

# DTAS ANNUAL CONFERENCE 2022

## *Launch of the DTAS Tanker Driver Handbook*

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## **TANKER DRIVER HANDBOOK**

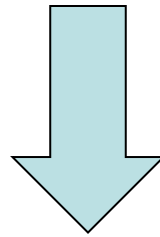
**2022/23**

*(Version 1)*

## HARMONISATION GROUP - REASONS FOR ESTABLISHMENT

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- DTAS has a number of organisations, which each carry out a number of standard tasks but, not necessarily, using the same procedures or equipment.



- DTAS Harmonisation Group was established to examine which of the tasks could be harmonised by using standard procedures.



## HARMONISATION GROUP - OBJECTIVES

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- To achieve conformity across the milk haulage sector and offer best practices, guidance and support to the industry.
- Assist new members to the scheme, those starting organisations for milk transport or those that do not have their own handbook in place, through ready-made examples of recognised procedures in place and templates of key documents already produced.

# PHASE 1 – TWO GUIDANCE DOCUMENTS

## Farm Collection Tanker Security and Sealing



### FARM COLLECTION TANKER SECURITY AND SEALING

CONTENTS	
Pages 1/6	Main Sealing Points and Methods of Securing
Pages 7/10	Diagrams of Farm Collection / Reload Tanker Sealing Points
Page 11/12	Drawbar Trailer Sealing Points
Pages 13/15	Appendix 1: Examples of Bad Practice / Ineffective Sealing
Page 16	Appendix 2: Tanker status – recommended seal colours

#### 1: MAIN SEALING POINTS

##### Farm Collection tanker:

- Hose tube
- Drawbar trailer (also applies to drag trailers)
- Side manway hatch
- Exposed pipework joints, joints and valves (including CIP line)
- Rear cabinet
- External sample point
- Top box

##### Secured using:

- Shoot bolts
- Clasps
- Padlocks
- Single use seals
- Encryption boxes
- Air locks "pneumatic" system

##### IMPORTANT NOTES:

1. Where single use seals are used, their application must ensure security and avoid access without the seal being compromised / broken.
  - The seal must not be cut and re-used (see page 2).

## Hot Milk Decision Trees



### HOT MILK DECISION TREES

CONTENTS	
Page 1	1: General Parameters
Page 2	2: Tanker Driver Flow Chart
Page 3	3: Depot / Supervisor Flow Chart
Page 4	4: First Purchaser Flow Chart
Pages 5/8	5: Appendix: Examples of Forms


#### 1: GENERAL PARAMETERS

1. Supervisors need to be aware of the parameters as set by the First Purchaser
2. The Supervisor needs to establish the key facts, including:
  - The current temperature on the vat gauge and hand-held thermometer (if applicable)
  - Is the milk cooling and agitating?
  - Has there been any recent history of temperature collection problems?
  - Clarify the smell and appearance of the milk
  - Clarify whether the supply is Every Other Day Collection (EODC) or daily collected – there may be varying tolerances given to specific collection profiles
  - What information is available from the farmer, e.g.
    - When did the milking finish?
    - Has there been any disruption to the power supply or interruption to the cooling system?
3. On-farm Milk Rejection Notice / advisory note (Doc1) following non-collection of milk (example in appendix on page 5)
4. On-farm Advisory Note for milk collected but out-of-profile (Doc 2) (example in appendix on page 6)
5. Capture details on the incident reporting system (example of Hot Milk Incident Report form (Doc 5) in appendix on page 8)

##### SUGGESTED ACTIONS:

- On-farm Milk Rejection Notice (Doc 1) and / or Advisory Note for Milk Collected but Out-of-Profile (Doc 2) should ideally be printed on brightly coloured paper, laminated to prevent damage and left in a prominent position where the farmer can see it (e.g. on dairy board / parlour board where the milk collection receipts are left)
- Tanker driver to be provided with a suitable marker pen for writing on a laminated document

## Milk Rejection



**MILK REJECTION**


CONTENTS	
Page 1	1: Examples of Reasons for Rejection
Page 2	2: On-farm Rejection Flow Chart
Page 3	3: Delivery Point Rejection and Flow Chart
Page 4	4: Appendix: Examples of Forms On-Farm Milk Rejection Note (Doc 1)
Page 5	On-Farm Advisory Note: Milk collected but out of profile (Doc 2)
Page 6	Delivery Point Incident / Rejection Report Form (Doc 3)
Page 7	On-farm Generic Incident / Rejection Report Form (Doc 4)

**1: Examples of Reasons for Rejection**

1. Inspection re appearance and smell
  - Temperature
  - Colour
  - Presence of foreign objects
  - Presence of lumps of butterfat
2. Agitator not working
3. Suspicion of malicious contamination by:
  - Extraneous water
  - Chemicals
  - Medicines
4. Suspicion of milk being added to the vat before or after sampling / commencement of collection:
  - From other containers
  - Milk being held back
  - Milking is still taking place
5. Notice or instruction from farmer

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Version 1 (as at May 2020)

## Animal By-products



**ANIMAL BY-PRODUCTS**

CONTENTS	
Pages 1/3	Transit note for animal by-products
Pages 4	Animal by-products explained
Page 5	Transit note template

**IF REQUIRED TO TRANSPORT ANIMAL BY-PRODUCTS, PROOF OF REGISTRATION AS A WASTE CARRIER WITH THE RELEVANT ORGANISATION BELOW MUST BE DEMONSTRATED:**

- The Environment Agency - England
- Natural Resource Wales - Wales
- Scottish Environment Protection Agency (SEPA) – Scotland
- Northern Ireland Environment Agency (NIEA) – Northern Ireland

**1: TRANSIT NOTE FOR ANIMAL BY-PRODUCTS**

Completing Transit Note for animal by-products (ABP)

1. Scope and Background
 

Method for completing Transit note for animal by-products.

All Haulage Depots must have a supply of the ABP Transit Notes – three copies should be made for each rejection.

The transit note for animal by-products must accompany every load of Raw milk that has been categorised as an animal by-product.

1  
Version 1 (as at May 2020)



**NEW!**

# TANKER DRIVER HANDBOOK

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## *TANKER DRIVER HANDBOOK*

*2022/23*

*(Version 1)*

Version 1 (as at March 2022)

1



## PURPOSE OF HANDBOOK

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The Driver Handbook has been produced to make sure that the procedures that the farm collection driver must follow to pick up milk from the farm and deliver it to the customer are carried out to a consistently high standard by all drivers.

Wherever it is practicable to do so, the procedures have been harmonised amongst our milk processor and haulier members.



## RELEVANCE TO DTAS STANDARDS

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A2.1	Driver dealing with incidents
A2.3	Enforcement authorities
B1.2	Drivers aware of legal requirements
B1.3	Staff training
C5.3	Automatic sampling equipment procedures
D1.4	Safe collection of milk
D1.5	Milk inspection and sampling procedures
D1.6	Secondary vessel procedures
D1.7	Load discharge procedures
D2.1	Sample handling and storage
D3.1	Milk fraction procedures
D5.1	Securing unattended tankers
D5.2	Driver checking security equipment
D5.3	Driver handling of vehicle tampering





# EMPHASISING IMPORTANT ROLE DRIVERS PLAY

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**As a milk tanker driver, and a public representative of your company and your customers, the role you perform in the transportation of milk and milk fractions, and delivering them safely to the customer, is absolutely essential in the dairy supply chain.**

It is crucial to your role that you fully understand, and follow, all your responsibilities under the law as well as your day-to-day operational duties including:

- ✓ driving safely
- ✓ taking full care that you avoid injury, not only to yourself, but also others whilst at work by following health and safety procedures and using the appropriate safety equipment provided
- ✓ ensuring that your vehicle has been fully cleaned and the tanker exterior is well presented
- ✓ ensuring that, when a vehicle is left unattended, all access points to the milk and milk contact surfaces must be secured to prevent tampering and possible contamination
- ✓ checking the temperature of the milk
- ✓ inspecting the milk
- ✓ taking samples
- ✓ the handling, storage and labelling of milk samples
- ✓ the loading of the product
- ✓ procedures for dealing with milk rejection
- ✓ the discharging/unloading of the product
- ✓ you are fully aware of the requirements for transportation of specialist milk types
- ✓ how to deal with spillages
- ✓ any specific customer requirements that cover unusual circumstances or abnormalities
- ✓ complying with restrictions in the case of an outbreak of a notifiable disease and obeying the relevant disinfection procedures
- ✓ ensuring that all relevant information for the load is recorded



# FEATURED TOPICS (1)

<b><i>1. Introduction</i></b>
1.1 - What is the purpose of the document
1.2 - Who is it designed for?
1.3 - How and when it will be updated
1.4 - Background to DTAS
1.5 - The relevance of DTAS to drivers
<b><i>2. Key Information</i></b>
2.1 - Food Safety
2.2 - Environmental Health and Trading Standards Officers
2.3 - Smoking policy
2.4 - Jewellery policy
2.5 - Health and Safety
2.6 - Farm safety
2.7 - Confidentiality of Information
2.8 - Corporate Image
2.9 - Glossary of key terms commonly used
<b><i>3. At the Depot (Start of the Day)</i></b>
3.1 - Start of shift
3.2 - Routine daily equipment checklist
3.3 - Vehicle security
3.4 - Tanker internal cleanliness



## FEATURED TOPICS (2)

<b>4. At the Farm</b>
4.1 - Route order and collection times
4.2 - Arrival at the farm
4.3 - Food safety through farm security
4.4 - Milk collection procedure <ul style="list-style-type: none"><li>• Milk inspection</li><li>• Milk temperature</li><li>• Agitation of milk</li><li>• Milk rejection</li><li>• Pre-collection</li><li>• Loading</li><li>• End of collection procedure</li><li>• VAT washing</li><li>• Departure from farm</li></ul>
4.5 - Special circumstances <ul style="list-style-type: none"><li>• Silo vats</li><li>• Inspection and sampling</li><li>• Roadside collection</li></ul>
<b>5. At the Dairy or Transhipment Point</b>
5.1 - Milk reception
5.2 - Health and Safety
5.3 - Milk deliveries - dairy
5.4 - Dairies with a weighbridge
5.5 - Dairies with an intake flowmeter
5.6 - Procedure for partial unloading
5.7 - Measurement check
5.8 - Manual unloading
5.9 - Unloading
5.10 - Security of unattended vehicles and trailers



## FEATURED TOPICS (3)

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<b><i>6. CIP Cleaning of Vehicle</i></b>
6.1 - Internal cleanliness
<b><i>7. At the Depot Following Completion of Route</i></b>
7.1 - Sample storage at the depot
7.2 - Data management
7.3 - Defective vehicles
7.4 - Driver debrief
<b><i>8. Transhipment and Roadside</i></b>
8.1 - At the depot – reload driver
8.2 - Delivery procedure at the reload tanker sites <ul style="list-style-type: none"><li>• Unsecured reload site</li><li>• Secured reload site</li></ul>
8.3 - Dairy ex-silo milk collection
<b><i>9. Farm Milk Sampling Procedures and Barcode Labels</i></b>
9.1 - Prior to sampling
9.2 - Manual sampling
9.3 - Autosampling
9.4 - Multi vat collection
9.5 - More than one collection in 24-hour Period
9.6 - Other samples
9.7 - Sample transport and storage



## FEATURED TOPICS (4)

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### *10. Other Issues*

10.1 - Winter conditions

10.2 - Overnight loads

10.3 - Heat Treatment Order Milk (HTO)

10.4 - Notifiable diseases

10.5 - Specialist milk collection

10.6 - Milk spillage

10.7 - Tanker defects

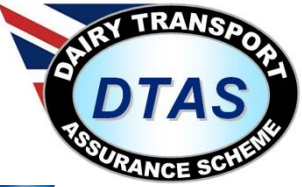
10.8 - Digital thermometers

10.9 - Tanker seal colours

### *11. Key Contact Details*

Contact details for:

- Depot contact
- Logistics Office
- Transport Manager
- Farm Services Manager
- Purchaser Contact
- Tyre fitters.
- Key fuel cards
- Environment Agency



## BUT ....

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All DTAS Guidance Documents and the Tanker Driver Handbook are recommended for use by DTAS members wherever possible but it is recognised that some companies will have rules/processes that are tailored to suit local conditions, and/or specific company requirements, and in these instances you should amend this handbook accordingly.



# CLEAR DESCRIPTIONS OF KEY TERMS COMMONLY USED **WITH LINKS** (1)

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## **DRIVER'S INCIDENT REPORT FORM** – [\*\*view/download\*\*](#)

Blank Incident Report Forms should be carried along with your daily instructions. Use this form to report anything that occurs during the day that cannot be recorded elsewhere (e.g. faulty vat gauge, unsecured dairy etc.)

Try and include as much information as possible such as when the problem occurred, the farm name etc, or other information. You must hand this in to your Supervisor at the end of your daily duty period.

## **WEIGHBRIDGE DISCREPANCY FORM** - [\*\*view/download\*\*](#)

The driver or weighbridge operator should complete this form if there is a discrepancy outside of the tolerances. A copy should be attached to your route summary.

## **BCT55 (ROUTE SUMMARY)**

A BCT55 is a summary of all farms collected on a route and shows details of the individual collections, such as time of collection, temperature and litreage. The document is specific to the MACS operating system but has tended to be used as a generic term for a route summary. Your operating system may use different terminology.

## **D600 (RELOAD DELIVERY CONSIGNMENT SUMMARY)** – [\*\*view/download\*\*](#)

A D600 is the generic industry term used to describe the consignment note for transhipped raw milk deliveries.

The D600 can often be specific to the milk purchaser supplying the product or alternatively the haulier may use their own company version.

The document details the individual raw milk deliveries transhipped onto a specific reload trailer.

Date and time, milk volume, feeder tank identification information, recent CIP data and the receiving customer are all included on the D600 paperwork.

This document is used as the proof of delivery, often alongside a site weighbridge ticket.



# CLEAR DESCRIPTIONS OF KEY TERMS COMMONLY USED **WITH LINKS** (2)

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## **CIP (CLEANING IN PLACE)**

This refers to cleaning systems for both the tanker and the farm vat. An automated system on the farm is known as CIP, as is the tanker washing facility at the dairy or reload centre.

## **TANKER CLEANING RECORD** – [\*\*view/download\*\*](#)

This logbook records all cleaning carried out on the tank vessel. The logbook stays with the bulk farm vehicle at all times. In the case of a reload/articulated vehicle, the logbook will stay with the trailer. It is essential that the logbook be correctly and fully completed at all times. Failure to do so may result in rejection of the load when it arrives at the dairy.

## **TANKER SECURITY RECORD** – [\*\*view/download\*\*](#)

This form details the checks that have to be carried out on your vehicle at the start of your day and at the end. It is essential that the checks be carried out completely and correctly.

## **HEAT TREATMENT ORDERS (HTO)**

Some notifiable diseases require that milk must be pasteurised before it can be used for human consumption. If this is the case, the local authority will impose an HTO on any farm falling into this category. Where an HTO is imposed, milk must be pasteurised before it can be used.

(You will be given instructions by your Supervisor regarding any specific route and tanker CIP requirements associated with deliveries to customers who do not pasteurise)

## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

In some instances, you may be provided with PPE such as safety glasses, safety footwear, hi-visibility clothing, protective clothing, gloves etc. You should always use the equipment in the way that you have been shown. Your personal safety may depend upon it.






# LINKS TO EXISTING DOCUMENTS

- Driver Handbook has been devised to reduce workload by containing links to existing DTAS Guidance Documents and templates, e.g:

## ***ON-FARM GENERIC INCIDENT / REJECTION REPORT FORM (Doc 4)***



**ON-FARM GENERIC INCIDENT / REJECTION REPORT FORM (Doc 4)**

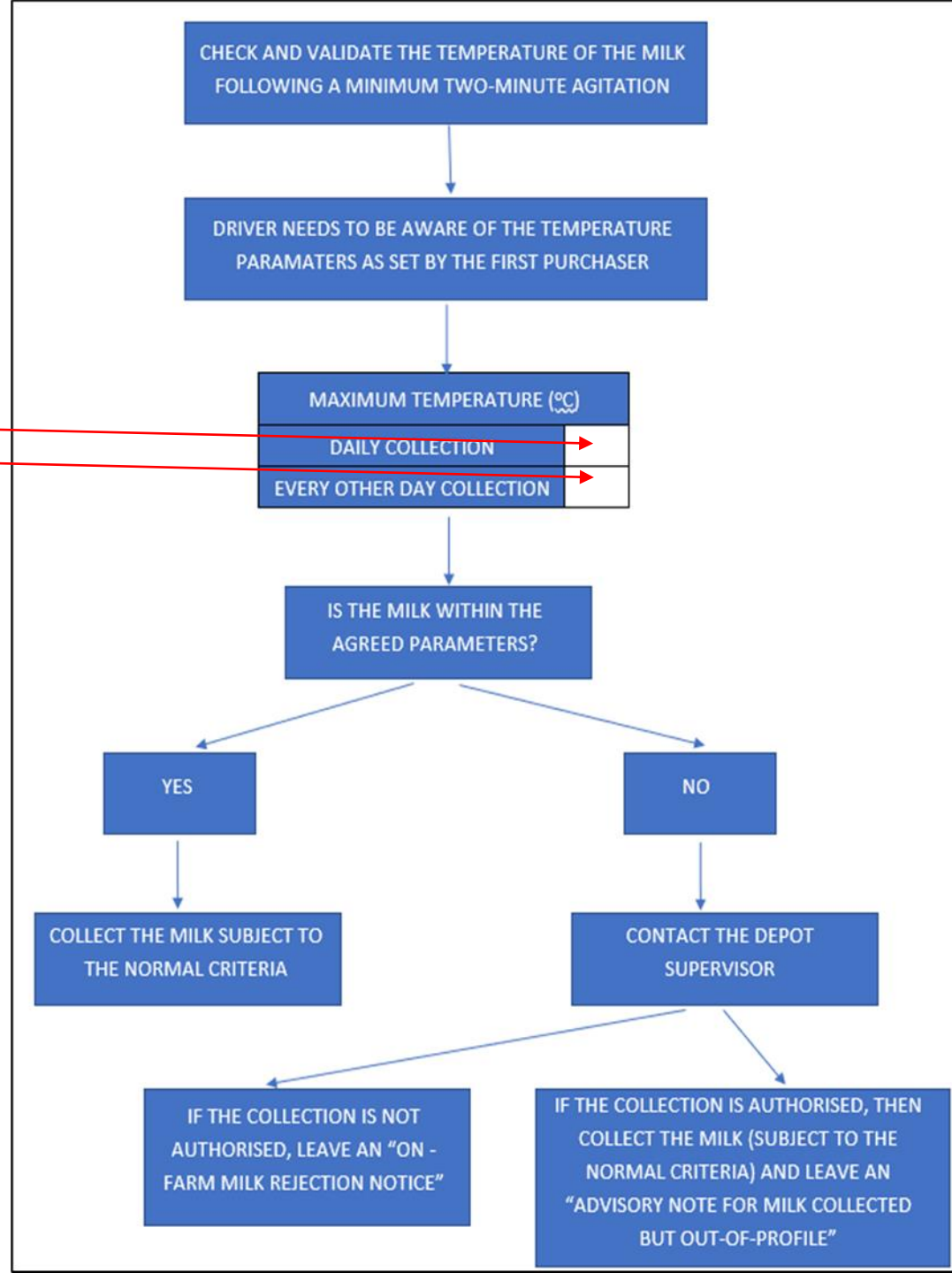
Haulier name:		Depot name:		Date:			
Tanker driver name:		Vehicle reg / tanker ID:		Route number			
Supply Name		Farm Name		Supply number			
Rejected?		<b>NATURE OF INCIDENT</b>					
Collected?							
		Presence of foreign bodies, appearance or smell of milk gave cause for concern					
		Antibiotic pre-sample fail					
		Electricity supply had failed					
		Agitator was not working					
		Other (please specify)					
Action taken / comments:							
Time of arrival at farm:							
Was a Farm Milk Rejection Notice (Doc 1) left displayed on farm?		YES / NO					
Was a MILK Collected But Out Of Profile Notice (Doc 2) left displayed on farm?		YES / NO					
Farm samples taken?		YES / NO					
Farm samples tested by haulier?		YES / NO					
Completed by: (name)							
Authorised by: (name)							
First purchaser informed:		Date:		Time:			

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# TANKER DRIVER FLOW CHART

Generic template that can be customised for individual company use





# LINKS TO NEW TEMPLATES

- Document also contains links to generic templates that can be adapted for individual customer use, e.g:

## ***WEIGHBRIDGE DISCREPANCY FORM***

### Weighbridge Discrepancy Form

Report on weighbridge load difference.

Customer name	Customer site
Haulier name	Haulier depot
Driver's signature	Weighbridge Operator's signature

Date	Arrival Time	Vehicle Reg.	Trailer No.	Consignment Note Litres	Weighbridge Litres	Difference

The weighbridge operator should advise their Supervisor immediately of any **ex-farm loads** that differ from the consignment note by more than **0.5%** or of any **transhipped loads** that differ from the consignment note by more than **0.7%**.

Drivers should follow the checks described in their handbook.

*For Haulier use only.*

Details of reason for Discrepancy:

Investigated by..... Signature..... Date.....

Top copy to remain with customer, bottom copy to be kept at haulier. Haulier to complete bottom section and send to Milk Purchaser.



# EXAMPLES OF BLANK AND COMPLETED FORMS (1a)

Links to both blank templates and completed examples of forms

## Tanker Cleaning Record

**Tanker Cleaning Record** Week commencing .....

Tanker Reg. No. -OR- Trailer Number Depot:

Day	Date	Cleaning premises	Time CIP First rinse started	Time CIP Final Cold water rinse completed	Drivers Signature (that cleaning checks - have been undertaken)	Buyers Signature (if Applicable)	Sampler tube changed (ex farm only) Y/N	COMMENTS
SUN								
MON								
TUES								
WED								
THURS								
FRI								
SAT								

COMMENTS: Note anything likely to affect the tanker cleanliness in the comments box

Supervisors Weekly Inspection	Satisfactory Y/N	Comments
Record Sheet filled in correctly and completely		
Cleanliness of Manway lids		
Cleanliness of Inlet/Outlet valves, reducers, and filter cones		
Cleanliness of Auto sampler & delivery sample points		

I confirm that I have inspected this log sheet and carried out the weekly inspection:

Supervisors signature	Date
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# EXAMPLES OF BLANK AND COMPLETED FORMS (2a)

## D600 Reload Delivery Consignment Summary

Consignment Note for Transhipped Milk	
Milk Type: _____	Document No: _____
Haulier: _____	Every-day collected: YES <input type="checkbox"/> NO <input type="checkbox"/>
Vehicle Registration: _____	Depot: _____
Customer: _____	Customer Code: _____
Delivery made on behalf of: _____	Book In Time & Code (if applicable): _____
Delivery Date: _____	Trailer ID: _____
First Farm Collection: Date: _____ Time: _____	RTFA Milk: YES <input type="checkbox"/> NO <input type="checkbox"/>
First Transhipment Start Time: Date: _____ Time: _____	Date & Time of Last CIP of Trailer: Date: _____ Time: _____
Transhipment site: _____	Transhipment Site Code: _____
Vehicle Reg. No: _____	Route No: _____ Litres: _____
First Farm Collection Date: _____ Time: _____	Date of last CIP: _____
Transhipment Start Time Date: _____ Time: _____	Time of last CIP: _____
Vehicle Reg. No: _____	Route No: _____ Litres: _____
First Farm Collection Date: _____ Time: _____	Date of last CIP: _____
Transhipment Start Time Date: _____ Time: _____	Time of last CIP: _____
Vehicle Reg. No: _____	Route No: _____ Litres: _____
First Farm Collection Date: _____ Time: _____	Date of last CIP: _____
Transhipment Start Time Date: _____ Time: _____	Time of last CIP: _____
Vehicle Reg. No: _____	Route No: _____ Litres: _____
First Farm Collection Date: _____ Time: _____	Date of last CIP: _____
Transhipment Start Time Date: _____ Time: _____	Time of last CIP: _____
Delivery Driver Name (PRINT) _____	Litres despatched _____
SECURITY SEAL NUMBERS _____	Litres accepted _____
Bulk Sample No. _____	Variance +/- _____
Arrival time _____ Unload start time _____	<b>No Measurement</b> Due to operational difficulties the volume for this consignment as shown on this note may be subject to further adjustment. YES <input type="checkbox"/> NO <input type="checkbox"/> Signed _____
	Signature of receiving dairy representative _____




# EXAMPLES OF BLANK AND COMPLETED FORMS (2b)

## D600 Reload Delivery Consignment Summary

Consignment Note for Transhipped Milk			
Milk Type:	RAW MILK	Document No:	142551
Haulier:	WINCANTON	Every-day collected:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Vehicle Registration:	VN21 RAB	Depot:	LEOMINSTER
Customer:	ARIA WESTBURY	Customer Code:	7020
Delivery made on behalf of:	FIRST MILK	Book In Time & Code (if applicable):	11:30
Delivery Date:	13/12/21	Trailer ID:	4007
First Farm Collection:	Date: 12/12 Time: 18:45	RTFA Milk:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
First Transhipment Start Time:	Date: 12/12 Time: 22:30	Date & Time of Last CIP of Trailer:	Date: 12/12 Time: 20:55
Transhipment site:	LEOMINSTER	Transhipment Site Code:	85
Vehicle Reg. No:	WX20TCJ	Route No:	314
Litres:	17026	First Farm Collection:	Date: 12/12/21 Time: 18:45
Date of last CIP:	12/12/21	Transhipment Start Time:	Date: 12/12/21 Time: 22:30
Time of last CIP:	17:11	Vehicle Reg. No:	PX21JWP
Route No:	308	Litres:	9421
First Farm Collection:	Date: 12-12-21 Time: 20:06	Date of last CIP:	12-12-21
Transhipment Start Time:	Date: 12-12-21 Time: 23:25	Time of last CIP:	18:46
Vehicle Reg. No:	WX20TCJ	Route No:	315
Litres:	2155	First Farm Collection:	Date: 12/12/21 Time: 23:45
Date of last CIP:	12/12/21	Transhipment Start Time:	Date: 13/12/21 Time: 02:28
Time of last CIP:	17:11	Vehicle Reg. No:	
Route No:		Litres:	
First Farm Collection:	Date: Time:	Date of last CIP:	
Transhipment Start Time:	Date: Time:	Time of last CIP:	
Delivery Driver Name (PRINT):	P. DAVISON		
Litres despatched:	28602		
Litres accepted:	28587		
Variance +/-:	-15		
SECURITY SEAL NUMBERS:	04735562		
Bulk Sample No.:			
Arrival time:	11:15	Unload start time:	11:40
No Measurement Due to operational difficulties the volume for this consignment as shown on this note may be subject to further adjustment.			
YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Signed:			



## Barcode Label Protocol



Ensuring that labels are affixed correctly on pots is key to ensuring that testing can be completed effectively. Please follow the points below to confirm the manner in which labels need to be fixed to pots.

### Correct Label Positioning



### Key Points

1. NML now only issue horizontal labels and therefore must be placed horizontally to ensure the lines in barcode are horizontal as shown.
2. Labels must be placed UNDER THE HINGE of the sample pot (to avoid pot hinges interfering with testing equipment).
3. The labels should be placed at least 1.5cm from the bottom of the pot.
4. The volume of milk should be at least 35ml, please therefore fill the pot to approximately 1cm from the top. Please note samples with insufficient milk will be rejected.

If you have any queries or concerns regarding pots, labels etc, please contact NML on 01902 749 920







Roadside  
Collection



Tanker  
Cleaning





## TANKER DRIVER HANDBOOK AVAILABLE ON WEBSITE

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The current version of the Tanker Driver Handbook will be available for view/download on the DTAS website.

<http://www.dairytransport.co.uk/dtas/documents.eb>