



SUPPLY FONTERRA

Our Path to a Sustainable Future

11 March 2013

Dear Farmer,

Over the past 6 months we have been highlighting the best way you can put in place an effective rinsing programme as part of your dairy plant cleaning practice. Detergents and sanitisers are used widely across all food industries and daily in households everywhere. And while there is a range of detergents and sanitisers that can be used to clean your plants, there is one common factor that helps you get the best result and that is rinsing.

The focus on cleaning is part of our Milk Quality Support Programme which over recent years has seen us introduce tanker testing for inhibitory substances. We have also implemented a Mastitis Support Programme and conduct tests to detect low levels of Aflatoxin.

We have this programme in place because we know market expectations governing food quality will continue to evolve and it's important we stay ahead of any changes. As a global food company we have to anticipate the future needs of more than 100 markets around the world.

We want to make sure we are ahead of the game for all detergents, and we will be changing our terms of supply in the 2013/2014 Suppliers' Handbook and will test for detergent residues as part of our normal quality testing programme.

To assist you in removing detergent residues here are some best practice guidelines and an outline of the activities we will be running over the next few months.

IT'S ALL IN THE RINSING

- While there is a range of methods for cleaning and detergent products, there is one common factor for all of them
- Just as important as the cleaning process itself is rinsing. And rinsing well.

BEST PRACTICE FOR MILK PLANT RINSING

- For many farmers, the best cleaning process is to drain your plant following CIP (plant cleaning)
- After CIP or before your next milking, rinse and drain your plant with the right volume of compliant fresh water
- Talk to your detergent supplier about the best time for you to rinse
- This water can be saved in your CIP tub for use as your post-milking rinse a few hours later



Dairy for life

- This means water use efficiency should not be affected
- Be sure to drain your plant thoroughly of the residual water from the rinse to prevent freezing point grades
- The same process can be used when cleaning your vat
- If you are on water exclusion and you cannot source compliant fresh water to rinse the plant, it's best to fully drain the plant post-CIP, and dispose of the first milk off the plant (as it will be largely watered down)

IS RINSING WORKING?

- To help you with your rinsing programme, we'll be running tests for detergent residue in milk as part of our milk quality programme
- We've already tested 2500 farms
- If the tests show residues above 30 parts per billion, we'll call you to let you know, offer support and assistance and book you in for a re-test in 5 days
- If the second test shows residue, we'll organise for a Farm Dairy Assessor to visit you on-farm to help identify the cause of the grade and work towards fixing the problem

RINSING IN THE NEW SEASON

- From 1 June 2013, detergent residue testing will form part of our normal milk quality programme and any grades will attract demerit points
- This will mean that residue test results over 30 parts per billion will carry demerit points as do other undesirable residues such as inhibitory substances.

Through constantly striving to improve the quality of our milk we will maintain our reputation of having some of the highest quality and nutritious milk products in the world.

If you have any questions or need help, call the Supplier Services Team on 0800 65 65 68. With the new season almost here, now is the time to take the opportunity to call on us for support and assistance.

In the meantime, rinse. And rinse well.

Regards



Andy Goodwin

GM, Milk Supply Technical & Assurance

