

Milk Spoilage Policy:

Purpose:

This policy ensures that all employees and contractors understand the procedures to prevent, identify, and respond to milk spoilage incidents.

It also sets out the correct process for applying vat locks and contacting Fonterra, to protect milk quality, maintain compliance, and safeguard the farm's reputation.

Scope:

This policy applies to all employees, contractors, and casual staff involved in the milking process, milk storage, or communication with the milk company.

Definition of Milk Spoilage:

- Milk spoilage includes, but is not limited to:
 - Milk that has not been cooled to between 3–6°C within the required timeframe
 - Milk contaminated with antibiotics, colostrum, or foreign material
 - Milk stored in a vat that has malfunctioned or not been cleaned correctly
 - Milk with an abnormal smell, taste, or appearance
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Milk Spoilage Prevention:

Milk vats must be checked daily to confirm correct cooling and agitation.

Wash cycles and cleaning must be recorded after every milking.

Any faults with refrigeration, agitators, or vat hygiene must be reported immediately to the Farm Manager.

Response to Milk Spoilage:

Spoiled milk must not be collected by the tanker under any circumstances.

The vat must be taken out of supply immediately.

All incidents of spoilage must be recorded in the farm diary, including the cause and corrective action taken.

Vat Locks:

Vat locks must be applied if milk is unsuitable for collection (e.g., spoilage, antibiotic contamination, colostrum present).

Only the Farm Manager or delegated staff may apply or remove vat locks.

Vat lock status must be clearly communicated to all staff on duty.

Vat Lock is Stored:

In the main entrance room in the cowshed on the shelf.

Contacting Fonterra:

Fonterra must be notified immediately if milk spoilage occurs or if a vat lock has been applied.

The Fonterra Service Centre (0800 65 65 68) is the first point of contact.

All communication with Fonterra must be logged in the farm diary, including the reference number provided.

Responsibilities:

All staff are responsible for checking vats, monitoring milk quality, and following correct procedures if spoilage is suspected.

The Farm Manager is responsible for applying or authorising vat locks, contacting the milk supply company, and ensuring all incidents are recorded.

Management must ensure all staff are trained on this policy and understand their responsibilities.

Breach of Policy:

Failure to follow this policy may result in disciplinary action and could lead to loss of milk income or penalties.

Serious breaches may be escalated to management for further action.

Managers report incidences to:

Farm Owner

Staff report incidences to:

Farm Owner

