



TANKER DRIVER HANDBOOK

2024/25

(Version 2)

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1. INTRODUCTION

1.1 - WHAT IS THE PURPOSE OF THIS DOCUMENT:

As the Dairy Transport Assurance Scheme (DTAS) has a number of member organisations, which each carry out a number of standard tasks (but not necessarily using the same procedures or equipment), a DTAS Harmonisation Group was established to achieve conformity across the milk haulage sector and offer best practices, guidance and support to the industry.

This 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 but it is recognised that some companies have rules/processes that are tailored to specifically suit local conditions and/or specific company requirements and, in these instances, you should amend this handbook accordingly.

1.2 - WHO IS IT DESIGNED FOR?:

This document has been produced to assist new members to the scheme, or those starting organisations for milk transport, through setting out ready-made examples of recognised procedures in place and providing templates of key documents that have already been produced.

1.3 - HOW AND WHEN IT WILL BE UPDATED:

This handbook will be reviewed on an annual basis but, if a situation arises whereby an amendment is required, such as a change in legislation, then an update may be made in-between the annual reviews.

1.4 - BACKGROUND TO DTAS:

The Dairy Transport Assurance Scheme (DTAS) was launched in September 2010 and provides the link for the safe haulage of milk and milk fractions, from the farm to the processor, in the Red Tractor farm to pack assurance of the dairy supply chain. Since 1 April 2015, it has been a requirement that all dairy products carrying the Red Tractor logo have to use milk that has been hauled by a DTAS approved haulier.

The prime objective of DTAS is to provide assurance to milk purchasers and consumers that the transport of raw milk and milk fractions meets food safety requirements, recognised industry good practice and specific customer needs.

To achieve and retain membership of the scheme, each milk haulage depot operated by scheme members has to pass an annual inspection, conducted against 68 Standards, covering:

| | |
|------------------|---|
| Module A: | General Management |
| Module B: | Sub-depots, Outbased Reloads (OBR) and Use of Lay-bys |
| Module C: | Farm Collection and Roadside Collection |
| Module D: | Reload |
| Module E: | Milk Fractions |
| Module F: | Depot On-site CIP |
| Module G: | <u>Traction Only</u> |

1.5 - THE RELEVANCE OF DTAS TO DRIVERS:

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

2. KEY INFORMATION

2.1 - FOOD SAFETY:

The Food Safety Act 1990 applies to the dairy industry and to our role within it. Milk is a highly perishable and easily contaminated product, and we must comply with the Food Safety requirements. Everyone throughout the supply chain must be able to show that all reasonable precautions are taken, due diligence exercised, and regular checks carried out to ensure that rules and regulations are followed.

Environmental Health and Trading Standards Officers have the statutory duty of ensuring that milk collected from farms is fit for consumption. Their officers are authorised to stop your vehicle and should offer you their official identification. Should this occur, notify your depot immediately and co-operate fully with the officer.

The Food Safety Act 1990 forbids smoking in any area where food is prepared, stored or handled.

2.2 - ENVIRONMENTAL HEALTH AND TRADING STANDARDS OFFICERS:

Environmental Health and Trading Standards Officers have the statutory duty of ensuring that milk collected from farms is fit for use. This means that they may tell you not to collect the milk. They may also take milk samples from your tanker at any time. If an Environmental Health or Trading Standards officer stops your vehicle you must remain in the cab and ask to see the Inspector's Official Identification. If this is satisfactory you must notify your depot immediately and co-operate fully with the officer. Should samples be required, it is recommended that this is conducted in a controlled environment, i.e. in a depot or dairy site

When the Enforcement Officer takes samples from your tanker, you should note the following:

- Record all details on the Driver Incident Report Form.
- The inspector must provide you with a sample taken at the same, which you must retain in your sample box and pass to your Manager on your return.
- When sampling is complete phone your Depot Manager.

Trading Standards Officers also routinely check all transactions involving measurements and are likely to be involved from time to time with farmers, the hauliers and the milk supplier/ processor in checking the accuracy of weighing and measuring equipment used in the industry.

2.3 - SMOKING POLICY:

In addition to the No Smoking at Work regulations The Food Safety Act 1990 forbids smoking in any area where food is prepared, stored or handled - this also applies to E-smoking

Your vehicle is a place of work and therefore smoking in company vehicles is prohibited by law.

AT THE FARM

You must not:

- ✓ Smoke in the farm dairy under any circumstances.
- ✓ Smoke on the farm.
- ✓ Smoke in any area or building where milk is being handled.

AT THE DAIRY

You must not:

- ✓ Smoke on the factory premises at any time (other than in the designated areas).
- ✓ Smoke at the unload point or whilst your vehicle is being CIP'd.
- ✓ Smoke when entering or leaving a dairy site.

AT THE DEPOT / TRANSHIPMENT POINT

You must not:

- ✓ Smoke when transshipping milk anywhere - even off site.

2.4 - JEWELLERY POLICY:

It is an essential requirement of our operational activities to ensure the quality of milk product carried on our vehicles.

A potential source of product contamination is the accidental dropping of items carried by persons into milk vats and milk tanks during product inspections – e.g. items of jewellery, headgear, pens, mobile phones etc.

In order to avoid such situations, personnel are required to adhere to the following:

- ✓ Loose items of jewellery e.g. chains, medallions, necklaces, loose fitting wrist bracelets shall not be worn to work
- ✓ Items of external facial jewellery (including those worn on ears) relying on 'stud' or 'clasp' fixings shall not be worn to work
- ✓ Finger rings may continue to be worn in the work environment, but it is a requirement that appropriate work gloves will be worn when handling equipment such as hoses, connectors, manways, vat lids and similar.
- ✓ Work wear outer clothing should not be fitted with any pockets above waist height.
- ✓ Headgear must be capable of adjustment and be tight fitting.
- ✓ Items of 'medical jewellery' e.g. hearing aids may continue to be worn subject to the prior approval of your Supervisor / Depot Manager.
- ✓ The need for the wearing of any jewellery / loose item on religious grounds must be sanctioned by your Supervisor / Depot Manager who will agree with you what preventative measures must be adopted for the continued wearing of such items.
- ✓ Any additional requirements applied by customers when attending their premises must be complied with and will be taken into consideration when implementing the above.

2.5 - HEALTH AND SAFETY:

The Health and Safety at Work Act 1974 is the primary piece of legislation covering occupational health and safety in the United Kingdom. The Health and Safety Executive is responsible for enforcing the Act.

All staffs have a duty to take every reasonable care to avoid injury to themselves and others whilst at work. Some simple, sensible precautions which you must take as a matter of course include:

- ✓ Do not duck to walk between coupled tractor units and trailers as a short cut around vehicles. We have drivers who have received serious head injuries as a result of such haste.
- ✓ All duties should be carried out in a safe manner and using appropriate equipment provided.

Falls from height are a major cause of injury in the haulage industry and working at height is a necessary duty in the checking and sealing of each reload delivered. To minimise risk in this part of daily duties drivers should:

- ✓ Check ladders and handrails as a part of their safety checks when coupling up to a new tank.
- ✓ Any damage to be defect reported to the workshop as outlined in daily vehicle checks.
- ✓ Wear appropriate PPE including Hi-vis, safety footwear and gloves.
- ✓ Be sure of any grip taken on handrails and beware of slips caused by grease or dirt, and frost and ice in winter. Always ensure that there are three points of contact whilst accessing /egressing vehicles, or climbing manway ladders.
- ✓ When reaching the top of the ladder, be sure of a good footing before releasing the handrail to carry out duties.
- ✓ Ensure that any working space is adequately lit.

Very little manual handling or lifting is involved in the drivers' daily routine. Some receiving dairies will ask drivers to attach intake pipes and CIP wash lines to their reload tanks and it is best to avoid unnecessary twisting and leaning in this task.

Some basic principles to employ in any lifting are:

- ✓ Think before lifting.
- ✓ Are there any handling aids available?
- ✓ Don't lift more than can be easily managed.
- ✓ Maintain a good posture.
- ✓ Keep the load close to the body and gain a good grip.
- ✓ Adopt a stable stance.
- ✓ Avoiding unnecessary bending and leaning.

Report any unsafe equipment or working practices to your Line Manager and avoid them until they have been made safe.

You must abide by the health and safety rules on our customers' sites. This means wearing safety boots and hi-vis vests at all times, plus additional rules are imposed by some customers. Typical examples of such rules include the wearing of eye protection at all times and accessing manway ladders may be prohibited). Any driver banned from a customer site is likely to face disciplinary action.

2.6 - DVSA:

If you are stopped by a DVSA representative, please ensure that you ask for the relevant paperwork in connection with the associated vehicle inspection.

2.7 - TRAINING

All personnel, (including non-directly employed) must be trained in all areas applicable to their role. This training must be regularly reviewed, and training provided as necessary.

A helpful guide for Training/Annual Refresher Assessment is shown [here](#).

2.8 – COUPLING AND UNCOUPLING TRAILERS:

The correct procedures for the following topics are shown in the document [here](#):

- [coupling and uncoupling trailers](#)
- [use of handbrake](#)
- [uncoupling part-loaded trailer](#)
- [disconnecting air and electrical services and hydraulic lines](#)

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2.9 - PART LOADS / TANKER ULLAGE / AVOIDANCE OF VEHICLE ROLL OVER:

The best driving practice for part-loaded vehicles, including actions to avoid the following, is shown in the document [here](#):

- making drivers aware of the dangers of part-loaded tankers
- liquid surges leading to overturned vehicles

2.10 - FARM SAFETY:

NEAR-MISS (POTENTIAL HAZARD) REPORTING

If you feel that you have seen, or been involved in, an incident that held potentially dangerous consequences, it is important that you report this to your Line Manager irrespective of the outcome on this occasion.

Where near misses occur, they are a useful tool which can be used to prevent such a situation re-occurring in future. Your near-miss on this occasion may not be so fortunate the next time someone else is in the same situation. With your help, we can take action to ensure that this situation does not re-occur.

ADVERSE WEATHER

Milk collections must be maintained throughout adverse weather conditions. As a haulier you will have implemented a plan to cover winter milk collection in order to maintain continuity of collection – see *Section 10 for full details*.

LOOSE ANIMALS

Be aware at all time of the dangers posed by loose animals on-farm, these can range from dogs to livestock. Always ensure you are in a place of safety and any occurrence is reported to the farmer as well as your Line Manager.

VEHICLE SAFETY

- ✓ Drivers should maintain “Three Points of Contact” when entering and exiting vehicles.
- ✓ When handling hoses, this should be done to ensure good manual handling technique.
- ✓ Drivers should ensure any need for working at height is strictly limited and at all times maintain “Three points of contact”

2.11- CONFIDENTIALITY OF INFORMATION:

During the course of your duties on farms or at dairies, you may learn details of a milk producers business or other private information, e.g. quantity of milk uplifted from the farm. You must treat any such information as confidential to the individual concerned and it should not be discussed with other milk producers under any circumstance.

Do not reveal such information to any other milk organisation. Failure to do so may result in disciplinary action. Refer any enquiries to your Supervisor or Line Manager.

2.12 - CORPORATE IMAGE:

You should always bear in mind that you and your vehicle represent your employer and their customers and the highest standard of driving and consideration for others is always expected of you.

When dealing with supplying farmers be polite and considerate at all times. Drive carefully on farms to minimise road damage and recognise the dangers of large vehicles where there may be children and animals present. Try to keep noise and fumes to a minimum.

All vehicles used for the collection of milk from farms should conform to the following requirements.

EVERY SHIFT:

- ✓ Vehicle livery, top box, inside rear cabinet and sample box will be clean and well presented as far as practicable and cleaned at the end of your shift.
- ✓ Vehicle security procedures will be maintained at all times.
- ✓ Cab interior will be kept tidy and cleaned out at the end of your shift.

IN ADDITION:

- ✓ You must be of a smart, clean appearance and present the highest professional image at all times.
- ✓ You must also wear the uniform supplied by the company whenever you are working for the organisation.

2.13- GLOSSARY OF KEY TERMS COMMONLY USED:

DRIVER'S INCIDENT REPORT FORM (DOC 4) – [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 (DOC 6) - [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 (Doc 8) – [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.

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 (DOC 7A) – [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 (DOC 7B) – [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, bump caps, hi-visibility clothing, protective clothing, gloves etc. The PPE you wear should be determined by the specific site you are visiting. You should always use the equipment in the way that you have been shown. Your personal safety may depend upon it.

3. AT THE DEPOT (START OF THE DAY)

3.1 - START OF SHIFT:

On arrival at the depot, report to the site office to collect your operational shift information detailing:

- Vehicle to be used
- Route collection and delivery instruction details
- Any sampling instructions
- Any messages

3.2 - ROUTINE DAILY EQUIPMENT CHECKLIST:

Make sure that you carry the following equipment with you:

ADMINISTRATION:

- Driver handbook
- Vehicle defect book
- Driver card (if required by your data capture unit)
- Driver digital tachograph card & Driver CPC card
- Operator manual for the pumping and metering system fitted to your vehicle
- Driver incident report forms
- Milk 'Non-Collected' note
- Daily vehicle security record
- Tanker cleaning record
- Route collection folder detailing routes, farm security codes, agreed collection times, producer contact numbers, specific customer site rules and any other appropriate information
- D600 consignment notes (if appropriate)
- Spare printer rolls

SAMPLING:

- Disposable gloves
- Antibacterial wipes for autosampler probe and digital thermometers (where applicable)
- Autosampler tubing - this should be changed before the vehicle is CIP'd, in line with customer requirement, as part of the driver walk-around check
- Blank sample pot labels and sufficient day labels
- Clean insulated sample box containing clean sample tray and frozen ice packs
- Disposable dippers and sample pots sufficient for 1 per vat to cover every producer on the route plus some spares
 - It is essential that the sample pots and dippers are stored cleanly and safely in the bags and boxes provided
- Indelible pens
- Antibiotic test kits and associated heater block (where applicable)



OTHER EQUIPMENT:

- Digital thermometer (for use if farm vat temperature gauge is suspected to be faulty)
- Vehicle security seals or padlocks
- Safety glasses
- Heavy Duty Rubber gloves (for handling milk hose)
- Pipework spanners
- Stainless steel pipework reducer (where applicable)
- Hose end cone filter
- Vat 'O' rings
- Torch (for night collections - check batteries are not flat)
- PPE and wet weather clothing
- Mobile phone (if issued, check that is fully charged and in good working order)
- Any spare equipment required for the measuring system fitted to your vehicle

If you are missing any items, you will not be able to carry out your job properly so make sure you have them before you leave.



- Safety glasses
- Pipework spanner
- Hose end cone filter
- Stainless steel pipework reducer

3.3 - VEHICLE SECURITY:

The security equipment on ex-farm tankers comprises:

- A full or part height rear cabinet covering all pipework at the back of the tanker and provided with either shoot bolt or a clasp for padlock / security seal / encryption box
- Shoot bolts or clasps for padlocks / security seals on manways
- Milk Security seals on pipework joints and seals / collars on all exposed probes
- Daily vehicle security record
- Tanker Cleaning record

Guidance on effective tanker security is available in the [DTAS Farm Collection Tanker Security and Sealing](#) document.



It is important that tanker security is part of your daily routine of vehicle checks. You must ensure that, as a minimum requirement, the load is secured and/or attended at all times. Under the Food Safety Act YOU ARE RESPONSIBLE by Law for the safety of the product carried on your tanker.

You must:

- ✓ Whenever you take over or return to a vehicle, check to ensure that the security systems (shoot bolts, padlocks, seals and encryption numbers) have not been tampered with and that any seal numbers used are the same as those listed on the daily vehicle security record
- ✓ Secure all access points on the vehicle whenever it is left unattended—even during the day or at the depot, regardless of whether it is full or empty. Record any seal / encryption numbers used on the daily vehicle security record. Remove the keys from the vehicle and lock the cab
- ✓ Insert securing and checking on the daily vehicle security record

If there is any indication that the vehicle has been tampered with, advise your Supervisor immediately and do not move the vehicle without specific authority.

Do not limit checks to your own vehicle. If you suspect that another vehicle has been tampered with do not ignore it — report it immediately to your Supervisor

It is important that vehicle security checks are carried out at:

- Start of the day
- At any time during the day when the vehicle has been left unattended
- End of working day

3.4 - TANKER INTERNAL CLEANLINESS:

Check the tanker cleaning logbook to ensure that the tanker has been CIP'd within the last 24 hours.

If it has not, report this before you leave the depot and get the tanker cleaned before you leave to collect your first load.

Follow the operating manual for your particular vehicle to make sure that there is no water left in the tanker. Visually check that it is clean and free from extraneous water before you leave.

Finally, make sure that:

- ✓ The rubber 'O' ring between the hose and the reducer is in place
- ✓ Ground level manway lids are securely closed
- ✓ All pipework joints are tight
- ✓ Initiate the 'sign-on' procedure as determined by the operating system on the vehicle
- ✓ It is the driver's responsibility to keep the hose tube and the rear cabinet clean and free from milk residue, always use a blank end and never insert the hose up the tube without a blank end fitted



The final rinse drain water should be clear and colourless.

If this is not the case, a further CIP will be required.

4. AT THE FARM

4.1 - ROUTE ORDER AND COLLECTION TIMES:

You are required to collect the route in the laid down route order, any deviation should be agreed with your Supervisor at the start of your shift. There may be occasions where, due to unforeseen circumstances, you have to change route order during the shift, this should be noted on your Driver Daily Run Sheet.

You should not arrive at your first farm prior to the agreed collection time and arrival at any farm should always be within an accepted collection window. If you think this is unlikely phone your Supervisor immediately to allow them the opportunity to alert the producer—do not wait until you are about to enter the farm.

4.2 - ARRIVAL AT THE FARM:

When dealing with milk suppliers please be polite and considerate at all times. Drive carefully to minimise road damage and recognise the dangers of large vehicles where there may be children and animals present. Try to keep noise and fumes to a minimum.

On arrival at the farm, you should position the rear of tanker as close to the dairy door as necessary for the hose to reach the bulk milk tank. There may be occasions when a pipe extension is required to avoid damaging the milk collection hose and you should notify your Supervisor of this.

Ensure vehicle handbrake is applied and select vehicle PTO for milk pump.

As per the Red Tractor Assurance Standards the milk supplier should provide a safe and clean access to the dairy. If you have concerns regarding access, please notify your Supervisor.



4.3 - FOOD SAFETY THROUGH FARM SECURITY:

Under the Food Safety Act, milk suppliers have a responsibility to avoid contamination of the milk that they sell. Drivers have a responsibility to ensure that milk that might be contaminated or unmarketable is not collected or delivered to a dairy.

As per the Red Tractor Farm Assurance Standards milk suppliers must have a dairy which is secure and locked at night or when unattended. If you are not familiar with the farm, or cannot gain entry, check with your Supervisor regarding access. If there are agreed security precautions present, check that they are in place with no obvious signs of tampering at the dairy, the vat or of the milk.

If there are signs of damage or tampering, forced entry to the dairy or the security precautions are not set, e.g. alarms are not activated, padlocks missing or not fastened, doors unlocked **and** there is no one in the dairy or close vicinity, **do not load the milk**.

DO:

- ✓ Attempt to contact the farmer
- ✓ Phone your depot and act on the advice from your Supervisor
- ✓ Complete your Drivers Daily Run Sheet noting:
 - Your arrival time
 - The producer name, the farm name and producer number
 - The problem

Only continue with collection procedures if it is safe and you have been authorised to do so by your Supervisor.

4.4 - MILK COLLECTION PROCEDURE:

Strict biosecurity and hygiene measures are important to you and to the milk supplier. Upon entering the dairy you must wash your hands using the sink provided.

Now follow the milk collection procedure:

1. MILK INSPECTION

- Check the milk supplier's parlour board and vat for any notes/warnings left by the milk supplier informing you of a suspected problem with the milk. If a note has been left contact your Supervisor for further instruction.
- Check the temperature of the milk by reading the bulk tank gauge. If the milk temperature exceeds that specified by your purchaser it may be too warm to collect. Once the tank has been agitated you will check the temperature. For the instructions regarding milk temperature see **page 18**.

Editor note: Remember to include appendix with [hot milk procedures](#) specified by your individual purchasers.

- Inspect the milk for smell and appearance. Lift the main cover or lid and check that the milk is free from any abnormal smell and any physical defect. The milk should never contain any foreign matter or blood.
- If there is more than one bulk tank containing milk for collection each tank must be inspected separately.
- For farms with silo storage refer to pages **22/23** for separate instructions as silos are treated differently.
- Never collect milk if you have any doubt about its quality or temperature. Contact your Supervisor for further instructions.

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2. MILK TEMPERATURE

The milk temperature should meet that specified by your purchaser. If it falls outside this specification, you should report this to your Supervisor or milk purchaser for further instruction.

Milk Temperature Procedure:

- Check the temperature of the milk by reading the farm tank gauge.
- If the gauge is not working inform the milk supplier and your Supervisor.
- If you believe that the milk may be outside of temperature specification (vat gauge not working, or milk feels warm despite the bulk tank gauge temperature) then check the temperature using your handheld digital thermometer which must be cleaned with an approved wipe prior to use.
- If the reading is higher than that specified obtain the following information, then phone your Supervisor for further instruction:
 - Is the milk still being **actively** cooled?
 - Is there any evidence that the milk has been over temperature for more than 2 hours after milking? This will be based primarily on local knowledge of normal milking time etc.
 - Was the previous temperature of collection satisfactory? You can use the previous days' tickets to make a judgement if it is available in the dairy.
 - Does the milk look and smell normal?
 - How long ago did the producer finish milking?

This information will inform the decision to collect or reject the milk.

3. AGITATION OF MILK

Milk must be agitated for a minimum of two minutes prior to collection otherwise the cream will remain on the top of the milk and stick to the sides of the bulk tank. If the tank is not properly agitated this will not reflect the quality of the milk and may affect milk sampling and the milk suppliers payment. Once satisfied with the milk quality you can continue to prepare for collection:

- Switch off the vat cooler (but not the ice bank)
- Turn on the agitator and let it work for at least two minutes - the milk must cover the agitator.
- From your visual inspection of the milk, you will have noticed if the agitator paddle touches the milk to ensure proper agitation. If it does not, you should phone your Supervisor for further instruction
- Milk must be agitated even when the tanker is fitted with an automatic milk sampler.
- **Always** use the agitator even if milk spills over the sides of the tank
- Following agitation, the milk should be inspected again to check that no foreign matter has been brought to the surface



4. **MILK REJECTION**

Having done an inspection of the milk before and after agitation and checked the temperature there are instances where the milk may have to be rejected.

As stated before, under the Food Safety Act, drivers have a responsibility to ensure that milk which may be contaminated or unmarketable is not collected and does not enter the food chain.

Do not collect the milk in the following instances:

- If, during darkness, the farm dairy lights do not work and it affects your personal safety
- If, due to other factors, you cannot properly see to inspect the milk
- The milk smells off or has an uncharacteristic odour
- The milk has an odd colour
- You see dirt or other foreign matter in the milk
- There is blood in the milk
- There are lumps of butterfat floating on the milk even if the temperature is correct
- You hear or suspect that water, detergent, antibiotics or any other contaminant is in the milk
- Suspicion of milk being added to the vat before or after sampling / commencement of collection
- If milking is still taking place into the vat
- You are asked to collect milk that you know to have been poured into the vat
- If a 'Warning to Tanker Driver' notice has been left by the farmer or the farmer has instructed the driver not to collect
- The temperature exceeds that specified after agitation
- The agitator is not working
- You must never collect milk from containers other than the farm vat without your Supervisor's permission. During an emergency you will be told if you can collect from specified emergency containers.

When you come across examples like these, phone your Supervisor immediately and make them aware of the problem. You will be instructed as to what action to take.

If milk is rejected it is essential that the farmer is contacted ASAP. Inform your Supervisor if you have spoken to the milk supplier. If you have been unable to contact the farmer then the depot will do this.

If the farmer cannot be contacted leave an '[On-farm Milk Rejection Notice \(DOC 1\)](#)' in a prominent position at the vat(s).

If instructed by your Supervisor, take a sample of the milk following the procedures set out in the milk suppliers 'Milk Sampling Procedures' [page 32](#) and deliver it as directed by your Supervisor for testing.

Complete [On-farm Generic Incident/ Rejection Report Form \(DOC 4\)](#) noting the details and reason(s) for rejection.

Under normal circumstances, if you reject the milk at this stage, you must reject the whole consignment if it is more than one vat even if the milk in other vats appears acceptable. In exceptional circumstances, your Supervisor may advise you to act differently.

Do not enter into a discussion or argument with the milk supplier or his agent. If they have any issues, ask them to contact their milk buyer.

5. **PRE-COLLECTION**

Following completion of your initial inspection, you can now continue in preparation to collect the milk:

1. Make sure the agitator has been switched on for its two-minute cycle
2. At your first farm collection check that the drain taps are closed and that you are logged into the system
3. If the previous driver has not signed off, you must “End of Round” and sign off the system prior to you signing on (Do not press cancel during the sign-off process).
4. The Milk Metering System on the back of the tanker should show the milk supplier’s name and number. If not manually enter the number into the Milk Metering System.
5. Check you have sufficient room in your tanker for the expected volume, particularly if you are at the end of a route and your tanker is nearing capacity.
6. Put on your work gloves
7. Carry the hose into the dairy
8. Check that the vat bung is in place before you remove the blanking cap from the outlet.
9. Check that the connection pipe is secure and that there is an ‘O’ ring seal in place and in good condition.
10. Remove blank end from milk hose and leave face up in the dairy to keep clean.
11. Ensure that the hose filter is clean and in place inside the hose neck.
12. Connect the hose to the tank outlet ensuring it is tight.
13. Remove your work gloves and place them on the hose for later use
14. Make sure the agitator has finished its two-minute cycle and stopped.
15. Carry out a further inspection to see if any foreign bodies have been brought to the surface of the milk following agitation.
16. Check the temperature gauge again before commencing sampling and collection.
17. Prepare to take a hygienic milk sample.

Remember!!

Do not collect the milk until you have properly agitated the vat and a representative milk sample has been taken. Autosamples will be taken during the collection process.

Be prepared to reject the milk at any stage of collection.

6. **LOADING**

Once you are satisfied with the quality of the milk, and a hygienic milk sample has been taken (if sampling manually), you can start to collect the milk,

1. Before you commence loading, switch off vat agitation to avoid excessive aeration as this may lead to a premature meter shutdown which will delay collection if it occurs.
2. As some types of vat can collapse under vacuum you must make sure that the lids are raised.
3. Remove the vat bung or open the vat tap.
4. Check the outlet for leaks – tighten the connection where necessary. If the outlet is fitted with a valve, make sure that you follow the instructions attached to the vat.
5. The Milk Metering System on the back of the tanker should show the milk supplier’s name and number. If this is correct, then press START to initiate the milk collection. If it is not, manually enter the number into the Milk Metering System.
6. Check that the temperature of the milk as measured by your vehicle and that showing on the vat gauge are the same. If there is a difference of greater than 2°C between the two, then contact your Supervisor for instructions.

7. Whilst loading the milk, be vigilant and make sure that the tanker is not subject to any action that may influence the milk measurement.
 - To ensure safety and load security you must remain at the rear of your vehicle during collection.
 - At farms where vats are at a higher level than the tanker, milk will slowly fill the hose once the vat bung has been removed. In these situations, you must not delay starting collection. If milk fills the Air Eliminator Vessel (AEV) in this manner, it may inhibit the start of collection and force you to use the override facility. This is only appropriate to tankers collecting milk under vacuum and your Supervisor will advise you if this is the case with your vehicle.

7. END OF COLLECTION PROCEDURE

- Once the vat is empty check for computer error messages. If any error messages show or there is a problem with the collection, contact your Supervisor for further instructions.
- If you are unable to measure the milk correctly for whatever reason, contact your Supervisor to make them aware of the issue. Complete the section on the [On-farm Generic Incident / Rejection Report Form \(DOC4\)](#) giving full details.
- If no errors and the collection is satisfactory, print the milk supplier's receipt and place on the parlour board. If possible, check the collected total against the previous collection. If you think there is a difference with the litres collected and you know of no obvious reason, contact your Supervisor before leaving the farm.
- Wearing your gloves, unscrew the hose from the vat.
- Remove the hose end filter and inspect. If it is dirty, rinse with fresh water. If it contains large amounts of debris contact your Supervisor for advice before continuing. Record these details on your [On-farm Generic Incident / Rejection Report Form \(DOC4\)](#)
- Replace the filter and the blank end cap before stowing the hose away in the tanker.
- Check the internal surfaces of the tank for sediment. If any scum, extraneous matter or sediment is present this should be recorded on your [On-farm Generic Incident / Rejection Report Form \(DOC4\)](#)
- Now start the vat wash procedure

8. VAT WASHING

Always remove the tanker hose from the bulk tank before you rinse the tank or put on the tank wash.

- Put on any PPE as provided by your Supervisor
- If you have any concerns about the facilities, check with your Supervisor before starting
- You should at no time put detergent in the system or tamper with it in any way - this is the milk supplier's responsibility.

Vat with Automatic Wash:

1. Make sure that, if there is more than one vat, that the tank wash is not linked. If it is, collect all milk before activating the vat wash system
2. Before auto wash procedure can be initiated, ensure vat lids or manway are closed.
3. Wash the vat ensuring that you follow the instructions displayed in the dairy.
4. Never use an automatic washer if you are required to put a plug into a socket to activate it. Report any such incidents using the [On-farm Generic Incident / Rejection Report Form \(DOC4\)](#).
5. Make sure that the wash cycle has started before leaving the dairy
6. If you are unsure about vat auto washing procedures seek advice from farmer (if available) or your Supervisor.
7. If you have problems activating the tank washer, make your Supervisor aware.

Vat with no Automatic Wash

Vats without automatic washing facilities should be rinsed thoroughly using the hose in the dairy. Rinse out lids, bridge, side walls and the tank floor taking care to rinse both sides of the paddle.

9. DEPARTURE FROM FARM

Before leaving the dairy:

- Remove any of your rubbish and used dippers.
- Clean up any milk spills that have occurred
- Collect any "milk recording samples" left for you and put them in a safe place on the tanker.
- Switch off lights
- Close and lock doors if appropriate
- Leave the premises as found making sure that all gates that were closed on entering the farm are closed on leaving.

4.5 - SPECIAL CIRCUMSTANCES

SILO VATS

New types of vat may have the storage vessel outside the dairy. These can be a horizontal tank or a vertical silo.



INSPECTION AND SAMPLING

- The vat control and sampling valve may be either in the dairy or in a locked cabinet attached to the vat.
- The milk must always be inspected prior to collection. This may involve climbing a ladder to reach an inspection platform. Make sure that you can do this safely. If you have any doubts or cannot reach the platform do not collect and contact your depot for instructions.
- The inspection hatch must be secured and there may also be locks on the other parts of the vat, such as the air vent or control or sampling cabinet. When you arrive, collect any appropriate keys from the farm dairy. If the inspection hatch is not secure, do not collect and contact your depot for instructions.
- When on the inspection platform, inspect the milk as carefully as possible. Try to minimise the possibility of contamination through the open hatch. When you have completed your inspection, close the hatch but do not lock it.

- Follow any sampling instructions. These are normally to be found on the vat adjacent to the sampling valve. Run some milk through the valve for about 1 litre or 30 seconds before filling any sample pots. This will also enable you to have a visual inspection of the milk.
- Make sure you follow any special collection instructions as these may differ from vat to vat.
- Once collection is complete and before starting the cleaning programme, return to the platform and check through the inspection hatch that all the milk has been collected and nothing remains in the vat. Close and lock the hatch and if necessary, return the key to the dairy.
- Start the cleaning procedure
- Check that all security precautions have been replaced as you found them. Be aware of safety when collecting from silo vats, especially at night or in bad weather conditions. If you have any doubts at all, contact your Supervisor.

ROADSIDE COLLECTION

Some farms that you visit are collected from the roadside. In such cases the risk assessment and work instructions should be followed. The following is provided for best practice:

1. Position vehicle on the left side of the road where possible in the flow of traffic.
2. Apply the hazard warning lights and vehicle lights if necessary.
3. Ensure that you wear your high-visibility vest.
4. Position yourself at the rear of the vehicle to allow access to the vehicle Milk Metering System, whilst remaining aware of traffic approaching from behind. It is important that you remain in a safe area while collecting the milk from the farm.
5. Reduce the time to collect from such farms by carrying out your duties as efficiently as possible.
6. If it is not possible to park on the left and you need to park facing oncoming traffic, be aware of your surroundings and use all of the above.
7. Try and keep vehicle noise and fumes to a minimum.



Be aware of safety when collecting from the roadside. If you have any doubts at all, contact your Supervisor.

5. AT THE DAIRY OR TRANSHIPMENT POINT

5.1 - MILK RECEPTION:

Record on your consignment note your arrival time at the customer entrance and follow customer directions to unload bays. If you are delayed in moving to the unload point for more than 20 minutes phone your depot, and make a note on the Driver's Incident Report Form (Doc 4) with the time of arrival, time of start unload and the reason for the delay.

Dairy staff will require a sample of milk before they unload your tanker. Laboratory tests will not normally take more than 15 minutes. If you are delayed for more than 30 minutes waiting for test results, then phone your depot.

If the load is rejected at this stage, do not leave the dairy but phone your depot immediately.

5.2 - HEALTH AND SAFETY:

All visiting staff must abide by the local site safety procedures, these include:

- Correct use of PPE
- Use of site speed limits
- COVID 19 Precautions
- Use of walkways
- Secure vehicle procedures

5.3 - MILK DELIVERIES – DAIRY:

- Where drivers experience a delay whilst in the dairy your Supervisor should be notified.
- On arrival at the dairy, you should present the load documents at site and weigh your vehicle in as per site procedures.
- Unless instructed otherwise allow the dairy staff to remove the security seals. **Do not remove these prior to arrival.**
- Dairy staff will check the paper documentation for your load before sampling. They will be looking for vehicle CIP information, age of milk, milk type and traceability of the milk (particularly where there is more than one farms milk on the load).
- Prior to unloading the vehicle, a bulk sample will be taken from the tank, at some sites this can be taken by the driver or the customer site staff.
- Bulk samples should not be taken prior to arrival at the customer site.
- After the sample has been taken it will be tested by the site laboratory staff. The sample result should be ready after around 20 minutes.
- Where additional testing is required, delays may be experienced, you should contact your Supervisor.

If the load is rejected at this stage, do not leave the dairy but phone your depot for further instruction

If the sample is satisfactory and the load accepted wait to be directed to an unloading point.

5.4 - DAIRIES WITH A WEIGHBRIDGE:

When entering the dairy, wait for the operator to call you onto the weighbridge, either by hand or by traffic lights. Some weighbridges may be located away from the gate house. Drive slowly onto the middle of the weighbridge so that all wheels are on the platform. Allow the load to settle and then apply the handbrake and turn off the engine. If required, leave the cab before the vehicle is weighed. Take with you any dairy samples and anything that will be removed from the vehicle. Ensure that the gross weight weighbridge reading agrees with the estimated weight for the load. Make sure the operator prints a ticket for your tanker.

If you think the weighing is incorrect you are entitled to a re-weigh. It is vital that you query the reading at this stage, as there is no way of checking once the tanker has been unloaded. To do this, you must remove your vehicle from the platform, make sure the operator 'zeros' the bridge and then drive on again to complete the weighing procedure. Make sure you keep both weight tickets and attach them to your copy of the Route Summary/D600.

Follow the instructions laid down in the "Milk Reception" section of this handbook and then repeat the above weighbridge procedure after unload, prior to leaving the dairy.

Note: Weighbridge procedures differ from site to site, it is important to familiarise yourself with the procedure and, if unsure, seek assistance.

Make sure that nothing is added to, and nothing but milk is removed from, the vehicle before re-weighing.

Follow the operating instructions for the vehicle you are driving and, if appropriate, input the weighbridge litres.

Print the appropriate receipts as generated by your milk metering system. Leave a copy with the weighbridge operator and attach a copy to your route summary/D600.

You must always be given a printed ticket when you leave. If it is hand-written, or no ticket is given to you at all, contact your Supervisor immediately to notify them and record appropriately on the Driver's Incident Report form.

There will be discrepancies from time to time, although allowances are made for adhesion of milk to the inside of the tanker. This volume will differ depending upon the size of the vehicle you are driving. If the discrepancy is outside of tolerance, then this will require further investigation in relation to the difference. When investigating the difference, check the tank is fully drained of milk / CIP rinse water. Either you or the weighbridge operator must complete a [Weighbridge Discrepancy Form \(DOC 6\)](#) noting the details of the discrepancy. You may also be asked to complete an incident form by your company, which you should bring to the attention of your Supervisor before returning to the depot.

5.5 - DAIRIES WITH AN INTAKE FLOWMETER:

The dairy will unload the milk in the usual way but there is a flowmeter in the pipeline that records the amount of milk that passes through it.

When your tanker has been unloaded to your satisfaction print route summary or consignment note as appropriate to your vehicle and give a copy to the operator.

Any discrepancies should be investigated if they are outside the tolerances detailed in the "Dairies with a Weighbridge" section of this manual.

5.6 - PROCEDURE FOR PARTIAL UNLOADING:

Monitor the agreed litres via the flowmeter. Print off two consignment notes as appropriate to your collection system. One must be signed, printed and dated by a member of the dairy staff and retained with the route summary to hand in at the end of your shift. The other must be handed to the customer at the point of delivery.

5.7 - MEASUREMENT CHECK:

All customers have the right to check the amount of milk in your tanker by using either a weighbridge or an intake flow meter.

5.8 - MANUAL UNLOADING:

It is important that the vent valve fitted to the tank is open to prevent the tank collapsing during offloading.

If the vehicle is fitted with air suspension, then the air dump facility must be used i.e. release the air pressure to lower the rear suspension, which will increase the milk flow to the offload pump.

5.9 – UNLOADING:

Unless instructed otherwise by your Supervisor, the Dairy staff are responsible for authorising unloading of the tanker, and at some dairies you may become involved in the unloading process.

You should, however, make sure that you are familiar with the procedures that are appropriate to the tanker you are driving. Your Supervisor will advise if you have any queries.

As the driver of the vehicle you should ensure the tanker is prepared for unloading. Where required, this may include:

- Testing of the milk sample.
- Coupling of the milk intake pipe to the trailer.
- Venting the tanker (always the responsibility of the driver).
- Opening of valves.
- Input of silo information.
- Activation of silo pump.

During the unloading process it is the driver's responsibility to supervise the unloading of their vehicle and ensure that any issues identified are reported to the appropriate dairy intake staff.

Once unloading has finished, you must always check that the tanker is completely empty. If it is not, tell the dairy reception staff and ensure that they complete the unload.

Drivers must familiarise themselves with the site spill procedure and silo emergency stop valve.

1. Once unloading is complete, follow the procedure to remove the intake pipes and stow these as per site instructions.
2. Shut all loading valves on the trailer and refit valve end caps.
3. Following the unloading the trailer may require a CIP. Follow the site procedures for CIP.
4. Following CIP of the trailer, ensure the trailer CIP log is completed and is kept with the trailer.
5. If the vehicle is CIP'd, ensure all rinse fluid is drained from the trailer prior to re-sealing the trailer.
6. Re-seal the trailer with the correct seals and enter the seal numbers on the trailer security log.
7. Proceed to the weighbridge prior to departing site. Weighbridge procedures differ from site to site, you will need to familiarise yourself with the specific site procedures.
8. Collect all required paperwork from the weighbridge/site and hand this in on arrival back at the depot.
9. Prior to leaving the site contact the depot and advise of delivery completion and accepted litres.

5.10 - SECURITY OF UNATTENDED VEHICLES AND TRAILERS:

When leaving vehicles and trailers unattended then the appropriate vehicle security procedures must be followed.

- ✓ Ensure the vehicle has the keys removed from the ignition and it is locked.
- ✓ Ensure all security paperwork is completed including a seal record.
- ✓ Ensure that the appropriate seals/locks are in place on all access points that could compromise any load or the cleanliness of the vehicle.
- ✓ Ensure any auto locking devices are engaged.
- ✓ Where trailers are left disengaged from the unit ensure the parking brake is applied to the trailer.
- ✓ When returning to or taking over the vehicle ensure that the seals or securing devices are in place and the security record is correct.
- ✓ Any suspected malicious tampering must be reported to your Supervisor.

6. CIP CLEANING OF VEHICLE

6.1 - INTERNAL CLEANLINESS:

BEFORE FIRST COLLECTION

You should check the tanker cleaning log sheet to confirm that the vehicle has been cleaned within the last 24 hours. If CIP is completed, check the tanker and all pipework are clean and empty of CIP water. Check the actual time of CIP and, taking into account your shift duties, satisfy yourself that the vehicle will have been CIP'd within 24 hours of the first farm being collected - if not you should contact your Supervisor for further guidance.

Unless your Supervisor tells you otherwise, it is the responsibility of the dairy you are delivering at to provide facilities to effectively clean your vehicle. You must follow the Operating Procedures for the Tanker CIP facilities provided and, if in any doubt, do not operate the system and seek advice from the site management.

If your vehicle is clean & empty at the start of your shift, in addition to carrying out the listed checks you should follow the Operating Manual for your particular vehicle to make sure that there is no water left in the tanker. Visually check by opening the low-level manway-lid that it is clean and free from extraneous water before you leave - (this check should also be carried out after every CIP/Rinse.)

Some processors / milk collection companies may collect specialist milk types such as Organic, Channel Island, Kosher or Non-Farm assured, where this is the case it **may** be necessary to carry out an internal CIP clean of the tanker and ancillary equipment prior to or between milk types. If you are asked to carry out collection of any specialist milk types and are unsure you should check with your Supervisor.

It is also the driver's responsibility to keep the hose tube, and the rear cabinet clean and free from milk residue, always use a blank end and never insert the hose up the tube without a blank end fitted. Other actions you may be required to carry out may include:

- Make sure that any valves are in the correct position for milk collection.
- If you are not collecting again that day, wash the outside of the tanker hose and any other ancillary equipment.
- Check that the cone filter is clean and replaced.
- Fit blank end / blanking cap(s).
- Replace hose in stowage and seal the lid.
- At the end of CIP procedure, you must complete the appropriate report form / record of tanker cleaning.

It is important that tanker security is part of your daily routine of vehicle checks. Under the Food Safety Act.

YOU ARE RESPONSIBLE by law for the safety of the product carried on your tanker.

Your vehicle must be clean and well-presented prior to leaving site.

EXAMPLE OF COMPLETED TANKER CLEANING RECORD (DOC 7A) – [view/download](#)

7. AT THE DEPOT FOLLOWING COMPLETION OF ROUTE

7.1 - SAMPLE STORAGE AT THE DEPOT:

Remove samples from the insulated sample box on the vehicle and place in the designated sample refrigerator without delay. Take care to avoid opening the refrigerator door for any longer than is absolutely necessary and take care to ensure the door is also securely closed.

7.2 - DATA MANAGEMENT:

You must complete and/or provide the following information and hand in at the office prior to finishing your shift:

- BCT55 or other relevant route summary documentation
- Copy of consignment / delivery note received from the off-loading destination dairy.
- If a weighbridge or intake flowmeter is used, a copy of the weighbridge or flowmeter ticket (attached to the Consignment / Delivery note)
- Any unacceptable discrepancy in volume delivered between weighbridge tickets and route summaries or D600s must be highlighted with a written explanation and / or a Weighbridge Discrepancy Form completed.
- D600 – reload delivery consignment summary (where appropriate)
- Incident Report Forms

Data Transfer (for farm collection vehicles) should be completed at the end of each driver shift.

7.3 - DEFECTIVE VEHICLES:

If the vehicle requires attention immediately, then the maintenance staff should do the final securing and signing of the security check form. However, if the vehicle has to be parked up in the depot, left unattended and out of sight, then **you must secure it**. Remember to follow your depot defect procedure and notify your Supervisor accordingly.

7.4 - DRIVER DEBRIEF:

It is considered best practice to have a driver debrief to discuss any issues that have arisen during the working day

8. TRANSHIPMENT AND ROADSIDE

8.1 - AT THE DEPOT – RELOAD DRIVER:

Before leaving, check that the [Daily Vehicle Security Record \(Doc 7b\)](#) and the CIP wash record is present on your reload barrel and that the vessel has been cleaned within the past 24 hours.

If you will be leaving an empty trailer at the transhipment point for filling later or the next day, check that the time of the last wash recorded does not mean that it will be outside its 24-hour period before the trailer is loaded again. If it will, ensure that the barrel is CIP'd before departure.

If there is no entry in the CIP wash record, or the vessel has been out of service for more than 24 hours, **report this to your Supervisor before leaving and await instructions** as the tanker must be fully cleaned and sanitised before being used.

If everything is satisfactory, record this on the Daily Vehicle Security Record (*Doc 7b*).

8.2 - DELIVERY PROCEDURE AT THE RELOAD TANKER SITES:

UNSECURED RELOAD SITE

Position the farm collection vehicle at the rear of the reload tanker.

Examine the trailer pipework for signs of tampering and ensure that the manways and outlets are sealed. Where hoses are carried check that the hose tubes are sealed. If the manways are controlled by shoot bolts check that they are locked.

If it is suspected that tampering has taken place, Do Not Use the trailer, contact your Supervisor who will advise you as to the relevant course of action.

SECURED RELOAD SITE

If it is a secure site, there is no need to seal the lids or pipe work, providing the tank is returning to a secure site and has not been left unattended during transit. i.e. Service Stations, Garages etc.

Check that the tankers CIP wash record has been filled in and is compliant to current legislation.

Tankers must have been cleaned no more than 24 hours prior to loading.

For an ex-farm collection vehicle 24 hours will be determined from the time of CIP to the collection at the first farm on the route.

Reload tanks are measured from the last CIP time to the first loading.

Before you start to unload into the tanker, check the cleanliness of the outlet valve and rear cabinet.

Check any paperwork to ensure the reload has enough capacity to receive your delivery.

If the tanker has more than one compartment, check the capacity of each compartment.

It is very important that, if this type of tanker is being used and is not connected to the tractor unit, the rear compartment must be filled first or both together, so as not to topple the tanker.

Ensure that the milk type identified on the reload tanker corresponds with the milk type from the farm collection tanker e.g. Tesco, Standard, Organic etc.

Ensure that the correct documentation regarding milk type is completed.

Connect delivery pipe to the trailer and open the relevant valves.

Carry out delivery as per any normal unload delivery (similar to Dairy Deliveries).

If you are doing a part or full unload, refer to the System Operating Manual

When doing a part unload, when suck-back begins, you must slightly open the connection at the reload to allow air into the hose.

When off load completed, press the stop button.

Collect the delivery ticket and fill in the relevant D600 paperwork with the quantity transferred, milk type etc.

[Example of completed D600 Reload Delivery Consignment summary \(DOC 8\).](#)

Close any vent valves which were opened.

Stow milk hose, close all doors and secure appropriately. Ensure that, where security seals have been fitted, the seal number has been recorded in the CIP wash record held on the tanker.

8.3 - DAIRY EX-SILO MILK COLLECTION:

For dairy ex-silo milk the dairy staff are responsible for loading and taking any samples of the milk in the tanker. They will want to check the tanker wash record to make sure the vehicle was properly cleaned after its previous load and to inspect the cleanliness of the vessel interior. If this is unsatisfactory make sure this is recorded and a note made on the Driver's Incident Report Form.

The dairy is then entitled to CIP the vessel before loading.

When loading or transshipment is complete, close and seal the manway lids. Make sure you have one copy of each of the Route Summary and Consignment Note (Doc 8) for each of the farm collection loads that have been transhipped into your vehicle.

For ex-silo milk, close and seal the manway lids and make sure the factory staff completes a copy of the D600 reload delivery consignment summary (Doc 8) for your load. Make sure all sections are complete prior to leaving site.

9. FARM MILK SAMPLING PROCEDURES AND BARCODE LABELS

The taking of vat milk samples is one of the most important parts of your role so the correct procedure must always be followed. These procedures may vary between milk suppliers. Where differences occur, you will be advised by your Supervisor.

Whenever milk is collected from a vat, the driver must take a sample from that tank. These samples are tested for quality and the results are used to calculate the farmer's milk price and therefore incorrect sampling procedures or sample management can have a serious and detrimental impact on the farmer's income. These samples are also used for full traceability. Any breakdown in these procedures can therefore also affect the traceability of the milk.

The quality of milk in each tank can differ so it is essential that all tanks in the dairy are sampled, as stipulated by your milk purchaser. All samples taken must be maintained under chill chain conditions.

Some milk buyers will require the manual sampling of farm vats whilst others prefer autosampling. Your Supervisor will advise you of which procedure to use.

9.1 - PRIOR TO SAMPLING:

Prior to sampling, your hands must be clean and dry. Wash your hands using the handwashing facility provided on the farm, or use sterile gloves if supplied.

- Ensure that the insulated sample box on the tanker is equipped with sufficient ice packs to maintain a sufficiently low temperature.
- Take a sterile sample pot from the sample box on the tanker.
- Prior to use, check that the sample pot is clean and that the lid is still clicked shut. If not dispose of this pot and use another one.
- Keep the sample pot closed until you are ready to fill with the milk sample.
- If manually sampling, check that the dipper's wrapper is intact. If not dispose of this dipper and use another one.
- Each sample pot should be labelled prior to use, using the pre-printed barcode labels provided in the farm dairy following the [NML Barcode Label Protocol \(Doc 9\)](#) (usually placed horizontally under the hinge).
- Labels run from 001 to 150. If the roll is nearer the end and new labels have not been supplied notify your Supervisor to make sure a replacement set is on order.
- If labels are missing, place a blank label on the pot and write the farm name and number on the label. Notify your Supervisor of missing labels so a replacement set can be ordered.
- If provided, the correct day label should be applied to the top of the pot.
- The pot lid must be opened carefully without touching the inner surfaces so as not to introduce any bacteria. If the inside of the pot is touched at any time during the sampling procedure, you must re-sample using a new clean pot.
- Samples must always be taken from the tank itself and not from any other container. Under no circumstances should samples be taken from an outlet valve, although a sample tap may be used for a silo (see below). If you are unable to take a sample from inside the bulk tank (other than a silo) contact your Supervisor for advice.
- Manual samples must always be taken before the tank outlet valve is opened or the bung is lifted.
- Where there are multiple vats on the farm, a separate collection must be made from each vat (see below).

[NML Sample Management Procedures \(Doc 10\)](#) – [view/download](#)

9.2 - MANUAL SAMPLING:

After the two-minute agitation has finished, sampling should be carried out as follows:

- Samples must always be taken from the vat before the tank outlet is opened or the plug is lifted.
- Do not use the sample pot to scoop milk from the tank to obtain a sample.
- A clean dipper should be used for each sample.
- Remove the dipper from the intact wrapper ensuring that you do not touch the cup part of the dipper and that the dipper cup does not touch any other surfaces.
- Hold the dipper by the hooked handle and lower the dipper into the vat and stir the milk using the dipper and thereby fill the dipper.



- For some large vats, a stainless steel extension handle to hold the dipper should be provided by the farm. If it is not available or if it is visibly dirty, do not take a sample but contact your Supervisor for advice.
 - Do not hold the pot over the vat while sampling – hold the pot away from the vat and pour the milk from the dipper into the pot and repeat until it is filled to the correct sample level.
 - Do not overfill the pot - leave sufficient headspace (approx. 0.5cm to 1cm) to allow the lid to close.
 - If manual sampling from a silo, the producer may supply a clean jug. Open the silo sample tap and allow the milk to run to waste or into the jug supplied for about 30 seconds, then collect a sample directly from the sample tap into the sample pot.
- When filled, the sample pot should be sealed by pressing the lid from the rear (hinged end). You should ensure that you do not contaminate the sample by inadvertently putting a finger / thumb into the milk or touching the inside of the pot or lid.
 - If for any reason you do touch the inside of the sample pot, or contaminate a sample or spill the contents, then repeat the process and dispose of the old sample pots and dippers in a proper manner as advised by your Supervisor.
 - Immediately after taking the sample, put the sample into the sample rack and close and secure the lid of the insulated sample box.
 - Do not leave the sample out whilst you are collecting the milk.
 - Dispose of the dipper in the appropriate manner to ensure that the dipper is not re-used.

9.3 - AUTOSAMPLING:

After the two-minute agitation has finished, sampling should be carried out as follows:

- Before sampling takes place, check to ensure that the sampler has been drained and is free of water from the CIP operation before any sampling takes place at the first farm.
- The autosampler probe must be cleaned with an antiseptic wipe before and after use at each farm.
- The operation of different makes of autosampler differ and therefore refer to the operating instructions for the autosampler fitted to your tanker.
- When the autosampler is ready, as indicated by the specific autosampler operating instructions, open the sample pot and place it in the sampler cradle.
- Care should be taken to prevent rainwater, dirt or dust from entering sample pot.
- The autosampler should leave between approximately 0.5cm and 1cm from the top of the pot to allow the lid to close. If this is not the case, report to your Supervisor.

- When filled, the sample pot should be sealed by pressing the lid from the rear (hinged end). You should ensure that you do not contaminate the sample by inadvertently putting a finger / thumb into the milk or touching the inside of the pot or lid.
- If you should contaminate a sample or spill the contents, then report immediately to your Supervisor.
- Immediately after taking the sample, put the sample into the sample rack and close and secure the lid of the insulated sample box.
- Do not leave the sample out whilst you are collecting the milk.

GENERAL AUTOSAMPLING INSTRUCTIONS:



- The area around the autosampler must be kept clean at all times.
 - Whilst autosampling do not wash down the rear of the vehicle, as water may enter the sample pot causing sample contamination and subsequent adverse milk quality test results.
 - Between collections ensure that there is no milk residue collecting above the sample nozzle as this may have an adverse effect on the quality results. Wipe away any such milk residue traces using a fresh alcohol / cleaning wipe and report it to your Supervisor.
- If the autosampler fails to work correctly for any reason, then a manual sample must be taken (following the manual sampling procedures) and the failure of the autosampler reported to your Supervisor. If there are any farms where a manual sample was collected for any other reason this must also be reported to your Supervisor.

9.4 – MULTI-VAT COLLECTION:

Where there is more than one vat, check if it contains milk for you to collect. If there is, then leave this milk until you have completed your first collection and then treat subsequent vats as a separate collection.

- If there is more than one vat a separate sample must be taken for each vat.
- The first tank sample must be labelled with the first label (lowest sequential number), second tank sample labelled with second label etc.
- Following collection of the milk the collected litres must be clearly written on the corresponding label. This enables a weighted average to be calculated for farmer payment purposes.
- The bar code label number on each sample pot should also be written on the matching collection ticket left at the farm.

Please refer to your milk purchaser(s) procedures on milk collections as they may differ from the above.

9.5 - MORE THAN ONE COLLECTION IN 24-HOUR PERIOD:

There may be instances where the milk supplier is collected more than once in a 24-hour period. Your Supervisor will make you aware of this. If you know this to be the case, then the volume of milk collected must be written on the pot label for each collection. This enables a weighted average to be calculated for farmer payment purposes.

9.6 - OTHER SAMPLES:

From time to time you may be asked to take other samples. Your Supervisor will advise you of the procedures when appropriate, and may provide different sized pots for these samples. The same degree of care should be taken when obtaining these samples.

9.7 - SAMPLE TRANSPORT AND STORAGE:

Raw milk spoils easily and quickly. Samples must always be transported securely in a temperature-controlled container. It is essential that the chill chain is maintained during transit. Please ensure you have the correct number of ice packs in your cool box and that they remain frozen.

On return to your depot, the samples need to be transferred to the sample fridge ensuring that the chill chain is maintained during this process.

PLEASE REMEMBER:

- ✓ **DO NOT** contaminate the empty or filled sample pot
- ✓ **DO NOT** sample from the farm vat outlet valve
- ✓ **DO NOT** leave the cool box open for any longer than is necessary.
- ✓ **DO NOT** leave the filled sample pots out of the chill chain for any longer than is strictly necessary

- ✓ **DO** label the sample pots using the barcode labels supplied on the farm
- ✓ **DO** close the sample pot lid firmly
- ✓ **DO** write the litres on the sample pot for multi-vats or where there is more than 1 daily collection
- ✓ **DO** write the tank number on the sample pot for multi-vats
- ✓ **DO** transport samples only in the proper sample box with sufficient ice packs
- ✓ **DO** report any breakdowns, problems or concerns to your Supervisor

10. OTHER ISSUES

10.1 - WINTER CONDITIONS:

It is important to maintain milk collections throughout adverse weather conditions. If a Severe Weather Warning has been issued in your area the depot management team will assess the situation and implement a plan to maintain continuity of collection

Drivers will do their best to collect milk, but health and safety will always be of paramount importance. Drivers will be required to safety assess the situation as they progress through the route, if you experience any hazardous road conditions you must immediately contact your Supervisor who will liaise with the appropriate traffic authorities, so alternative route plans can be implemented.

Farms should ensure they have sufficient quantities of salt / grit to keep both the main access and the immediate vicinity around the dairy / parlour clear of ice and snow. If a producer fails to provide safe / clear access no attempt should be made to access the farm to collect the milk.

Driver checks must ensure:

- ✓ That the tanker is drained following CIP by opening all drain valves fully
- ✓ That any blank ends fitted to air vents, exit valves, etc. are not frozen (and can be removed when required) prior to starting the collection journey
- ✓ That all vehicle hoses are drained before replacing blank ends following CIP and hoses are returned to the hose carrier on the tanker

You must also be conscious of any difficult or unusable farm tracks / roads. Any inability to access a farm must be reported to your Supervisor prior to leaving the immediate vicinity.

10.2 - OVERNIGHT LOADS:

Milk left in pipework can freeze and damage valves if they are operated. You must try to reduce the possibility of this happening by parking up overnight loads in sheltered places or under cover.

If you think that the milk may have frozen in the pipework, inform your Supervisor before leaving the depot. If instructed to deliver the milk, when you arrive at the dairy inform the dairy reception staff of the problem and help them deal with it.

If pipework insulation has to be removed make a note on driver incident report form. Before leaving for the next route check all valves are operating correctly and if you have any doubts contact your depot for advice.

10.3 - HEAT TREATMENT ORDER MILK (HTO):

It is important that you follow the instructions given by your Supervisor regarding the farms to be collected and the order in which the route must be run when you have collections under an HTO restriction.

All HTO milk **must** be heat-treated, e.g. pasteurised and can only be delivered to certain customers. Your Supervisor will advise you accordingly. Under no circumstances must HTO milk be delivered to any customer that manufactures unpasteurised product.

Your vehicle may require a CIP following delivery of that route and before any more milk is collected. Your Supervisor will advise you if this is the case.

If, during the course of your route, a producer advises you that they have had an HTO served on their farm, then you must notify your Supervisor immediately and before collecting the milk.

10.4 - NOTIFIABLE DISEASES:

If an outbreak of a 'notifiable disease' occurs in your area, you must comply with the restrictions laid down by the Department of Environment, Food & Rural Affairs (DEFRA) or their equivalent authority.

You may also be requested to comply with detailed disinfection procedures at the depot, farms and dairies, depending on the nature of the outbreak. You will be instructed about these procedures at the time and these instructions must be followed without fail.

It is particularly important that you do NOT change the designated route order whilst these restrictions are in place. Your Supervisor will advise if you have any doubts.

The list of 'notifiable diseases' is not exhaustive but will include the following:

- Anthrax
- Blue Tongue
- Bovine Spongiform Encephalopathy (BSE)
- Brucellosis
- Cattle Plague in Ruminants and Swine
- Enzootic Bovine Leucosis (EBL)
- Foot and Mouth Disease in Ruminants and Swine
- Rabies
- Scrapie
- Swine Vesicular Disease (SVD)
- Tuberculosis in Cattle
- Warble Fly
- Avian Flu

During a disease outbreak it will be necessary to fit filters to the air outlet vent of the tanker. These will require cleaning using special measures. There is a requirement to disinfect your vehicle before and after entering and leaving a farm. This must be done thoroughly, ensuring that vehicle chassis, tyres and mud flaps are sprayed. You must follow the guidelines on each type of disinfectant used. In extreme measures you may also be asked to wear protective waterproofs and goggles etc, this is to ensure that we minimise the threat of spreading infection to neighbouring farms and also for personal protection from the use of the disinfectant.

10.5 - SPECIALIST MILK COLLECTION:

Procedures for the collection of specialist milk types (e.g. Organic, Channel Island, Kosher and any other milk type that is required to be segregated) are as per the driver handbook with the following exceptions:

- The tanker must be clean and if used previously for a different milk type, must be CIP'd prior to the collection of any specialist milks
- The trip must be set up to show the relevant milk type if the data capture system allows this

10.6 - MILK SPILLAGE:

Any milk or milk products getting into watercourses, rivers and streams has the potential to cause serious impact on the environment. You must be aware of this and help ensure that any spillage of milk is prevented.

You must also know what to do if there is an accidental spillage.

If you are on the public highway and are either involved in some incident which results in the spillage of milk or milk products, or you become aware that milk is leaking from your tanker, **you must phone your Supervisor immediately.**



- Ensure wherever possible that you park your vehicle well away from obvious watercourses or drains
- Use whatever means are available to you to prevent milk or milk products entering watercourses. Use any items that may be to hand—rubber floor mats, items of uniform and clipboard folder are all examples of items you could use to put over open grates to minimise the leakage of milk

Your depot will inform the appropriate authorities and you will be advised as to what further action to take. You should cooperate fully with any of the emergency services or environmental authorities if they require your help.

Once the incident has been dealt with, you should complete a driver incident report form, giving as much detail as possible. Any information that you can provide may help to prevent a similar incident occurring in the future.

10.7 - TANKER DEFECTS:

If there is an issue with your vehicle, notify your Supervisor / service provider, to ensure the problem can be resolved accordingly.

10.8 - DIGITAL THERMOMETERS:



Drivers are issued with thermometers as an aid to obtaining information when there may be doubt about the acceptability of a particular consignment. As a general rule, it will be the farm vat temperature gauge and the temperature probe sensor on the vehicle that will be used as the definitive measurement. The thermometer will only be used if there is doubt about these other measurements.

Instances where the thermometer may be used may include:

- Where there is no power at the time of collection and the vat gauge is not functioning
- Where a driver believes the temperature of the milk to be higher than that indicated on the vat gauge
- Where the vat gauge is known to be faulty
- Where, after loading, the temperature of the milk is shown to be higher than registered on the vat gauge, the thermometer may be used before collecting milk the next time.

If you have any doubts about the accuracy of your thermometer, you should report it to your Supervisor.

10.9 - TANKER SEAL COLOURS (suggestions for colours to be used but individual companies may have established security seal protocols):

- **BLUE** Clean/Empty
- **WHITE** Partial Loaded
- **YELLOW** Fully Loaded
- **RED** Rejected
- **GREEN** Milk Fractions (Cream/Skim/Whey)

11. KEY CONTACT DETAILS

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