



DAIRY TRANSPORT ASSURANCE SCHEME

Scheme Standards: Version 6, April 2016 to March 2017

Sections

A	General management	This section is designed to cover the overall running of the site and operation.
B	Personnel and Training	This section is designed to cover the Management and training of all staff.
C	Fleet and equipment	This section is designed to cover specific items including ancillary equipment and the integrity of the fleet.
D	Milk quality, hygiene and security.	This section is designed to cover all aspects of milk collection, sampling and CIP.
E	Outbased reload sites	This section is designed to cover all out based reload facilities.

Appendices

1	Definitions
2	Records
3	Complaint Record
4	CIP Flow Rate and Pressure
5	Sample jewellery policy



A: Introduction

This scheme aims to combine food safety legal requirements, and other appropriate legislation, with recognised industry good practice and specific customer requirements to provide confidence in the supply chain.

These standards set out minimum requirements hauliers must have in place to ensure food safety including food hygiene, traceability and some operational matters. Hauliers must achieve these when handling and transporting milk (including goats milk) and milk fractions (cream, skim, skim concentrate, whey and whey concentrate). The standards are applicable at depots, sub-depots and out-based reload sites.

Haulage operations must be conducted in accordance with this scheme at all times both within the UK and abroad.

Hauliers are assumed to be fully compliant with VOSA and health and safety requirements.

For a list of definitions as applied to this code of practice, see Appendix 1

The haulier must be able to demonstrate compliance with the standard and the requirements set out in the guidelines.

Procedures must be periodically reviewed to ensure that they incorporate site specific changes to traffic rules, safety procedures or any other aspects relevant to the functions listed above.

In completing assessments against this standard assessors must ensure that procedures are in place and are implemented by all relevant personnel.

An **R** in the text indicates areas where there is a need to keep a record. All records must comply with the general criteria detailed in Appendix 2.

Key to highlighted questions:

Areas where there is a need to keep a record
Questions for Drivers



SECTION A: GENERAL MANAGEMENT

Section	Standard	Guidance	Assessor Guidance	Notes
A1	SITE MANAGEMENT			
A1.1	General appearance of the depot must present a professional image.	Site must be generally clean and in good repair.	Generally tidy with absence of accumulated rubbish and scrap. Yard surface must be in good repair and regularly cleaned with absence of : • Accumulated mud. • Stagnant standing water. • Weeds. Buildings well maintained. Perimeter fence in good repair (if applicable).	
A1.2	Hauliers must be registered with the authorities required by the food hygiene regulations. R	Legislation [(EC) 852/2004] requires individual sites to be registered if they are transporting materials which are destined for food consumption. In GB this registration is with Local Authority Environmental Health or DARD in Northern Ireland.	Documentation checks to demonstrate proof of registration and compliance.	
A1.3	Subcontractors employed by the haulier for operations falling under the scope of this scheme must be scheme members. R		Documentation check and questioning managers. Look for evidence of the status of any sub-contractors currently in use, typically a copy of the sub-contractors scheme certificate.	
A1.4	Self audits must be carried out against this standard at least annually. R	Self audits must be timed in such a way as there will be an audit every six months, i.e.; if the external audit is in December then the internal audit should be in June. Notes of self audit to be retained.	The designated person should be questioned about the process for self-auditing and actions taken particularly with respect to training. Check for notes of the self audit.	



Section	Standard	Guidance	Assessor Guidance	Notes
A2	INCIDENTS AND CONTINGENCY PROCEDURES			
A2.1	Procedures must be in place setting out how drivers deal with incidents. R	Incidents that require documented procedures include: - Any spillages from vehicles e.g. accidents, transhipments etc. - Contamination of a water course - Contamination of the milk and milk fractions.	Documentation check (drivers' handbook or hauliers manuals and driver incidence reports) and questioning drivers to check compliance with guidance.	
A2.2	Records must be kept of incidents and how they are dealt with. R	The record must cover the nature of the incident and the manner in which it was dealt with.	Documentation check and questioning managers and drivers of how records of incidents are kept. Check examples of: - Driver incidence report forms. - Reports on investigations into incidents. - Corrective actions identified and recorded. - Action taken and recorded.	
A2.3	Procedures must be in place for setting out the correct actions in the event of being approached by enforcement authorities. R	Procedures must be documented and all personnel made aware of them. Enforcement authorities would include: - Environmental Health. - Environment Agency. - Trading Standards Officers. - Police. - V.O.S.A.	Documentation check (drivers' handbook) and questioning all personnel.	

A2.4	Load rejection procedures must be in place. R	Specific procedures will depend on the nature of the rejection but in all instances the driver must contact the depot for instructions. Written ABP policy must include traceability of the vehicle to ensure full CIP before being used again to transport milk or milk fractions.	Documentation check (hauliers/drivers manual(s)) and questioning drivers and managers including: • Examples of recent rejected loads. • In case of animal by-products examples of transfer notes and method of disposal. • Method of labelling tanker, e.g.; seals and signs. • Method of quarantine if appropriate. Check CIP details following a recent ABP load: • Ex farm route summary. • CIP log. Check Manager / Supervisor knowledge of ABP traceability protocol.	
A2.5	Procedures for notifiable disease outbreaks must be in place. R	Hauliers must implement customer procedures covering notifiable diseases such as FMD and Avian influenza outbreaks. At minimum customer procedures will include the requirements of the Great Britain COP for hauliers processors and buyers of milk' and the Avian Flu requirements 2006. See annex for guidance on FMD and Bird Flu. Hauliers must be able to demonstrate that all relevant staff, including drivers, can rapidly be made familiar with the operation of these codes.	Documentation check: • Accessibility of relevant CoPs. • Driver guidelines. • Evidence in driver training. Discussion with managers to check awareness: • Location of CoPs. • Training records. • Evidence of ability to obtain filters and disinfectant supplies in event of an outbreak. • How drivers are made aware. Bio-security controls procedures: • Provision of personal protective clothing, backpacks and suitable disinfectant for drivers and vehicles. • Obtaining necessary licences.	

A2.6	There must be a procedure for acting on complaints. R	The procedure must include systems for: • The prompt recording and investigation of complaints. • The prompt feedback to the complainant with findings. • Recording of the internal actions undertaken to prevent recurrence at the root cause.	Documentation check and questioning managers. Complaints procedures must be documented and inspected to ensure all the items covered in the guidance are included. Identify who is responsible for the management of complaints to ensure that they are effectively investigated, actioned and resolved. An example of a complaints form is provided in appendix 3, which sets out the information that would have to be recorded.	
A2.7	There must be a documented contingency procedure to cover emergencies to which all staff must have access and are familiar with its contents. R	The procedure must document: • Brief details of likely emergencies and key contacts. • Emergency services. • Local doctor. • Environment Agency and SEPA in Scotland. • Electricity, gas and water suppliers. • Fuel supply. • Internal company contacts. • HSE. • Complete producer details from all farms collected. • Route details including specific farm requirements. • Basic site map must clearly show as a minimum: ○ position of water supplies and mains, ○ fire hoses/extinguishers,	Documentation check and questioning staff. Ask for evidence of all documents being readily available and complete as per list. Ask members of staff what they would do in an emergency and where they would find details of all phone numbers and actions required in an emergency.	

		○ fuel stores and combustible materials, ○ electricity mains and meter, ○ water drainage and water courses and colour coded drains.		
A2.8	There must be documented business continuity procedures to counter disruption to farm collection. R	Procedures must cover a) Weather Events • Heavy snow. • Prolonged cold weather. • Floods. b) Industrial Action c) IT failure d) Fire e) Disruption of fuel supply.	For all events examples may be: • Pre-emptive collection plans, e.g.; ○ shifting night collection today, ○ emergency routes, ○ driver availability, ○ communication systems, ○ Alternative access routes. For snow, ice and cold weather additional measures may be: • Availability of salt and grit. • Contingency to prevent: ○ freezing of CIP water supply ○ Freezing of vehicle pipe work and valves ○ Local knowledge of expected, weather conditions and gritting by, highways agency ○ vehicle suitability and availability For flooding examples may be: • List of routes potentially at risk.	



A2.9	There must be documented procedures covering the haulage of milk requiring heat treatment as required by legislation, e.g.; TB and Listeria. R	Hauliers must implement customer procedures which conform to HACCP and legislative and customer specifications.	Documentation check: • Instructions from customers. • Cleaning procedures to ensure no cross contamination. • Traceability check using route summaries. Undertaking an audit check: • List of customers manufacturing unpasteurised milk and milk fractions. • List of dedicated milk supply to those customers. • Evidence of TB status of dedicated suppliers • CIP records.	
A2.10	Procedures must be in place to ensure that lay-bys are only used in emergencies. R	• The procedures must include, and ensure, the safety of employees and the public and the non-spillage of product. • The date, time of use and location of the lay-by. • The reason for the emergency use of the lay-by.	Ask site Management if lay-bys have been used and review procedures/records.	



Section	Standard	Guidance	Assessor Guidance	Notes
A3	TRACEABILITY			
A3.1	Procedures must be in place to ensure Comprehensive traceability for all loads. R	Records must include: • The description of the product. • Date and time of the collection. • Volume or quantity. • Names and addresses of 'Consignor' and 'Consignee'. • Name and address of the food business operator to whom the food is being sent. • Reference enabling the lot, batch or consignment, as appropriate, to be identified. • Data relevant to customer specifications for the type of milk or milk fraction being delivered e.g. geographical region; specialist; farm assured status; cream grade etc. Farm collection data must be transferred to the relevant customer within the agreed time period and in the format requested by the customer. Checks must be in place to verify that this is achieved. The customer may have additional requirements for certain specific operations. The haulier must also have procedures for dealing with breakdowns in traceability.	Questioning managers and drivers; documentation check including tracing a load. Check random sample of recent reload deliveries & trace loads against guidance. If no reload deliveries then check ex-farm route summaries. Questioning of management: an example may be if the measurement system on the ex-farm tankers breaks down and cannot print a route summary; determine what are the procedures for providing traceability for that load. Check download tickets and select one downloaded route for presence of: • Producer I.D. (name and no.) • Collection time. • Collection temperature. • Volumes collected. Question managers on treatment of exceptions.	



Section	Standard	Guidance	Assessor Guidance	Notes
A4	HYGIENE			
A4.1	Personal hygiene policies and procedures must be in place.	Policies should include: • Smoking policy, including 'E' smoking. • Personal hygiene policy • Jewellery policy	Check for evidence of policies. Observing and questioning of staff.	
A4.2	Facilities must be provided for staff and visitors on site.	Facilities should include: • Hot water and soap (unscented and non-carbolic) for hand washing • Hand drying facilities. • Appropriate toilet facilities. • Designated smoking areas if permitted.	Check facilities are in place, suitable and functional. Relevant signage. (EG no smoking, wash hands). Smoking areas suitably located with areas for cigarette butts.	
A4.3	Procedures must be in place to ensure the site meets statutory hygiene requirements.	Procedures should include: • Pest control • Cleaning schedules • Spillages • Suitability of cleaning chemicals	Check for contract with pest control company or evidence of an internal policy. Look for: • Evidence of rodent activity. • Bait stations. • Regular reports from contractor. Look for equipment to deal with spillages: • Appropriate spill kits. • Question staff on procedures.	
A4.4	The on-site CIP set must be maintained in a safe and effective working manner and repaired if damaged or faulty. R	The Dairy UK CIP CoP must be available and personnel responsible for CIP should be familiar with appropriate guidance. The site must be able to demonstrate that the procedures employed meet the requirements of the CoP as covered by the following: • The CIP unit must be secured when not in use.	Determine presence of on-site CIP and individuals with operational responsibility. Check availability of CIP CoP. There is no requirement to assess directly against the CIP CoP. When Questioning Managers on the principles of the Dairy UK CIP CoP determine that they can reference the appropriate areas against their own procedures.	

		• CIP unit operating instructions must be available. • All Chemicals must be correctly stored: ○ chemicals in use must be locked away, ○ suitable separation of acid and alkaline chemicals. This may require physical separation to prevent any possibility of a chemical reaction, ○ all containers must be clearly and correctly labelled, ○ COSHH data sheets and instructions available at points of use and storage, ○ suitable (PPE) Personal Protective Equipment must be available. This includes emergency eye washing and shower facilities. ○ documented procedures of actions to be taken in the event of any chemical spillage.	Check: • Security procedures (Sufficient to prevent access to main control panel & chemicals). • Availability of operating instructions. • Suitability of chemical storage • Presence of eye washing & working shower facilities. • Presence of data sheets for the chemicals in use at the emergency wash facilities. • Availability of appropriate PPE (safety goggles, rubber gloves and occasionally full face mask) and use when CIP in operation. • Presence of documented spillage procedures.	
--	--	--	--	--

A4.5	Where hauliers use on site CIP systems procedures must be in place detailing how tankers should be cleaned. R	The key cleaning parameters of the Cleaning in Place (CIP) system must be set and verified regularly. • Temperature and detergent concentration Suitable food grade cleaning agents. • Procedures to check suitability of final rinse water. If mains water is not used the final rinse water must be analysed at least every six months to ensure potability as defined in Council Directive 98/83/EC. The water must be analysed in a UKAS accredited laboratory). • Detergent concentration (reference test) should be checked monthly. • Flow rate should be checked and recorded every three months. • CIP times should be checked and recorded for each CIP. • Check frequency of visits by third party chemical supplier and comments on performance of CIP.	Documentation check and questioning managers. • Flow rate/pressure checks may not be possible depending on the equipment available. • Question managers on procedures for checking suitability of final rinse water supply and maintenance of rinse water storage tanks. • Procedures could include visual inspection, ATP or potable water testing at defined intervals. • Check datasheet to ensure chemical in use is suitable for food use.	
------	--	---	---	--



A4.6	Where third party CIP cleaning companies are used the haulier must annually seek to obtain evidence that the cleaning company complies with the Dairy UK Tanker Cleaning COP. R	Third parties are operations not under the direct management of the Haulier. Where the CIP is contracted with an independent commercial Road Tanker CIP provider, then the haulier is required to obtain evidence of compliance with the Dairy UK Tanker Cleaning COP. Where the third party is a Dairy the haulier delivers to, then the haulier is required to demonstrate that they had attempted at least twice to obtain the evidence, and failing that, referred the matter to the customer for whom the milk was being delivered. Evidence must include and should be obtained by requesting CIP providers complete the DTAS Quality Assurance Questionnaire for Milk Tanker CIP Operations: • That key cleaning parameters of adequate contact time, contact surface, cleaning agents circulation temperature and concentration are met as in standard C10. • That the third party CIP company is retaining tank cleaning records for a minimum period of 6 months.	Documentation check and questioning managers. Check management aware that cleanliness of tankers is their responsibility even if vehicles have CIP at third party sites and dairies. Check that depot undertakes regular internal vehicle checks after CIP. Check that random traceability checks are carried out on third party CIP. This may include checks on volume of water used, detergent concentration, temperature and time etc. Examine ATP results.	
------	--	--	---	--



Section	Standard	Guidance	Assessor Guidance	Notes
A5	HACCP			
A5.1	The haulier must have a documented HACCP in place that fully covers all aspects of milk collection and delivery. R	The plan may be either the Dairy UK HACCP (providing it is relevant) or a plan generated by the haulier. The coverage of the plan must include raw milk collection from farm bulk tanks to final delivery into a processing site, including disposal to an outlet that meets the requirements of the animal by-products regulations if the milk is rejected. If the haulier is using the Dairy UK HACCP they must be able to demonstrate that it is relevant to their operation.	Check documented HACCP: • Access to up to date copy of their HACCP • The HACCP must record the parties that approved the plan. This must include milk buyers and haulier representatives Question managers to ensure: • Awareness of the requirements of the HACCP. • Understanding of how those requirements translate into depot procedures.	
A5.2	The HACCP must be reviewed at least annually. R	The HACCP must be reviewed whenever there is a change in the process that might have a material effect on the outcome of the HACCP plan. The HACCP must be reviewed whenever a new risk to product quality has been identified, through scientific or technical developments. At a minimum the HACCP must be reviewed annually. If the haulier is using the Dairy UK HACCP this will be demonstrated by records indicating communication between the Dairy UK HACCP team and the haulage operator i.e. meeting notes, email or formal letter.	Questioning managers: • To see whether any change in process have occurred • How new risks are identified/alerted and the procedure for updating the plan Documentation check to ensure: • Identified changes have been incorporated into the HACCP. • Check date of last review of the HACCP • Evidence of persons involved in the HACCP review.	



A5.3	The depot must comply with any procedures or specifications needed to conform to any HACCP for milk fractions.	There is no requirement for the haulier to have a HACCP for the haulage of milk fractions. This is the responsibility of the dispatching and receiving sites. The haulier must report any change in processes and procedures that might change the outcome of the Milk Fraction HACCP to the dispatching / receiving sites.	Question managers to determine whether or not the dispatch / receiving sites require them to have a HACCP. If so check any such documented HACCP and via questioning and checking of records, ensure compliance with any specifications as directed for the haulage of milk fractions.	
------	--	--	--	--

SECTION B: PERSONNEL AND TRAINING

Section	Standard	Guidance	Assessor Guidance	Notes
B1	PERSONNEL AND TRAINING			
B1.1	Managers and supervisors must have access to Dairy UK 'Industry Guide to Good Hygiene Practice: Milk and Dairy Products' and understanding of key principles.	Access may be hard copy or electronic.	Questions must be pitched at the level of operational responsibility. Demonstration of how documents are accessed.	
B1.2	Procedures must be in place to ensure drivers are aware of all legal requirements applicable to their job.	Question drivers regarding their: • Personal responsibility for food safety. • Knowledge of on farm procedures. • Knowledge of re-load procedures. Check drivers' handbook and documented haulier procedures.	Questions must be relevant to drivers' area of activity: ex-farm versus re-load.	

B1.3	All staff, must be trained in all areas applicable to their role. R	Check training records and question staff / drivers. Training must ensure that, where language is a barrier, employees are trained effectively. Training must include the following as a minimum: • An understanding of the purpose of DTAS standards. • Personal hygiene requirements and hygiene / food safety legislation • Spillage procedure. • All areas applicable to their role as per the Drivers' Handbook and / or documented haulier procedures. • On site milk testing operations and procedures. • Customer specifications that cover unusual circumstances and/or abnormalities.	Relevant staff includes managers, supervisors and drivers. Training records must be available for inspection. This must include records of any remedial training undertaken when deficiencies have been identified. The assessor must inspect such records, question personnel about their key tasks to establish good understanding. Make observations of competence of personnel throughout the site visit.	
B1.4	Training needs must be regularly reviewed and training provided as necessary. R	The training received by individual staff must be reviewed at least annually and the results of the review acted upon. Seek evidence of at least annual review of training through observation of training records and questioning personnel responsible for the training of others e.g. managers and supervisors.	Documentation check. Annual review is taken to mean within 12 months of the preceding event.	



Section	Standard	Guidance	Assessor Guidance	Notes
B2	HYGIENE			
B2.1	Procedures must be in place to Health screen and manage all new and employed staff and agency staff in contact with the food product. These policies and procedures must include what actions to take where employees are deemed a risk. R	Procedures should include: • Medical history questionnaire for new employees • Disclose any illnesses/sickness while at work or on return to work • Disclose any illnesses/sickness on return from abroad • Where an employee has disclosed any illness/sickness on a return to work interview a suitable site procedure is to be followed. This should be in line with the FSA 'Food handlers fitness to work' procedure. Policy should include: • Categorising risk of illness/sickness to food product • Avoiding contact with food product where heat treatment is not expected. • Avoid contact with food product where processed product is transported.	Inspect policy and procedures Inspect records Procedure could be part of a broader company employee health policy.	



SECTION C: FLEET AND EQUIPMENT

Section	Standard	Guidance	Assessor Guidance	Notes
C1	FLEET MANAGEMENT			
C1.1	Procedures must be in place to check the exterior of all milk tankers are in good repair and that there are no defects that affect product quality. R	Procedures must be in place for. • Reporting of defects • Recording of rectification of defects • Withdrawal of vehicles from service.	Visual inspection of tankers: • To look for damage to the tank and ancillary components (back box, pipe work) etc. that might affect product quality.	
C1.2	Procedures must be in place to check that tanker exteriors are clean prior to leaving the depot at the start of the driver's shift. R	Procedures must be in place for • Recording of external cleaning.	Vehicle checks and discuss cleaning regime with manager to check whether the fleet overall gives a professional image of the haulier. Severe weather events (heavy rain, snow) may be taken into account when seeking to achieve this standard.	
C1.3	All tankers must be marked to show that they are to be used 'For Foodstuffs Only'.	Marking must be clear, visible and indelible and comply with any other appropriate legislation.	Vehicle inspection. When the food stuff already loaded changes to animal by-product the status of the actual vessel (the tanker) is unchanged, it is still for Food stuffs. Consequently the label should not be removed or covered.	



Section	Standard	Guidance	Assessor Guidance	Notes
C2	CALIBRATION			
C.2.1	The haulier must use a milk measurement or metering system that is capable of meeting the requirements of Trading Standards. R	Hauliers must have adequate procedures in place for checking that collected and unload measurements are accurate and within current tolerances and must include:-. • Comparisons of collected litres vs Unload litres vs weighbridge litres. • Ensuring key measuring components are inspected and serviced at least annually, or as per manufacturers' specification, and records kept. • Where dairy check weighing is undertaken comparisons of collected litres and unload / weighbridge litres must be carried out on a daily basis and must be part of a depots daily procedures. • Where in use ensuring a Magflow / Turbine replacement schedule, and evidence of replacement being in line with the schedule.	Examples of equipment are those supplied by Systemic, Gardner Denver and Piper Systems, all of which have approval for operation in milk collection. Question Manager to ascertain agreed tolerances. Ask the haulier what they would do if they had a load with a significant variance between the collected and weighbridge litres. Examples could be: • Checking the unload measure • Checking whether the vehicle was re-weighed prior to the milk being discharged • Checking whether producer volumes are similar to previous collections from the farms. • If the meter is suspected as the problem, what action has been undertaken to remedy it: ○ replacing meter or appropriate parts if required, ○ suitable monitoring to ensure that the problem has been resolved. ○ Has the depot carried out a dummy collection of milk from another ex-farm vehicle? Where metering systems are found to be out of specification the haulier must be able to demonstrate that prompt corrective action has been carried out to address the problem.	



C2.2	Procedures for ensuring any hand held temperature gauges used for checking farm vats are replaced or checked at regular intervals to ensure accuracy. R	- Record keeping for testing or replacement. - Food grade standards are met. - Replacement or recalibration should be at least annually	Check gauges in use against records held in office.	
C2.3	All vehicle systems used to measure and record the temperature of milk or fractions at the point of collection must be calibrated on an annual basis and records kept. Maximum acceptable tolerances are +/- 0.5% R	Ensure that temperature probes are inspected, serviced and calibrated at least annually, or as per manufacturers specification, and records kept	Check vehicle history files for annual calibration certificate and new certificate if faulty probes have been replaced, or re-calibrated, during the year.	

C3 CONTAMINATION				
C3.1	Procedures must be in place for to ensure tankers are not used for any purpose other than: - The transportation of milk or milk fractions, or: - The transportation of potable water or food grade liquids that will not contaminate or affect the quality of the milk or milk fractions or leave residual odours	Where food grade liquids other than milk are carried procedures must be in place to prevent contamination by tainting and that adequate cleaning takes place to allow the vehicle to return to milk haulage.	Questioning managers about implementation of procedures. Check list of products hauled by the depot. The depot must have a list of approved products and records of any other products carried. Records must be crossed checked. Potable water or water sourced from the mains, or borehole or spring water tested and proven to be potable. The potability of water is defined in Council Directive 98/83/EC. The water must be analysed in a UKAS accredited laboratory.	

C3.2	Second hand or hire tankers must be food grade tankers and supplied with a written confirmation or warranty from the supplier that the tank has been used to carry food only. The history for last three loads must be provided. R	The warranty and evidence of the three previous loads must be available for audit. Where tankers are new a letter of confirmation must be obtained from the supplier.	Documentation check and questioning managers. Check for evidence of: - Such tankers in the fleet. - Previous loads. - Cross checks against the approved list. - CIP and internal inspection before the vehicle enters service.	
C3.3	The use of Quaternary Ammonium Compounds must be removed from the supply chain and suitable alternatives used. R	Chemicals such as disinfectants and sanitisers can contain QAC's.	- Review list of chemicals used onsite and during tankers wash functions - Look for evidence of use during onsite inspection.	

Section	Standard	Guidance	Assessor Guidance	Notes
C4	TRACEABILITY			
C4.1	All barrels must be uniquely numbered and clearly identifiable and an up to date fleet inventory maintained. R	This inventory must include vehicles and trailers: - Owned, hired or leased, - Used for work not covered by the Code of Practice (to ensure that they do not carry milk and milk fractions). The inventory must detail the unique I.D number, e.g. vehicle registration number or fleet number, the date of tank manufacture, and date of purchase or hire.	Documentation check verified against vehicles. System must be checked against vehicles on site or vehicles in current use. This could be checked by accessing route summaries and delivery paperwork.	



Section	Standard	Guidance	Assessor Guidance	Notes
C5	HYGIENE			
C5.1	All barrels (vessels/tanks) manufactured since October 2011 and used to transport milk must comply with the requirements of the Dairy UK tanker specification. R	Customers may require that vehicles are built to a higher specification to that laid down in the Dairy UK tanker specification. It is accepted that the Dairy UK specification will be a minimum requirement. It will be acceptable for the haulier to have confirmation from their customer that these minimum requirements have been met or improved.	All hauliers must have a hard or electronic copy of the Dairy UK tanker specification Check fleet list for recently received new barrels and check vehicle file to ensure that checks have been made on receipt for compliance.	



C5.2	All tanks manufactured for the use of carrying milk and milk fractions must have the flow rates and pressures required to carry out a CIP indicated on the tank.	Since April 2012 this must be obtained from the tank manufacturer at the time of build, as per “Dairy UK Code of Practice on Milk Tanker Design”. Tanks built before April 2012 must be able to either comply with the tank manufacturers label or supply documented evidence of proof of adequate cleaning in the form of CIP and swab records when these tanks have passed swab tests. The flow rate and pressure from the CIP unit being operated can then be used as the indicated flow rate and pressure required for CIP going forward. These tanks must then have the relevant flow rates and pressures required to carry out a CIP indicated on the tank. The information on flow rates and pressures should be displayed in the format set out in appendix 4. This should be positioned on or near the CIP inlet pipe. This must be in the form of a plate secured to the pipe or a plate on the tank, or in the cabinet housing the inlet pipe.	Check plate on tank or if manufactured before April 2012 CIP and swab records to verify compliance.	
C5.3	Procedures must be in place to ensure that prior to use any tanker added to the fleet is inspected and is CIP'd R	Cleaning and internal inspection records must be available for audit.	Complete an audit trail for the last vehicle added to the fleet.	

C5.4	Procedures must be in place for the operation, cleaning and maintenance of automatic sampling equipment if fitted to tankers. R	Procedures must be in the drivers handbook or hauliers procedures and must cover all aspects relating to the auto-sampler and must include : • Conformity to the requirements of the operations manual. • Cleaning procedures. • Quality monitoring procedures. • Training requirements for all relevant staff.	• Check Driver handbook or haulier procedures • Documentation check and question drivers and managers on procedures for changing consumables and ensuring any special CIP requirements are met. • Visual examination of the sampling equipment to establish absence of milk residues in the sampling tubes. • Examination of quality monitoring procedures, which may include demonstration of regular visual checks and ATP swabbing. • Examination of training records. • Examination of complaint records. e.g.: instances of high bactoscans on particular routes.	
C5.5	Hose ends must always be appropriately capped when not in use.	This includes both vehicles in use and hoses held in stores. Hoses held in stores must not be stored on the floor.	Visual inspection vehicles on site. Check with drivers and depot staff.	

SECTION D: MILK QUALITY, HYGIENE AND SECURITY

Section	Standard	Guidance	Assessor Guidance	Notes
D1	HYGIENE			
D1.1	Procedures must be in place to ensure tankers and ancillary equipment are cleaned no more than 24 hours prior to collection/loading. R	Cleaning includes internal cleaning and cleaning of all ancillary equipment that comes into contact with the milk or milk fraction. Such cleaning must be appropriate to the tanker at that specific time. For an ex farm collection vehicle 24 hours will be determined from the time of collection at the first farm on the route. Ex farm collection vessels may be used for several loads between CIP's as long as the 24hr rule is not exceeded on collection of the first farm of the route. Tankers will normally be cleaned once in a 24 hour period. If the tanker has been out of service for more than 24 hours from the last CIP then the tanker should be re - disinfected. Subject to contractual arrangements, this could be extended to 48 hours if the tanker has been sealed and the seals have not been broken. The requirement to clean tankers once in a 24 hour period does not apply if the tanker contains milk. In this case the tanker should be cleaned as soon as it is practicable after emptying.	Check CIP records for a small number of reload barrels. Check loading times on route summary and/or consignment note to ensure compliance. Ask driver how they clean the ancillary equipment. Internal cleaning may involve a full CIP, short CIP, or circulation rinse with a sterilising solution or other sterilisation methods, e.g.; for cream as specified by the customer.	

D1.2	The inside of tankers must be visually inspected after CIP and records kept of time, date, and premises where cleaning is carried out, and records retained for a minimum period of 6 months. R	If ease of tanker access and health & safety considerations permit, an internal inspection must be carried out to ensure surfaces are visually clean, well-drained and free from odour. Should internal tank inspection be impractical then all outlet valves must be checked and final drainage residues checked for any abnormality.	Documentation check and questioning drivers, managers and CIP operators if relevant. Accompanied by manager/supervisor check vehicles recorded as cleaned (but not loaded) and remove blank end cap to check drainage is complete and that CIP was satisfactory; check blank ends, butterfly valves and outlet for any evidence of milk residue or milkstone. Check tanker rejection history to see whether lack of drainage has been identified as a problem previously.	
D1.3	An effective tanker hygiene monitoring system must be in place. R	An effective system must include an ATP system (Adenosine Triphosphate) and visual inspections. Procedures must be in place to ensure that corrective action is taken if samples exceed set levels of cleanliness.	Documentation check. Check that ATP system/tanker swabbing is being undertaken as per customer requirements. Check recent customer audits.	
D1.4	Procedures must be in place for the safe collection of milk from farms. R	Procedures must be in the drivers handbook or hauliers procedures and must include: • Correct and safe loading of the vehicle considering safety of the goods and include - Being in attendance whilst loading. - Awareness of vehicle capacity. • Any customer specific specifications that cover unusual circumstances and/or abnormalities.	• Check Driver handbook or haulier procedures • Check Driver incident report forms. • Question drivers on their knowledge of on farm collection procedures.	

D1.5	Procedures must be in place for milk inspection and sampling at loading.	Procedures must be in the drivers handbook or hauliers procedures and must include : • Checking the temperature of the milk. • Inspecting the milk (visual and smell). • Taking samples. • Sampling requests outside normal sampling protocols. • Procedures where milk is rejected and left on farm. • Procedures for suspect tampering or contamination. • Ensuring all relevant information for the load is completed and that a receipt is issued.	• Check Driver handbook or haulier procedures • Check - Route summaries for any collection of hot milk, or evidence of authorised collections. - Check hot milk records. - Rejected load history. • Question drivers on their knowledge of on farm collection procedures.	
------	--	---	--	--

D1.6	Procedures must be in place for the reloading of milk from ex farm tankers into a secondary vessel for onward delivery. R	Procedures must be in the drivers handbook or hauliers procedures and must include : • Security of vessel and contents. • Records of any testing carried out to meet customer requirements. • Procedures and records to demonstrate the efficiency of any CIP unit on the site. • Procedures and records demonstrating effective cleaning of any ancillary equipment such as transfer pumps and hoses. • Specific procedures and records relating to the operation of a field based reload site.	• Documentation check • Question drivers and other relevant staff on their knowledge of reloading procedures to check compliance with guidance.	
D1.7	Procedures must be in place for all aspects of load discharge including requirements specific to individual delivery sites for load measurement, sampling, and safe systems of work.	Procedures must be in the drivers handbook or hauliers procedures and must include: • Vehicle tare and gross weights where weighbridges are used for the measurement of the load. • Investigation and recording of discrepancies prior to leaving delivery sites. • Obtaining relevant traceability documentation. • Obtaining proof of delivery. • Checking to ensure vessels are completely drained prior to leaving the milk reception area. • Where required providing assistance to customers with load samples, ensuring samples are taken hygienically and from approved sample points.	• Check Driver handbook or haulier procedures • Question drivers on their knowledge of load discharge.	



		• Observing all delivery site traffic rules including safety rules. Following haulier procedures where only part of the tanker volume has to be delivered.		
--	--	--	--	--

Section	Standard	Guidance	Assessor Guidance	Notes
D2	SAMPLING AND TESTING			
D2.1	Procedures must be in place for the handling and storage of milk samples. R	Procedures must be in the drivers handbook or hauliers procedures and must cover all aspects of handling and storage of milk samples and must include : • Storage of pots and dippers. • Management of insulated boxes. • Sample storage. • Temperature logging. • Daily temperature recording of the refrigerator. • Cleanliness of the fridge and surrounding area. • Management of ice-packs.	• Check Driver handbook or haulier procedures • Documentation check, question drivers and managers and examine sample fridge: - Recent customer audits. - Historic fridge temperatures. - Physical fridge temperature at the time of audit. - Fridge labelled: 'milk samples only'. - Number of ice packs in sample box. - Separate section in freezer for thawed and frozen ice packs or similar management. - State of the freezer: defrosted regularly, good repair, lid closes. - Clean and dry storage for pots and dippers. - Sample pots must have their lids sealed and dippers must be in separate sealed bags or wrappers. - Insulated boxes in good condition. - Insulated boxes and associated trays clean. - General cleanliness of fridge and freezer areas. • Question managers and supervisors awareness of requirements.	

D2.2	Appropriate facilities and procedures must be in place for on-site milk testing.	Facilities and Procedures must include: • Any specific customer requirements. • Suitable test environment that allows staff to carry out tests without interruption. • Storage of consumables including reagents to recommended conditions. • Ensuring that the shelf life of reagents is not exceeded. • Written testing procedures. • Record keeping for test results. • Record keeping for required servicing and calibration of equipment. • Staff training.	Where there are on-site milk testing facilities Check: • Written customer requirements. • Recent customer audits. • Cleanliness of testing environment • Safeguards against contamination of samples. • Reagents storage • The existence of written testing procedures. • Record keeping of test results and recent examples. • Existence of training records on testing procedures. • Calibration records for equipment in use.	
------	--	--	---	--



Section	Standard	Guidance	Assessor Guidance	Notes
D3	MILK FRACTIONS			
D3.1	Procedures must be in place for the loading of milk fractions for onward delivery. R	Examples of such milk fractions may include whey, cream of differing grades, skim concentrate and skim. Documented haulier procedures must include • Security of vessel and contents • Records of any testing carried out to meet customer requirements. • Procedures and records to demonstrate the efficacy of any CIP unit on the site. • Procedures and records demonstrating effective cleaning of any ancillary equipment such as transfer pumps and hoses.	• Check Driver Handbook or documented haulier procedures • Question drivers or relevant staff on their knowledge of these procedures • Inspect records to ensure appropriate cleaning procedures are implemented.	



Section	Standard	Guidance	Assessor Guidance	Notes
D4	CONTAMINATION			
D4.1	Procedures must be in place to ensure that where tankers are used for specialist milks the tanker and equipment must be cleaned internally prior to collection unless the previous collection was of the same milk type. R	Specialist milks include: Organic, Channel Island, Kosher or non-farm assured.	Documentation check. Check CIP detail on route summary for a specialist milk load to ensure no non-specialist milk was carried. Check vehicle running sheets to ensure that no non-specialist milk has been collected between CIP and the start of the specialist milk route.	
D4.2	Procedures must be in place to ensure that tankers and equipment must be appropriately cleaned internally after transporting food grade liquids and before transporting milk and milk fractions. R	Appropriate cleaning would be site specific and by risk assessment.	Check documented procedures for CIP requirements for each food product carried and that it is clearly displayed in the area near the CIP. • Question drivers or relevant staff on their knowledge of these procedures • Inspect records to ensure appropriate cleaning procedures are implemented.	



Section	Standard	Guidance	Assessor Guidance	Notes
D5	SECURITY			
D5.1	Procedures must be in place for when a tanker is left unattended at an unsecured site in that all access points to the milk and milk contact surfaces must be secured to prevent tampering or to detect tampering. R	Unsecured sites are those locations where unauthorised access to the vehicle is easily practical. The drivers' handbook or documented haulier procedures must set out clearly which locations are to be regarded as unsecured sites and the action to be taken. Securing is achieved by the fitment of seals, locks or end caps. Seals and/or locks must be fitted to: • Manway covers or manlids and associated pipe work. • Vulnerable Exposed Pipe work and Valves. Any joints in exposed pipe work (either milk or CIP) must also be secured. • Rear Compartments. Any doors in daily use must be able to be secured. • Hoses. Unless carried wholly within a secure rear compartment, all hoses must be stowed in lockable hose tubes that are capable of being secured by a seal or lock. Any exposed outlet valves must be secured. Where numbered seals are used to secure pipes, hoses, doors etc. the numbers from the seals must be recorded to allow the driver or other relevant persons to check the seal numbers correspond to the vehicle.	Documentation and equipment check and questioning drivers, in particular checking that sealed items cannot be accessed without breaking the seal. When determining whether or not a site is secure, the haulier must carry out a risk assessment. That assessment will be based on a review of: • Manning levels on the site – 24 hour, part unattended etc. • Security of perimeter fencing • Entry / exit points and the opportunity for unobserved entry. • Records of any incidents – have there been any incidents? A copy of that risk assessment must be available at the time of the audit. If the risk assessment determines that the site is not secure, all tanker security procedures must be in place. They must look at recent food safety audits undertaken by the customer. Check a sample of food safety security sheets. Look for evidence of simulated security breaches and random paperwork checks by the depot and rectification of any deficiencies detected.	



		Seals must be fit for purpose and applied effectively. Simulated security breaches should be undertaken at a minimum of once a month.		
D5.2	Procedures must be in place to ensure that drivers check all security equipment at the start of their shift and again after the vehicle has been left unattended in an unsecure site. R	The drivers handbook must set out procedures for making the tanker secure in all situations and drivers must be familiar with these requirements.	Documentation check and questioning drivers understanding of: • Daily vehicle security procedures. • Evidence of tampering. • Seals in place and recorded. • Requirements of Food Safety Act that unattended vehicles must be secured.	
D5.3	Procedures must be in place setting out how drivers deal with any suspected instances of vehicle tampering. R	The haulier's procedures must cover the requirement on drivers to report tampering and the obligations on personnel dealing with the report. The driver's handbook must set out these requirements and drivers must be aware of them.	Documentation check and questioning drivers. Question drivers and supervisors/managers on action to be taken in the event of a breach of security; who is notified and how the milk is quarantined.	



SECTION E: OUT BASED RELOADS.

Section	Standard	Guidance	Assessor Guidance	Notes
E1	OUTBASED RELOADS			
E1.1	General appearance of the site must present a professional image and have suitable facilities.	Site must be generally clean and in good repair and have an onsite spill kit.	Generally tidy with absence of accumulated rubbish and scrap. If based on farm no access to the loading area by farm animals. Look for equipment to deal with spillages: - Appropriate spill kits. - No drains in the loading area. Yard surface must be in good repair and regularly cleaned with absence of : • Accumulated mud. • Stagnant standing water. • Weeds. Buildings well maintained. Perimeter fence in good repair (if applicable).	
E1.2	The haulier must be able to demonstrate that each out based reload site meets all the requirements of the Dairy UK Best Practice Guide for determining suitability of out based reload sites.	Access may be hard copy or electronic	Question managers/supervisors for presence of relevant best practice guide Check vehicle load security (seals/padlocks).	



E1.3	Risk assessments must be in place for all out based reload sites and where collecting from roadside farm vats.. R	Presence of up to date risk assessment Should include: • Location of rivers/watercourses. • Access • Security • Employee safety • Yard surface quality • Location of livestock • Chemicals/fertilisers.	Review all relevant risk assessments and ensure there is one for each site. Check for presence of rivers/watercourses.	
------	--	--	---	--



Appendix 1-Definitions

Employee/personnel: Includes agency and temporary workers.

ATP: Adenosine Triphosphate

Product quality: the safety and quality of milk and milk fractions

Milk year: year from 1st April to 31st March.

Milk: raw milk

Milk Fractions: cream, skim, skim concentrate, whey and whey concentrate (carried as bulk liquids)

Managers: includes supervisory staff

Haulier: the operator of any vehicle falling within the scope of this code.

Loads: the dispatch of a tanker laden with milk or milk fractions.

Reload point: a location where milk is transferred from one vehicle to another.

Out-based reload: a location where milk is transferred from one vehicle to another at a site that is not a depot or a sub-depot .

CIP; clean in place

Subcontractor: Sub-contracting is where part of an operation has been assigned to a third party. Management of the operation is key.

Owner drivers; traction only and agency drivers are not sub-contractors but drivers must be trained as per primary contractor's procedures.

The customer; the company for whom the goods are being transported

Haulier: the operator of any vehicle used under this code

HACCP: Hazard Analysis and Critical Control Point

Complaint; any expression of dissatisfaction from a customer about the goods or the service

Depot; premises where a haulier carries out farm collection/ re-load/ haulage operations

Sub-depot: an operation managed by a main depot and which does not have its own independent management staff

Third Party CIP: CIP not under the direct management of the haulier including other dairies and commercial cleaning centres.

V.O.S.A: Vehicle and Operator Services Agency



Appendix 2- Records

Signature

Internally produced records must be signed by the person carrying out the task/activity. If records are kept on computer the “signature” may be recorded as the name of the person.

Accessibility

Records must be accessible. They must also be legible, retrievable and durable. The haulier needs to be able to provide all records indicated in the standards to the assessor for inspection. These can be either paper records or electronic records. Where records are stored electronically, the haulier is required to demonstrate an effective method of backup in order to ensure their security. Where individual records are cross referenced to other records, it must be possible to conduct a trace to demonstrate both completion and accessibility of the record.

Retention

Records must be kept for a minimum of 3 years plus current unless otherwise stated in this standard or by legislative requirement. Current year is the milk year April to March. Proof of delivery records must be kept for a minimum of four years. If records are not held on site then it must be possible to establish where they are held and to undertake a trace if practical.



Appendix 3 - Example Complaint Record:

Section A: Description of the problem or potential problem Complaint raised by: Name _____ Company Name & Address _____ Telephone Number _____ Nature of Complaint _____ How was complaint received? Telephone / Verbally / In writing / other Received by: _____ For Action by: _____ Date: _____	
Section B: Summary of Proposed Corrective Action Proposed by: _____ Date: _____ to be completed by: _____	
Section C: Summary of Corrective/Preventive Action Taken How was the complaint resolved: _____ Value of Compensation Given: _____ Insurance Company involvement: _____ Any further action required? Yes / No _____	
<u>Signed off by:</u> _____	Date _____



Appendix 4 – Example CIP Flow Rate and Pressure

Flow rate and pressure information to be displayed on all tankers.

REQUIRED CIP FLOW RATE AND PRESSURE

The Flow Rate and Pressure required for this Tank is:

FLOW RATE: _____

PRESSURE _____

The recommended CIP Flow Rate and Pressure required to effectively clean this Tank is determined by the Spray Balls or Spinners Fitted

Notes: Where the above Flow Rate and Pressure cannot be achieved the Flow Rate and Pressure being used must be confirmed as suitable for carrying out an effective clean. This can be confirmed by carrying out Swab Tests on the Tanker following cleaning. Suitable records must be maintained for Inspection.



Appendix 5. Sample Jewellery Policy

Hauliers must recognise the potential for drivers to contaminate milk whilst sampling and loading at farm and sampling at delivery sites. They should have a procedure in place that recognises and controls this.

A suggested policy might be:

Tanker drivers

During the course of their duties, tanker drivers will be collecting samples from farm vats prior to collecting milk. Their training needs to recognise the risk of contamination of the milk by dropping extraneous items into the tank.

Instructions could include:

- Do not carry mobile phones, pens etc. in external pockets whilst sampling milk.
- Do not wear stoned rings when sampling. Ideally, no rings should be worn, but a plain wedding band is acceptable.
- If rings are worn, drivers should check that they have not dropped off before leaving the farm.
- Check that watch fastenings are secure and check after sampling that they are still in place.
- Ear rings and other piercings.
- Complex, stoned or clip on types are forbidden. Ideally, none should be worn, but if they are, then they should be plain sleeper types. Drivers should check at the end of each collection that they are in place.

Whilst these procedures instance tanker drivers, they are equally relevant to any driver sampling milk from the top manway of a tanker.

If there is a requirement for internal inspections of vessels, then they should also apply.

The risk of contamination is small; however, the haulier needs to demonstrate that awareness has been raised and documented as part of their procedures.

Hauliers should also document actions to be taken should an incident occur.