Risk Management Programme (RMP) Template for Farm Dairies

You can use this RMP template if your operation includes:

- **Harvesting milk**

This RMP template is issued by the Ministry for Primary Industries in accordance with section 12 (3A) of the Animal Products Act 1999 for the purpose of making the determination that the **Risk Management Programme (RMP) Template for Farm Dairies** is valid and appropriate for the business of this kind described in the Statement of Application.

Pages i to xviii are not part of the RMP.

Statement of Application

The application of the **Risk Management Programme (RMP) Template for Farm Dairies** is limited to dairy farm processing businesses that are involved in:

- Harvesting of milk at farm dairies

Dated at Wellington 13th day of November 2023.

Aaron Tangaroa

Manager Regulatory Delivery
Ministry for Primary Industries
(acting under delegated authority of the Director-General)

Contact for further information

Ministry for Primary Industries (MPI)
Animal Products
PO Box 2526
Wellington 6140

Email: animal.products@mpi.govt.nz

Contents

What this template covers

(1) This RMP template applies to operators that harvest milk for human and/or animal consumption.

(2) This RMP template does not apply to operators that are:

a) harvesting colostrum; or
b) using mobile milking sheds; or
c) supplying raw drinking milk; or
d) supplying milk for making raw milk products; or
e) manufacturing dairy products; or
f) storing dairy products; or
g) transporting dairy products.

(3) This RMP template does not apply to operators covered under a different RMP, Regulated Control Scheme or a risk-based measure under the Food Act 2014 (e.g. Food Control Plan or National Programme), or operators that process, transport and store:

a) other animal products; and
b) other food products; and
c) other non-food products.

(4) This RMP template has been developed based on New Zealand requirements only and does not cover OMAR requirements or export requirements such as the:

a) Animal Products Notice: Official Assurances Specifications for Animal Material and Animal Products.

(5) If your operations are not fully covered by this template, or you decide to deviate from the requirements and procedures given in this template, you can do so by modifying this template, or writing your own RMP. In most cases, these changes will need to be evaluated by an MPI recognised RMP evaluator. If you decide to make changes to this template after you have registered it, you will need to talk to your verifier first.

How to Complete the Template

General

(1) You need to provide complete and accurate information as the registered RMP is a legally binding document that must be complied with. Everything written down needs to accurately reflect or apply to your operation.

(2) You can complete this RMP template electronically as it is an editable PDF document or you can print it off and manually complete it. If you are manually completing your RMP template, you must ensure that all information is clear and easy to read.

(3) The template should be completed by a person or group of people who have full knowledge of the whole operation covered by the RMP.

(4) You need to read each section of this guidance while completing the template.

(5) You must provide the required information by entering information into the empty boxes or blank lines; or ticking the appropriate answer or information.

(6) You must ensure that all information provided needs to be clear and able to be read.

(7) **Your final RMP will be the completed RMP template (Part 1: Required Information, Part 2: Supporting Systems and Part 3: Regulatory Limits and Hazard Analysis) and all the additional documents you have written yourself and listed in the document list.**

(8) You must comply with all the requirements and procedures in the final RMP, including those in the supporting systems and all the additional documents you have written yourself and listed in the document list.

(9) If you need to make changes to this template to better suit your operation, you can do so by modifying this template or writing your own RMP. In most cases, these changes will need to be evaluated by an MPI recognised RMP evaluator. If you decide to make changes to this template after you have registered it, you will need to talk to your verifier first.

(10) By complying with the requirements and procedures given in this template, you will be meeting the requirements for the harvesting of milk that are specified in the current versions of:

Animal Products Act 1999	www.legislation.govt.nz/act/public/1999/0093/latest/DLM33502.html	
Animal Products Regulations 2021	www.legislation.govt.nz/regulation/public/2021/0400/latest/LMS520972.html	

Animal Products Notice: Production, Supply and Processing	www.mpi.govt.nz/dmsdocument/50182	
Animal Products Notice: Disposal of Non-conforming Dairy Material or Dairy Product	www.mpi.govt.nz/dmsdocument/999	
Food Notice: Maximum Residue Levels for Agricultural Compounds	www.mpi.govt.nz/dmsdocument/19550	
Food Standards Code	www.foodstandards.govt.nz/code/Pages/default.aspx	

(11) A complete list of legal requirements, guidance documents and forms that are relevant to you are listed in the Dairy Roadmap (www.mpi.govt.nz/dmsdocument/17305).

(12) Where you need to develop additional procedures and forms, you can:

a) use and adapt the examples of forms and procedures from the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566); and

b) use the example forms that have been specifically created for farm dairy use - Dairy risk management programme template (www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/).

Export Requirements

(1) This RMP template does not fully cover export requirements which differ depending on the country.

(2) You will need to determine what additional export requirements apply to milk production and harvesting for the markets your milk is intended to be sold in. You will need to document any additional procedures, testing and limits that are required.

(3) Below is a non-exhaustive list of requirements that may apply when exporting.

Overseas market access requirements (OMAR's)	www.mpi.govt.nz/export/export-requirements/omars/search-country-animal-products-wine-organics/	
Animal Products (Export Requirements – Dairy Products) Notice	www.mpi.govt.nz/dmsdocument/1001	

(4) To request access to OMARs, go to Request or amend access animal product OMARs (www.mpi.govt.nz/export/export-requirements/omars/request-to-access-animal-product-omars/). 

Part 1. Required Information

1.1 Identifying Information

RMP ID – if you do not already have a RMP ID, you can nominate your own identifier when you complete the AP4 Application form (www.mpi.govt.nz/dmsdocument/71). Your identifier must be a number/letter combination of at least 3 and no more than 10 characters, with at least one character a number and no leading zeros.

If you have more than one RMP, assign a consecutive two digit number (01-99) to each new RMP you have. Enter 01 if this is your first RMP.

For example: 100% ABC NZ Ltd could nominate an identifier of 100ABC/01 for their first RMP.

If you don't nominate an identifier, MPI will assign one for you. If the identifier you nominate is not in the appropriate format, or is already in use, MPI will suggest an alternative.

1.2 Day-to-day Manager

Day-to-day manager of the RMP – also referred to as the RMP Manager, you must nominate a day-to-day manager who will be responsible for implementing the RMP and ensuring that it is kept up-to-date. They will be the contact person for MPI and the verification agency when dealing with matters relating to the RMP.

It is recommended that the position be given instead of the name of the day-to-day manager to avoid the need for amending the template and notifying MPI when this person is replaced. You may also wish to identify a deputy to the day-to-day manager.

Email – you must enter the email address that can be used to contact the day-to-day manager of the RMP.

Mobile phone number – you must enter a mobile phone number that can be used to contact the day-to-day manager of the RMP. If there is no mobile number, a landline number may be entered.

1.3 Operator Name, Business Address and Contact Details

NZBN – you must provide your NZBN here if you have one. If you want more information about NZBNs, see www.nzbn.govt.nz.

Full Legal Name - if the business is a registered company, then you must use the full legal name that matches the details given at the Companies Office exactly. If the business is a partnership or a sole trader operation, then you must provide the name(s) of the business owner(s)/partners.

Trading Name – you must fill this in if the name the business trades under (i.e. the name used on a shop sign or letterhead) is different to the full legal name. If you don't have a trading name - then you can leave this blank.

Physical Address of Premises – you must give the street address of the premises that the RMP applies to. If this RMP covers multiple farm dairies, this address should be the address of the RMP Operator.

Postal Address – if the postal address is different to the physical address, you must give the address any correspondence should be sent to, including the postcode.

Phone number – you must enter a phone number that can be used to contact the RMP operator. Enter a phone number even if this is the same as the phone number under *1.2 Day-to-day Manager*.

Mobile phone number – you must enter a mobile phone number that can be used to contact the RMP operator. Enter a mobile phone number even if this is the same as the mobile phone number under *1.2 Day-to-day Manager*.

Email – you must enter the email address that can be used to contact the RMP operator. Enter an email address even if this is the same as the email address under *1.2 Day-to-day Manager*.

1.4 Farm Location and Identification

Multiple farms may be covered under this RMP, as long as they are recorded. Changes to the farms covered by the RMP is a minor amendment.

If needed, attach additional pages to the RMP. Alternative ways of recording this information (e.g. a spreadsheet) may also be used.

The RMP operator needs to have clear communication processes with each farm dairy operator.

1.5 Scope of the RMP

Physical Boundaries (single farm dairy) – if the RMP covers a single farm dairy, a site plan must be included as part of the RMP. The site plan should be labelled to make it clear it is part of the RMP. Tick the box to indicate that you have a site plan and be sure to attach it when submitting the RMP for registration.

Your site plan must show the location of the farm dairy and any associated buildings, facilities and external surroundings included under your RMP (a map of the whole farm is not required). The different rooms or areas within a building and the location of key pieces of equipment should also be shown in the diagram(s). The physical boundary of the RMP will need to be clearly indicated on the site plan. Areas and facilities within the boundary that are excluded in the RMP should also be clearly indicated on the site plan. See the RMP Manual (www.mpi.govt.nz/dmsdocument/183) for an example.

Physical Boundaries (multiple farm dairies) – if the RMP covers multiple farm dairies, the location may be described by assigning an identifier that is specific to each farm dairy and recording its location or address on the register in *1.4 Farm Location and Identification*. (Site plans are not required for multiple farm dairies.)

Milk Origin – tick the box(es) to indicate what species your RMP will be milking. At the time of registration, your operation must be milking the species you indicate. Fill out the estimated number of milking animals per species.

Processes and Activities– tick the box(es) to indicate what processing your RMP covers. At the time of registration, your operation must be capable of carrying out the processes that you indicate.

1.6 Other Activities, Risk-based Measures or Operators

You must fill out this table if there are any products or activities that occur on the same premises or within the physical boundaries of the RMP, but are not covered by this RMP template because:

- they are covered under a different risk-based measure (e.g. an RMP, a Regulated Control Scheme, a Food Control Plan, a National Programme or under the Wine Act 2003); or
- they are not covered under a different risk-based measure; or
- they are carried out by a different operator.

The farm dairy should only cover farm dairy activities. Other activities may be adjacent (and then are not required to be listed in this table). Be careful how you draw the physical boundaries for the farm dairy RMP.

If you do have other activities occurring in the farm dairy boundaries, you must have procedures that make sure that these excluded activities are not a source of contamination to any milk harvested or stored within the physical boundaries of the RMP.

You will also need to fill out the table as appropriate, listing:

- each activity (including processing of other products) occurring within the RMP physical boundary that is not covered by this RMP; and
- if the activity is covered under a different RMP, Regulated Control Scheme or risk-based measure (if yes, say which one it is covered under and include the ID if there is one); and
- how the activity is controlled, so operations are not adversely affected; and
- who is responsible for ensuring that the control measures are implemented and effective; and
- who is responsible for resolving any issues that occur between this RMP, and the other activity (use name or job title, include name of different operator if applicable).

For example:

Activity	**Covered under a Risk-Based Measure** (if Yes, include which one and ID)	**Control Measures**	**Responsibility** (Name or job title, include name of different operator if applicable)
Cheesemaking	RMP ID BUS111/01	Kept separate from all milking activities	Head Cheesemaker
Processing animal feed for sale	No	Kept separate from all milking activities	Feed Mill Supervisor

If necessary, use extra pages and attach to the RMP.

1.7 External Verification and Farm Dairy Assessment

This section states that you authorise the contracted verifier and contracted farm dairy assessor to have the freedom and access to carry out verification and farm dairy assessment activities.

To find out more about verification and the differences between a farm dairy assessment and an RMP verification, see Guidance Document: Farm Dairies RMP Verification (www.mpi.govt.nz/dmsdocument/34509).

The verifier and farm dairy assessor must have access to any and all places, things and information that may reasonably be needed to complete the verification or farm dairy assessment (e.g. lab test results, non-conformances and the corrective actions taken, opening equipment).

External verification

You must have a record of the name and contact details of the verification agency and ensure that a letter has been received from the verification agency confirming that they will verify your RMP. This letter must be provided to MPI when applying for registration of your RMP. An electronic letter or email is fine.

You must tick the box to indicate that you have contracted a verifier and have received and attached the letter from the verification agency confirming that they will verify the RMP.

Farm dairy assessment

You must contract a farm dairy assessment agency. It is possible for the farm dairy assessor and the verifier to be from the same agency, but it is most likely that you will have separate agencies. You do not need to attach a letter from the farm assessment agency when you register the RMP.

You need to have a farm dairy assessment report available before your first verifier visit, and before you supply milk from new or significantly altered farm dairies. A farm dairy assessor must also be involved in the farm dairy water status assessment.

1.8 RMP Document List

Table 1: Documents from the RMP template. This gives the list of all the documents from the RMP template that form part of your RMP. You must complete this table with the date authorised for each document. This will be the date that the RMP is authorised (section 1.9).

Table 2: Procedures, programmes and other documents written by the operator. This table is for all the additional documents that make up the rest of the RMP – these documents have been written by you. You must fill in this section with the **name of the document** and include the name of the **person authorising the document and the date of authorisation** for each of the procedures and programmes you have written yourself or used from the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566).

Some supporting systems of the RMP may require you to write procedures and programmes covering good operating practice (GOP) and process control that are specific to your operation and premises. Examples of the types of documents are: a cleaning procedures, milking procedures and animal health management. The verifier will confirm the effectiveness of the RMP against these procedures and programmes. You must ensure that all the written procedures and programmes apply to your operation and that you comply with them.

These documents **must be authorised by the day-to-day manager or a nominated person** and may be authorised individually and separately to the documents from the RMP template (i.e. the documents listed in Table 1). (Note that updating Table 2 with changed document details is not a minor amendment, but that updating those documents which are listed in Table 2 might be a minor or significant amendment.)

Each document must be re-authorised each time it is updated. Updating a document you have written yourself might be a minor or significant amendment.

1.9 Authorisation of the RMP

The RMP must be authorised by either the day-to-day manager or a nominated person. Tick the boxes to indicate which person is authorising. This person must sign, date and give their job title.

If the person signing is a nominated person, check their name is on the list of nominated persons referred to in the 'Show' section of Supporting System A. Document Control and Record Keeping.

You must tick the boxes to confirm that you agree to the statements confirming that the RMP is valid and appropriate for the activities it is intended to cover.

Each time you make a minor or significant amendment to the RMP, the RMP needs to be re-authorised (signed and dated).

If you are electronically completing the RMP template and are unable to electronically sign, then print this page, physically sign, and include a scan of the signed page when sending to MPI.

Part 2. Supporting Systems

The supporting systems in Part 2 describe the good operating practices and procedures that you will comply with. They are part of your RMP and you will need to include them when submitting your application.

The Operational Code: NZCP1: Design and Operation of Farm Dairies (NZCP1) (www.mpi.govt.nz/dmsdocument/46243) has been incorporated into the RMP. You must follow all the requirements in NZCP1, regardless of whether they are specifically referred to in a supporting system or not. NZCP1 does not need to be included when submitting your application.

You will need to:

a) read NZCP1 thoroughly; and
b) read each supporting system thoroughly; and
c) ensure that you will be able to comply with everything in NZCP1 and each supporting system; and
d) provide information suggested in some supporting systems that's specific to your operation by:
    i) entering information into the empty boxes or blank lines; or
    ii) ticking the appropriate answer or information; and
e) ensure that you have written any procedures and programmes that might be required and that these additional documents are listed in the Document List (Section 1.8 in Part 1 of the template).

Your contracted verifier will verify the effectiveness of the RMP against the supporting systems and the additional procedures and programmes you have written. It is a good idea to store a copy of your procedures and documents with your copy of the RMP.

Each supporting system is written in the Know/Do/Show format.

Know has general information about why this topic is important and gives ideas for how you can comply with food law.

Do outlines what you must do to comply with the food safety laws.

Show gives examples of records which your verifier might want to see as evidence that you've done something.

The pencil icon indicates that you need to:

- enter further details or tick boxes as appropriate directly in the supporting system; or
- write a procedure or other document that covers the points listed in the supporting system.

Where you need to develop additional procedures and forms, you can:

- use and adapt the examples of forms and procedures from the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566); and

- use the example forms that have been specifically created for farm dairy use - Dairy risk management programme template (www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/).

The document icon indicates that you need to keep a record of something.

Part 3. Regulatory Limits and Hazard Analysis

The hazard identification and controls that are documented in Part 3 describe the practices and procedures that you will comply with where appropriate. This is part of your RMP and you need to include it when submitting your application.

Part 3 contains information on:

- intended consumer
- intended use of dairy material that leaves the RMP
- relevant regulatory limits
- a generic process flow diagram
- risk factor identification and controls for hazards relating to human health, wholesomeness, and false and misleading labelling, including hazard analysis and critical control point (CCP) determination

The risk factor identification and controls are designed to ensure the consistent harvesting of milk that is safe and suitable for the intended purpose and that relevant regulatory requirements are met. The contracted verifier will verify the effectiveness of the RMP against these procedures and requirements.

You can modify the generic process flow diagram to better reflect your operation, or you can replace it with your own version. (Cross out the generic diagram and attach your own version instead.)

How to Register the RMP

1.1 Complete the RMP template

You must complete all parts of the RMP template and write any additional procedures or other documents that you need.

If changes have been made to the template

If your operations are not fully covered by this template, or you decide to deviate from the requirements and procedures given in this template, you will need to modify this template with additional information or write your own RMP. In most cases, these will need to be evaluated by an MPI recognised RMP evaluator.

If you decide to modify the template after you have registered it, talk to your verifier first.

1.2 Complete the Application forms

Fill in both of these application forms:

- Application Form AP4: Registration of Risk Management Programme (www.mpi.govt.nz/dmsdocument/71)

- Application Form AP49: Processing Categories Tables (www.mpi.govt.nz/dmsdocument/4562)

1.3 Apply for Registration

To apply for registration of your RMP, send the following information to **MPI Approvals** (approvals@mpi.govt.nz):

- completed RMP template, which is **Part 1: Required Information, Part 2: Supporting Systems and Part 3: Regulatory Limits and Hazard Analysis**
  - check you have added the name and date of issue for each document you have created yourself to *1.8 RMP Document List*
- completed Application Form AP4: Registration of Risk Management Programme
  - check you have included all additional documents required by the AP4 form
- completed Application Form AP49: Processing Categories Tables

MPI may ask for clarification or further information on any part of the RMP. There may be an additional assessment fee charged for the time of the MPI assessor so it is advisable to complete the RMP template and application forms as best as you can. The RMP will be registered once MPI is satisfied with the RMP and all fees are paid.

1.4 Keeping the Registered RMP up-to-date

Updates to information held in the template can be made. Amendments to contact details such as emails, phone numbers or postal addresses can be made by emailing the information to be changed to approvals@mpi.govt.nz.

Amendments to other details such as the trading name and the name of the day-to-day manager will be a minor amendment and an AP50: Registration of a Minor Amendment (www.mpi.govt.nz/document-vault/4567) form must be completed and emailed to approvals@mpi.govt.nz.

When making any amendment to an RMP, you have to determine whether the amendment is considered significant or minor. Detailed guidance on RMP amendments is given in the RMP Manual. Appendix G of the manual provides examples of significant and minor amendments. You can also consult your RMP verifier when deciding whether an amendment is significant or minor.

Other minor amendments may require notification to MPI (you will need to submit an AP50: Registration of a Minor Amendment (www.mpi.govt.nz/document-vault/4567) form).

Significant amendments are to be submitted using the AP6: Risk Management Programme Amendment Registration (www.mpi.govt.nz/dmsdocument/4573). If the amendment relates to an activity outside the scope of the RMP template, the amended RMP will require evaluation.

All amendments made to the RMP should be recorded in an Amendment Register (www.mpi.govt.nz/dmsdocument/26566). A sample register is included in this link to the RMP Operator Resource Toolkit.

Pages i to xviii are not part of the RMP and DO NOT need to be submitted to MPI
The RMP starts on the next page, page 1

Risk Management Programme for Farm Dairies

Part 1: Required Information

Please complete the tables as required.

1.1 Identifying Information

RMP ID	

1.2 Day-to-day Manager

Name, position or designation of the day-to-day manager of the RMP	
Email	
In entering this email, I consent to being sent information and notifications electronically.	
Mobile phone number	

1.3 Operator Name, Business Address and Contact Details

NZBN	
Full Legal Name	
Trading Name, if any (if different from legal name)	
Physical address of premises	
Postal address including postcode (if different from the physical address)	
Phone number	
Mobile phone number	
Email	

1.4 Farm Dairy Location and Identification

Multiple farm dairies may be covered under this RMP, as long as they are recorded. Changes to the farm dairies covered by the RMP is a minor amendment.

If needed, attach additional pages to the RMP. Alternative ways of recording this information (e.g. a spreadsheet) may also be used.

Supplier Number	**Physical Location** (e.g. address)	**Species**	**Farm Dairy Operator** (complete when the farm dairy operator is not the RMP operator)	
			Name	**Contact details**

1.5 Scope of the RMP

Physical Boundaries

Physical boundaries of the RMP:	
☐	If the RMP covers one farm dairy - the physical boundaries of the RMP are shown on the attached site plan(s). If the RMP covers multiple farm dairies – *1.4 Farm Location and Identification* is completed.

Milk Origin

The animals producing the milk are: (tick all applicable species)	
Species	**Estimated number of milking animals**
☐ Cows	
☐ Sheep	
☐ Goats	
☐ Buffalo	

Processes and Activities

The RMP covers the following processes and activities: (tick all applicable processes or activities)	
☐	Harvesting milk from milking animals
☐	Filtering
☐	Cooling
☐	Storage

1.6 Other Activities, Risk-based Measures or Operators

These activities occur within the physical boundaries of the RMP, but are excluded from the RMP and:

- they are covered under a different risk-based measure (e.g. an RMP, a Regulated Control Scheme, a Food Control Plan, a National Programme or under the Wine Act 2003); or
- they are not covered under a different risk-based measure; or
- they are carried out by a different operator.

Procedures are in place for ensuring that these products are not a source of contamination to milk that is harvested and stored in the premises.

Activity	**Covered under a Risk-Based Measure** (if Yes, include which one and ID)	**Control Measures**	**Responsibility** (Name or job title, include name of different operator if applicable)

1.7 External Verification and Farm Dairy Assessment

(1) I give my contracted risk management programme verifier and contracted farm dairy assessor access to any and all places, things and information that may reasonably be needed to complete verification and assessment, including:

a) freedom to access premises, places, or facilities covered by a risk management programme; and
b) access to observe the milking animals; and
c) access to documents, records, and information that relate to a risk management programme; and
d) access to milk, equipment, packages, containers, and other associated things used in milk harvesting under a risk management programme (noting that the verifier may identify and mark any of those things); and
e) such freedom to examine, open and take samples (for the purpose of analysis or retention) of milk, or any other outputs, substance, or associated thing which has been, is, or may be used in contact with, or in the vicinity of milk harvesting occurring under a risk management programme.

(2) I will provide my contracted risk management programme verifier and contracted farm dairy assessor with any reasonable assistance requested.

(3) By way of explanation, in the case of a significant risk to the fitness for intended purpose of animal product or suitability of animal material for processing, a recognised risk management programme verifier may recommend to an Animal Product Officer that the officer exercises their powers of interruption of operations under section 89 of the APA which (in the case only of the powers under section 89(b) and (c)) may be exercised by the Animal Product Officer over the phone if he or she considers that appropriate.

☐ A letter (e.g. hardcopy or electronic confirmation such as an email) has been received from the verification agency confirming they will verify the risk management programme at all sites covered by this risk management programme.

1.8 RMP Document List

Table 1: Documents from the RMP template

The date authorised will be the same as the date Section 1.9 is signed.

Title	Date Authorised
Part 1: Required Information	
Part 2: Supporting Systems	
Part 3: Regulatory Limits and Hazard Analysis	

Table 2: Additional documents written by the operator

These additional documents include: procedures; site plan; list of nominated persons; farm dairy water assessment; amendment record.

These documents **must be authorised by the day-to-day manager or a nominated person** and may be authorised individually and separately to the documents from the RMP template (Table 1).

Each document must be re-authorised each time it is updated.
Updating a document you have written yourself might be a minor or significant amendment.

Title	Authorisation
DPF 201 Farm Water Assessment	Name:
	Date:
	Name:
	Date:
	Name:
	Date:
	Name:
	Date:
	Name:
	Date:
	Name:
	Date:
	Name:
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Title	Authorisation
	Name:
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1.9 Authorisation of the RMP

I confirm that:

☐	All of the documents listed in Section 1.8 are appropriate for my operation.
☐	All building, facilities and equipment necessary to implement the RMP are available and ready to operate.
☐	No milk from any other farm dairy is to be introduced, added to the farm bulk milk tank or otherwise supplied as if it were harvested from the farm dairy covered by this RMP.
☐	If or when another herd is milked at the farm dairy, all controls relating to the animals must be met in accordance with the requirements of the programme, including animal health, treatments and withholding.
☐	Where multiple farm dairies are covered by this RMP, I have: • sufficient control, authority and accountability for all matters required under the RMP; • obtained the consent of each farm dairy operator covered by this RMP; and • made each farm dairy operator aware of the implications for their operations in the event of suspension or deregistration of the RMP, or the RMP operator ceasing to operate for any other reason.
☐	The RMP, including all relevant legislation incorporated into the RMP, will be implemented as written.
◉ ○	The documents from the RMP template, including all Supporting Systems and the Regulatory Limits and Hazard Analysis, have been authorised by: The day-to-day manager of the programme or A nominated person
Signature	Title: _____
Date	

The RMP must be re-authorised (signed and dated) each time a minor or significant amendment is made to the documents from the RMP template.

Part 2: Supporting Systems

The Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) has been incorporated into this RMP, and all requirements are followed.

A. Document Control and Record Keeping

Useful things to know

Know

- To ensure all RMP documents are authorised, controlled, kept up-to-date, and stored properly.
- To ensure records are generated and stored properly.

Rules you must follow

Do

Document control

- Every document that forms part of this RMP is dated and authorised (see RMP Document List (Tables 1 & 2) by:
  - the day-to-day manager; or
  - a nominated person.
- All current RMP documents and their date of authorisation are listed in the RMP Document List (Tables 1 & 2).
- All RMP documents (from both Tables 1 & 2, including displayed copies) are:
  - able to be clearly read; and
  - indicate their version or date of authorisation.
- Details of all amendments to the RMP, including minor and significant amendments, are recorded in an Amendment Register. (The RMP Manual (www.mpi.govt.nz/dmsdocument/183) has guidance on determining if an amendment is minor or significant.)
- The most recent amendments made in a document are identified by highlighting or marking the amended part(s).

Record keeping

- A list of the nominated people (who can authorise documents, as per the above section) is kept.
- All records identified in the RMP are clear and readable.
- All paper and electronic RMP records (e.g. monitoring, corrective action, verification and validation records) include:
  - the date and, where appropriate, the time of the activity or observation;
  - an accurate description of the results of the activity or observation; and
  - the identity of the person(s) who performed the activity (i.e. initials or signature of the person completing the record).
- Any alteration made to a record is made in a way that allows the original entry to remain readable (i.e. erasures or the use of correction fluid or other material to cover the original entry is not allowed) and is initialled by the person making the alteration.

Retention of all RMP documents and records, including archived documents

- One copy of all RMP documents and all records, including those that are obsolete/out-dated/previous versions, are:
  - retained for 4 years; and

- stored in a location where they are protected from damage, deterioration or loss.
- Validation information is:
  - kept for the life of the process or activity; or
  - until the process is revalidated and new records are created (then the old validation information is archived and retained for 4 years).
- All electronic RMP documents and records are backed up regularly.

Availability of documents

- Current versions of RMP documents are readily available, in hard copy or electronic form, to persons with key responsibilities in operating the RMP.
- Procedures for daily milking activities are documented and available to those who need to use them. They have sufficient detail that a relief milker can follow them and ensure that the milk offered for supply conforms to all requirements. Procedures for daily milking activities include:
  - pre-milking start up;
  - separation of treated and diseased animals from the main milking herd, or animals producing colostrum or other specialty milk;
  - milking procedures;
  - milk harvester considerations, including covering cuts or wounds, keeping hands and arms clean during milking, and ensuring protective clothing used is not used for other purposes that may cause contamination during milking;
  - ensuring that only animals with clean teats are milked, and that animals with wet and dirty udders are cleaned in such a way that the teats are and remain clean during milking;
  - the steps that are taken to detect inflamed or injured udders and to detect the presence of mastitis in individual animals, and regularly stripping foremilk to confirm the "normal' characteristics of the milk;
  - maintaining a clean milking area;
  - post milking activities including cleaning; and
  - storage, use and control of veterinary medicines including teat sprays and teat salves, agricultural compounds and chemicals.
- A list of important contacts (such as support, maintenance/service information and emergency service providers) is available to milk harvesters and relief milkers (e.g. C5: Contacts).
- All RMP documents and records, including archived documents, are able to be made available to the RMP verifier or any person authorised by MPI, within 2 working days of a request being made.

Amendments

- All amended parts of the RMP are replaced with the current versions without unnecessary delay after authorisation.
- An amendment register, which includes the following information, is maintained by the RMP operator:
  - document name and specific part being amended;

- details of amendment;
- reason for amendment;
- date of change; and
- person approving the amendment.

- Any alterations on records are made alongside the original entry and initialled by the person altering the record.

S

Show

Things to show your verifier

- Document list.
- List of nominated persons (if any)
- Obsolete documents and documents are filed.
- Records are complete and available upon request (e.g. In the RMP Operator Resource Toolkit Amendment Register).
- Supporting System and process control records (including monitoring, corrective action and verification records).
- Record forms.
- All records generated while operating the RMP.
- Milking procedures
- Important contacts list (e.g. C5: Contacts)

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

B. Personnel Health and Hygiene

Useful things to know

- To ensure that all personnel are medically fit to perform their duties, and that they comply with good hygienic practices so as to prevent or minimise the contamination of milk, equipment and the processing environment.
- Personnel include all workers, staff, contractors providing services and visitors.

Rules you must follow

Induction and ongoing supervision of personnel

- New personnel are informed of their job description, health requirements, and hygienic practices and procedures before starting work.
- Ongoing supervision and/or training is provided to ensure that personnel are adequately trained on their specific tasks as written in the RMP hygienic practices and procedures.
- Where appropriate, clear instructions on hand washing, use of protective clothing, and other hygienic practices are posted in the premises to reinforce the procedures.

Health and sickness policy

- The day-to-day manager ensures that all personnel understand and comply with the health and sickness requirements discussed in this section.
- All personnel **(including visitors and contractors)** are required to inform the day-to-day manager or another responsible person if they are suffering from any of the health conditions listed in Table B.1 below.
- Personnel suffering from a health condition or illness listed in Table B.1 should not carry out tasks where they will have direct contact with milk, milk contact surfaces, or milking animals.

Table B.1. Health conditions

Condition or illness
Diarrhoea or vomiting due to gastroenteritis or other infectious diseases including norovirus and rotovirus. (May also include illnesses involving *E. coli, Salmonella* spp., *Shigella* spp., *Campylobacter, Yersinia, Cryptosporidium, Giardia*, and *Vibrio cholerae*)
Acute respiratory infection
Hepatitis A
Skin infection (e.g. boils, sores, infected wounds, etc.)

- Personnel must not harvest milk if wounds, particularly on the face, hands or other exposed areas of the body are infected. Clean wounds that are totally

covered may be acceptable. Wounds on unexposed parts of the body are generally acceptable.

- Personnel with a superficial wound or cut may harvest milk provided the wound or cut has been treated and dressed with a secure waterproof dressing. Wound dressings should be protected from becoming wet (e.g. use of impervious gloves for wounds on the hands, and protective sleeves or clothing over wounds on other areas of the body).

Washing of hands and arms

- All personnel thoroughly wash hands and exposed portions of the arms with approved liquid soap and water, and then dry them using disposable paper towels (or a suitable alternative):
  - after using the toilet;
  - after handling or coming into contact with waste and contaminated surfaces or material; and
  - after contaminating the hand from coughing, sneezing or blowing the nose.

Note: If clean water is not readily available for hand washing in certain areas, alternative options for sanitising personnel hands may be considered.

Visitors and contractors

- Where appropriate, visitors and contractors are supervised by assigned staff while within the premises. The assigned staff are responsible for ensuring that visitors and contractors follow hygienic practices and procedures.

Hygienic practices

- Personnel (including visitors and children) behave in a manner that:
  - prevents the contamination and deterioration of raw milk and the environment; and
  - does not compromise the facilities or processing activities.

S

Show

Things to show your verifier

- A record of all employee illnesses and any medical certificates e.g. C3: Milk Harvester Health
- Completed e.g. Personnel Training Form or C4: Milk Harvester Competency Records
- Any problems detected and any corrective actions taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

C. Personnel Competencies and Training

Useful things to know

- To ensure that all personnel have the necessary knowledge, skills, and training to perform their assigned tasks in a competent and hygienic manner.

Rules you must follow

Competencies of key RMP personnel

- All personnel (other than the day-to-day manager) who have been nominated to authorise the documents that form this RMP are identified (either by position, or by name and position).
- Personnel responsible for key tasks (such as operator verification and corrective action) are identified (either by position, or by name and position).
- Personnel performing key tasks have the following competencies:
  - knowledge and skills in executing the particular task; and
  - an overall understanding of the area they are working in.
- The skills or competencies are documented on the Personnel Training Form.
- When any person assists with the milking who is not routinely present (including casual or relief milkers), the person will either be supervised or have had their competency previously assessed and recorded on the training records. The presence of non-routine milk harvesters (e.g. relief milkers) for any particular milking is recorded (e.g. A10: Non-Routine Events).

Day-to day Manager

- The day-to-day manager is responsible for:
  - ensuring proper implementation of documented RMP programmes and procedures, including monitoring of processes and taking corrective actions for any non-compliances;
  - keeping RMP documents up-to-date;
  - verifying the effectiveness of the RMP;
  - communicating with the RMP verifier, as needed; and
  - ensuring all personnel are adequately trained.
- The day-to-day manager has a good understanding of the documented RMP, including legal requirements and supporting systems.
- The day-to-day manager is identified (either by position, or by name and position) in the RMP.
- The RMP is amended if the day-to-day manager changes. Refer to **D. Operator Verification**.

Induction and supervision

- New personnel are informed of the following before they start working:
  - the company's health and sickness requirements;
  - hygienic practices;
  - movement of personnel and materials;

  - cleaning and sanitation;
  - handling of chemicals;
  - hygienic handling of raw milk; and
  - operational procedures for their assigned tasks.
- Ongoing supervision and/or skills maintenance is provided to ensure that personnel are adequately trained in their specific tasks, and in hygienic practices and procedures.
- The training programme includes:
  - identification of skills and competencies required for key roles;
  - training schedules (including refresher training); and
  - training records of personnel.

Visitors and contractors

- Visitors and contractors report to a responsible person on arrival at the premises. Where appropriate, visitors and contractors are supervised by assigned staff while within the premises.
- It is the responsibility of the assigned staff to ensure that hygienic practices and procedures are followed by the visitor or contractor.
- Visitors and contractors are not allowed to handle milk unless they have complied with all hygiene requirements for milk harvesters.

S
Show

Things to show your verifier

- Job descriptions of all personnel, including milk harvesters.
- Training and qualification certificates.
- Completed e.g. Training Programme
- Completed e.g. Personnel Training Form or C4: Milk Harvester Competency Records
- Records of non-routine milk harvesters e.g. A10: Non-Routine Events

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

D. Operator Verification

K

Know

Useful things to know

- Operator verification is a system of internal checks that confirms the effectiveness of the RMP by:
  - checking procedures are being followed (as noted at the end of most supporting systems);
  - monitoring is done;
  - corrective actions and preventative actions are taken;
  - reporting requirements are met;
  - other operational requirements (i.e. notification, amendments) are met
  - establishing frequencies for checks;
  - ensuring checks (including internal audits) are done at the required frequencies.
- For additional useful information, refer to Operator Verification Guidance (www.mpi.govt.nz/dmsdocument/40898)

D

Do

Rules you must follow

Operator verification

- The day-to-day manager ensures that the RMP is effective by making sure that the following checks are done:
  - all operator verification activities are transparent and traceable, and undertaken by suitably skilled persons nominated by the day-to-day manager.
  - persons carrying out operator verification activities are (if possible) independent of the process or operation monitoring and corrective action activities being verified. They are familiar with the contents of the RMP, including its expected outcomes.

Table D.1: Operator verification activities and frequencies

Activity	Details	Frequency
Record checks	• Collect all records and check they are complete, correctly filled out, and that all results are acceptable or the appropriate corrective action has been taken and documented. • Review to identify any trends, new hazards or recurring problems.	• When completed.
Personnel supervision	• Ensure that all personnel are following correct practices and procedures.	• As required.

Review of RMP	• Read through the RMP and amend it where necessary. • Perform a reality check to ensure documented procedures are followed. • Test your recall plan by conducting mock recalls. • Significant amendments will be evaluated and registered.	• At least annually. • When procedures or premises change. • When RMP is not working effectively.

Internal audits

- Internal audits are an example of operator verification.
- Internal audits are about performing checks to ensure:
  - the RMP is up to date and covers all activities;
  - there are no uncontrolled food safety risks;
  - milk is fit for intended purpose; and
  - staff know, understand and are correctly applying the procedures in the RMP.
- The person responsible for undertaking internal audits has:
  - a good understanding of the operations, processes and GOP covered by the RMP; and
  - a good understanding of the regulatory requirements.
- The person performing the internal audit does a reality check, which includes observing staff, equipment and premises to make sure that:
  - staff are following hygienic procedures and operating procedures;
  - staff are following operating parameters (e.g. temperatures); and
  - hygienic status of the premises, internal and external environment and equipment is maintained.
- A sample of records are checked during the internal audit to make sure the correct things are being recorded.
- All findings from previous internal audits and external verification visits are followed up to make sure they have been fixed.
- Any new issues found during the internal audit are identified and corrected. Records are kept of this.
- When ongoing or recurring non-compliances occur, the following actions are taken:
  - investigate to determine possible causes of non-compliance;
  - take appropriate corrective actions to regain control and prevent recurrence of the problem;
  - increase surveillance of the system; and
  - review the RMP or the relevant Supporting Systems and make necessary changes.
- Indications that the RMP or parts of it are not working effectively include:
  - repeated test results above action limits;
  - repeated issues resulting in milk that cannot be supplied;
  - customer complaints;

- multiple or repeated issues raised by the farm dairy assessor or RMP verifier; or
- unacceptable outcomes from external verification visits.

RMP review

- The RMP is reviewed annually to check for any significant changes, such as changes to equipment, facilities, personnel positions, RMP verifier etc.

Significant Amendments

- After any significant amendment to the RMP has come into effect, all parts of the RMP that may be affected by the amendment are checked to ensure they are still effective and properly implemented.

HACCP plan review

- The HACCP plan is reviewed annually to check for any changes (e.g. to process flow, inputs or outputs, new hazards).

Recording issues and findings

- The completed audits are recorded e.g. in the Annual Internal Audit Check Sheets.

- Issues or findings requiring action and corrective action taken, are recorded e.g. in the Corrective Action Register.

Farm Dairy Assessment

- A farm dairy assessment is completed by a Farm Dairy Assessor:
  - before milk supply begins from new or significantly altered farm dairies; and
  - as required by the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243).

- All requirements in the Operational Code: NZCP2: Assessment of Farm Dairies (www.mpi.govt.nz/dmsdocument/46249) are followed.

Notification

- The day-to-day manager will send an email to MPI.Approvals@mpi.govt.nz or a letter to the Manager, Approvals Operations, MPI, PO Box 2526, Wellington 6140 notifying of any (it is recommended to inform your RMP verifier):
  - change to the name, position or designation of the day-to-day Manager of the RMP; and
  - change in RMP verifier.
- The day-to-day manager will send an email to info@mpi.govt.nz or call 0800 80 99 66 (for biological hazards only) notifying of any emerging, new or exotic biological hazards or new chemical hazards that have been discovered.

- The day-to-day manager will send an email or letter to the recognised RMP verification agency without unnecessary delay on discovering:
  - significant concerns about the fitness for intended purpose of any milk;
  - that the cumulative effect of minor amendments necessitates the registration of a significant amendment to the RMP;
  - that the RMP is no longer effective;
  - that the premises are no longer suitable for their use;
  - that anything within the physical boundaries of the RMP is used for additional purposes or by other operators, and the RMP has not adequately considered relevant hazards or other risk factors;
  - merging two or more registered RMPs; or
  - splitting a registered RMP into two or more RMPs.

Who's responsible?

Record the name or position of the person(s) responsible for undertaking/organising Operator Verifications _____

_____

_____

S

Show

Things to show your verifier

- Any information or evidence relating to operator verification activities (e.g. temperature readings).
- Internal audit documentation.
- RMP verifier audit reports.
- Completed e.g. Annual Internal Audit Check Sheets.
- Any problems detected and any corrective action taken. Refer to **Q. Corrective Action**.
- Copies of any emails or letters sent to MPI or the RMP verifying agency.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

E. Design, Construction and Maintenance of Buildings, Facilities and Equipment

K
Know

Useful things to know

- To ensure that all buildings, facilities and equipment are designed, constructed, installed and operated in a manner that prevents or minimises contamination of milk, other inputs, equipment and the milking environment.

D
Do

Rules you must follow

Design and construction requirements

- The farm dairy is designed and constructed in accordance with Animal Products Notice: Production, Supply and Processing Part C1 Subpart 1: Design and construction, Part C1 Subpart 5: Other essential services and D2.2 Design, construction, and location requirements for farm dairies (www.mpi.govt.nz/dmsdocument/50182) as well as with the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243).

Tick to indicate that the relevant sections of Operational Code: NZCP1: Design and Operation of Farm Dairies have been followed:

- ☐ Design
- ☐ Location
- ☐ Construction
- ☐ Water (suitable quality and quantity available)
- ☐ Milking plant and equipment (including milking systems, milk pumping systems, cooling systems, filters, vats etc.)
- ☐ Cleaning systems

Equipment requirements

- Milking equipment is designed, located, and constructed to a standard that ensures that:
  - milk will be protected from contamination, taints, and spoilage at all times; and
  - all materials and substances coming into contact with milk, either directly or indirectly, will not contaminate the milk, cause it to deteriorate, or otherwise cause it to be unfit for its intended purpose.
- Milking equipment is designed, fabricated and installed in accordance with the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243).

Table E1: Equipment Information (complete the table)

Number of clusters:			
Bulk Milk Tank Volume:	Tank 1:	Tank 2:	Tank 3:
Refrigeration Unit Size:	Tank 1:	Tank 2:	Tank 3:
Hot Water Cylinder Size:	Cylinder 1:	Cylinder 2:	Cylinder 3:

Maintenance

- Alterations, repairs, and maintenance are done when necessary, so that facilities and equipment are in a suitable condition for use.
- A schedule of periodic plant and premises checks is established and the occurrence of results of the checks recorded (e.g. B6: Scheduled Activities).
- All alterations, repairs and maintenance (including replacement of rubberware) work on facilities and equipment is done in accordance with the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243).

Pests

- Farm dairies and their surroundings are kept clean and tidy, and free from harbourage for birds, rodents, insects and other pests.
- The milking plant and farm dairy will be cleaned after each use, and the surrounds maintained to minimise pests.
- Feed stored near the farm dairy will be contained to protect from pests and sited so that any waste or spillage is removed.
- Where pests are observed, appropriate corrective actions are taken including:
  - removal of food sources;
  - cleaning and tidying and removal of litter in the farm dairy environment and surrounds; and
  - eliminating design faults.
- Any use of pesticides will be controlled, ensuring no possible contamination of water supply, milk or milk contact surfaces (directly or indirectly). (Refer to **J. Maintenance Compounds and Other Chemicals**).

Application of effluent and agricultural chemicals

- There are procedures for the surface application of effluent so that the farm dairy or milking animals are not affected (directly or indirectly).
- All on farm applications of agricultural compounds or other chemicals (including fertiliser and lime) will be appropriate and recorded (e.g. B3: Chemical/Ag Compound Use on Farm).

Farm dairy and surrounds

- The farm dairy milking areas are only used for milking, breeding, veterinary treatment, and animal husbandry.
- The milking plant, including bulk milk tank, is only used for handling milk.
- Areas adjacent to farm dairies are (as much as possible) maintained so that they do not adversely affect the activities at the farm dairy.

Contact information

- A list of important contacts, such as support, maintenance/service information and emergency service providers is available to milk harvesters and relief milkers (e.g. C5: Contacts).

Changes

- When planning major alterations to facilities, equipment or processes, determine if these are (or are likely to be) a significant amendment and, if so, discuss with MPI or the verifier. Significant amendments require evaluation.

Recording issues and findings

- Issues or findings requiring action and the corrective actions that are taken are recorded e.g. in the Repairs and Maintenance Register.

S
Show

Things to show your verifier

- Completed e.g. Repairs and Maintenance Register, Maintenance Schedule, Maintenance Form, B5: Rubberware Replacement, B6: Scheduled Activities.
- Any equipment specifications, manufacturers' or suppliers' instructions (e.g. any specifications or manuals related to cooling units).
- Any building reports.
- Any problems detected and any corrective action taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

F. Water

Useful things to know

- To ensure that water is fit for its intended purpose at the point of use and maintains the fitness for intended purpose of milk.

Rules you must follow

Sufficient Water

- The farm dairy has enough water that is fit for its intended purpose to:
  - pre-rinse, clean, sanitise and post-rinse surfaces that may come into contact with milk;
  - clean the farm dairy after each milking;
  - clean teats and udders of milking animals;
  - enable milk harvesters to maintain clean hands and forearms; and
  - cool raw milk.
- All water requirements in the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) are followed.

Assessment of water status

- DPF 201 Water Assessment Form is completed.
- If a water-use plan is required, this is written and followed.

Water sampling and testing

- Water samples for *E. coli* and turbidity/clarity are taken by a farm dairy assessor or by a suitably skilled person who has no conflict of interest with the farm dairy operator.
- Water sampling for *E. coli* is done:
  - at least every 3 years;
  - whenever a significant change occurs to the water source, water reticulation system or water storage;
  - within 3 months of raw milk supply commencing if the farm dairy has not supplied raw milk in the previous 12 months; and
  - by a laboratory accredited for the test.
- Water sampling for turbidity/clarity is done:
  - at least once every dairy season;
  - whenever a significant change occurs to the water source, water reticulation system or water storage;
  - within 3 months of raw milk supply commencing if the farm dairy has not supplied raw milk in the previous 12 months; and
  - either;
    - at the time of sampling, by the person taking the sample, or
    - by a laboratory accredited for the test that has received the samples in a suitable timeframe and condition.
- Records are kept of all testing.

Corrective Actions

- When water is not fit for purpose, corrective action is taken (see Table F.1 Examples of Corrective Actions).
- Affected milk is managed as non-conforming milk, refer to **P. Non-conforming Milk and Recall**.

Table F.1: Examples of corrective actions

Example Scenarios	Actions
The **town water supplier** advises that the water is not fit for drinking without additional treatment	The following actions are taken as appropriate to the scenario: **Immediate control and investigation of problem** • all operations requiring the use of water are stopped if possible; or • if operations cannot be stopped, then water for final rinse is treated to ensure it is suitable; and • the cause of the problem is investigated; and • appropriate corrective actions are taken to rectify the problem (e.g. through further treatment). Records of the investigation and corrective actions taken are kept (e.g. A10: Non-Routine Events).
Water fails to comply with any of the requirements of the water-use plan (including corrective actions) and there are no other means in the RMP to ensure the water meets the original standard at the point of use	
Water supply is **contaminated by non-complying water**	
The RMP operator or day-to-day manager has **reason to believe that the water is not fit for use** and there are no procedures included in the RMP to ensure the water is fit for purpose at the point of use	

S

Show

Things to show your verifier

- DPF 201 Water Assessment Form and Assessment of Farm Dairy Water Status.
- Results of water testing.
- Any problems informed of or detected (e.g. notification from water supplier, failure of water treatment plant).
- Any problems detected and any corrective action taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

G. Cleaning and Sanitation

K
Know

Useful things to know

- To ensure the effective cleaning and sanitation of premises, facilities and equipment to prevent or minimise the contamination of milk.
- Cleaning is the physical removal of material from surfaces, including milkfat, protein and mineral deposits.
- Sanitising is the inactivation of bacteria on cleaned surfaces and the protection of cleaned surfaces until processing starts.

D
Do

Rules you must follow

Cleaning

- There are procedures that:
  - specify the working strength and temperature of cleaning solutions used;
  - identify how dairy material and equipment will be protected from contamination following cleaning; and
  - require that yards and milking areas are adequately cleaned following each milking.
- Cleaning procedures are dated and displayed in the farm dairy. When procedures are updated, the old procedure is dated and filed (refer to **A. Document Control and Record Keeping).**
- The milking plant and farm dairy will be cleaned after each use.
- The milking plant and bulk milk tank receive a hot alkali wash at least weekly (in addition to appropriate rinsing and sanitising), and whenever microbiological results are elevated.
- Following milking, the water used to flush milk into the bulk milk tank is diverted away from the bulk milk tank.
- After cleaning, the plant is drained to ensure that excess water is not flushed into the bulk milk tank.
- After milking animals that are diseased or sick, or have been treated, or are within the colostrum period, the milking plant is given a hot wash. (This is not required if milk is diverted to a test bucket or doesn't go through the milking plant.)
- Any areas requiring manual cleaning are identified in cleaning or milking procedures.
- All cleaning requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) are followed.

Chemicals

- Cleaning compounds are used in accordance with the procedures given in **J. Maintenance Compounds and Other Chemicals**.
- Chemicals used for cleaning and maintenance are handled and used:
  - according to the directions of the manufacturer; and
  - in a manner that minimises contamination of milk.

Management of cleaning chemical contamination

- If equipment or milk contact surfaces are (or are suspected to be) contaminated with residues, the affected equipment and milk contact surfaces are cleaned and sanitised (if necessary) prior to reuse.
- If milk is (or is suspected to be) contaminated with residues, affected milk is managed as non-conforming milk, refer to **P. Non-conforming Milk and Recall**.

Hot Water

- Sufficient hot water is available at a temperature that will ensure effective cleaning.
- The hot water cylinder temperature is checked each season (both the temperature immediately ex-cylinder and the dump temperature). If the hot water is outside the nominated operating range the hot water temperature is adjusted. The results of the periodic hot water temperature checks and any actions are recorded (e.g. B7: Hot Water and Milk Cooling Checks).
- All hot water requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) are followed.

Routine monitoring

- Milking plant hygiene checks are done monthly, and if milk monitoring results indicate that hygienic conditions may be compromised. Records are kept (e.g. B4: Plant and Silo Hygiene Checks). Checks include:
  - confirmation that the cleaning regime is appropriate;
  - identification of any equipment or component deterioration; and
  - confirmation that housekeeping and maintenance is current.

S

Show

Things to show your verifier

- Cleaning schedules and procedures.
- Cleaning and pre-operational records, forms or check sheets.
- Completed e.g. Chemical Register, B4: Plant and Silo Hygiene Checks, B7: Hot Water and Milk Cooling Checks.
- Any problems detected and any corrective action taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

H. Traceability

K
Know

Useful things to know

- To ensure that appropriate records are kept to allow for traceability in the event of an issue.

D
Do

Rules you must follow

Traceability

- Records are kept of each batch or consignment of milk supplied (made available for collection). The recipient of the milk may make this record provided the details are made available to the farm dairy operator in a timely manner.
- Records include:
  - date;
  - time;
  - estimated quantity;
  - temperature at time of collection;
  - the name and contact details of the person or company to which the milk was made available for collection; and
  - any eligibility limitations that might apply (e.g. milk is for animal consumption only).

S
Show

Things to show your verifier

- Records showing milk made available for collection (e.g. A9: Milk Supplied).

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

I. Calibration

Useful things to know

- To ensure that measuring equipment that is used to carry out critical measurement functions as intended.
- Critical measurements are measurements that monitor controls for significant hazards. Critical measurements include:
  - all temperature measurements relating to milk cooling; and
  - temperature of milk at collection.

Rules you must follow

Measuring Equipment

- Measuring equipment (such as thermometers etc) that is used to provide critical measurements (e.g. milk cooling, temperature at pickup) are:
  - accurate and fit for their intended use;
  - calibrated regularly against a reference standard (i.e. shows traceability of calibration to a national or international standard of measurement); and
  - are uniquely identified (e.g. by using serial numbers, indelible tags or other permanent means of identification) to enable traceability of the calibrations to a reference standard and to identify the calibration status.
- A calibration programme is in place that covers the following:
  - how to calibrate each piece of measuring equipment that requires calibration;
  - whether each piece of measuring equipment is used for taking critical measurements or not;
  - minimum frequencies of calibration for each piece of measuring equipment used to provide critical measurements, or used as reference standards;
  - safeguards for prevention of unauthorised adjustments to the calibration of measuring equipment; and
  - the corrective actions to be taken when a measuring device is damaged or provides inconsistent or inaccurate readings and identification and what to do with any milk harvested when the device was out of order.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for calibration are followed.

Faulty equipment

- Equipment that is faulty or inaccurate is not used. It is repaired and recalibrated or replaced as soon as possible.

S

Show

Things to show your verifier

- Calibration certificates and other calibration records.
- Identification, location and calibration status of equipment.
- Completed e.g. Calibration Form.
- Any problems detected and corrective action taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

J. Maintenance Compounds and Other Chemicals

K

Know

Useful things to know

- To ensure the proper use and storage of chemicals to prevent or minimise the contamination of milk, equipment and the milking and storage environment.
- Maintenance compounds (chemicals) used in and around farm dairies must be approved by MPI for use in farm dairies. This includes compounds used to:
  - clean, sanitise or maintain the milking plant (including the bulk milk tank);
  - clean or maintain other areas in or adjacent to the farm dairy;
  - compounds used for water treatment and pest control; and
  - compounds use to clean or condition teats and udders, unless they are ACVM registered veterinary medicines.
- Other chemicals include: pesticides, veterinary medicines, agricultural compounds, and other chemical substances.

D

Do

Rules you must follow

Maintenance compounds and other chemicals

- All maintenance compounds are approved by MPI for use in farm dairies and listed in the Register of approved maintenance compounds (dairy) (www.mpi.govt.nz/dmsdocument/20069).
- Only approved maintenance compounds are used:
  - in milking areas;
  - on equipment used during the harvesting, and through to the storing, of milk; and
  - on live animals.
- There are procedures for the storage, handling and use of chemicals.
- A list (register) of all maintenance compounds and other chemicals used and held at the farm dairy is kept and up-to-date (e.g. Chemical Register, B1: Register of Veterinary Medicines and Other Chemicals).
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for maintenance compounds and other chemicals are followed.

Storage of maintenance compounds and other chemicals

- Maintenance compounds and other chemicals are:
  - stored in a designated area (away from the bulk milk tank);
  - stored according to the directions of the manufacturer; and
  - kept in sealed containers when not in use.
- Separate and secure storage is provided for any odorous or hazardous substances.
- All restricted veterinary medicines are securely stored (e.g. in a cupboard or room that is locked when the farm dairy is unattended).
- There is adequate storage for any substances that are not a maintenance compound but may be a source of contamination of milk.

- Pesticides, veterinary medicines, agricultural compounds, and other chemical substances are only stored at the farm dairy if they are:
  - milking animal treatments; or
  - required for the cleaning or maintenance of the premises or equipment at the farm dairy.
- Maintenance compounds and other chemicals are clearly labelled with:
  - name; and
  - intended use; and
  - any warnings provided by the manufacturer. If it is impractical to include the warning on the label, the warning may instead be set out in a clearly visible manner where the maintenance compound or other chemical is stored.

Note: Handwritten identification of veterinary medicines is not acceptable.

- All maintenance compounds and other chemicals (including veterinary medicines) stored are reviewed annually (e.g. in the off season). Those outside their expiry, with labels unclear or missing or in containers in poor condition are disposed of in a safe and secure manner.

Usage of maintenance compounds and other chemicals

- Maintenance compounds and other chemicals are:
  - used according to the directions of the manufacturer and the conditions of the approval; and
  - handled and used by, or under, the supervision of suitably trained or experienced personnel.

  Note: a veterinarian can provide written instruction for off-label use of veterinary medicines.
- Directions for use (such as the detergent/sanitiser to be used in an area or on a piece of equipment, their concentration, application method and contact time required) are readily available to the user (e.g. given on the label, product information data sheets, etc.).
- All containers and implements used for mixing, measuring and pouring of maintenance compounds or other chemicals are labelled 'For Chemicals Only' (or similar), so that they are not used for any other purpose.
- The use of pesticides, veterinary medicines, agricultural compounds, hazardous substances, fuels and other chemical substances in or near farm dairies is managed:
  - in the case of veterinary medicines, in accordance with their label instructions (including variations authorised by a veterinarian) and precautions; and
  - in all other cases, in a manner that minimises exposure of milking animals and their feed and water to the substance.
- Records are kept of the use of any pesticide, agricultural compound, or hazardous substance in or around the farm dairy (including in animal housing) if it has been used in a manner that may expose milk, milking animals or their feed or water to the pesticide, agricultural compound, or hazardous substance.

Usage of non-approved maintenance compounds

- When milking has stopped to allow for maintenance, non-approved maintenance compounds may be used. Before milking restarts, all parts of the farm dairy and equipment on which non-approved maintenance compounds were used are cleaned using only approved maintenance compounds.

Disposal or reuse of containers

- Containers of maintenance compounds or other chemicals that are suitable for re-use are only reused to store the same compound or chemical. The container must be in good condition and clearly and accurately labelled.
- Empty containers and spent tubes are disposed of and are not re-used in a way that may contaminate milk.

Contaminated milk

- Milk is withheld (refer to **O. Withheld Milk**) if:
  - the milk is suspected to be contaminated with veterinary medicines, extraneous substances, hazardous substances, milk-tainting substances, agricultural compounds, or any other substance capable of rendering raw milk unfit for intended purpose; or
  - the milk does not meet regulatory requirements.

Things to show your verifier

- Approved maintenance compounds used (e.g. Chemical Register, consignment notes, etc.).
- Any problems detected and corrective action taken. Refer to **Q. Corrective Action**.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

K. Animal Feed

K
Know

Useful things to know

- To ensure animal feed and grazing areas are suitable for use.

D
Do

Rules you must follow

Land

- Land that has been exposed to higher levels of chemicals (e.g. sheep dip sites, timber treatment, landfill, industrial use or industrial waste disposal site) is not used for grazing or feed production for milking animals unless tested to confirm the levels do not pose a risk to animals grazing directly or consuming a conserved feed.
- All milking animal grazing, wintering and feed production is away from waste incinerators and other industrial activities such as metal smelters, metal recycling plants and cement kilns.
- No waste material (with the exception of waste from fish or live animals) is applied to land used for grazing or the production of feed for the milking animals.
- For surface applications of waste from fish or live animals, there are written procedures that cover managing application and controlling animal access.
- Grazing or harvesting of pasture or other feed will be withheld following fertiliser applications or other chemical applications for a suitable period of time, as recommended by the supplier of the product.

DDT/DDE/DDD

- While dichlorodiphenyltrichloroethane (DDT) and dichlorodiphenyldichloro-ethylene (DDE) are typically not of concern given the withdrawal of DDT use for pastoral farming many years ago, an assessment of potential residue risk is done periodically. Refer to **R. Sampling and Testing**.
- If a grazing management plan is required, the grazing management plan will:
  - ensure the milk will comply with applicable limits;
  - use available recommendations for pastural farming; and
  - may determine that some land areas be withdrawn from use for milking animals.

Grazing and pasture management

- To minimise the opportunity for excessive soil consumption by the milking animals, grazing lower than is normal will be avoided and pugging of pastures minimised as much as possible.
- Where milking animals are grazed off the property, records will be kept.

Purchased feed and feed ingredients

- For all purchased feed and feed ingredients, the vendor provides a statement that the feed is suitable for milking animals and will not result in any residues or contaminants in the milk above limits specified under the APA.

- Suppliers of copra for milking animals must confirm that the Aflatoxin B_1 level does not exceed 5 µg/kg.
- Records are kept for all purchased feed and feed ingredients or additives and its use (e.g. A3: Animal Feeds and Feed Additives).

Feed storage and handling

- Dry feeds are stored appropriately so that they remain dry and do not deteriorate.
- Feed that has deteriorated or is mouldy or has developed an objectionable odour not usually associated with the feed will not be fed to milking animals.
- Waste oil will not be:
  - used on tools or equipment in contact with feed for milking animals; and
  - discarded onto land used to produce animal feed.

Water

- Milking animals will have access to sufficient quantities of suitable water.

S

Show

Things to show your verifier

- Vendor/supplier statements for feed and feed ingredients.
- Records for purchased feed and feed ingredients e.g. A3: Animal Feeds and Feed Additives.
- DDT/DDE/DDD test results.
- Grazing management plan (if any).

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

or

General forms - the RMP Operator Resource Toolkit
(www.mpi.govt.nz/dmsdocument/26566)

L. Milking Animal Identification and Health

K
Know

Useful things to know

- To ensure milking animals are appropriately identified and healthy.

D
Do

Rules you must follow

Milking animal identification

- There is a procedure that covers:
  - how every milking animal is uniquely identified (e.g. ear tag) by the farm dairy operator, and no two animals in the milking or grazing herds carry the same identification in the same season;
  - how animals are marked for different purposes (e.g. treated);
  - how temporary records are kept and communicated (e.g. whiteboard); and
  - how temporary records are transferred to permanent records.
- Milking animals new to the property are recorded (e.g. A5: Animals Purchased). Only animals with a completed Animal Status Declaration (ASD) will be accepted, and the ASD will be held on file. Animals permanently removed from the milking herd (e.g. animals sold or fallen) should be recorded (e.g. A6: Animals Sold or Lost).
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for milking animal identification are followed.

Milking animal health

- There are procedures that cover how milking animal health is managed.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for milking animal health (such as segregation) are followed.

Table L1: Unhealthy animals

Shows clinical signs of, or is diagnosed as having, any disease capable of contaminating milk with toxic substances or pathogenic microorganisms that are capable of communicating an infectious disease to humans through milk (such as tuberculosis, listeriosis, salmonellosis, yersiniosis, or leptospirosis).
Generally appears unhealthy, including by having any of the following: • severe diarrhoea with depression and dehydration; • severe weight loss, and emaciation of non-nutritional origin; • severe injury of, or abscess on, any body part; • non-metabolic nervous disease; • fever, including those associated with retained foetal membranes and parturition difficulty; • severe infection of the genital tract with discharge that may reasonably contaminate the udder; or • clinical signs of a systemic illness or disease.

- Animals that have any signs or diagnoses in Table L1: Unhealthy Animals are:
  - identified and segregated from the rest of the milking herd until either Table L1 no longer applies to it, or a veterinarian advises that it may be returned to the main milking herd;
  - a veterinarian is consulted; and
  - the animal is treated and managed in accordance with the directions of the veterinarian.
- Milk from an animal that has any signs or diagnoses in Table L1: Unhealthy Animals is withheld. Refer to **O. Withheld Milk**.
- Milk from an injured or infected mammary gland of an animal is withheld (even if the animal has no signs or diagnoses from Table L1: Unhealthy Animals). Refer to **O. Withheld Milk**.
- The following animals are immediately and permanently segregated from other milking animals:
  - milking animals diagnosed with Tb; or
  - goats suffering from caprine arthritis encephalitis.
- Milk from an animal that is Tb first test positive but has not been confirmed to be a reactor and has not been directed to slaughter by a veterinarian must either:
  - be directed to a use where the milk will be given a heat treatment at least equivalent to pasteurisation; or
  - be withheld and not fed to animals (refer to **O. Withheld Milk**).

Treating milking animals

- Milking animals may be treated only with veterinary medicines that are appropriate to the condition being treated and are confirmed as efficacious by a suitably skilled person such as a veterinarian.
- Treatments must be administered:
  - in accordance with the directions of a veterinarian; or
  - if no directions are given by a veterinarian, in accordance with the label on the treatment.
- Milk from treated animals must be withheld if required by a veterinarian or the label on the treatment. Refer to **O. Withheld Milk**.
- Veterinary medicines must not be used immediately before milking, unless directed otherwise by a veterinarian. (Where the label identifies a nil milk withholding this is applied only when the medicine is administered immediately after the previous milking.)
- When animals are treated for mastitis in any gland, the milk from all glands must be withheld. Refer to **O. Withheld Milk**.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for treating milking animals are followed.

Veterinary inspections

- Veterinary inspections are arranged at least once per season. A record is kept covering the date of each veterinary inspection and any observations and

recommendations made by the veterinarian as a result (e.g. A7: A7: Veterinary Visits).

- Each farm dairy will record relevant details on herd health status and veterinary support.

Records of animal health and treatment

- Farm dairy operators must keep records of:
  - all animals that have any signs or diagnoses in Table L1;
  - milking animals that have one or more infected or injured mammary glands;
  - animals that have been given any treatment for maintaining or promoting health, including any treatments given to all milking animals in a herd;
  - the name of any veterinary medicine for use on milking animals that is in use, or held and available for use, or for which a prescription is held (e.g. B1: Register of Veterinary Medicines and Other Chemicals).
- The records must include the following, as relevant:
  - the animal's unique identifier, unless a treatment has been given to all milking animals in a herd and the animals in the treated herd are clearly identified;
  - the date the animal was identified as having any signs or diagnoses in Table L1, or was identified as having one or more injured or infected mammary glands;
  - the date the animal was separated from the main milking herd;
  - the type of disease, suspected disease or condition;
  - details of any treatment given, with sufficient information for traceback purposes, including the trade name of the product used; for topical treatments, the period of use; for other treatments, the dose(s) administered, by whom, and when;
  - the first date and milking where milk from the animal was kept separate;
  - the date and milking when milk from the animal was no longer kept separate; and
  - the name of any veterinarian consulted.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for records relating to animal health are followed.

S

Show

Things to show your verifier

- Animal identification records (e.g. ASD forms, A5: Animals Purchased, A6: Animals Sold or Lost).
- Animal health records (e.g. veterinary visit reports, records of animals with symptoms – including dates, A1: Diseased and/or Treated Animals, A7: Veterinary Visits).
- Animal treatment records (e.g. treatments given, dates given and by who, A1: Diseased and/or Treated Animals, A2: Veterinary Medicines Administered Outside Lactation Period).

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

M. Milk Harvesting

K
Know

Useful things to know

- To ensure that harvested milk is fit for supply.

D
Do

Rules you must follow

Usage of certain areas, equipment and items

- Milking areas, milk-receiving areas and milk storage areas are only used for milking, breeding, veterinary treatment, and animal husbandry activities.
- The following equipment and items are only used for activities associated with handling milk:
  - equipment for the extraction, filtering, cooling, or storing of milk such as milking machines, milk pumping equipment, milk lines, air and vacuum lines, plate heat exchangers and other milk cooling equipment, bulk milk tanks and other milk storage equipment;
  - equipment for the preparation of milk for transport;
  - the consumable items required for the above, such as rubberware and hoses;
  - equipment used for cleaning, sanitising, or maintaining the farm dairy and equipment and other items at the farm dairy;
  - any other plant or equipment with which milk comes into contact in a farm dairy.

Milk Harvesting

- Milk is only harvested from animals that appear healthy. (Refer to **L. Milking Animal Identification and Health**).
- There are milking procedures that cover prevention of contamination of milk during milking (such as contamination resulting from soiled teats and udders, milk harvester contact, adverse weather, or the milking environment).
- The milking of any animal is not delayed as a means of delaying the time that milking is treated as completed.
- Milking animals have clean teats when milked.
- Milk is protected from taints and spoilage.
- Any visibly abnormal milk (including milk that is watery, discoloured, slimy, ropy, or has visible clots, flakes, or gross alterations in appearance) is withheld. Refer to **O. Withheld Milk**.

Colostrum

- Milk given by a milking animal within the first 4 days after giving birth or within the first 8 full milkings after giving birth (whichever is longer) is called colostrum and is withheld.
- Colostrum is not collected or mixed with other milk.
- Any bulk milk tank used to store colostrum is clearly identified as not for supply.

S

Show

Things to show your verifier

- Demonstrate how milk is harvested without contamination
- Demonstrate how colostrum is separated and identified (e.g. A4: Parturition Register).

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

N. Milk Filtering, Cooling and Storage Time

Useful things to know

Know

- To ensure that harvested milk is fit for supply.
- Commencement of milking means the time at which the first milk is drawn from an animal that is producing milk intended for supply at a discrete milking.
- Completion of milking means the time at which the last cluster is removed from an animal that is producing milk intended for supply at a discrete milking provided that milking is not delayed without just cause.

Rules you must follow

Do

Milk filtering

- During, or immediately following milking, raw milk is filtered through a clean, hygienic filter of a design that:
  - removes sediment and foreign matter (without removing constituents naturally present in milk from healthy animals); and
  - will not cause contamination of the milk.
- Filters are replaced regularly:
  - disposable milk filters are changed every milking;
  - filters intended for reuse have records for when the filter will be replaced, and procedures for how the filter will be cleaned and maintained.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) relating to milk filtering are followed.
- For low volume milk supplies:
  - milk can be manually passed through a filter at the completion of milking; and
  - the filter may be reused provided it is made of suitable material, is maintained and cleaned as part of the milking plant using approved chemicals and is kept under hygienic conditions.

Milk cooling and storage

- Harvested milk is:
  - cooled immediately;
  - cooled to 10°C or below within four hours of the commencement of milking;
  - cooled to 6°C or below within either 6 hours from the commencement of milking or 2 hours from the completion of milking (whichever occurs first).
- Milk is stored:
  - at or below 6°C, without freezing, until collection or the next milking; and
  - so that its temperature does not exceed 10°C during subsequent milkings.
- Where continuous or extended milking (such as automated milking systems) occurs, the milk enters the bulk milk tank at 6°C or below.
- Milk is withheld (refer to **O. Withheld Milk**) if it is suspected of not meeting the cooling requirements, or of not being cooled, filtered, or stored as required. The farm dairy operator may use any suitable means such as the following, to

determine that the withheld milk does in fact meet the requirement or is suitable for processing:
  - sensory assessment;
  - microbiological testing;
  - titratable acidity;
  - a predictive risk assessment model that has been validated and evaluated.
- Milk does not have to be cooled as above or stored below 6°C if the milk:
  - is used for the manufacture of dairy product at the same premises where milking takes place; and
  - manufacture starts within 2 hours of completion of milking; and
  - the storage and transfer conditions protect the milk from deterioration.
- Milk is not stored for more than 3 days prior to collection and/or further processing.
  Note: if milk will be routinely stored for longer, a different maximum storage time may be determined, validated, and evaluated as a significant amendment to the RMP.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) relating to milk cooling and storage are followed.

Monitoring of filtering, cooling and storage

- There are procedures that cover:
  - ensuring the temperature of raw milk is recorded at the time of collection;
  - ensuring that the farm dairy operator is made aware of the temperature of the raw milk at the time of collection; and
  - periodically monitoring and verifying that the milk cooling requirements are met.

- Milk cooling performance is monitored monthly (or at least twice per season) by a suitably skilled person. Records are kept of all observations.
- Temperature measurements and recording of milk temperature is done using a reliable method that:

  - results in no risk to the milk (e.g. glass thermometers are not used);
  - is recorded; and
  - the accuracy of the temperature measurement device is known (refer to **I. Calibration**).
- When the farm dairy operator (if they are not also the RMP operator) becomes aware that milk filtering or cooling performance is inadequate, they:
  - notify the RMP operator that the system is inadequate;
  - withhold any affected milk until advised what to do by the RMP operator;
  - take corrective action as required by the RMP or the RMP operator; and
  - assume that the milk filtering or cooling performance is inadequate until checks show that the milk cooling requirements above are met.
- All requirements in Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) relating to monitoring of filtering, cooling and storage are followed.

S

Show

Things to show your verifier

- Records of raw milk temperature at collection (e.g. A9: Milk Supplied).
- Records of stored milk temperatures.
- Records of milk cooling monitoring.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

O. Withheld Milk

K
Know

Useful things to know

- To ensure that milk that is not fit for supply is appropriately dealt with.

D
Do

Rules you must follow

Withheld milk

- Milk is withheld from supply:
  - when required by this RMP or the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243); or
  - if the farm dairy operator suspects for any other reason that the milk would be non-conforming if supplied.
- A farm dairy operator can withhold milk from supply for any other reason.
- All milk withheld from supply is:
  - identified;
  - kept separate from milk intended for supply; and
  - secured from collection for supply (e.g. by removing it from the bulk milk tank without delay, or applying clear signage near the outlet of the bulk tank, or putting a vat lock on the milk tank).
- Farm dairy operators may dispose of withheld milk as they think fit, and in a way that complies with any local authority requirements.
- There is a procedure for safe disposal of withheld milk.

Feeding of withheld milk

- Withheld milk will only be fed to animals for which it is appropriate and will not result in disease in the animal or residues in food produced.
- Milk that has been withheld because it contains chemical residues may be fed to food-producing animals (such as calves, pigs, or lambs) only if it complies with any relevant requirements under the ACVM Act.
- Milk that has been withheld because of a cooling failure may be fed to food-producing animals, with or without further treatment, as long as it is fit for that purpose.

S
Show

Things to show your verifier

- How withheld milk is separated and identified (e.g. A8: Milk Withheld from Supply and Notifications).
- How withheld milk is disposed of.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage (www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

P. Non-conforming Milk and Recall

K
Know

Useful things to know

- To ensure the correct handling and disposition of non-conforming milk.

D
Do

Rules you must follow

Non-conforming milk

- Non-conforming milk is any milk that has not been withheld from supply and:
  - has not been processed in accordance with relevant regulatory requirements, the RMP or the Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243); or
  - is not safe or suitable for its intended use.

Suspected non-conforming milk

- Milk that is suspected of being non-conforming is managed as if it is non-conforming.
- Milk that is suspected of being non-conforming can be determined to be actually conforming by considering various factors, such as:
  - what the incident was;
  - the results of inhibitory substance testing, sensory assessment, microbiological testing or titratable acidity; and
  - discussion with verifier.
- If milk is determined to be conforming, records are kept that cover:
  - identification (e.g. date harvested) of the suspected non-conforming milk;
  - a description of the event or circumstance that led to the milk being suspected non-conforming; and
  - the justification for the milk being determined as conforming.

Managing non-conforming milk

- Non-conforming milk is:
  - immediately identified;
  - prevented from further mixing with other milk (if possible);
  - immediately secured from collection for processing (such as by removing it from the bulk milk tank without delay, or applying clear signage near the outlet of the bulk tank, or putting a vat lock on the milk tank); and
  - disposed of. (See Disposal of milk below.)
- Records are kept that cover:
  - identification (e.g. date harvested) of the non-conforming milk;
  - a description of the event or circumstance that led to the milk being non-conforming;
  - tracing to identify any dairy manufacturer or transporter who received the milk from the farm dairy;
  - notification provided to a dairy manufacturer or transporter;

- any corrective actions taken; and
- its disposal.

Notification

- Any person who is expecting to or has received milk is advised without delay.
- If the farm dairy operator is not the RMP operator, the RMP operator is immediately advised.
- The RMP verifier is notified (by the RMP operator):
  - of any non-conforming or suspected non-conforming milk; and
  - as soon as possible when there is significant concern about fitness for intended purpose of any milk.

Corrective action and investigation

- An investigation into the root cause of the problem is done for each incidence of non-conforming milk.
- Corrective actions will be taken to minimise the occurrence of non-conformance (refer to **Q. Corrective Action**). Corrective actions may include:
  - amending procedures to correct deficiencies;
  - increasing the frequency of inspections or internal audits;
  - revising supervision or training programmes when staff, visitors or contractors are not following GOP as required; and
  - a series of escalating responses for repeated non-conformances.

Disposal of milk

- Non-conforming milk can be disposed of:
  - as waste (any way that complies with any local authority requirements or, if there are no such applicable requirements, the direction of MPI or an animal products officer); or
  - by supplying it for animal consumption as if it were withheld milk (refer to **O. Withheld Milk**).
- Non-conforming milk that is disposed of (outside of the farm) by supply for animal consumption or non-edible use is accompanied by written advice stating the nature of the non-conformance, and that the milk is not for human consumption. A record of each supply is kept.

Unforeseen Events

- During any unforeseen events (such as floods earthquakes, pandemic, unavailability of contractors, power failure, etc.), appropriate steps will be taken by the day-to-day manager to manage any risks to milk, and to identify any non-conforming or suspected non-conforming milk.
- Where milk may be affected, the RMP verifier is notified with an incident report including:
  - a description of the problem and any affected milk;
  - a summary of the assessment made; and
  - any corrective actions taken to prevent the recurrence of the non-conformance.

Simulated Recall

- A simulated, mock, or trial recall is done at least every 12 months to demonstrate the effectiveness of the traceability and notification process (i.e. recall).

Note: physical recall of affected milk is not possible, but identification of affected milk and notification of those who received affected milk is required.

- Effectiveness is measured by:
  - the time taken to trace affected milk;
  - the time taken to complete the mock recall of affected milk; and
  - the proportion of milk that would have been successfully recalled (i.e. the proportion of milk where receivers would have been successfully notified).

Who's responsible?

Record the name or position of the person(s) responsible for co-ordinating traceability and notification

_____

_____

S

Show

Things to show your verifier

- Milk collection records.
- Details (e.g. dairy diary) of all communication about the recall and copies of all written correspondence.
- Records of assessment and disposition of non-conforming milk.
- Records of recall activities, including mock recall.
- Any correspondence with the RMP verifier or MPI.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

Q. Corrective Action

K
Know

Useful things to know

- To ensure if problems occur, they are managed appropriately (e.g. restoration of control, disposal of milk and prevention of recurrence).
- Problems are normally identified by persons as they carry out, monitor or verify the effectiveness of the tasks documented in the RMP. They may also be detected through farm dairy assessment, external verification or customer complaints.

D
Do

Rules you must follow

Corrective action

- When problems occur, corrective actions are carried out in an effective and timely manner.
- Details of corrective actions are recorded (e.g. in a register). This includes any follow-up checks used to make sure the corrective actions are working (e.g. internal audits, external audits).
- Problems detected through the normal day-to-day operation of the RMP (such as exceeding an acceptance limit or action limit, not following withholding period, equipment malfunctions etc) are addressed by a suitably skilled person who will:
  - assess the problem;
  - restore control;
  - identify and retain any suspect milk, and determine whether the milk is to be withheld or is non-conforming;
  - take action to stop the problem from recurring (e.g. increase surveillance of the system, make changes to the system, etc.); and
  - record the corrective actions (including restoration of control, disposal of milk and prevention of recurrence) in the e.g. Corrective Action Register.

Table Q.1: Suggested corrective actions

Example Scenarios	Suggested Actions
APC exceeds action limit	• Plant inspection • Review of wash procedures, milk cooling and NZCP1
Somatic Cell Count exceeds action limit	• Follow SmartSAMM • Withhold if milk or udder affected • Remove any cows with individual SCC above 1,000,000
Inhibitory Substances exceeds action limit or regulatory limit	• Investigate to determine cause • Review of procedures and NZCP1 • If exceed regulatory limit notify verifier, farm dairy assessor and recipients of the milk that the milk is non-conforming
Freezing Point Depression exceeds action limit	• Check cooler, milk flush procedures and plant draining
Does not meet sensory requirements	• Review milking practices, plant hygiene, NZCP1 and animal feed
Does not meet foreign matter/sediment requirements	• Consider feed, udder/teat preparation, milk filtration, cooling, dairy environment and chemical use when investigating
Cooling requirements are not met	• Check primary and secondary cooling, and coolant water quantity and temperature

Corrective action for unforeseen circumstances

- The RMP is not written to cover unusual events such as floods, fires or earthquakes. If such an event happens, appropriate corrective actions are determined on a case-by-case basis and taken.
- When problems occur due to unforeseen circumstances, the day-to-day manager nominates a suitably skilled person to carry out the "normal" corrective actions (see above) and to be responsible for:
  - completing an in-depth assessment of the suspect milk by reviewing relevant processing records, analyses undertaken, inspecting the milk, advice from experts;
  - ensuring appropriate milk disposal; and
  - reporting the following to the RMP verifier:
    - a description of the problem and the affected milk;
    - a summary of the assessment made;
    - the decision on the disposal of milk; and
    - any actions taken to prevent recurrence of the non-compliance.

Who's responsible?

Record the name or position of the person(s) responsible for completing Corrective Action reports _____

_____

_____

S

Show

Things to show your verifier

- Any problems detected and any Corrective Action taken.
- Any reports given to the RMP verifier.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

R. Sampling and Testing

Useful things to know

Know

- To ensure that all required sampling and testing is identified and carried out appropriately, and that corrective actions and routine and increased testing frequencies are determined.
- Information about sampling and testing requirements and how to meet them can be found in the Animal Products Notice: Production, Supply and Processing (www.mpi.govt.nz/dmsdocument/50182).
- For sampling and testing of water, refer to **F. Water**.

Rules you must follow

Do

Sampling and testing plan

- There is a sampling and testing plan that covers:
  - what is to be sampled;
  - sampling procedures (see below for more details);
  - sampling and testing frequencies for routine monitoring, and the frequencies required if unfavourable results occur;
  - what the samples are to be tested for, what laboratory and what test methods to use (the laboratory can determine the appropriate test method as long as the test report records what method was used);
  - the acceptance levels for each test result;
  - the actions to be taken (such as increased testing) when acceptance levels are not met.
- The following are considered when developing the sampling and testing plan:
  - the species of milking animal;
  - the milking environment and equipment;
  - the water used;
  - any supplementary feeds used;
  - the cleaning and sanitising solutions and other maintenance compounds;
  - animal husbandry and housing; and
  - the veterinary medicines, other agricultural compounds, and other chemicals that the farm dairy or milking animals may be exposed to.

Sampling procedures

- There are sampling procedures that:
  - ensure samples taken are representative of the milk as collected or supplied (the portion of the sample that is tested is also representative of the milk collected and supplied); and
  - detail how sampling is done so that milk is not contaminated.
- Samples are:
  - taken on either a random basis or when results are expected to be at their highest levels within the sampling period;

- taken, handled, and prepared in a way that the milk does not get contaminated, and the samples are fit for their intended purpose;
- identified so that the relevant farm dairy and collection consignment details can be determined;
- kept under suitably secure conditions; and
- tested quickly enough to ensure the results reflect the state of the milk at the time of sampling for the parameter concerned. Samples of raw milk must be taken on a day that they can be delivered to the laboratory without undue delay.

Use of recognised or accredited laboratories

- A recognised laboratory is used for:
  - any somatic cell count, APC/Bactoscan, inhibitory substances, IgG, freezing point depression testing of raw milk.
  - All other testing is done by an accredited laboratory, except:
    - tests done for process or quality control purposes; and
    - tests done solely for commercial purposes.
- Tests done for process or quality control purposes, or for commercial purposes:
  - are not required to be done by a recognised or accredited laboratory; and
  - are clearly indicated in the sampling and testing plan.

Receiving laboratory results

- Test results are immediately reviewed on receipt and determined to be acceptable or unacceptable (exceeding an action limit is considered an unacceptable result).
- If a result is unacceptable, appropriate investigation and corrective action are immediately taken (refer to **Q. Corrective Action**) and, for milk that exceeded a maximum limit (but not an action limit):
  - milk that has not been supplied is withheld (refer to **O. Withheld Milk**); and
  - milk that has been supplied is managed as non-conforming milk (refer to **P. Non-conforming Milk and Recall**).

- Records are kept (for each farm dairy covered by the RMP) of all tests done on supplied milk and the test results.
- All test reports (e.g. electronic or hard copy results) are filed so they are easy to locate and retrieve and share on request, at the following location_____

Providing results to the farm dairy operator

- If the farm dairy operator is not the RMP operator, then there is a procedure that covers:
  - how and when test results will be provided to the farm dairy operator; and
  - ensuring that the farm dairy operator is advised of all test results from a test in Table R1: Raw milk – required testing (other than results for inhibitory substances, chlorates and sensory assessment that do not exceed the action limit) in time to enable corrective action to be taken.

Required Testing

Table R1: Raw milk – required testing

(Limits can be found in Part 3)

Parameter	Minimum Frequency	Additional Assessment
Somatic cell count[1]	3 x month[4]	*Cow* – calculate 3 month average once per month, assessed as soon as all results for previous month are available (minimum 6 weeks data)[6]
APC (or Bactoscan with results converted to an APC equivalent)[1]	3 x month[4]	*Cow* – calculate 2 month average once per month, assessed as soon as all results for previous month are available (minimum 2 months data)[6] *Other species* – calculate 2 month average once per month, assessed as soon as all results for previous month are available (minimum 6 weeks data)[6]
Inhibitory Substances[1]	3 x month[4]	-
Sensory[2]	If suspect milk does not meet requirements	-
IgG[1]	If suspect milk is contaminated with colostrum	-
Foreign matter/sediment[3]	If suspect milk is contaminated with foreign matter	-
Freezing point depression[1]	1 x 10 days (for domestic supply, testing is only needed when following a water-use plan)[5]	-
Chlorates[1]	1 x year	Test more frequently if suspect there is an issue.

1. Must be tested by a recognised laboratory.
2. Must be tested by a suitably skilled person.
3. Must be tested by an accredited laboratory.
4. See *Three monthly testing* below.
5. Freezing point depression testing is often done as part of composition testing.
6. See *Averages* below.

Three monthly testing

- Where testing is required to be done 3 times per month:
  - the first sample is taken in the first 10 days of each calendar month;
  - the second sample is taken in the second 10 days of the month;
  - the third sample is taken in the remaining days of the month; and
  - if no milk is tested within a 10-day period, a sample will be taken and tested at the next opportunity, with a further random sample taken within that same period.
- The minimum testing frequency for the raw milk may be reduced from 3 tests per month to one test per month if:
  - the raw milk is only for the manufacture of dairy product for the domestic market or for export to Australia; and
  - the action limit for the relevant test has not been exceeded in the last 6 months.

Averages

- Averages are calculated using either the geometric or arithmetic mean.
  Tick which mean will be used:
  - ☐ geometric
  - ☐ arithmetic
- If an average is unacceptable, appropriate investigation and corrective action are immediately taken (refer to **Q. Corrective Action**).
- Records are kept (for each farm dairy covered by the RMP) of all calculated averages.

DDT/DDE/DDD testing

- The DDT, DDE and dichlorodiphenyldichloroethane (DDD) in a representative sample of the bulk milk is measured:
  - once every 5 years; or
  - when land not previously used for milking animal grazing is introduced, with the sample taken within 4 weeks of commencement of supply.
- If any milk exceeds 50% of any applicable maximum residue limit (MRL) for DDT, DDE, DDD or the sum of DDT and its metabolites on any bulk milk sample in the previous 3 years then, within 60 days of the first notification of this occurring, a grazing management plan is developed and agreed to with the farm dairy assessor (refer to **K. Animal Feed**).

National Chemical Contaminants Programme

- Official National Chemical Contaminants Programme (NCCP) samplers are allowed on farm to take samples at any time and are given access to any raw milk intended for supply.

Note: see Operational Code: NZCP1: Design and Operation of Farm Dairies (www.mpi.govt.nz/dmsdocument/46243) for more information.

Things to show your verifier

- Sampling and testing schedules and procedures.
- Records of test results, records of acceptable/unacceptable determinations.
- Any problems detected and corrective action taken. Refer to **Q. Corrective Action**.

S. Verifier Communication

K

Know

Useful things to know

- To ensure appropriate and timely communication with the verifier.

D

Do

Rules you must follow

When to notify the verifier

- The verifier is notified by the RMP operator when:
  - milk supplied for processing is non-conforming (refer to P. Non-conforming Milk and Recall);
  - there is a significant failure to follow the RMP;
  - there are repeated or systemic failures to follow the RMP; or
  - there is any failure to comply with a regulatory requirement that is reasonably likely to result in animal or human health being adversely affected.

Initial notification

- When required to notify the verifier of an issue, notification is done **within 1 working day of becoming aware of the issue**.
- Notification can be via phone-call, text, email or in person.
- A record is kept that the verifier was notified about the specific issue (e.g. an email, a note of verbal notification on x date)

Reporting

- For every issue that is notified to a verifier, a **written report is supplied to the verifier within 3 working days after the operator becomes aware of the issue**.
- The written report can be supplied as the same time as the notification (that is, the report doesn't have to be sent separately).
- The written report includes as much of the following as is available at the time:
  - relevant RMP ID;
  - relevant supplier number;
  - date on which the issue occurred;
  - date of notification to the verifier;
  - a detailed description of the issue;
  - a detailed description of actions taken in response to the issue;
  - name, title, and contact details of the person responsible for managing the issue;
  - any corrective actions that are planned, in progress, or completed, and a schedule for the start and finish of any uncompleted corrective actions; and
  - whether any milk has been affected by the event,
- For affected milk, the report includes:
  - its identity and description, amount, and location;
  - whether it has been isolated;
  - if it has not been isolated, the methods used to secure it against supply;

- if relevant, the date since the last acceptable measurement, or satisfactory laboratory test;
- if tracing has not been completed, the justification for determining the range of milk that may be affected; and
- the date that any investigation, or traceback to determine the cause, is expected to be completed.

Follow-up

- Provide any additional information required by the verifier.
- Until the issue is resolved, provide updates to the verifier at agreed intervals, covering:
  - the outcome of any investigation or traceback;
  - the likely causes of the matter;
  - evidence that any affected milk has been identified and isolated (unless the verifier has agreed otherwise); and
  - any corrective actions completed, those still to be completed, and dates for completion.

Periodic reporting (single farm dairy)

- Periodic reports are provided to the verifier in a manner agreed with the verifier, either monthly or at an agreed frequency that does not exceed 3 months.
- Each periodic report summarises the performance of the farm dairy during the reporting period, giving:
  - the number consignments of raw milk, and percentage of total raw milk consignments, by species, that were identified as failing to meet the action limits for the tests in a table in section D2.18 of the Animal Products Notice: Production, Supply and Processing (www.mpi.govt.nz/dmsdocument/50182);
  - the APC or Bactoscan arithmetic or geometric average; and
  - the somatic cell count arithmetic or geometric average.
- The periodic report also:
  - includes if the farm dairy failed to meet limits for chemical residues or contaminants (including inhibitory substances at levels greater than 0.006 IU/ml penicillin equivalent), and gives the compound (if identified) and estimated concentration; and
  - gives additional information about raw milk conformance and trends.
- If the farm dairy supplies milk for the export market (other than to Australia), the report includes any failure to meet market specific limits.

Periodic reporting (multiple farm dairies)

- Periodic reports are provided to the verifier in a manner agreed with the verifier, either monthly or at an agreed frequency that does not exceed 3 months.
- In the periodic report, individual farm dairies are identified by their unique farm dairy identifier, if they have one.

- Each periodic report must, for the reporting period it covers:
  - identify the number of farm dairies covered by the RMP during the period;
  - summarise the performance of all farm dairies covered by the RMP, giving:
    - the total number of raw milk consignments, and the percentage of raw milk consignments, that were identified as failing to meet the action limits for any test in a table in section D2.18 of the Animal Products Notice: Production, Supply and Processing (www.mpi.govt.nz/dmsdocument/50182);
    - the APC or Bactoscan averages or geometric average over the whole supply; and
    - the somatic cell count averages or geometric average over the whole supply;
  - provide any other information that may give the verifying agency a more complete picture of raw milk conformance and trends across all the farm dairies;
  - identify each farm dairy operator (using the farm dairy's unique farm dairy identifier) given notice to rectify ongoing hygiene or conformance deficiencies, and the nature of those deficiencies, such as:
    - elevated aerobic plate counts;
    - elevated somatic cell counts;
    - any other relevant raw milk test results; and
    - unacceptable farm dairy assessment outcomes;
  - identify each farm dairy where the raw milk supply failed to meet relevant maximum acceptable limits for the following:
    - chemical residues or contaminants (including inhibitory substances) detections at levels greater than 0.006 IU/ml penicillin equivalent, along with the compound (if identified) and estimated concentration;
    - aerobic plate count 2-month geometric average;
    - somatic cell count 3-month geometric average; and
    - market specific limits;
  - identify each farm dairy that supplied raw milk that:
    - showed evidence of adulteration or substitution; or
    - contained any substance not permitted to be used on the milking animals concerned;
  - identify each farm dairy that has been suspended or discontinued by the RMP operator due to significant, persistent, or unresolved milk quality failures or failures to meet RMP requirements; and
  - state the total number of farm dairy assessments within the reporting period and dairy season to date that:
    - have been completed;
    - had unacceptable outcomes;
    - have unresolved outcomes; and
    - are yet to be completed (other than those scheduled for revisit).

S

Show

Things to show your verifier

- Notification and communication records (e.g. C1: Farm Dairy Operator Routine Report to RMP Verification Agency, C2: Farm Dairy Operator Exception Report to RMP Verification Agency).
- The extent of any contamination or potential contamination.
- Description, quantity and location of all non-conforming milk and whether it was isolated.
- Any problems detected.
- Any other corrective action taken. Refer to **Q. Corrective Action**.
- Periodic reports.

Examples of these forms can be found:
Farm Dairy specific forms - the Dairy Risk Management Programme Template webpage
(www.mpi.govt.nz/agriculture/dairy-farming/dairy-risk-management-programme-templates/)

T. When the Farm Dairy Operator is not the RMP Operator

K
Know

Useful things to know

- To clarify requirements for the farm dairy operator.
- To ensure good communication between the farm dairy operator and RMP operator.
- This supporting system only applies if the farm dairy operator and RMP operator are not the same (e.g. the RMP covers multiple farms).

D
Do

Rules you must follow

Farm Dairy Operator

- The farm dairy operator notifies the RMP operator when:
  - milk supplied for processing is non-conforming (refer to **P. Non-conforming Milk and Recall**);
  - there is a significant failure to follow the RMP;
  - there are repeated or systemic failures to follow the RMP; and
  - any failure to comply with a regulatory requirement that is reasonably likely to result in animal or human health being adversely affected.

RMP Operator

- When a farm dairy operator notifies the RMP operator of the issues above, the RMP operator:
  - takes corrective action and starts an investigation into the root cause of the problem;
  - advises any person who has received milk without delay; and
  - notifies and reports to the verifier (refer to **S. Verifier Communication**).
- The RMP operator immediately advises each farm dairy operator if advised that a transporter has refused to collect milk from their farm dairy, or refused to deliver milk collected from their farm dairy, and give the reason for the refusal.
- The RMP operator advises each farm dairy operator (in a sufficiently timely manner to allow corrective action to be taken when required) of the following:
  - the temperature of the milk at the time the milk was collected or refused for collection;
  - test results for all tests in Table R1, other than test results for inhibitory substances; and
  - test results for all inhibitory substance tests that exceed an action limit.
- The RMP operator ensures that each farm dairy operator is aware that farm dairy assessments may occur at any time and that the farm dairy operator must assist the farm dairy assessor to the extent reasonably required to facilitate the completion of the farm dairy assessment.
- The RMP operator ensures that each farm dairy operator is aware that sampling of their milk may occur at any time under the National Chemical Contaminants Programme operated under the Regulations.

- The RMP operator manages any non-conformance or potential non-conformance that is identified through the National Chemical Contaminants Programme and notified by either the MPI or the verifier.

S

Show

Things to show your verifier

- Notification records.
- Investigation outcomes.
- Any corrective action taken. Refer to **Q. Corrective Action**.

Part 3: Regulatory Limits and Hazard Analysis

1. Intended Use

Intended Consumer

Intended consumer	• Humans (general population)

Intended Use

Intended use of product that leaves RMP	• Milk for further processing (that includes heat treatment)

Market Eligibility

Milk is intended to be eligible for the manufacture of products for: (tick all applicable markets)	
☐	Domestic (New Zealand) and/or Australia
☐	European Union and Great Britain
☐	Eurasian Economic Union
☐	All other export markets
☐	The following markets: _____ _____ _____

If milk is intended to be eligible for products exported to countries other than Australia: (tick all statements)	
☐	I have access to, and am aware of, the export requirements that apply to milk production and harvesting for the markets identified above as notified by MPI. Refer to Exporting dairy (www.mpi.govt.nz/export/food/dairy/)
☐	I am aware of any general requirements for obtaining Official Assurances or for export of dairy products that apply. Refer to Overseas Market Access Requirements (www.mpi.govt.nz/export/export-requirements/omars/search-country-animal-products-wine-organics/)
☐	I have documented any additional procedures, testing and limits that are required and these, along with supporting records, are retained and available.

2. Regulatory Limits

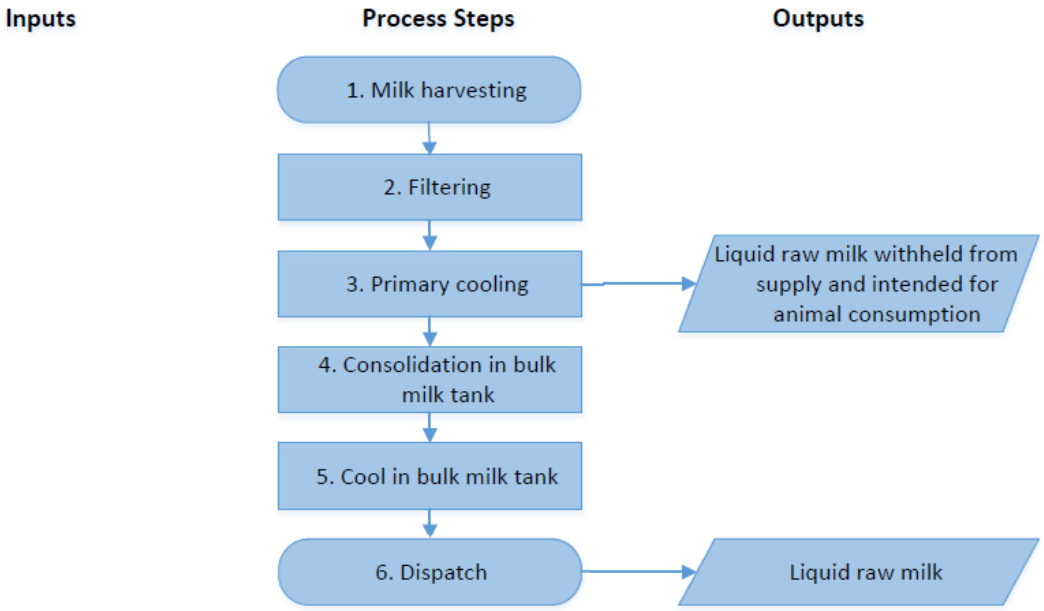
Regulatory limits	Animal Products Notice: Production, Supply and Processing • Inhibitory Substances – 0.006 IU/ml benzyl penicillin • Chemical residues and contaminant limits as per Codex Alimentarius • Chemical residues and contaminant limits as per the Food Notice: Maximum Residue Limits for Agricultural Compounds
Other regulatory requirements specific to product	Animal Products Notice: Production, Supply and Processing **(Action limits only)** • Somatic cell count – 400 000 cells/ml (cow) – 2 000 000 cells/ml (goat) – 1 500 000 cells/ml (other species to 30 June 2025) – 750 000 cells/ml (other species from 30 June 2025) • APC – 100 000 cfu/ml • Inhibitory Substances – 0.003 IU/ml benzyl penicillin • Chlorates – 0.1 mg/kg • Sensory assessment – no presence of spoilage, visible foreign matter, blood, discolouration, odours, or taints • IgG – less than 1.35g/L • Foreign matter/sediment – no foreign matter and no objectionable material • Freezing point depression – maximum -0.513°C (cow and other species excluding goat) – maximum -0.519°C (goat)
	• Harvesting of milk and storage on farm must comply with the Animal Products Notice: Production, Supply and Processing and the Operational Code: NZCP1: Design and Operation of Farm Dairies
Labelling requirements	• Clear identification of the bulk milk tank

3. Operator Defined Limits

Operator defined limits	Operational Code: NZCP1: Design and Operation of Farm Dairies • Titratable acidity – less than 0.18%

4. Process Flow

Generic Process Flow Diagram: Milk Harvesting



5. Risk Factor Identification and Control

K

Know

Useful things to know

- To identify the risk factors (from hazards to human and animal health, wholesomeness, false and misleading labelling) that are reasonably likely to occur at each process step (including all inputs).
- To ensure that appropriate controls are included in the RMP so that milk is fit for its intended purpose.

D

Do

Rules you must follow

Risks from hazards to human health

- A hazard analysis and critical control point (CCP) determination has been conducted (see Table 3.1).
- No CCP has been identified.
- Good operating practices (GOP) are followed as outlined in the RMP Part 2: Supporting Systems.
- All identified hazards are expected to be adequately controlled by the control measures listed in Table 3.1.

Risks to wholesomeness

- Risk factors have been identified (see Table 3.2).
- All identified risk factors are expected to be adequately controlled by following good operating practices (GOP) as outlined in the RMP Part 2: Supporting Systems and the control measures listed in Table 3.2.

Risks from false and misleading labelling

- Risk factors have been identified (see Table 3.3).
- All identified risk factors are expected to be adequately controlled by following good operating practices (GOP) as outlined in the RMP Part 2: Supporting Systems and the control measures listed in Table 3.3.

S

Show

Things to show your verifier

- Completed records of good operating practices.

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	**Inputs**	**Hazard reasonably likely to occur on or in the product at this step**	**Justification**	**Q1. Is there a control measure(s) for the hazard at this step?** If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	**Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit?** If yes, this step is a CCP. If no, this step is not a CCP.	**CCP no.**
1. Milk Harvesting		B – Bacterial pathogens	Bacterial pathogens (e.g. *Salmonella* spp., *Listeria monocytogenes*, *E. coli*, *Mycobacterium bovis* (TB), *Clostridia perfringens* etc) may be introduced from the milking animal or milking plant	Yes: Milking animal identification and health Milk harvesting Design, construction and maintenance of buildings, facilities and equipment Water quality Cleaning and sanitation NZCP1	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	**Inputs**	**Hazard reasonably likely to occur on or in the product at this step**	**Justification**	**Q1. Is there a control measure(s) for the hazard at this step?** If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	**Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit?** If yes, this step is a CCP. If no, this step is not a CCP.	**CCP no.**
		C – Mycotoxins	Mycotoxins may be present in the milk from the milking animal, after consumption of high risk imported feeds (e.g. copra)	Yes: NZCP1	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	Inputs	Hazard reasonably likely to occur on or in the product at this step	Justification	Q1. Is there a control measure(s) for the hazard at this step? If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit? If yes, this step is a CCP. If no, this step is not a CCP.	CCP no.
		C – Chemical residues	Antibiotic residues and other residues from agricultural compounds and vet medicines may occur Carryover from feed/water and environmental exposure (e.g. residual soil, DDT/DDE, chemical or fertiliser application) may occur	Yes: Milking animal identification and health NZCP1	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	**Inputs**	**Hazard reasonably likely to occur on or in the product at this step**	**Justification**	**Q1. Is there a control measure(s) for the hazard at this step?** If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	**Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit?** If yes, this step is a CCP. If no, this step is not a CCP.	**CCP no.**
		C – Chemical residues	Residues from cleaning and sanitation of milking equipment, environment, milk handler and pest control may occur	Yes: Personnel health and hygiene Design, construction and maintenance of buildings, facilities and equipment Cleaning and sanitation Maintenance compounds and other chemicals Milk Harvesting NZCP1	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	Inputs	Hazard reasonably likely to occur on or in the product at this step	Justification	Q1. Is there a control measure(s) for the hazard at this step? If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit? If yes, this step is a CCP. If no, this step is not a CCP.	CCP no.
		P – Foreign objects	Foreign matter (e.g. glass, metal, rubber, hair) from milking equipment, environment and milk handler may occur	Yes: Personnel health and hygiene Design, construction and maintenance of buildings, facilities and equipment	No	
2. Filtering	Raw milk	B – Bacterial pathogens	Bacterial pathogens may be introduced during maintenance, due to poorly maintained equipment, or pest entry **This hazard exists throughout**	Yes: Design, construction and maintenance of buildings, facilities and equipment Cleaning and sanitation **These controls apply throughout**	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	Inputs	Hazard reasonably likely to occur on or in the product at this step	Justification	Q1. Is there a control measure(s) for the hazard at this step? If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit? If yes, this step is a CCP. If no, this step is not a CCP.	CCP no.
		C – Chemical residues	Residues from cleaning and sanitation of the milking equipment may occur Migration of chemicals from the materials the milking equipment is made of may occur **This hazard exists throughout**	Yes: Cleaning and sanitation Design, construction and maintenance of buildings, facilities and equipment **These controls apply throughout**	No	
		P – Foreign objects	Foreign matter (e.g. glass, metal, rubber) may occur	Yes: Filter removes foreign matter	No	

Table 3.1: Hazard analysis and CCP determination for milk harvesting

Process step	**Inputs**	**Hazard reasonably likely to occur on or in the product at this step**	**Justification**	**Q1. Is there a control measure(s) for the hazard at this step?** If yes, identify the control measure and then answer Q2. If no, consider hazard at next step.	**Q2. Is the control measure at this step essential to food safety as defined by a regulatory limit?** If yes, this step is a CCP. If no, this step is not a CCP.	**CCP no.**
3. Primary Cooling	Raw milk	B – Bacterial pathogens	Growth of bacterial pathogens may occur due to temperature abuse **This hazard exists throughout**	Yes: Milk filtering, cooling and storage time **These controls apply throughout**	No	
4. Consolidation in Bulk Milk Tank and 5. Cool in Bulk Milk Tank and 6. Dispatch	Raw milk	P – Foreign objects	Foreign matter may be introduced during maintenance, due to poorly maintained equipment or due to pest entry	Yes: Design, construction and maintenance of buildings, facilities and equipment	No	

Table 3.2: Summary of identified risk factor and controls related to wholesomeness

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
Acid development	High bacterial level	Plant hygiene, hot wash temperature, duration and frequency
	High temperature	Primary and secondary cooling
	Time	Supply material within 96 hours of harvest (from first milk into the vat)
Sediment from mastitis	Clinical udder infection	Identification prior to milking Withholding milk from affected glands
Blood	Teat / udder injury or disease	Identification prior to milking Withholding milk from damaged glands
Colostrum in white milk	Milk from milking animals into the bulk milk tank within 4 days / 8 milkings of giving birth	Marking colostrum animals Segregation of colostrum herd prior to milking, with head count to confirm When practical, running separate colostrum herd and after delivery lime removed or diverted from the bulk milk tank, and giving plant a hot wash after each milking For colostrum supply herd milked before main herd, ensuring the plant is rinsed and drained before commencing the milking of the supply herd

Table 3.2: Summary of identified risk factor and controls related to wholesomeness

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
Foreign or objectionable matter (e.g. insects, faeces, dirt or dust)	Dirty teats, wet and dirty udders, cluster dropped during milking	Ensure teats are clean Clean udders if wet and dirty Filter milk Change disposable filters per milking No nesting of birds around milking plant or milking machine vacuum inlet Bulk milk tank secure from environmental contamination, lidded vats closed at all times except from emptying milk until cleaning complete
Pests, vermin and parts of same	Birds and rodents	Design of dairy Cleaning and maintenance of dairy yard and surrounds No effluent or other waste within 10m No exposed feed within 10m except when feeding No dead animals within 45m
Water in milk	Intrusion	Monitor freezing point depression results Check milk cooler
	Rinse water	Drain plant prior to milking Procedures to ensure rinse water does not enter the bulk milk tank containing milk
Taints	Feed / water	Maintaining and managing pastures and animal access to weeds or other sources of taints

Table 3.2: Summary of identified risk factor and controls related to wholesomeness

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
	Agricultural Compounds or other chemicals	Use all chemicals as per label No pesticides, herbicides or odorous compounds to be stored in the farm dairy or near the bulk milk tank Only MPI approved dairy maintenance compounds to be used to clean or sanitise the milking plant No containers from Agricultural Compounds to be used for other chemicals at the farm dairy

Table 3.3: Summary of identified risk factor and controls from false or misleading labelling

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
Prescence of incorrect milk or colostrum in bulk milk tank	Milk or colostrum mis-directed	Ensuring delivery line is directed to the intended bulk milk tank prior to the commencement of milking
Supply of incorrect milk	Incorrect bulk milk tank identification	Label bulk milk tank when colostrum or multiple species of milk is offered for supply or use Removing or locking outlet when storing milk not for supply (such as withheld or non-conforming milk)