

***MILK REJECTION***

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***1: Examples of Reasons for Rejection***

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



***2: ON-FARM REJECTION FLOW CHART***

POTENTIAL REASON FOR REJECTION IDENTIFIED BY DRIVER

DRIVER CONTACTS DEPOT

SUPERVISOR

*Dotted line indicates that supervisor may or may not have discretion without guidance from first purchaser*

SEEK GUIDANCE FROM FIRST PURCHASER

FOLLOW HOT MILK

DECISION TREE

COLLECT

REJECT

INSTRUCT DRIVER TO COLLECT MILK SUBJECT TO THE NORMAL CRITERIA

INSTRUCT DRIVER NOT TO COLLECT MILK

DOCUMENT ON-FARM INCIDENT REPORT

(Doc4)

**SUGGESTED ACTIONS:**

* Inform farmer and first purchaser at the earliest opportunity
* A sample from the farm tank may be required depending upon the nature of the incident
* Driver to leave On-farm advisory note: milk collected but out of profile (Doc2) or On-farm milk rejection note (Doc1) where applicable



***3: DELIVERY POINT REJECTION***

**POSSIBLE REASONS FOR REJECTION AT DELIVERY POINT**

* Presence of antibiotics
* Extraneous water (freezing point depression – FPD)
* Resazurin (keeping quality)
* Temperature outside guidelines
* Taste / taint of milk
* CIP contamination
* Age profile of milk
* Incorrect / incomplete wash record
* Incorrect / incomplete security and/or sealing
* Incorrect / incomplete paperwork

***DELIVERY POINT REJECTION FLOW CHART***

REJECTION BY DELIVERY POINT

DRIVER CONTACTS DEPOT

0.6

SUPERVISOR

CONSULTED

CONTACTS FIRST PURCHASER

CATEGORISED

 AS ABP

CATEGORISED

 AS NON-ABP

INSTRUCTION FROM FIRST PURCHASER RE ONWARD DESTINATION

FOLLOW DOCUMENTED ABP PROCEDURE

DELIVERY POINT INCIDENT / REJECTION REPORT FORM (Doc3)

**SUGGESTED ACTION:**

* Ensure CIP protocol is followed in all cases

***4: APPENDIX: EXAMPLES OF FORMS***

**ON-FARM**

**MILK REJECTION NOTICE (Doc 1)**

Your milk has been rejected as unmarketable

 and was not collected today because:

|  |  |
| --- | --- |
| Milk temperature was too high |  |
|  Temperature recorded |  |
| Presence of foreign bodies, appearance or smell of your milk gave cause for concern |  |
| Antibiotic pre-sample fail |  |
| Electricity supply had failed |  |
| Agitator was not working |  |
| Other *(please specify)* |  |

**Please dispose of this milk before you commence milking**

* Do not milk into this tank until you have emptied and cleaned your tank.
* Please be aware that if you milk on top of rejected milk, the entire consignment will be rejected.

To discuss, please contact your milk purchaser or depot.

|  |  |
| --- | --- |
| Haulier: |  |
| Driver: |  |
| Date and time of rejection: |  |



**ON-FARM ADVISORY NOTE:**

**MILK COLLECTED BUT OUT OF PROFILE (Doc 2)**

Your milk has been collected today but you need to be aware that it was out of profile for the following reason:

|  |  |
| --- | --- |
| Milk temperature was too high |  |
|  Temperature recorded |  |
| Appearance or smell of your milk gave cause for concern |  |
| Electricity supply had failed |  |
| Agitator was not working |  |
| Other *(please specify)* |  |

**If this occurs again, this may result in your milk not being collected, or a subsequent tanker rejection.**

To discuss, please contact your milk purchaser or depot.

|  |  |
| --- | --- |
| Haulier: |  |
| Driver: |  |
| Date and time of incident: |  |

*** DELIVERY POINT INCIDENT / REJECTION REPORT FORM (Doc 3)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Haulier name:** |  | **Depot name:** |  | **Date of incident:** |  |
| **Time of incident:** |  |
| **Tanker driver name:** |  | **Vehicle reg / Tanker ID:** |  | **Route number:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Delivery / Rejection Point***(dairy / reload site)* |  | **Ex-Farm?** | YES / NO | **Reload?** | YES / NO |
| **Rejected?** | YES / NO | **Delivered?** | YES / NO |

|  |
| --- |
| **NATURE OF INCIDENT / REJECTION (✓)** |
| FPD / Extraneous water |  | CIP contaminated |  | CIP wash problem |  |
| Antibiotics |  | Age profile |  | Security seals |  |
| Resazurin |  | Temperature |  | Taste / Taint |  |
| Incorrect / incomplete paperwork |  |  |  |
| Other *(please specify)* |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **DOCUMENTS RETAINED:** | **✓** | **SAMPLES** | **✓** |
| Rejection Note |  | Farm samples analysed by rejecting site? |  |
| Waste Transfer Note |  | Farm samples retrieved from rejecting site? |  |
| BCT55 *(Route Summary)* |  | Farm samples tested by haulier? |  |
| D600 *(Consignment Note)* |  | Tanker sample taken? |  |
| Wash Sheet |  | Farm and tanker samples submitted to accredited laboratory in warranty bag with instructions? |  |
| Security / Seal Sheet |  | Farm pre-sampled before next collection: |  |

|  |
| --- |
| **Account –** *report any known results, communications and relevant points associated with the rejection***:** |
|  |
| **Act**i**on taken / Closure notes:** |
|  |

|  |  |
| --- | --- |
| **Information collated by: (***name)* |  |
| **Authorised by: (***name)* |  |  |
| **First purchaser informed:**  | **Date:** | **Time:** |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Haulier name:** |  | **Depot name:** |  | **Date:** |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tanker driver name:** |  | **Vehicle reg / tanker ID:** |  | **Route number** |  |

|  |  |  |
| --- | --- | --- |
| **Supply Name** | **Farm Name** | **Supply number** |
|  |  |  |

|  |  |
| --- | --- |
| **Rejected?** |  |
| **Collected?** |  |

|  |
| --- |
| **NATURE OF INCIDENT** |
| **Presence of foreign bodies, appearance or smell of milk gave cause for concern** |  |
| **Antibiotic pre-sample fail** |  |
| **Electricity supply had failed** |  |
| **Agitator was not working** |  |
| **Other** *(please specify)* |  |

|  |
| --- |
| **Act**i**on taken / comments:** |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Was the profile Every Day Collection (EDC) or Every Other Day Collection (EODC)?** | **EDC** |  | **EODC** |  |
| **Time of arrival at farm:** |  |
| **Was a Farm Milk Rejection Notice (Doc 1) left displayed on farm?** | **YES / NO** |
| **Was a Milk Collected But Out Of Profile Notice (Doc 2) left displayed on farm?** | **YES / NO** |
| **Farm samples taken?** | **YES / NO** |
| **Farm samples tested by haulier?** | **YES / NO** |

|  |  |
| --- | --- |
| **Completed by: (***name)* |  |
| **Authorised by: (***name)* |  |
| **First purchaser informed:**  | **Date:** | **Time:** |