

# **STANDARD OPERATING PROCEDURES (SOP)**

## **FROM FARM TO PROCESSING PLANT**



**Photograph by Barb Somerville**

**Prepared by:**

**Dave Evans, Saputo Foods**

**Reg Lewis, Elm Transport**

**Steve Lyne, Dairy Farmers of New Brunswick**

**Lynn McLaughlin, Dairytown**

**Laura Poffenroth, NB Farm Products Commission**

**Danny Rousselle, Northumberland Co-operative**

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## INTRODUCTION

### **A Standard Operating Procedure:**

- a) Is a prescribed procedure to be followed in carrying out a given operation or in a given situation;*
- b) Provides a detailed description of commonly used procedures. Any deviation from the approved procedures must be clearly described and justified.*

Inside this Standard Operating Procedures (SOP) booklet are sections dealing with producers, transporters, and processors responsibilities for effective, efficient, and standardized pickup, delivery and receiving of New Brunswick raw milk. These procedures were created with the assistance of producer, transporter, processor and government representatives. The following documents were utilized in the preparation of the SOP: Dairy Farmers of New Brunswick's (DFNB) Board Orders; the *Natural Products Act* and Regulations under this *Act*; and New Brunswick Farm Products Commission's Orders. The SOP is a supplementary document to provide detailed information and a reminder of the requirements that are or are not covered in the above listed documents. For more information or a more thorough list of requirements please refer to these documents. This document in no way replaces or takes precedence over the *Natural Product Act*, and Regulations under the *Act*, Commission Orders or DFNB Board Orders.

In order to become and continue to be a licensed Producer, a Producer must have their facility inspected and approved for shipping milk by inspectors under the Farm Products Commission. The inspection covers a list of items which need to be on site and maintained. It is the responsibility of the Producer to ensure all aspects of their facility remains in the same condition as approved. The responsibilities should also be part of every Producer's Canadian Quality Milk Program.

A Bulk Tank Milk Grader (BTMG), hereby referred to as a Driver, is provincially licensed by the New Brunswick Farm Products Commission to properly measure, collect samples and grade the quality of the raw milk. Standard Operating Procedures were created to ensure all BTMGs/Drivers follow the same procedures.

A Processor must have their facility inspected and approved for processing milk by the Canadian Food Inspection Agency or the New Brunswick Department of Health. It is the responsibility of the Processor to ensure that all aspects of their facility meet all regulations and orders.

A Bulk Milk Grader (BMG), hereby referred to as a Receiver, is provincially licensed by the New Brunswick Farm Products Commission to properly collect samples and grade the quality of the raw milk. A BMG/Receiver not provincially licensed by the Farm Products Commission is not permitted to reject milk at the processing plant.

## PRODUCER

### **Farm Driveways**

- 1 All driveways must be inspected and approved by a representative of Dairy Farmers of New Brunswick.
- 2 Farm driveways and yards must be kept free of an accumulation of manure, be kept in good repair, free of potholes and ruts.
- 3(1) Cars, farm implements and other items must not be located or parked in that portion of the yard and driveway which is traveled by the milk truck during milk collection.
- 3(2) Livestock may be driven across, but must not have unlimited access to that portion of the yard and driveway traveled by the milk truck, providing there is not an accumulation of manure.
- 3(3) The driveway entrance must be such that it provides a safe and reasonable access for any type of milk truck operating in the area.
- 3(4) In winter conditions, the portion of the driveway and yard that the milk truck travels must be cleared of snow. **Ice surfaces must be salted or sanded.**
- 4(1) The traveled portion of the driveway and yard area should be free of wires and tree branches to a height of 14 feet. Ice and snow buildup should be taken into consideration when determining the height.
- 4(2) All driveway edges, bridges and culverts should be clearly marked and identified.

### **Milk House**

- 5(1) The milk house must be maintained in good repair and kept clean and orderly to allow the driver to walk freely around the inside of the milk house.
- 5(2) The sink area must be clear of milking equipment and there shall be a hot and cold potable water supply to which the driver has access.
- 5(3) There must be an ample supply of single service paper towels and liquid soap that is in plain sight.
- 5(4) The milk house must have adequate lighting, with shatterproof covers or coatings, to allow the driver to accurately read the dipstick or sightglass.
- 5(5) The milk house must have potable water and a pressurized water hose with a nozzle for the rinsing and/or cleaning of the farm bulk tank.

- 5(6) Milk houses must have properly wired electrical outlets and switches, which meet the NB Electrical Code.

### **Farm Bulk Tank**

- 6(1) A farm bulk tank shall be installed in a milk house and be used exclusively for the storage and cooling of raw milk to be used for human consumption.
- 6(2) A farm bulk tank shall be calibrated by a DFNB approved calibrator in order to provide an accurate measurement of the raw milk.
- 6(3) A **Producer** shall schedule a visit by the calibrator, for the purposes of performing the calibration, within 21 days of notification being given to the producer by Dairy Farmers of New Brunswick.
- 6(4) A farm bulk tank shall be rechecked for accuracy by a DFNB approved calibrator every five years or as determined by the Commission or DFNB.
- 6(5) A farm bulk tank that is moved or has moved for any reason shall be recalibrated by a DFNB approved calibrator.
- 6(6) The serial number on the dipstick, farm bulk tank and conversion chart must match and the conversion chart address must be specific to the farm address. If the serial numbers and/or the addresses do not correspond, call Dairy Farmers of New Brunswick at once.

### **Assistance or Concerns**

- 7 If a **Producer** has any concerns or are need of assistance, contact Dairy Farmers of New Brunswick at phone number 506-432-4330.

### **BULK TANK MILK GRADER (BTMG)/DRIVER**

#### **Driver**

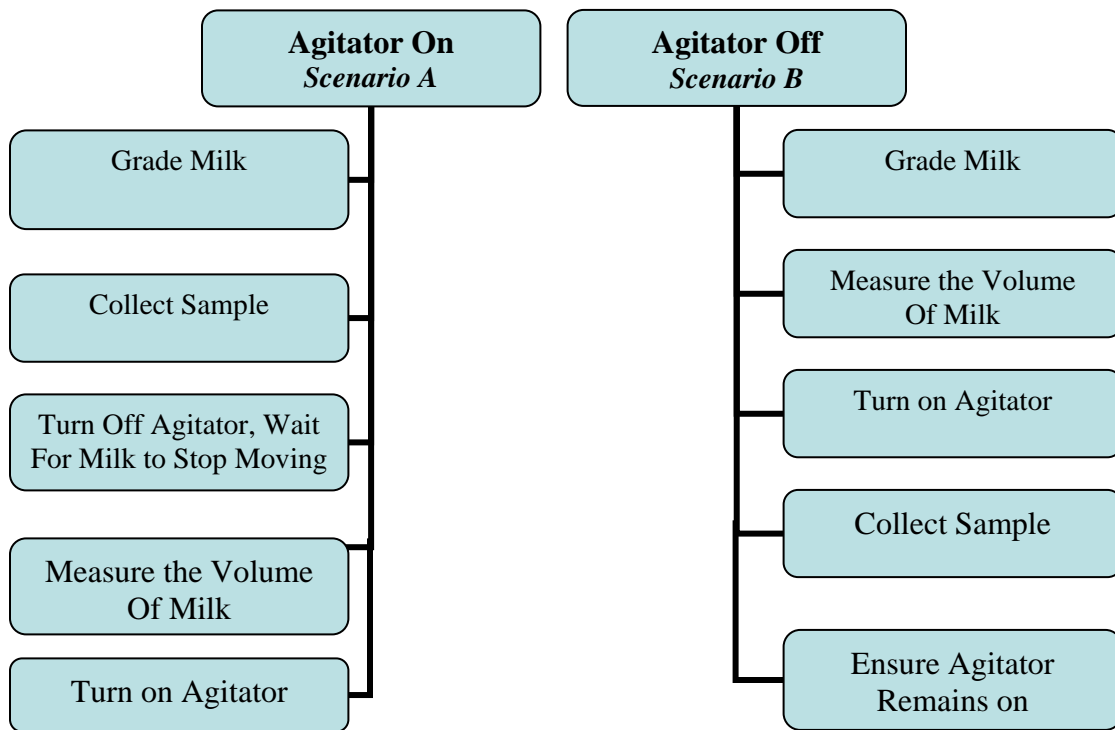
- 8 A **Driver** shall:
- (a) wear clean clothing while performing their duties,
  - (b) wear a waterproof dressing over any open lesion to prevent the contamination of the milk, and
  - (c) ensure that their hands are clean before handling or touching equipment.
- 9(1) Inspect the exterior of the tanker for any leaking product or objectionable odour that would indicate a crack in a compartment.
- 9(2) Verify that all tank seals on the manhole covers, the CIP connection points, and the rear compartment doors are in place and show no evidence of tampering. Verify the tank seal serial numbers recorded in the Tank Sealing Logbook from

- the previous run or day correspond to the serial numbers on the seals attached to the milk tank.
- 9(3) If, at any time, the **Driver** finds that a tank seal has been broken without their knowledge or that a seal is missing, they must notify their supervisor immediately. Do not pick-up or deliver any milk until instructed by your supervisor.
  - 9(4) Break the tank seal on the rear compartment doors and record this action in the Tank Sealing Logbook.
  - 9(5) Inspect the pump compartment of the milk tank to ensure that it has a licence number issued by the New Brunswick Farm Products Commission. If a licence number is not present, contact your supervisor.
  - 9(6) Inspect the milk hose assembly, valves and pump.
  - 9(7) Ensure there are enough sample bottles for sample collections for the day.
  - 9(8) Ensure the sample bottles are kept in a clean container or bag in the milk truck.
  - 9(9) Ensure there are enough seals for the route(s) for the day.
  - 9(10) Have an insulated sample box, plastic bag and ice for the samples to be stored.
  - 9(11) Have a food grade thermometer that has been calibrated within the last year or as required.
  - 9(12) Have a Bulk Milk Pickup Logbook/Hand Held Unit, a Tank Sealing Logbook, and a Driver Logbook if necessary.
  - 10 If any of the above requirements are not met, the **Driver** must contact their supervisor immediately.

### **Farm Pickup**

- 11(1) As soon as the **Driver** has entered the milk house, he/she must open the cover of the farm bulk tank and smell the milk for any abnormal odours. The milk shall be rejected if it exhibits abnormal odours. Follow standard procedures for rejecting milk as listed in Section 12(2)(i). Close the cover on the farm bulk tank.
- 11(2) The **Driver** must verify that the serial numbers on the dipstick, the farm bulk tank, and the conversion chart match, and ensure the conversion chart address is specific to the farm address. If the serial number and/or address do not match call your supervisor for further instruction.
- 11(2) The **Driver** must follow either Section 12 (Scenario A) or Section 13 (Scenario B) depending on whether the agitator is on or off.

## Enter Milk House



### Scenario A (Agitator On)

- 12(1) Let the agitator run for 5 minutes or longer as required, or until the automatic cycle ends. Should the agitator stop restart as soon as possible.
- 12(2) While waiting for the agitation of the milk to end:
- Place the receiving hose and electrical cord through the hose port and connect to the value outlet (do not open valve at this time).
  - Wash hands and dry with single service paper towels.
  - Rinse a food grade thermometer under cool potable water and wipe dry with a single service paper towel.
  - Using the food grade thermometer verify the temperature of the milk in the farm bulk tank and record the temperature in the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit. The milk should be less than 4 degrees Celsius.
  - If milk has been added to the farm bulk tank less than one hour before a temperature reading and the temperature of the milk exceeds 4 degrees Celsius, a **Driver** shall take a second temperature reading of the milk after a full hour has passed from the time the milk was added to the farm bulk tank.
  - Rinse the food grade thermometer under cool potable water, wipe dry with a single service paper towel and replace it in the thermometer holder.
  - Grade milk.

- (h) A **Driver** shall reject milk in a farm bulk tank if it:
- i. Is not sweet or clean;
  - ii. Exhibits abnormal odours or appearances;
  - iii. Contains foreign matter including insects, flies or vermin;
  
  - iv. Contains melted fat or, to his or her knowledge at the time, an unnatural inhibitor;
  - v. Shows evidence of being watery, flaky, stringy, bloody, ropy, thick, coagulated, adulterated, or unsanitary;
  - vi. Cannot be agitated;
  - vii. Cannot be sampled;
  - viii. Has a temperature that exceeds 4 degrees Celsius one hour after milk was added to the farm bulk tank;
  - ix. Has a temperature that exceeds 10 degrees Celsius;
  - x. Is otherwise not of good quality.

*Note: there may be reasons for rejection that may occur after these steps in the process.*

- (i) If the milk is rejected:
- i. Obtain 2 samples, or as directed, as per the procedures listed in Section 12(2)(j) and put them in the sample box;
  - ii. Should the milk be rejected due to foreign objects, insects, butter, etc., try to take an additional sample of the object using a sample bottle. Identify the bottle using a label with the date and initial of the Driver.
  - iii. If possible, notify the producer of the rejection of the milk;
  - iv. Notify the Dairy Farmers of New Brunswick of the rejection; and
  - v. Record on the Producer's Bulk Milk Collection Record sheet and on the Bulk Milk Pickup Logbook/Hand Held Unit that the milk was rejected and the reason for rejection.
- (j) Collect 1 sample, or as otherwise directed, by performing the following procedures:
- i. Attach an individual bar code label to the side and top of sample bottle. On the lines indicated on the labels use a waterproof pen to write the date and Driver's initials;

*Note: the **Driver** will obtain two samples from the first producer's milk to be picked up. One sample shall be labeled with Control X, the date of collection, and the Driver's initials. Do not put producer's sticker number on the cap of this sample, use a blank label.*

- ii. Rinse sample bottle holder under hot potable water and dry with a single service paper towel;
- iii. Attach sample bottle to bottle holder;
- iv. Open the cover of the farm bulk tank;
- v. Open the sample bottle cover with one hand being careful not to contaminate the inside of the cover;

- vi. With the other hand sample the milk by scooping the bottle through the milk. It is critical that the bottle be moved in one direction while it is immersed in the milk;
- vii. Immediately following collection place the cover on the sample bottle making sure that the cover is tight and does not leak;
- viii. Carefully rinse the capped sample bottle and holder under cold potable water;
- ix. Remove the sample bottle from bottle holder and dry with a single service paper towel;
- x. Immediately place the sample bottle in a plastic bag and in the sample box with ice.

*Note: If the ice melts drain the water off the samples. Samples must be kept between 0 and 4 degrees Celsius until delivered to the dairy plant. It is recommended to keep the samples in a plastic bag.*

- (k) Rinse bottle holder under hot potable water and dry with a single service paper towel.

*Note: Samples are the property of the Farm Products Commission (FPC) and are not to be utilized for any reason unless directed.*

12(3) After the above tasks have been completed and 5 minutes of agitation has occurred, turn off agitator.

12(4) Wait a minimum of 5 minutes or longer as required for the milk to stop moving. Visually inspect the milk for foreign objects.

12 (5) Measure the volume of the raw milk in the farm bulk tank by either following method A (dipstick) or method B (sightglass):

- (a) **Dipstick** measurement:
  - i. Remove dipstick completely from farm bulk tank and rinse under hot potable water;
  - ii. Wipe dipstick dry with clean single service paper towel;
  - iii. Gently insert dipstick into farm bulk tank until seated in the dipstick holder. Withdraw slowly, note measurement, wipe dry with single service paper towel and repeat. When there are two (2) identical readings, record measurement on the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit;
  - iv. Convert the dipstick reading into litres using the conversion chart and record the litres equivalent on the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit.

- (b) **Sight Glass** measurement:
- i. If, on arrival, the sight glass is full of milk, close the valve to the sight glass and disconnect the hose allowing all contents to drain. The sight glass should then be rinsed with potable water, from the top down and allowed to drain prior to measurement;
  - ii. Make sure the top of the sight glass is open and not obstructed;
  - iii. Connect the tube at the bottom of the sight glass to the valve on the farm bulk tank;
  - iv. Open the valve to the sight glass allowing the raw milk to slowly climb. Should there be any foam or the milk is not visible, discard the contents and start the sight glass measurement again at subsection (i);
  - v. Once the milk line is clearly visible, move the level finder to the bottom of the milk line (meniscus) and record the measurement off of the attached dipstick on the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit;
  - vi. Convert the dipstick reading into litres using the conversion chart and record the litres equivalent on the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit.

12(6) Turn the agitator back on. (Agitator must be running while milk is pumping until the agitator is visible then turn off the agitator).

### **Scenario B (Agitator Off)**

13(1) Turn off the agitator to ensure the agitator will not start while measuring the volume of milk.

13(2) Place the receiving hose and electrical cord through the hose port and connect to the valve outlet (do not open valve at this time).

13(3) Wash hands and dry with single service paper towels.

- 13(4) (a) Rinse a food grade thermometer under cool potable water and wipe dry with a single service paper towel.
- (b) Using the food grade thermometer verify the temperature of the milk in the farm bulk tank and record the temperature in the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit. The milk should be less than 4 degrees Celsius.
- (c) If milk has been added to the farm bulk tank less than one hour before a temperature reading and the temperature of the milk exceeds 4 degrees Celsius, a **Driver** shall take a second temperature reading of the milk after a full hour has passed from the time the milk was added to the farm bulk tank.
- (d) Rinse the food grade thermometer under cool potable water, wipe dry with a single service paper towel and replace it in the thermometer holder.

13(5) Grade milk.

13(6) A **Driver** shall reject milk in a farm bulk tank if it:

- (a) Is not sweet or clean;
- (b) Exhibits abnormal odours or appearances;
- (c) Contains foreign matter including insects, flies or vermin;
- (d) Contains melted fat or, to his or her knowledge at the time, an unnatural inhibitor;
- (e) Shows evidence of being watery, flaky, stringy, bloody, ropy, thick, coagulated, adulterated, or unsanitary;
- (f) Cannot be agitated;
- (g) Cannot be sampled;
- (h) Has a temperature that exceeds 4 degrees Celsius one hour after milk was added to the farm bulk tank;
- (i) Has a temperature that exceeds 10 degrees Celsius;
- (j) Is otherwise not of good quality.

*Note: there may be reasons for rejection that may occur after these steps in the process.*

13(7) If the milk is rejected:

- (a) Obtain 2 samples, or as directed, as per the procedures listed in Section 13(11) and put them in the sample box;
- (b) Should the milk be rejected due to foreign objects, insects, butter, etc., try to take an additional sample of the object using a sample bottle. Identify the bottle using a label with the date and initial of the Driver.
- (c) If possible, notify the producer of the rejection of the milk;
- (d) Notify the Dairy Farmers of New Brunswick of the rejection; and
- (e) Record on the Producer's Bulk Milk Collection Record sheet and on the Bulk Milk Pickup Logbook/Hand Held Unit that the milk was rejected and the reason for rejection.

13(8) Wait a minimum of 5 minutes or longer as required for the milk to stop moving. Visually inspect the milk for foreign objects.

13(9) Measure volume of the milk in the farm bulk tank by either following method A (dipstick) or method B (sightglass):

- (a) **Dipstick** measurement:
  - i. Remove dipstick completely from the farm bulk tank and rinse under hot potable water;
  - ii. Wipe dipstick dry with clean single service paper towel;
  - iii. Gently insert dipstick into farm bulk tank until seated in the dipstick holder. Withdraw slowly, note measurement, wipe dry with single use paper towel and repeat. When there are 2 identical readings, record measurement on the Producers Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit;

- iv. Convert the dipstick reading into litres using the conversion chart and record the litres equivalent on the Producers Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit.

(b) **Sight Glass** measurement:

- i. If, on arrival, the sight glass is full of milk, close the valve to the sight glass and disconnect the hose allowing all contents to drain. The sight glass should then be rinsed with potable water, from the top down and allowed to drain prior to measurement;
- ii. Make sure the top of the sight glass is open and not obstructed;
- iii. Connect the tube at the bottom of the sight glass to the valve on the farm bulk tank;
- iv. Open the valve to the sight glass allowing the raw milk to slowly climb. Should there be any foam or the milk is not visible, discard the contents and start the sight glass measurement again at subsection (i);
- v. Once the milk line is clearly visible, move the level finder to the bottom of the milk line (meniscus) and record the measurement off of the attached dipstick on the Producer's Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit; and
- vi. Convert the dipstick reading into litres using the conversion chart and record the litres equivalent on the Producers Bulk Milk Collection Record sheet and Bulk Milk Pickup Logbook/Hand Held Unit.

13(10) Once all measurement SOPs have been successfully completed and all information has been recorded, turn on the agitator and let it run for 5 minutes or longer as required, or until the automatic cycle ends. Should the agitator stop restart as soon as possible.

13(11) Collect 1 sample, or as otherwise directed, by performing the following procedures:

- (a) Attach an individual bar code label to the side and top of sample bottle. On the lines indicated on the labels use a waterproof pen to write the date and Driver's initials;

*Note: the Driver shall obtain two samples from the first producer's milk to be picked up. One sample shall be labeled with Control X, the date of collection, and the Driver's initials. Do not put producer's sticker number on the cap of this sample, use a blank label.*

- (b) Rinse sample bottle holder under hot potable water and dry with single service paper towel;
- (c) Attach sample bottle to bottle holder;
- (d) Open the cover of the farm bulk tank;
- (e) Open the sample bottle cover with one hand being careful not to contaminate the inside of the cover;

- (f) With the other hand sample the milk by scooping the bottle through the milk. It is critical that the bottle be moved in one direction while it is immersed in the milk;
- (g) Immediately following collection place the cover on the sample bottle making sure that the cover is tight and does not leak;
- (h) Carefully rinse the capped sample bottle and holder under cold potable water;
- (i) Remove the sample bottle from bottle holder and dry with clean single service paper towel;
- (j) Immediately place the sample bottle in a plastic bag and in the sample box with ice.

*Note: If the ice melts drain the water off the samples. Samples must be kept between 0 and 4 degrees Celsius until delivered to the dairy plant. It is recommended to keep the samples in a plastic bag.*

- (k) Rinse bottle holder under hot potable water and dry with clean single service paper towel.

*Note: Samples are the property of the Farm Products Commission (FPC) and are not to be utilized for any reason unless directed.*

13(12) Make sure the agitator is still running prior to the next step.

### **Transfer of Raw Milk**

14(1) If the milk has been accepted and all quality and measurement SOPs have been successfully completed and all information has been recorded, pump the milk into the tanker.

14(2) Shut off the agitator once the agitator is in sight.

15(1) When satisfied that all the milk has been pumped into the tanker, stop the pump. Look into the farm bulk tank to verify the producer's farm bulk tank is empty.

*Note: Caution must be taken not to run the pump dry.*

15(2) Unhook the hose and electrical cord and put into the hose compartment.

15(3) Rinse the farm bulk tank with the water hose using cold or warm potable water.

16(1) At the last farm of the day, after finished pumping the milk, reseal back doors of the tanker and record tank seal serial number in the Tank Sealing Logbook.

16(2) If at any time before the last farm of the day, the milk truck is out of sight of the **Driver**, reseal the back doors of the tanker and record the tank seal serial number in the Tank Sealing Logbook.

- 16(3) If, at any time, the **Driver** finds that a tank seal has been broken without their knowledge or that a seal is missing, they must immediately notify their supervisor. Do not pick-up or deliver any milk until instructed by your Supervisor.
- 17(1) Any unusual situations or loss of milk must be recorded in the Bulk Milk Pick-up Logbook/Hand Held Unit and your supervisor must be contacted.
- 17(2) If the **Driver** observes that a farm bulk tank has shifted, the legs of the farm bulk tank are damaged or broken, and/or the cement holding the farm bulk tank legs has deteriorated, record it in the Bulk Milk Pick-up Logbook/Hand Held Unit and notify Dairy Farmers of New Brunswick (506-432-4330).
- 17(3) If there are any questions or problems contact your supervisor immediately.

### **Driver and Bulk Milk Grader/Receiver**

#### **Plant Receiving Bay**

- 18(1) The plant receiving bay is the property of the processing plant and, as such, the **Driver** must respect this property, the equipment, and the rules of that plant. Under no circumstances should a **Driver** turn the receiving pump on manual or adjust, move or loosen any part of the receiving system including the vent on the air eliminator tank.
- 18(2) The “Fall Arrest Policy” is in effect. No person shall climb on top of a tanker without wearing a fall arrest harness attached to a safety cable.
- 18(3) If a **Driver** has any questions or problems with the receiving bay equipment speak to the **Receiver**.

#### **Driver**

- 19(1) After arriving at the designated processing plant the **Driver** is to contact the **Receiver** by whichever communication system is in use at the plant receiving bay (i.e. phone, buzzer, etc.).
- 19(2) The **Receiver** will give the **Driver** clearance to back the milk truck into the receiving bay.
- 19(3) The **Driver** will ensure the milk truck is unable to move (the wheel chock is in place or the milk truck is parked firmly against the curb).
- 19(4) The **Driver** will rinse off the back (rear) of the tanker.

## Receiver

- 20 Prior to accepting the milk in a tanker, the **Receiver** is to carry out the following procedures:
- (a) The **Receiver** will inspect the exterior of the tanker for any leaking product or objectionable odour that would indicate a crack in a compartment;
  - (b) The fall arrest harness must be worn and securely fastened before climbing on to a milk truck;
  - (c) Verify that the tank seal serial numbers on all access points match the serial numbers in the Tank Sealing Logbook and sign the Tank Sealing Logbook. Maintain a copy for your files. Break and dispose of tank seals. If any of the serial numbers do not match or any tank seals are broken, missing or improperly installed, notify your supervisor immediately. Do not continue with the standard operating procedures.
  - (d) If a hose is available, rinse the exterior of both compartment covers to remove any debris before opening.
  - (e) Inspect the pump compartment of the tanker to ensure that it has a licence number issued by the New Brunswick Farm Products Commission. If a licence number is not present, contact your supervisor.
  - (f) When opening the compartment covers, check condition of vent, manhole cover and gasket to ensure they are clean and in good condition (no cracks in gasket, no flaking rubber, etc.). If any are noted, report observation to the driver, your supervisor and make a note on the Bulk Milk Pickup Slip/Hand Held Unit.
- 21(1) Grade milk in the tanker. A **Receiver** may reject milk if it:
- (a) Is not sweet or clean;
  - (b) Exhibits abnormal odours or appearances;
  - (c) Contains foreign matter including insects, flies or vermin;
  - (d) Contains melted fat or, to his or her knowledge at the time, an unnatural inhibitor;
  - (e) Shows evidence of being watery, flaky, stringy, bloody, ropy, thick, coagulated, adulterated, or unsanitary;
  - (f) Cannot be sampled;
  - (g) Has a temperature that exceeds 6 degrees Celsius;
  - (h) Is otherwise not of good quality.
- 21(2) If the milk is rejected, a **Receiver** shall contact their supervisor and wait for further direction.
- 21(3) If the milk is rejected, a **Receiver** shall fill out a “RED” rejection ticket and attach it to the valve of the specific tankers compartment that is rejected. Record information on a standard rejection form and follow procedure for contacting all stakeholders.

- 21(4) (a) If the milk is rejected for inhibitors, the **Driver** will take samples from each tanker compartment, label the samples and put them with the producer samples, then seal all access points on the tanker, record the tank seal serial number in the Tank Sealing Logbook, notify their supervisor and wait for further direction.
- (b) If the milk is rejected for any other reason, the **Driver** will seal all access points on the tanker, record the tank seal serial number in the Tank Sealing Logbook, notify their supervisor and wait for further direction.
- 22(1) After the **Receiver** grades the milk in the tanker, take samples from both tanker compartments for antibiotic and quality testing, as per the following procedures:
- (a) Mark the bottles with the date, the route number, the tanker number and compartment, if applicable, and which compartment the samples are from (the front or back compartment). Rinse sample bottle holder under hot potable water and dry with single service paper towel;
- (b) Attach sample bottle to bottle holder;
- (c) Open the sample bottle cover with one hand being careful not to contaminate the inside of the cover;
- (d) With the other hand sample the milk by scooping the bottle through the milk. It is critical that the bottle be moved in one direction only while it is immersed in the milk;
- (e) Immediately following collection place the cover on the sample bottle making sure the cover is tight and does not leak;
- (f) Carefully rinse the capped sample bottle and holder under cold potable water;
- (g) Remove sample bottle from bottle holder and dry with clean single service paper towel;
- 22(2) Each processor may have their own additional quality standards that must be met before milk is received.
- 23(1) Use a food grade thermometer to check the temperature of the milk in both compartments. Milk will be accepted up to 6 degrees Celsius or 42.8 degrees Fahrenheit.
- 23(2) Leave covers on top of the compartments partially open.
- 24(1) The **Driver** provides the **Receiver** with the Driver's farm bulk tank milk samples in a plastic bag.
- 24(2) As soon as possible the **Receiver** records the temperature of the control milk sample in the plastic bag. If there are any other issues with the samples record it on the Milk Sample Recording Sheet.

## **Driver**

- 25(1) Action by the **Driver** must NOT be carried out until he or she receives notification from the **Receiver** that they may proceed with their standard operating procedures.
- 25(2) The **Driver** must verify all the covers on top of the compartments are open.

## **Receiver**

- 26 Once the raw milk in the tanker has met all grading and quality testing standards, verbally notify the **Driver** that the milk has been accepted. The **Receiver** is to now carry out the following procedures for unloading the tanker:
- (a) Ensure the correct silo is selected, that all connections on the receiving system are tight to avoid air incorporation, and the receiving pump is selected to Auto;
  - (b) Ensure no Teflon seals are used in the receiving hose. Connect the receiving hose to the tanker, when satisfied all connections from the tanker to the receiving system are tight, open the valves on the tanker.

## **Driver**

- 27(1) At this time the **Driver** may disassemble and place the pump impeller, pump body, plate, o-ring, and seal in the sink and clean with the provided brush using a mixture of chlorinated soap and hot water. After washing all parts, rinse and sanitize.
- 27(2) The **Driver** is to wait for approval by the **Receiver** that the tanker is empty of milk, then visually inspect the tanker to ensure all milk has been unloaded before beginning cleaning procedures. **Drivers** are not permitted to be on top of the tanker nor allowed to wash around manhole covers until the entire product is completely unloaded.
- 27(3) The **Driver** is to ensure gaskets are used in CIP connections to prevent loss of water or solution. Make connections for supply and return CIP lines.

## **Receiver**

- 28 Once the **Driver** has connected the CIP lines, the **Receiver** will start the automated CIP cycle.

## **Driver**

- 29 The **Driver** or **Receiver** records the total metered litres in the Bulk Milk Pickup Slip/Hand Held Unit and both the **Driver** and **Receiver** must sign on the designated line.

- 30 As soon as the CIP cycle has begun, the **Driver** may begin cleaning the tanker and milk truck by the following procedures:
- (a) Follow posted plant colour coding system for cleaning supplies and equipment. Contact the **Receiver** if unsure of colour coded system;
  - (b) Hand wash the manhole gasket, vent and manhole cover with the provided brush using a mixture of chlorinated soap and hot water;
  - (c) If not already done disassemble and place the pump impeller, pump body, plate, o-ring, and seal in the sink and clean with the provided brush using a mixture of chlorinated soap and hot water. After washing all parts, rinse and sanitize;
  - (d) Spray the pump and impeller with an approved sanitary lubricant and reassemble equipment.
- 31(1) After the tanker CIP cycle is complete, ensure the CIP cycle functioned as required. Visually inspect both compartments for cleanliness to ensure the tanker washed properly.
- 31(2) The **Driver** shall check the condition of the vent, the manhole cover and the gasket to ensure they are clean and in good condition (no cracks in gasket, no flaking rubber, etc.). If any are noted, report your observation to your supervisor.
- 32 Close all manhole covers, the CIP line cap and both compartment doors. Record the tank seal serial numbers in the Tank Sealing Logbook and attach seals to the manhole covers, the CIP connection points, and the rear compartment doors.

## **PROCESSOR**

### **Ice and Fridge**

- 33 The **Processor** is responsible for providing ice for the Driver's insulated sample box, a storage space for sample bottles and a fridge to keep samples between 0 and 4 degrees Celsius.

### **Preventive Maintenance of Receiving System**

- 34(1) The **Processor** is responsible for all cleaning, preventive maintenance and calibration of the receiving system.
- 34(2) Gasket replacement and inspection of the receiving system must be carried out a minimum of once per year.
- 34(3) Calibration of the receiving system and meter must be carried out a minimum of once per year.