



MILK SUPPLY POLICY

Australian Dairy Farmers Corporation



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Contents

Introduction	04
Shareholding	04
Milk Pricing	04
a) Component Payment System	
b) Incentives	
a. Quality & Demerit points Payment	
c) Milk Price increases	
d) Stop Charges	
e) Timing of Milk PaymentsTiming Of Milk Payments	
Milk Quality	06
a) Total Plate Count (TPC) and Retesting	
b) Somatic Cell Count (SCC)	
c) Temperature	
d) Extraneous Matter	
e) EU Milk Compliance	
f) Poor Milk Quality	
g) Communication of Milk Quality Results	
a. ADFC Supplier Web Portal	
b. ADFC Mobile App	
h) Insurance Cover	
i) Inhibitory Substances and Residues	
a. Costs	
b. Demerit Points	
c. Antibiotic Test Kits	

Quality Assurance Program	15
a) Stock Feed	
a. Suitability of Feed for Animal Use	
b. Genetically Modified Feed	
b) Animal Health	
c) Enzootic Bovine Leucosis (EBL) and Bovine Johnes Disease (BJD)	
Milk Components	17
a) Component Result Variances	
Milk Transport	17
a) Sampling Of Milk	
b) Farm Access	
c) Milk Vat Requirements	
d) Milk Collection Times	
Questions	19
Appendix 1 Adfc Contact List	
a) Adfc Directors	
b) Adfc Management	
c) Adfc Milk Transport Carriers	
Appendix 2 Milk Quality Table	20



1. Introduction

This Milk Supply Policy sets out the terms and conditions for dairy farmers who supply milk to Australian Dairy Farmers Corporation (ADFC). This policy document may be updated and amended during the year in accordance with the *Competition and Consumer (Industry Codes-Dairy) Regulations 2019 (Dairy Code)* and suppliers will be notified of any changes. For clarity, in this document we refer to all milk quality standards and factory procedures as ADFC standards, and all pricing information is referred to as ADFC pricing.

2. Shareholding

The signing of an ADFC contract and supplying milk to ADFC is conditional upon the contracted supplier(s) becoming a shareholder of ADFC.

3. Milk Pricing

The specific details of milk pricing are as announced at the beginning of each financial year.

a) Component Payment System

Payments to shareholders are made in terms of \$ per kilogram of fat and \$ per kilogram of protein and expressed in total as \$ per kilogram of milk solids (MS). ADFC quotes milk prices at a reference solids value of 4.0% butterfat and 3.2% protein.

b) Incentives

The table below sets out the quality payment rates. For further milk quality details please refer to section 5 and Appendix 2 of this policy

a. Quality & Demerit points Payment

Demerit Points per month		ADFC Bonus / Penalty	
From	To	\$/Kg Fat	\$/Kg Protein
0	0	\$0.23	\$0.34
1	1	\$0.16	\$0.24
2	4	\$0.11	\$0.17
5	9	\$0.00	\$0.00
10	14	- \$0.11	- \$0.17
15	17	- \$0.46	- \$0.68
18	23	- \$0.91	- \$1.36
24	29	- \$1.36	- \$2.05
30	60	- \$1.82	-\$2.73
61	& Over	No payment	

c) Milk Price increases

Once a minimum base milk price is released for the new financial year, ADFC may announce increases to the minimum base price within that financial year. If a milk increase is released, it may be either as a 'step up', which is a milk price increase from a forward date of the announced step up to the end of the financial year, and or as a 'retrospective' milk price increase which is an increase to the base price retrospectively to the beginning of the financial year. If a milk price increase is announced within a financial year, to qualify for payment, a supplier must be supplying ADFC when the milk price increase payment is made.

d) Stop Charges

ADFC does not have a stop or volume charges for milk collections.

e) Timing of Milk Payments

Payments are generally made on the fifteenth day of the month following collection. If the fifteenth day of the month is a Saturday, payments will occur on the immediately preceding business day. If the fifteenth day of the month is a Sunday, payments will occur on the next business day. If the fifteenth day of the month is a public holiday or bank holiday, payments will occur on the nearest business day to the fifteenth day of the month. Milk statements will be available on the ADFC Supplier portal and emailed out before the evening of the fourteenth of each month. A summary of payments will be available on the Suppliers Mobile App.



4. Milk Quality

Through contractual agreements, ADFC supplies milk direct from farms to ADFC customers. Customers can and do produce products that are exported as well as sold within Australia. Therefore, every litre of milk received by ADFC customers is required to be Australian & EU compliant as per relevant regulations. Those requirements provide limits and consequences from TPC & SCC results. The aim of which is to ensure poor quality milk is not used in the manufacture of dairy products.

a) Total Plate Count (TPC) and Retesting

For milk to be EU compliant, TPC's, using rolling geometric average over 2 months (60 days), must be less than 100,000 cfu/ml. Where a rolling geometric average is greater than 100,000 cfu/ml, the following month's geometric average must be under 100,000 cfu/ml for milk to be collected from that farm. Farms identified as greater than allowable TPC limits post the following month's geometric average must be suspended for a period of 21 days.

The shareholder is responsible for the disposal of milk and making their own arrangements to test the milk and report the results to ADFC. After recommencing milk collection, suspension from supply will recur should the rolling geometric average TPC exceed 100,000 cfu/ml again.

ADFC TPC retest regime was put in place to recognise those shareholders with good quality TPC records and for grading of milk. The use of a retest result is in accordance with the guidelines outlined below & on Appendix 2

- Shareholders whose 10-day period initial TPC test is greater than ten thousand (10,000)
 - A retest will automatically occur. The purpose of which is to provide feedback results to the shareholder.

For any farms retested after the initial test in a 10-day period, ADFC will then use the lower of either the initial test result or the retest result as the official TPC 10-day period result. Any subsequent retests for that period will be treated as advisory tests only (Should this continue). Results may be adjusted and made advisory if an investigation by ADFC has identified that an entire batch of TPC samples have been compromised or if extenuating individual circumstances are relevant. ADFC can authorise advisory TPC tests to help shareholders determine the results of revised cleaning and sanitizing regimes if required.

It is the shareholders' responsibility to use the SMS/email/internet (ADFC Portal) system to monitor milk quality results. Additional samples may be tested for the shareholder but will not be used to adjust existing results.



b) Somatic Cell Count (SCC)

As per appendix 2, for each milk collection, a weighted average somatic cell count of below 250,000 cells/ml is required. ADFC ensures it is in line with EU & Australian requirements. Each farm must have a rolling SCC geometric average over 3 months of less than 400,000 cells/ml. Where the rolling geometric average SCC for a farm has been identified as exceeding EU requirements, the following month's geometric average must be under 400,000 cells/ml to allow milk to be collected from that farm. Farms identified as greater than allowable limits post the following month's geometric average will be suspended from supply for 21 days. The shareholder is responsible for disposal of milk and ensuring that the milk will be satisfactory on return from a 21 day suspension. After recommencing milk collection, suspension from supply will recur should the rolling geometric average SCC exceed 400,000 again.

c) Temperature

Milk needs to be stored and refrigerated at 5°C or below. Milk should be available for collection at 5°C any time. The temperature of each vat load of milk is checked by the tanker driver using the calibrated thermometer integrated within the milk tanker's flow meter against established milk temperature standards. Milk cooling is a critical component in maintaining milk quality standards. To comply with food safety regulation, dairy farm licence and export market requirements, milk must be cooled to 5°C or less within 3.5 hours of the commencement of milking.

Suppliers must make every effort to ensure effective pre-cooling of milk through the plate cooler. Pre-coolers that deliver milk to the vat above 25°C place that supplier at risk of milk rejection.

Farmers who consistently exceed collection temperature requirements will be monitored. Milk cooling systems must comply with the requirements of ADFC's Milk Quality Assurance program (Quality One). Any shareholder that has continuous (4 weeks) issues with temperatures in excess of 5°C must undergo an audit of their cooling system at their own cost. Shareholders who do not comply with quality assurance requirements may have their Farm Quality Assurance accreditation revoked (after being given a suitable opportunity to correct the problem).

d) Extraneous Matter

This test is done on tankers initially and individual samples are only taken when there is a problem with the tanker. Farmers will be contacted regarding problems as they arise.





e) EU Milk Compliance

ADF sells milk to a variety of customers that may export ingredients or finished products overseas. As you are an ADF supplier we monitor your test results to ensure that the milk delivered to our customers meet the requirements below.

For milk to be EU compliant, TPC's, using rolling geometric average over 2 months (60 days), must be less than 100,000 cfu/ml. Where a rolling geometric average is greater than 100,000 cfu/ml, the following month's geometric average must be under 100,000 cfu/ml for milk to be collected from that farm. Farms identified as greater than allowable TPC limits post the following month's geometric average must be suspended for a period of 21 days. The shareholder is responsible for the disposal of milk and making their own arrangements to test the milk and report the results to ADF. After recommencing milk collection, suspension from supply will recur should the rolling geometric average TPC exceed 100,000 cfu/ml again.

ADF ensures it is in line with EU & Australian requirements. Each farm must have a rolling SCC geometric average over 3 months (90 days) of less than 400,000 cells/ml. Where the rolling geometric average SCC for a farm has been identified as exceeding EU requirements, the following month's geometric average must be under 400,000 cells/ml to allow milk to be collected from that farm. Farms identified as greater than allowable limits post the following month's geometric average must be suspended from supply for 21 days. The shareholders are responsible for disposal of milk and test the milk and report the results to ADF. After recommencing milk collection, suspension from supply will recur should the rolling geometric average SCC exceed 400,000 again.

Please refer to the Mobile App and Milk Supply Portal to monitor your eligibility to EU compliance.

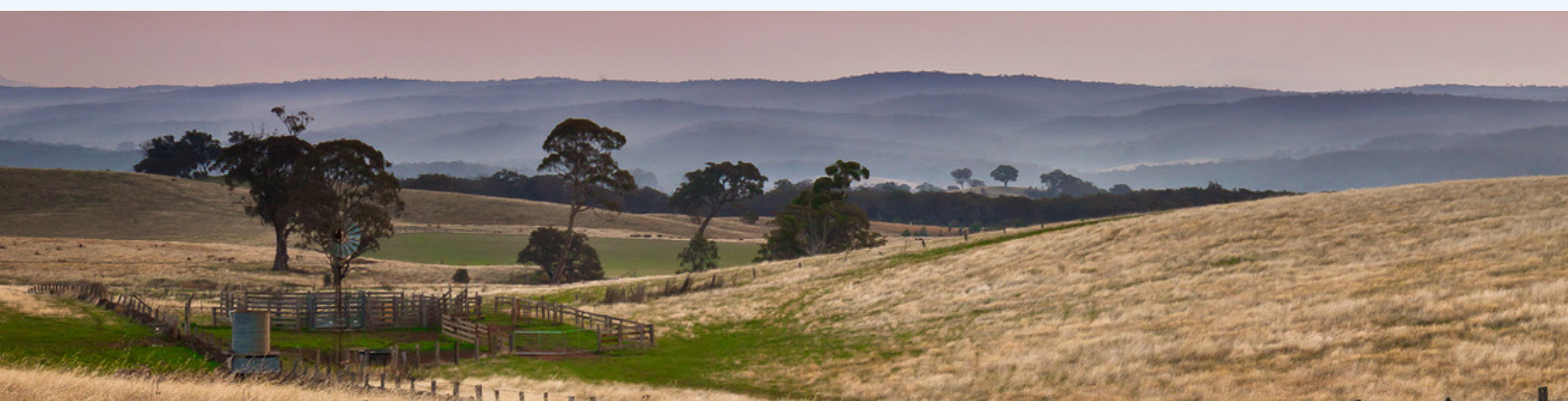
f) Poor Milk Quality

Shareholders who consistently have poor quality milk (i.e., high TPCs, high SCCs, high Temperature, etc.) will be advised by ADF that collection may be suspended until ADF is satisfied that a suitable milk hygiene program has been put in place. Milk collection may cease entirely if poor milk quality persists over the course of three months (90 days)

g) Communication of Milk Quality Results

All milk test results are available within approximately 36 hours after milk has been collected. Test results are SMS'd via the ADF Mobile App whilst also being readily available on ADF's Supplier Web Portal.

Shareholders are reminded that the tanker docket system may not always be available, and it is recommended that they use the electronic methods for regular retrieval of milk quality and production results. The SMS/internet system is the most timely and efficient way of getting your results.



a) ADFC Supplier Web Portal

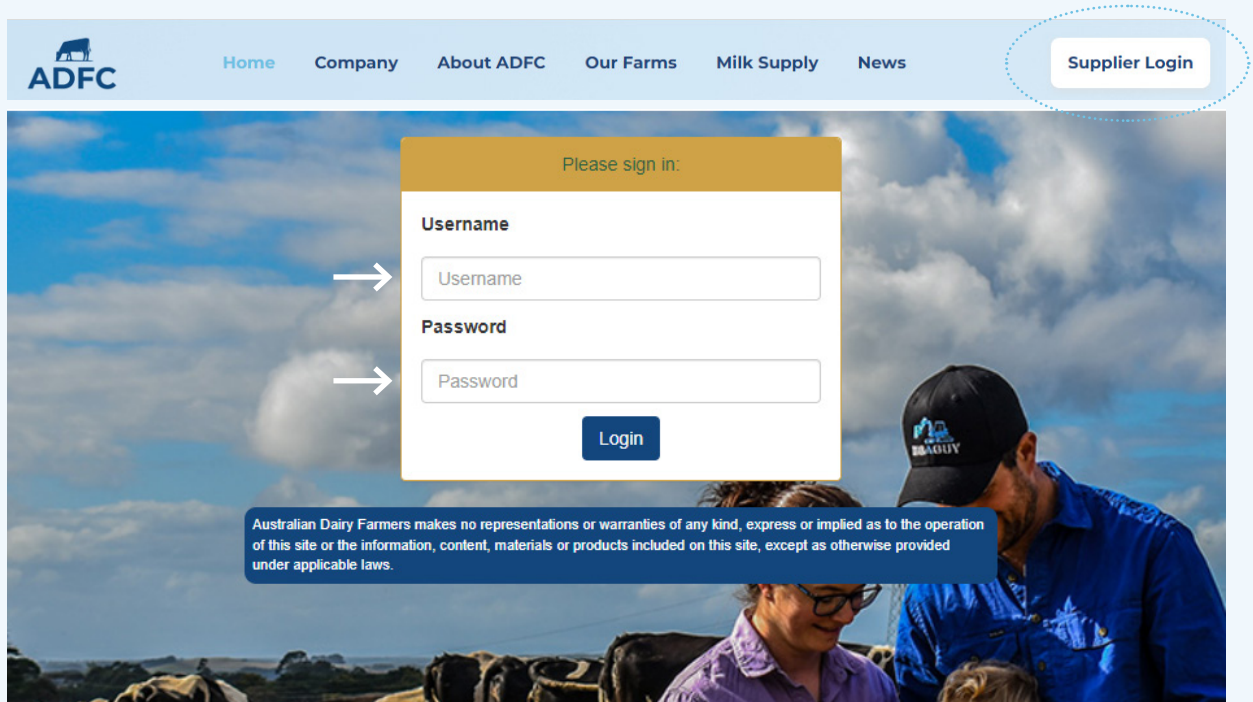
The web address is www.adfc.com.au

To access your milk data (including production and milk quality details) and monthly statements, you will need to log on to the ADFC website and enter the Supplier portal.

You will automatically receive quality and production information on the ADFC Mobil App once you have registered the app on your mobile phone.

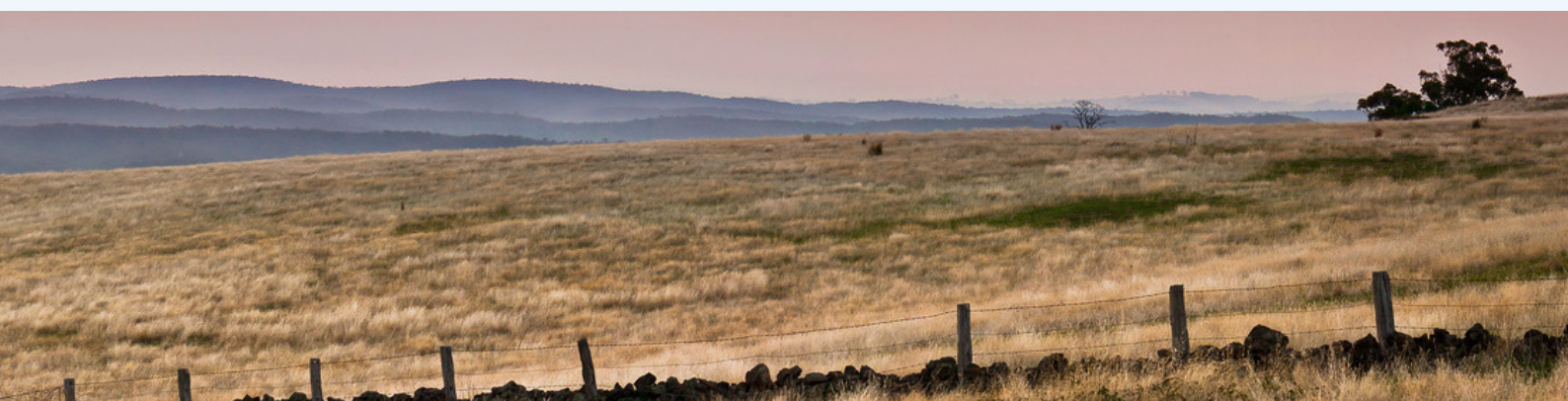
ADFC Supplier Milk Portal

Click on the top right-hand button – ‘Supplier Login’ tab and follow the prompts.



Your access code and password are the same for the mobile app. If you are unsure of your Username and Password, please contact ADFC.

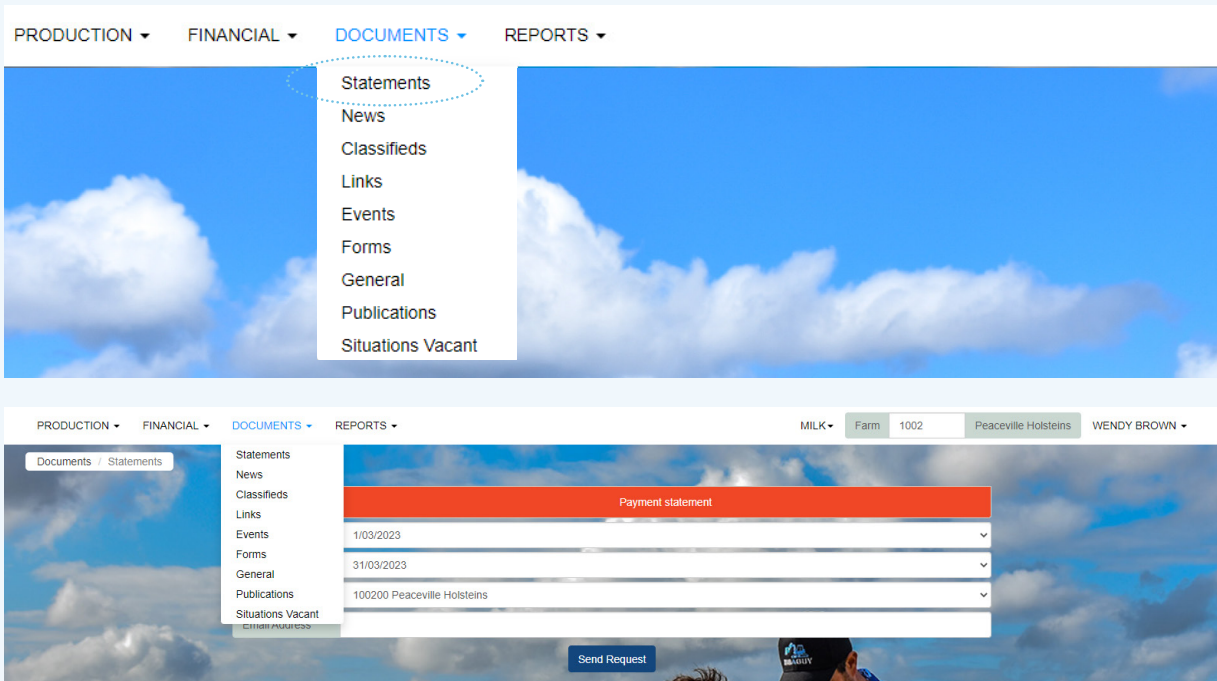
Access Username & Password: This information will be provided to you. (Once logged into the portal you will be able to change this password if you wish).





Milk Statements

Your monthly Milk statement will be automatically emailed to you or if you require the option of downloading a specific monthly milk statement via the ADFC Portal.



This is a useful option if you want to send a copy of the statement to bookkeepers or accountants. If you have any questions, please contact ADFC team for assistance.

b) ADFC Mobile App

The links below will take you to associated app in the store:

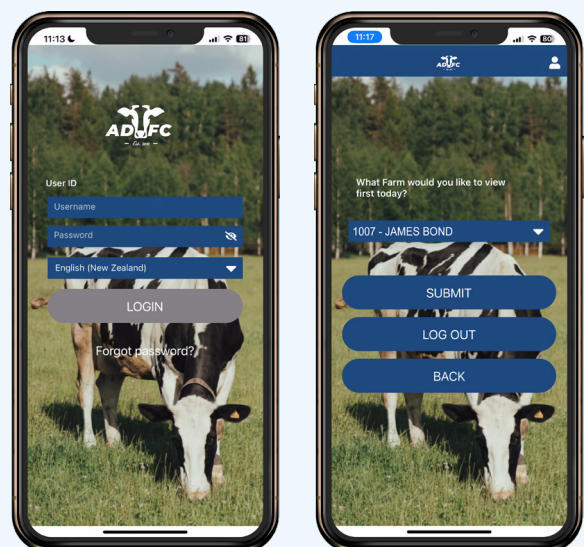
iPhones: <https://apps.apple.com/au/app/adfc-farmer/id64444246137>

Android: <https://play.google.com/store/apps/details?id=contec.mobile.adfc>

It is important to note, if you share your log in details with others, they will have access to your financial information. To share litres and Quality Results with others you can add them in contacts on the ADFC Supplier Portal. If you have any questions, please contact ADFC team for assistance.


Logging into the ADFC mobile app

1. Type your username and password into the login screen that you see when you first open the app.
2. Then press login.
3. If you have more than one farm associated with your login you can pick this from the next screen.
4. Press the Submit button to select the farm.
5. You have successfully logged in.



Data not up to date

If you notice that your data has not been updated, you may need to refresh your data.

To refresh data, go to the top right-hand corner. Tap the person symbol  and you will have the option to refresh your data. Your mobile app will then refresh any data that is available.

Allowing others to log in to the app using their own credentials. (Restricted access)

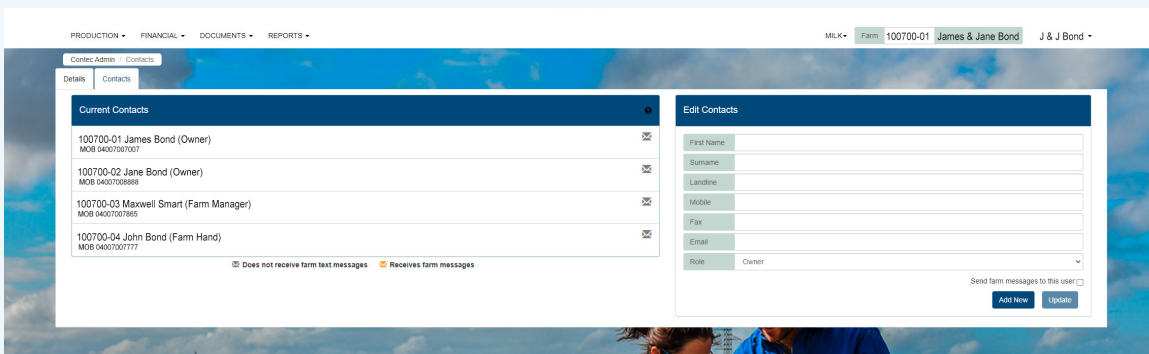
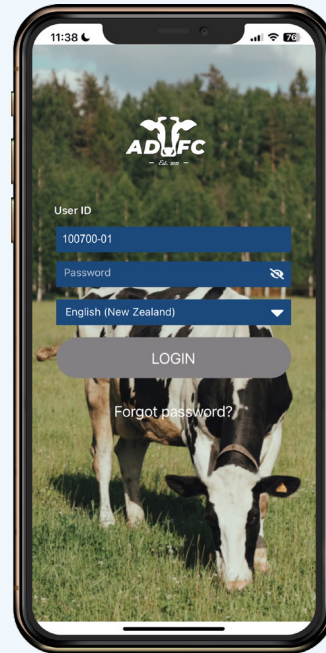
You can allow others to use the app using a contact login as described below.

Anyone (including owners/share farmers) that log in as a "Contact" will not have access to any financial information from the mobile app. Only people logging in with a farm username will be able to see the financial information.

As part of the system, we can and do have contacts recorded against each supplier within the system. These contacts each have a unique number which can be seen in the ADFC Supplier web portal.

Once logged into the Supplier web portal click on your name in the top right corner and select Contacts. You can see the login id for each person who is a contact.

For example, Maxwell would login with 100700-1



IMPORTANT: For a contact to log in to the mobile app you need to ensure they have a mobile number associated with the contact entry.

To login as a contact get the person to login with this user id. In the case of Maxwell, it would be a user id of 100700-1.

They can choose their own password.

Tap on the Login Button.



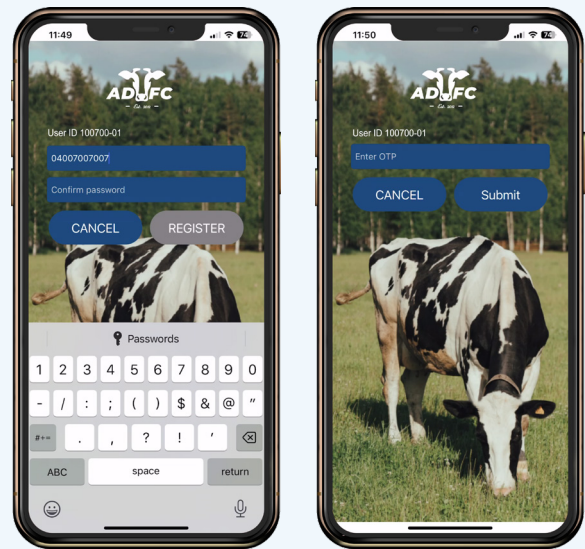
Authentication

To authenticate the person logging in, they will need to type the mobile number exactly how it is shown in the contact page. In the case of Maxwell his number has spaces separating parts of the mobile number. He would need to type in 0400 000 009 and NOT 0400000009.

Maxwell would then type the password he typed in on the first page.

ONE TIME PIN (OTP)

Upon pressing the REGISTER button, Maxwell will receive a text message with a four-digit pin.



Maxwell would enter this four-digit number into the application and press Submit.

Maxwell has successfully registered and logged into the ADFC Mobile App as a contact for farm 1007.

h) Insurance Cover

All shareholders are strongly advised to have adequate insurance to cover all incidences of milk loss, contamination, or damage to other shareholders' milk in the milk tanker. Should a shareholder require a letter for an insurance claim please contact ADFC.

ADFC will not be responsible for payment of milk not collected or not utilised by the processor due to:

- Milk contamination as defined by this policy.
 - Inhibitory substances
- Milk temperature
- Adverse weather conditions
- Where the farm has restricted access due to safety, or notified public health reasons – such as animal disease (botulism, FMD, Anthrax) etc.
- Road access – specifically lack of adequate road access due to weather conditions: Shareholders are reminded that they must have 24-hour, all-weather access, and safe road access for milk tankers under all weather conditions to the dairy (see transport section 6 for further details).

i) Inhibitory Substances and Residues

ADFC strongly encourages shareholders to discuss with ADFC any suspect milk before picking up and take advantage where necessary of the preliminary testing if advised to do so. ADFC strives to remove the risk of contaminated milk entering the processing system.

Inhibitory substances can include, but are not limited to antibiotics, pesticides, herbicides, detergents (especially quaternary ammonium compounds), blood, and colostrum. These substances, especially antibiotics, can have extreme effects on the manufacturing processes. Please refer to Section '5 I a', regarding costs associated with contaminated tankers and '5 I b', regarding 'Demerit Point' penalties.

All tankers are AB tested upon arrival at a processing facility with subsequent additional testing for individual shareholder's milk if there has been a positive SNAP result. At this point the shareholders are informed by ADFC that a sample has resulted in a positive contamination. The penalty for supplying milk not suitable for human consumption is non-payment for that collected milk volume. Please refer to Appendix 2, AB test Un-Notified for details.

If a positive result is detected on the tanker, the milk will be segregated while a Delvo test is conducted. Each shareholder's vat sample is then checked for the presence of inhibitory substances and the offending shareholder will be notified within 24hrs from the time of milk collection.

Once the offending shareholder is notified it is the shareholder's responsibility to have the next consignment of milk tested before the next tanker collection. Positive milk tanker results are reported to the State Food Authority immediately. Where a shareholder has tested positive for antibiotics through routine testing procedures, ADFC reserve the right to have an audit conducted of the offending shareholder's Quality Assurance Program, at the shareholder's cost, to assist with improving the farm management system if repeat milk contaminations occur.





a) Costs

Please note that it is the position of this policy document that any milk suspected of being contaminated as described by this policy document, will not be accepted, and therefore not collected or paid for. If unacceptable due to Chemical, residues, antibiotics and other factors leading to the rejection of milk are found present in milk supplied, a shareholder will be subject to the terms below.

If a shareholder supplies milk which subsequently tests positive for any of the factors listed above and the processor does not use the milk for human consumption, the shareholder will not be paid for their milk. If the contaminated milk has been collected by the milk tanker, the relevant shareholder will be responsible for the cost of all milk in the tanker including the following costs:

- The total cost of all the milk in the tanker, if any, that is not the offending shareholder's milk (at the current value of the milk as determined by the relevant processor, ex GST)
- Freight costs (ex GST as determined by the relevant logistics company)
- Disposal costs (ex GST as incurred by the relevant logistics company)

If antibiotic or contaminated milk is supplied by more than one shareholder for that tanker run, milk will not be paid for, and the costs will be applied on a litre pro-rata basis across those shareholders who supplied contaminated milk to that tanker.

Within the month, ADFC will substantiate the positive contamination with a letter clarifying what happened, when, and the consequence of contamination. ADFC will also state within the letter it will commence deductions from your monthly milk cheque in the next pay period, and the amount owing will be deducted over four (4) equal installments.

However, any milk supplied by a farmer is deemed by the processor suitable for human consumption, the shareholder will be paid for the milk supplied.

b) Demerit Points

If a shareholder supplies milk that has tested positive for antibiotics or other inhibitory substances at the factory (and has not used an antibiotic test kit that tested negative) they could receive three (3) demerit points as well as being penalised with non-payment for milk and incurring associated costs as per section '4 h a'.

c) Antibiotic Test Kits

If shareholders wish to test a vat sample for possible antibiotics and should an incident arise whereby accidental vat contamination may have occurred prior to the collection, then the shareholders' own test kit may be used as a guide only. ADFC shareholders are responsible for the maintenance and operation of their own test kits. Please see section '4 h a & b' regarding penalties associated with supplying milk which has tested positive at the factory for antibiotics.

5. Milk Quality Assurance Program

It is ADFC's responsibility to ensure that a shareholder's Farm Quality Assurance manuals (Quality One) are compliant with relevant state authority requirements.

It's the shareholder's responsibility that recording sheets and manuals are kept updated. All dairy producers are required to have an approved and audited Food Safety Program. They must comply with state legislation and ADFC requirements with regards to auditing of these systems by, or for, the authorities. Any shareholder that fails an audit (Critical Non-conformance) could be immediately suspended from supply until the cause of the failure is rectified. Shareholders who have a minor or major non-conformance entered on their audit will be given time to rectify the issue. ADFC is available for assistance in implementing an on-farm quality system. For purposes of compliance, ADFC has developed 'Quality One' QA program which ADFC shareholders are required to implement. All forms and manuals are available from ADFC, plus available on the ADFC Supplier Web Portal

a) Stock Feed

Suitability of Feed for Animal Use

Vendor declarations must be sought for all feeds received on farm as part of each shareholder's On Farm Quality Assurance Program. The Vendor Declarations should identify the supplier of the feed, give a description of the stock feed and date of supply, and should guarantee that the feedstuffs are suitable for use for dairy cows in line with current dairy industry standards (which includes being free from chemical residues and ruminant animal material).

Genetically Modified Feed

ADFC does not permit its shareholders to use genetically engineered or genetically modified (GE/GM) feed. It is a requirement that shareholders avoid GE/GM feed for their cows and seek warranties (vendor declarations) in regard to the GE/GM status of purchased feed.





e) Animal Health

The Australian dairy industry has in place a National Dairy Industry Animal Welfare Strategy (NDIAWS) and the federal government also has an Australian Animal Welfare Strategy to ensure the best possible welfare standards for Australian animals.

ADFC endorses these strategies and expects all its farmers to maintain the highest standards of animal welfare practices on their farms.

The team at ADFC works closely with Dairy Australia and farmers also have access to local state authorities, local vets, and Department of Primary Industry personnel to help achieve high standards on farm. ADFC's rigorous monitoring of milk quality standards and regular auditing of shareholders' farms ensures we have the best possible standards on farm.

The safety of milk for consumers is essential. Cows must be managed in a manner that prevents the introduction of hazards to the milk. If shareholders notice unusual symptoms such as dramatic shifts in production, skin lesions, sudden deaths, downer cows, etc.; they should immediately remove and isolate any suspect cows from the milking herd. It is a shareholder's responsibility to contact their veterinary officer and if necessary, report any incident of concern to ADFC. Pick up may be suspended during an investigation if recommended by either a veterinary officer or a state authority. Shareholders are reminded that they should have insurance to cover any milk lost in circumstances such as this. Milk will not be picked up from herds infected with notifiable diseases unless it is deemed safe by the relevant authorities.

Issues that may affect our ability to pick up milk (but not limited to):

- Pesticide and chemical poisoning
- Botulism, Anthrax
- Foot and mouth disease
- Lumpy skin

Vaccinations for diseases such as botulism, three-day sickness, leptospirosis; etc., are recommended as best practice to minimise the occurrence of such diseases on farms.

If a shareholder does not notify, or delays notifying, ADFC of an incident we may cease milk collection immediately and ADFC reserves the right to cease collection on a permanent basis.

c) Enzootic Bovine Leucosis (EBL) and Bovine Johnes Disease (BJD)

Shareholders must comply with individual state legislation relating to BJD and EBL testing. It is the aim that all shareholders' milk supplied to ADFC shall be EBL free (monitored free). If a breakdown occurs, shareholders shall follow the state EBL testing protocol. For herds over 200 cows, sub sampling will be used in line with state statutory guidelines. ADFC has the right to ask shareholders to supply evidence of what their current EBL status is.

6. Milk Components

Component Result Variances

If a shareholder notices a significant difference in a daily milk fat and protein result within the month, the result can be reviewed if the shareholder has contacted ADFC before the 2nd day in the next month.

- If a daily fat % is out by more than 0.4% than the average of the previous four results, then average of the previous four results will be used.
- If a daily protein % is out by more than 0.3% than the average of the previous four results, then average of the previous four results will be used.

7. Milk Transport

a) Sampling of Milk

Bulk milk samples (less than 55ml / sample) will be taken from each consignment using aseptic proportional milk sampling devices affixed to milk tanker collection vehicles. Milk samples are refrigerated whilst the milk tanker continues collecting milk from other farms.

The samples are then collated in temperature-controlled environment after the run at the transport depot. Individual collated samples are then couriered to milk testing laboratories for component and milk quality testing.

Milk tankers are annually calibrated to within 0.03% of total volume by a third party. Shareholders who have concerns regarding tanker drivers, sampling methods or volume queries should immediately report this to ADFC.

Collection requirements include:

- Collection on a daily basis except in emergencies
- The tanker must empty the vat (however, this may not occur from time to time for logistical reasons)



b) Farm Access

To guarantee the safety of shareholders, drivers and animals and to facilitate the efficient collection of milk, ADFC requires all farms to have acceptable dairy access.

The minimum suitable standard includes:

- An all-weather access road to provide safe access for the milk tanker.
- No towing of trucks will be permitted under any circumstance.
- No reversing of tankers into a farm from a public road
- No cows are permitted to walk on tanker access tracks, especially where the milk tanker stops to begin pumping.
- This is essential for OH&S and biosecurity reasons on farms.

All shareholders are encouraged to have an entrance that allows milk tanker access from either left or right direction to their property for safe entry and exits without the need for the milk tanker to verge onto the opposite side of the road.

Figure 1. Depicts the base farm entry requirements for a 25 metre B'Double

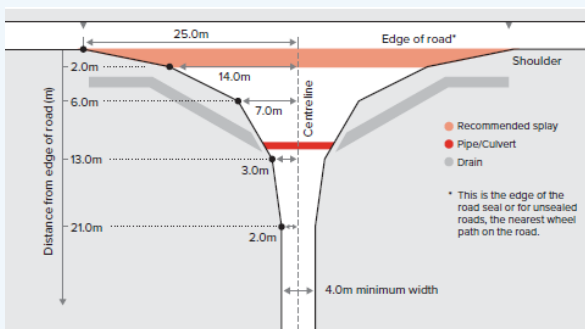
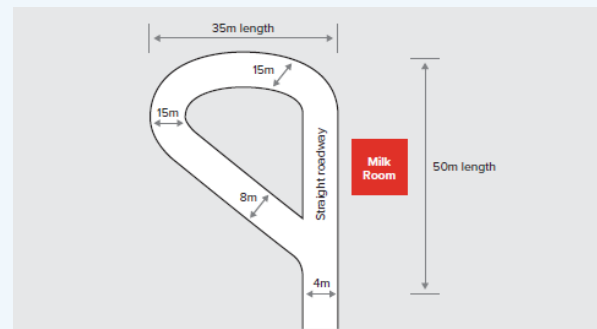


Figure 2. All shareholders are also encouraged to have a milk tanker turning circle as depicted



There are times of the year when milk production may exceed a shareholder's storage capacity even on daily collection. Shareholders may also have a refrigeration failure that is not immediately repairable. In these types of situations, the shareholder may request one additional pickup each day. At its discretion, ADFC will attempt to assist the shareholder by providing an additional daily collection. Milk must meet temperature provisions as the additional collection is at the election of the shareholder and not ADFC, unless ADFC has agreed to assist a shareholder with a refrigeration problem.

Milk will not be collected if the temperature of milk is greater than 30°C even if notified with a vat out.

c) Milk Vat Requirements

Shareholders are advised to have a milk vat capacity of at least 1.5 times peak daily production and must be achieved with no more than two milk vats.

d) Milk Collection Times

Milk should not be collected while milking is in progress. If for some reason milk needs to be picked up while milking is still in progress, the milk tanker driver must on all occasions seek approval from the shareholder or the milker at the dairy before beginning to pump the milk into the tanker. Where the shareholder's volume of milk exceeds the capacity and ability of ADFC milk collection arrangements, additional fees will not be charged. Also, where milk is collected more frequently than required by the shareholder for the cartage contractor or ADFC's or Processor's convenience, additional charges will not apply for the additional collections.

8. Questions

Broader policy issues should be addressed to an ADFC director or to ADFC management. Contacts can be found in Appendix 1 of this policy.

Appendix 1 ADFC Contact List

Australian Dairy Farmers Corporation Limited

Suite 222A, 757 Bourke Street, Docklands, Victoria, 3008

a) ADFC Board Members

Peter Mulheron

Chair | W Vic representative

M: 0438 351 294

E: peter.mulheron@adfc.com.au

Jade Sieben

Vice Chair | N Vic representative

M: 0407 377 114

E: jade.sieben@adfc.com.au

Ben Croatto

E Vic representative

M: 0431 479 675

E: ben.croatto@adfc.com.au

Rod Slattery

Non supplier Board member

E: rod.slattery@adfc.com.au

b) ADFC Management & Operations

Andrew Sutton

General Manager

M: 0407 178 096

E: andrew.sutton@adfc.com.au

Ron Page

Operations Manager | Joint Company Secretary

M: 0418 658 305

E: ron.page@adfc.com.au

Paul Casey

Finance Manager | Joint Company Secretary

T: 03 9909 2208

E: paul.casey@adfc.com.au

Wendy Brown

Farm Liaison Officer

T 0456 613 772

E: wendy.brown@adfc.com.au

c) ADFC Milk Transport Carriers

Area	Transport Carrier	Contact	Numbers
Northern Victoria	SDA Inbound Logistic Centre Rochester & Cobram	24 hours	1300 364 880 0498 000 354
Western Victoria	SDA Inbound Logistic Centre Allansford	24 hours	03 5563 3115 0438 405 883
Eastern Victoria	SDA Inbound Logistic Centre Leongatha	24 hours	1300 425 364 0437 830 518



Appendix 2 Milk Quality Table, Demerit Points

Test	From	To	Demerit Points	Test Application
Total Plate Count (Units cfu/ml)	0	15000	0	Highest 10-day TPC test per month is excluded. Demerit points (if any) are applied to the 2 remain 10-day tests. There are normally 3 official 10-day tests per month. Please refer to Section 5a for further details.
	15001	24000	1	
	24001	39000	2	
	39001	64000	4	
	64001	And over	8	
Repeat (1 month) TPC offenders over 50,000 cfu/ml may not be collected				
Somatic Cell Count (Units '000/ml)	0	250	0	Weighted average per 10-day period is calculated. The highest average for the month is excluded. The points are applied to the remaining 2 ten day weighted average SCC. There are normally 3 weighted averages / month. Milk is not accepted from herds with a recurrent SCC of 400,000 per ml or more based on current ADFC Standards (which are based on EU requirements).
	251	300	1	
	301	250	3	
	351	400	6	
	400	And over	10	
Temperature	<p>The temperature of each vat load of milk is checked by the tanker driver using the calibrated thermometer integrated within the milk tanker's flow meter against established milk temperature standards (Section 4.7).</p> <p>Milk cooling is a critical component in maintaining milk quality standards. To comply with food safety regulation, dairy farm licence and export market requirements, milk must be cooled to 5°C or less within 3.5 hours of the commencement of milking.</p>			

Test	Result	Demerit Points	Test Application
Antibiotic	Clear (<.003 ug / ml) Notified first time per year Notified after this Un-notified - collected	0 0 0 3	Per test (minimum one per month) Per occurrence/consignment Per occurrence/consignment Per consignment. There will be no payment for milk and the member will be invoiced for costs associated with contamination
Extraneous Matter Advisory test	Tanker tested first Individual Member tested if tanker > Disc 1	0	Warning if Disc 3 or higher, receive demerit points.
Quality Assurance Program	Loss of certification or accreditation	15	Immediate suspension from supply until accreditation is restored.



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