vary depending on application method.

Farms must comply with current Environment Protection Authority policy with regards to effluent management.

Records required:

- *Effluent Application Record (recording form 2.4.1; pg 55)*

3.0 dairy shed management

3.1 procedures & practices for dairy shed operation

The following procedures are required to be understood by staff, and on display at the dairy:

- Dairy start up and shut down
- Process for treating stock
- Process for recording the treatment of stock
- Method of identifying stock under milk withhold

Cows teats and udders must be clean prior to attaching teat cups for milking. Dry dust and dirt may be brushed off manually, however if teats are dirty with wet mud/manure, teats are to be washed with clean water and dried with paper towel. Ensure milking cups are away from udder when cleaning teats/udder to minimise contamination.

Teat spray is only to be used on teats after milking (no pre-spraying).

A new filter sock must be used each milking.

plant and vat cleaning

Premises must be regularly cleaned, and equipment cleaned and sanitised to prevent the risk of contamination of milk. All cleaning chemicals must be suitable for their intended purpose and used in accordance with the manufacturer's instructions. All chemicals must be registered and have an appropriate APVMA or NRA approval number. All cleaning chemicals must be labelled, handled, securely stored and disposed of after use so as not to pose a risk to milk. Personnel responsible for cleaning and sanitation activities must be trained and assessed as competent against cleaning procedures. Verify the effectiveness of cleaning and sanitation by visually inspecting equipment after cleaning and regularly reviewing milk quality results.

If automatic dosing units are used, regular checks need to be performed to ensure the correct dosage is being used.

Procedures for plant cleaning and vat cleaning must be documented and displayed at the dairy and should be specific to the chemicals being used. Material Safety Data Sheets (MSDSs) must be present, less than 5 years old, and kept close to the milking shed.

hot water

Hot water must be available on farm for dairy plant cleaning and personal hygiene. Hot water temperatures should be monitored daily and recorded at least quarterly.

records required:

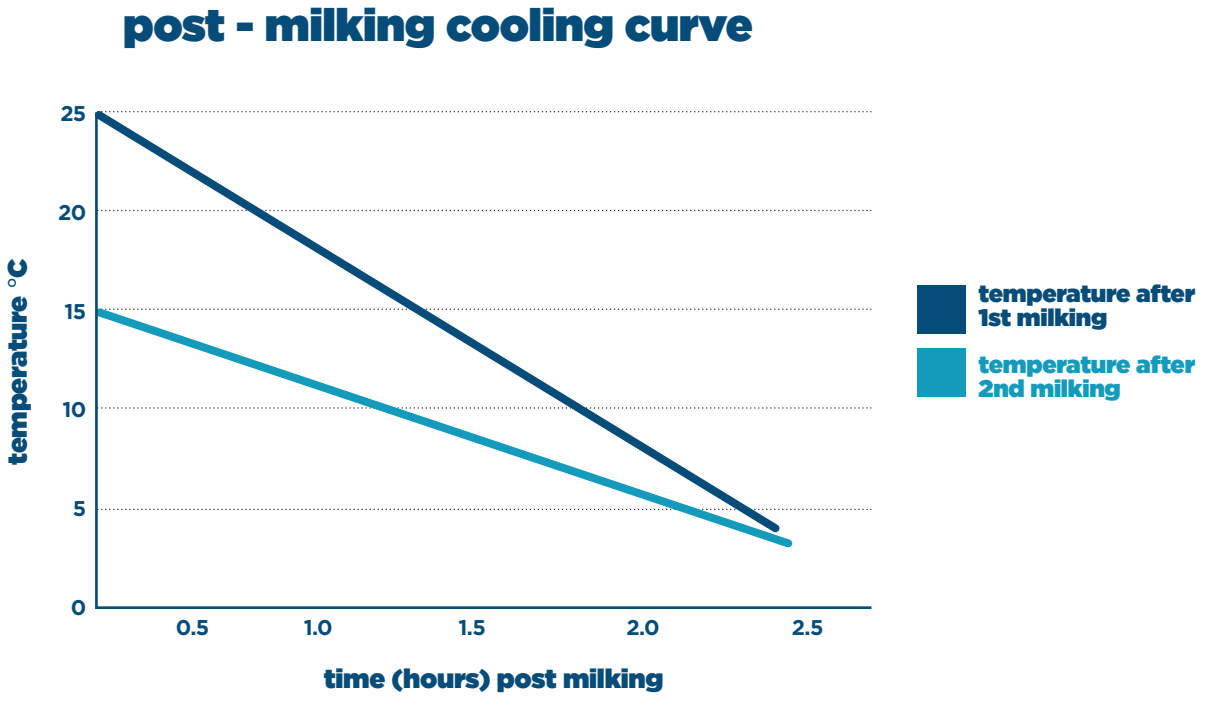
- *Procedures on display in dairy*
- *Quarterly Monitoring of Hot Water used for Cleaning (recording form 3.1.1; pg 57)*

3.2 maintenance of dairy plant

Premises used for the production and storage of milk and milking equipment, must be designed, constructed, situated, and maintained in a manner that will prevent the introduction of hazards and contaminants to the milk. Milking areas must be kept free from undesirable animals whose presence may result in the contamination of the milk. Records must be kept of the repairs, servicing and maintenance of the milking, milk cooling and milk storage equipment.

vat cooling capacity

Milk must be cooled within 3.5 hours of the commencement of milking to a temperature not exceeding 5°C and kept at or below this temperature until collected. To achieve this, the temperature of milk at the end of milking (1st milking in vat) must be 25°C or less, and the temperature of milk at the end of milking (2nd and subsequent milkings in vat) must be 15°C or less.



Cooling checks must be done at a minimum of twice per year – once mid-summer and once during peak milk production. Vat temperatures should be monitored after each milking to ensure effective cooling is taking place.

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

- Thermometers must be a food grade metal or plastic exterior thermometer. They MUST NOT be a mercury in glass thermometer.
- Thermometers are to be calibrated by comparison with another thermometer that has been calibrated (e.g. calibration by a field officer or auditor's thermometer).
- Thermometers may also be calibrated using ice water and boiling water reference points.
- A dropped thermometer needs re-calibration or replacement, and batteries need regular replacement.
- Thermometers should be sourced from a reputable source such as a supplier of scientific equipment/thermometers.

dairy plant test

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

Milking equipment is to be serviced annually by a suitably qualified milking machine technician. Report is to be filed and made available at audit.

All dairy equipment must undergo maintenance checks at least once per year.

records required:

- *Maintenance Record (recording form 3.2.1; pg 58)*
- *Milk Cooling Check twice per year (recording form 3.2.2; pg 60)*
- *Farm Thermometer Calibration Record (recording form 3.2.3; page 61)*
- *Annual Milking Machine Test Report*

3.3 tanker access & dairy surrounds

tanker access

Tanker access to the dairy must be well maintained, and must meet the following requirements:

- All weather access road to provide safe access for the milk tanker
- No reversing of tankers into a farm from a public road
- Free from daily cow movement
- Tanker turnaround areas must be kept free of vehicles and other obstructions on collection days/nights
- Trees lining driveways and turnaround areas must be kept trimmed to avoid overhanging branches obstructing the pathway of the tanker
- Grass around the dairy and vat room to be maintained at a short length

dairy shed

The dairy shed and vat room must be designed, constructed, situated, and maintained in a manner that will prevent the introduction of hazards and contaminants to the milk.

- Walls and ceilings should be sound with no observable cracks or open penetrations
- Floors should be well drained to prevent pooling of water, milk, and chemicals
- The dairy premises should be kept tidy and free of rubbish, dust, and cobwebs (within reason)
- Milking shed and milk storage areas should be kept free of non-milking animals to prevent any risk of contamination of the milk
- All major vat openings (e.g. vat outlets, lids) must be adequately protected (i.e. pest proof, prevent entry of foreign matter) and easily cleaned, to ensure protection of the milk
- The minimum requirement for swing lid vats and silos with unsecured or non-sealed swing lids is for such a vat to be fully enclosed in a pest proof vat room
- Silo vats with a top opening or side opening inspection hatch that is required for maintenance and cleaning purposes only, do not require covering with a roof, however breathers must be pest screened
- Silo side opening hatches and breathers may be housed in a pet proof alcove. Breathers should be at least pest screened.
- Where lights are installed directly above vats, the bulbs should either be covered or shatterproof
- Milk filters should be stored in a dry, protected place
- Milking cups are to be cleaned after each milking
- Milking cups are to be put onto clean, dry teats

4.0 staff training

4.1 training

- Adequate training must be provided for farm employees, including relief milkers
- All farm employees involved in milking must be trained in food hygiene, identification of treated stock, milking procedures, cleaning, and sanitation
- Training may be provided by a registered training provider, or be provided on the job
- Records must be maintained for all training
- All employees must have working knowledge of the food safety program

records required:

- *Staff Training Record for each staff member (recording form 4.1.1; pg 63)*

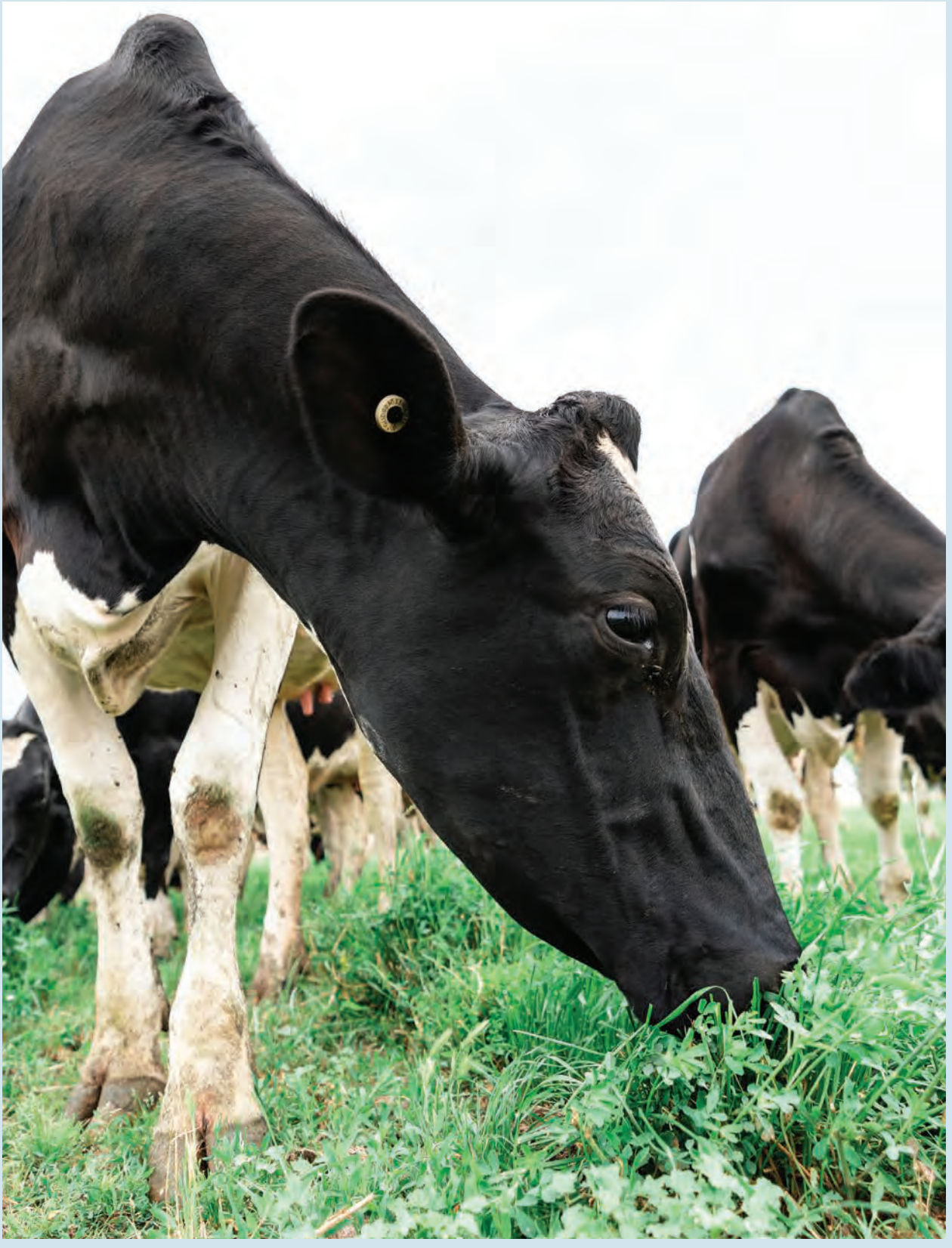
4.2 health & safety

- Milking personnel must follow good personal hygiene practices
- Milking personnel must not be milking if they are a carrier of a food borne disease
- Staff should be made aware of zoonotic diseases that may be present on the farm, and all reasonable precautions should be taken to minimise risk of transmission, which can often be achieved through human vaccination (e.g. Q Fever) or livestock vaccination (e.g. Leptospirosis)

4.3 animal welfare

All farm owners, managers and employees must be aware of and adhere to the Australian Animal Welfare Standards and Guidelines for Cattle in their daily undertakings on the farm.

To access this document, please visit **http://www.animalwelfarestandards.net.au/**



5.0 self audit

An annual farmer conducted self-audit is required.

It is a requirement of this food safety program that any incidents (non-conformances) that may affect the quality of milk produced on farm (defined as an internal failure of the food safety system) are recorded. The information required includes date, probable cause, corrective action taken to control the non-conformance, and preventative measures to avoid re-occurrence, proposed date by which action will be completed (often immediate), actual date of completion, and person responsible for rectifying the non-conformance. Examples of non-conformances, or incidents, include:

- Milk quality results outside acceptable limits (bactoscan, somatic cell count)
- Antibiotics in milk (suspected or confirmed)
- Issues with milking equipment (breakdowns)
- Issues with milk vat cooling capacity
- Power outages
- Failure to review previous audit

records required:

- *Annual Self-Audit (recording form 5.1.1; pg 65)*
- *Corrective Action Reports (recording form 5.1.2; pg 66)*

notes

notes

notes


Bulla
FAMILY DAIRY
SINCE 1910

recording forms

recording forms

1.0 livestock management

2.0 farm management

3.0 dairy shed management

4.0 staff training

5.0 self audit

1.0 livestock management

1.1.1 system of animal identification

describe the system for identifying replacement calves at birth and purchased stock

livestock are permanently identified using the following methods:			
☐ Freeze brands	☐ Ear tags	☐ Electronic ID	☐ Photos
☐ Brass tags	☐ Tattoo's	☐ NLIS tags	☐ Collars
☐ Other (specify)			

1.5.1 grain and fodder vendor declaration (trader)

(For use where stockfeed is purchased from a miller, agent, produce store or other trader)

it is declared that the consignment of stockfeed described as: _____

_____

_____

Supplied by: _____

of _____

to _____

of _____

on _____ or during the period from _____ to _____

meets the following requirements:

1. Any chemical treatment applied to any component of this consignment during storage on our premises or otherwise in our possession was as per a product label approved by the APVMA 'Australian Pesticides and Veterinary Medicines Authority' and that the withhold period specified on that label have been observed.

2. In relation to the sourcing of raw materials:

   (a) the property on which the commodity was grown, or the storage facility in which the commodity has been stored carried accreditation under a recognised and independently audited QA programme, which includes chemical residue management provision: OR

   (b) has been purchased under a contract in which the supplier warrants that the commodity complies with all State and Federal laws and requirements relating to chemical and pesticide residues and specified government designated maximum residue levels; OR

   (c) in relation to direct farm purchase that the supplier of the commodity has attested to the effect that any pesticides / insecticides used on the grain have been applied in accordance with the registered labels of these chemicals, at rates not exceeding the maximum rate set out on the label of these chemicals and the appropriate withholding periods have been observed.

3. Is otherwise fit for the purpose of feeding to the species of livestock indicated in the product description above.

4. Is free from RAM (Restricted Animal Material) as required by state legislation.

5. Is free from GMO's as defined by 95% GMO free.

VENDOR'S SIGNATURE _____ DATE _____

Note: This form is to be completed by an authorised representative of the stockfeed miller, produce store, agent or other stockfeed trader.

1.5.2 grain and fodder vendor declaration (grower)

(For use where stockfeed is purchased from a grower (see following guidelines) To be completed by the grower).

Vendor's Name:		Contact Number:	
Address:		State:	Post Code:
Phone:	Fax:	Property Identification:	Delivery Date:
Commodity:	Harvest Date:	Supply Paddock Area (Ha):	Other:

1. Has the crop been grown on a property with an anochlorine status classification, or on a property under quarantine because of anochlorine residues?	☐ Yes ☐ No ☐ Don't know
If yes, give details:	

2. Does the property from which the commodity is grown carry accreditation under an independently audited quality assurance programme?	☐ Yes ☐ No
If yes, what is the name of the programme?	

3. Has the commodity been tested for residues of all chemicals used on this crop?	☐ Yes ☐ No
If yes, attach details of test results on the delivered product.	

4. Chemicals applied to commodity. Include all insecticides, herbicides, fungicides, crop conditioners, storage chemicals or other chemicals applied to the commodity from commencement of flowering.

chemicals applied	rate per hectare or tonne	application date

5. Adjoining crops. List all insecticides, herbicides, fungicides and crop conditioners applied to adjoining crops on your property from the commencement of flowering. ('*Adjoining crops*' means within 100 metres of the reference paddock.)

crop Name	chemical applied	rate per hectare	application date

6. Neighbour's crops. List adjoining crops growing on neighbouring properties from the commencement of flowering of the delivered commodity. ('*Adjoining crops*' means within 100 metres)

crop name	approximate harvest month

I certify that:

(a) All chemicals pllied by me; and **(b)** To the best of my knowledge, all chemicals applied by others on my behalf in the production of this commodity have been applied in accordance with the registered label on those chemicals and that the withholding periods for those chemicals has been observed.

VENDOR'S SIGNATURE _____ DATE _____

VENDOR'S NAME (please print) _____

1.5.3 additive/supplement record

name of additive/ supplement	dates used	rate	cow id/stock group	supplier	batch no.	date purchased
zinc oxide	*1 Jan 2020 - 15 march 2020*	*1g/cow/day*	*milking herd*	*Feed Source P/L*	*112233*	*20-Dec-19*

1.6.1 agistment stock movement records

animal/mob id	number of animals	property name and address	start date	finish date
heifers ID no. 1-20	*20*	*Roberts - 123 Farm Lane, Dairyville*	*23-May-20*	*30-Jun-20*

REMINDER: All veterinary / drug treatment / drenches etc given to stock while on agistment must also be recorded

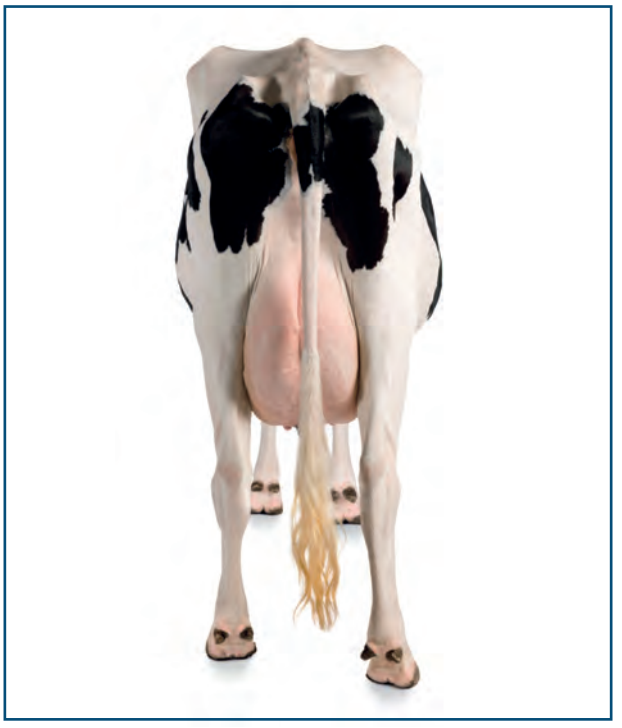
1.7.1 veterinary drug register

date purchased	product name	supplier	quantity	batch number	expiry date
25-Jun-20	*Trisoprim*	*Dairy Vet Clinic*	*2 x 50ml bottles*	*11133*	*30-Dec-20*

1.7.2 cow marking template

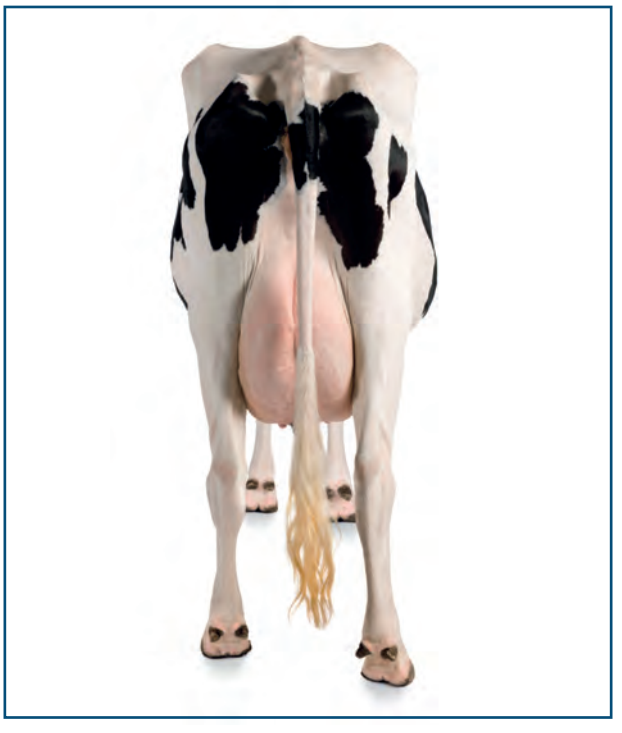
cow treated treated with antibiotics

freshly calved cow



finished treatment out of withhold

other



1.7.3 stock treatment record

date	cow id	problem	area treated	name of drug	batch no./exp date	dosage	treatments date: am/pm				WHP (milk)	WHP (meat)	BIV date	initials
							1st	2nd	3rd	4th				
21/8/18	*2408*	*mastitis*	*BR*	*Noroclox LC*	*A1103-56 1/12/18*	*1 tube x 48 hr x 3*	*21/8 am*	*23/8 am*	*25/8 am*		*96 hr 8 milkings*	*30 days*	*30/8*	*LE*

1.7.3 stock treatment record (continued)

date	cow id	problem	area treated	name of drug	batch no./exp date	dosage	treatments date: am/pm				WHP (milk)	WHP (meat)	BIV date	initials
							1st	2nd	3rd	4th				

1.7.3 stock treatment record (continued)

date	cow id	problem	area treated	name of drug	batch no./exp date	dosage	treatments date: am/pm				WHP (milk)	WHP (meat)	BIV date	initials
							1st	2nd	3rd	4th				

2.0 farm management

2.2.1 chemical application record

date applied	chemical	batch no.	weather Wind speed Wind dir. Temp	method of application	area (paddock numbers)	rate of application	withholding period	date ok for grazing	initials
14/6/18	*Glyphosate 540 Amine 700 Li 700*	*BVE34 5-67*	*7km/hr SE 10°C*	*Boom*	*24-29 (50ha)*	*2L/ha/100L 1L/ha/100L 300ml/ha/100L*		*21/6/18*	*LE*

Farmers do **NOT** need to fill in this record if spray contractors supply **all** the required information in a spray record given to the farmer - if parts are missing it is the farmers responsibility to keep the missing records on the day that spraying takes place.

2.2.2 pest control record

date applied	area treated	chemical name	pest treated	rate of application	withholding period (if applicable)	who applied treatment	initials

This table can be used in conjunction with a bait trap plan.

2.3.1 water source & use record

List the source of water used for the following applications:

stock drinking	yard cleaning
dairy plant & vat cleaning	**teat spray mixing**

2.3.2 water treatment record

date	water source treated	treatment type - chemical - heat	application method & rate	applied by	withholding period initials	initials

2.4.1 effluent application record

date applied	paddock id	application method	withhold period (Dates)	initials

3.0 dairy shed management

3.1.1 quarterly monitoring of hot water used for cleaning

Hot water temperature checks to be completed quaterly.
Checks should be completed on all hot water units (e.g. plant watering and vat if seperate units are used).

date	**type of water** (plant or vat cleaning)	**temperature of hot water tested**	**thermometer used**	**initials**

3.2.1 maintenance review

date:	completed by:

maintenance area	checked (Y/N)	action required	date completed
dairy shed			
Walls/ceilings - clean and of sound construction	☐Yes ☐No		
Floors - clean and free of slip/trip hazards	☐Yes ☐No		
Lights - good working order	☐Yes ☐No		
No evidence of pest activity	☐Yes ☐No		
milking machines			
All rubber ware clean and serviceable	☐Yes ☐No		
Milk line - clean	☐Yes ☐No		
Milk pump - clean and operating effectively	☐Yes ☐No		
Plate cooler - clean and operating effectively	☐Yes ☐No		
Line to vat - clean	☐Yes ☐No		
Air line - clean and free from odour	☐Yes ☐No		
Vacuum tank - clean and serviceable	☐Yes ☐No		
Air filters - free from dust	☐Yes ☐No		
Annual Milking Machine Test completed	☐Yes ☐No		
vat room			
Clean and free of dangerous goods	☐Yes ☐No		
Structurally sound	☐Yes ☐No		
No evidence of pest activity	☐Yes ☐No		
Farm hand-held thermometer check completed	☐Yes ☐No		
vat			
Fittings clean and operational	☐Yes ☐No		
Interior and exterior surfaces clean	☐Yes ☐No		
Agitator clean and operating effectively	☐Yes ☐No		
Dip stick/sight tube clean	☐Yes ☐No		
Motors working effectively	☐Yes ☐No		
Refrigeration system working effectively	☐Yes ☐No		
Vat cooling check completed	☐Yes ☐No		
Seals clean and serviceable	☐Yes ☐No		
dairy surrounds			
Neat and tidy	☐Yes ☐No		
Tanker access track clear of overhanging branches	☐Yes ☐No		

3.2.1 maintenance review (continued)

date:	completed by:

maintenance area	checked (Y/N)	action required	date completed
dairy shed			
Walls/ceilings - clean and of sound construction	☐Yes ☐No		
Floors - clean and free of slip/trip hazards	☐Yes ☐No		
Lights - good working order	☐Yes ☐No		
No evidence of pest activity	☐Yes ☐No		
milking machines			
All rubber ware clean and serviceable	☐Yes ☐No		
Milk line - clean	☐Yes ☐No		
Milk pump - clean and operating effectively	☐Yes ☐No		
Plate cooler - clean and operating effectively	☐Yes ☐No		
Line to vat - clean	☐Yes ☐No		
Air line - clean and free from odour	☐Yes ☐No		
Vacuum tank - clean and serviceable	☐Yes ☐No		
Air filters - free from dust	☐Yes ☐No		
Annual Milking Machine Test completed	☐Yes ☐No		
vat room			
Clean and free of dangerous goods	☐Yes ☐No		
Structurally sound	☐Yes ☐No		
No evidence of pest activity	☐Yes ☐No		
Farm hand-held thermometer check completed	☐Yes ☐No		
vat			
Fittings clean and operational	☐Yes ☐No		
Interior and exterior surfaces clean	☐Yes ☐No		
Agitator clean and operating effectively	☐Yes ☐No		
Dip stick/sight tube clean	☐Yes ☐No		
Motors working effectively	☐Yes ☐No		
Refrigeration system working effectively	☐Yes ☐No		
Vat cooling check completed	☐Yes ☐No		
Seals clean and serviceable	☐Yes ☐No		
dairy surrounds			
Neat and tidy	☐Yes ☐No		
Tanker access track clear of overhanging branches	☐Yes ☐No		

3.2.2 milk cooling check

date	time at start of milking (vat empty)	vat temperature 3.5 hrs after start of milking	temp. check using HHT*	temp. recorded on tanker docket	initials
24/06/2020	*6.20am*	*9.50am – 3.5 degrees C*	*3.8 degrees C*	*3.6 degrees C*	*LE*

*HHT = hand-held thermometer

3.2.3 farm thermometer calibration

date	reference point (ice, boiling water, other calibrated thermometer)	result	satisfactory (Y/N)	further action required	initials
24/06/2020	*ice slurry*	*0.0 degrees celcius*	☐ Yes ☐ No	*No*	*LE*
			☐ Yes ☐ No		
			☐ Yes ☐ No		
			☐ Yes ☐ No		
			☐ Yes ☐ No		

procedure for calibrating hand-held food grade thermometers (ice slurry)

Step 1: Clean and wash the hand-held thermometer and store in the refrigerator for several hours before checking.

Step 2: Prepare a mixture of finely crushed ice and water, mix well in an insulated flask (e.g. an insulated drink container/thermos). It should appear to be a clear slurry. There should be enough ice to cover the full length of the thermometer probe. Drain off any excess water.

Step 3: Fully immerse the thermometer probe in the ice and take a reading when the gauge comes to rest. The 'ice-point reading' should be 0 degrees celcius. The accuracy of this method is 0.001 degrees C.

Step 4: Record the reading and remove the thermometer for 5 minutes to the fridge and repeat for test recording. Do this three times. An average of the three test results can be used to determine the variance of the thermometer from 'true' reading.

Step 5: An average variation greater than 1 degree celcius is not acceptable and the thermometer should be adjusted or replaced.

4.0 staff training

4.1.1 staff training record

employee name	job title	trained by

duties	applicable (Y/N)	training undertaken (Y/N)	date competent	employee signature
Understanding food safety manual	☐ Yes ☐ No	☐ Yes ☐ No		
Dairy start-up procedure	☐ Yes ☐ No	☐ Yes ☐ No		
Milking routine	☐ Yes ☐ No	☐ Yes ☐ No		
Masitis detection	☐ Yes ☐ No	☐ Yes ☐ No		
Teat spraying	☐ Yes ☐ No	☐ Yes ☐ No		
Treating cows with vet drugs	☐ Yes ☐ No	☐ Yes ☐ No		
Recording veterinary drug treatments	☐ Yes ☐ No	☐ Yes ☐ No		
Identifying treated cows	☐ Yes ☐ No	☐ Yes ☐ No		
Understanding withhold periods	☐ Yes ☐ No	☐ Yes ☐ No		
Hygiene awareness - notification of food-borne illness	☐ Yes ☐ No	☐ Yes ☐ No		
Farm map location	☐ Yes ☐ No	☐ Yes ☐ No		
Chemical use on farm including recording	☐ Yes ☐ No	☐ Yes ☐ No		
Location of chemical use records	☐ Yes ☐ No	☐ Yes ☐ No		
Chemical users certificate	☐ Yes ☐ No	☐ Yes ☐ No		
Cups-On Cups-Off course	☐ Yes ☐ No	☐ Yes ☐ No		
Understanding animal welfare	☐ Yes ☐ No	☐ Yes ☐ No		
	☐ Yes ☐ No	☐ Yes ☐ No		
	☐ Yes ☐ No	☐ Yes ☐ No		
	☐ Yes ☐ No	☐ Yes ☐ No		
	☐ Yes ☐ No	☐ Yes ☐ No		
	☐ Yes ☐ No	☐ Yes ☐ No		

5.0 self audit

5.1.1 self audit checklist

1. livestock management

- [ ] Current Dairy Licence available
- [ ] All stock identified
- [ ] Up to date stock register available
- [ ] NVD's for livestock purchases
- [ ] NVD's for cattle sales
- [ ] NVD's for bobby calf sales
- [ ] Vendor Declaration for *all* purchased feeds
- [ ] Additive/Supplement record (if applicable)
- [ ] Agistment stock movement records
- [ ] Veterinary drugs stored securely
- [ ] Drug register available
- [ ] System for identifying treated stock displayed at dairy
- [ ] Permanent, up to date and complete stock treatment records available

2. farm management

- [ ] Farm map available
- [ ] Agricultural chemicals stored securely away from milking plant and livestock
- [ ] Permanent, up to date and complete chemical use records available
- [ ] Pest control record available
- [ ] Water source and use record available
- [ ] Water treatment record available (if applicable)
- [ ] Effluent application record available

3. dairy shed management

- [ ] Procedures for dairy operations displayed at dairy
  - ◯ Dairy operation
  - ◯ Managing treated stock
  - ◯ Plant cleaning
  - ◯ Vat cleaning
- [ ] Hot water temperature monitoring records (quarterly)
- [ ] Thermometer calibration record
- [ ] Vat cooling records available (twice per year)
- [ ] Milking machine test report available (annual)
- [ ] Maintenance check records available (twice per year)
- [ ] Tanker access area maintained
- [ ] Dairy shed and vat room maintained to ensure safety of staff and milk

4. staff training

- [ ] Staff training records complete and available for all staff

5. self audit

- [ ] Self audit completed
- [ ] Corrective action report up to date

5.1.2 corrective action report

date	issue no.

issue type		
☐ Quality results high	☐ Calibration	☐ Cleaning
☐ Vat breakdown	☐ Pest control	☐ Water
☐ Milking machine	☐ Antibiotics in milk	

details of issue:

probable cause:

corrective actions taken to rectify issues:

preventative action implemented to prevent recurrence:

completed by	date completed

appendix

appendix 1: milk quality matrix

Bulla's Milk Quality System supports the continual improvement of practices that underpin business performance and ensures that the principles of sustainability, profit, people and planet are embedded in all the we do.

The following sets out how a deduction to the milk price payable by Bulla is calculated based on the quality of the milk supplied.

Grade 1 is the base payment for milk. All other grades incur a percentage discount.

milk quality matrix		somatic cell count (scc)				
		≤ 250,000	250,001 - 300,000	300,001 - 350,000	350,001 - 400,000	
Bactosan IBC	≤ 100,000	1	2	3	4	5
	100,001 - 160,000	2	3	3	4	5
	160,001 - 265,000	3	3	4	5	5
	≥ 265,000	5	5	5	5	5

SCC	Tested each collection. Grade determined on the weighted average of results for the 10-day period. Highest 10 day average SCC test per month is excluded. Any daily result that varies by >20% from the previous daily result will be withheld by Bulla's Representative & reviewed against subsequent results prior to confirming the official result for the period.
Bactoscan IBC	Tested every 10 days. Highest 10 day Bactoscan IBC test per month is excluded. If the result is outside grade 1, a second test is undertaken using the next available sample. The lowest of the two results will be the official result for the period.
Thermoduric	Tested once every month. The result is considered advisory only & does not affect the milk payment.

appendix 1: milk quality matrix (continued)

Testing Arrangements

1. Tests to measure compliance with the raw milk specification will be conducted in a laboratory(s) using the methodologies identified in this schedule. Verification audits may be conducted from time-to-time to confirm this.
2. Test results will be provided by SMS as soon as practicable. Farmers can also access their results via Bulla's Farmers Portal. Test results will be provided generally with 48 hours of sampling (7 days for Termodurics.
3. Where the communication of test results is delayed for longer periods than these, test results for days up to the date of test receipt may be excluded from the calculation of any discounts.

Milk quality deductions

The following deduction rates will be applied based on the 10 day quality grading period result.

Grade	% deduction of milk price	Action
Grade 1	0%	Milk delivered is specification
Grade 2	-3.00%	Corrective action required
Grade 3	-9.00%	Corrective action urgent. Action plan to be submitted to Bulla's Representative for approval.
Grade 4	-33.00%	Corrective action urgent. Action plan to be submitted to Bulla's Representative for approval. Collection may be suspended. Enquire with Bulla's Representative regarding alternative supply options.
Grade 5	-50.00%	Milk does not comply with the specification. Corrective action urgent. Action Plan to be submitted to Bulla's Representative for approval. Milk may be suspended, and may not be collected until the milk is demonstrated by a test conducted by Bulla's Representative to be Grade 4 or better. Enquire with Bulla's Representative regarding alternative supply options.