



**Kyvalley
Dairy** GROUP
Australia's fresh milk family



A family
owned
Australian
business

**Supplier Handbook
Western Victoria
2025 / 2026**

SECTION ONE – Supplier Services and Support

Kyvalley Dairy Group is committed to providing support to suppliers specifically for issues relating to;

- Understanding the Kyvalley Dairy Group milk payment system;
- the impact your milk supply profile has on your forecast milk income;
- assisting suppliers to meet the requirements of the Kyvalley Dairy Group milk quality system and quality assurance audits; and
- working actively with suppliers to manage our high milk quality standards, by providing on farm support, milk testing and plant inspections.



Milk Results

Kyvalley Dairy Group uses the Madcap system to manage all supplier's data relating to milk litres and components, quality results and income statements. Madcap provides suppliers with instant access to this important information via a smart phone app and web portal including:

- latest milk production and quality data;
- historical production data;
- income estimate tools;
- access to farm statements; and
- supplier news.

Information via the phone app can be shared with all key stakeholders across the business including staff members and advisors.

You can access the Madcap supplier portal at <https://kyvalley.contecgroup.co.nz/>



Milk Payments

Suppliers monthly milk payments are paid into supplier nominated bank account(s) on the 15th of the following month.

Where the 15th falls on a weekend or a public holiday, milk payments will be made on the last business day prior to the 15th.

SECTION TWO – Milk Quality Standards



Milk quality compliance

All milk supplied to Kyvalley Dairy Group must comply with our quality assurance program.

Minimum Standards to be met for milk collection

For milk to be collected by Kyvalley Dairy Group or our designated contractor the milk must meet the minimum standards for collection. Our milk collection contractors are obliged to follow the conditions listed below in the Table below:

QUALITY PARAMETER	MINIMUM STANDARDS FOR MILK COLLECTION
Milk presented for collection must be free of antibiotics (<0.0015 µg/ml)	It is the responsibility of the supplier to ensure all milk supplied is free of antibiotics If the supplier suspects a contamination and notifies Kyvalley Dairy Group before pickup, a sample can be tested and if confirmed positive, the milk will not be collected. If the milk is collected and confirmed positive, the supplier will be held responsible for all costs involved in disposal of their milk and any other milk which may have been contaminated in the pickup tanker Kyvalley Dairy Group will not pay for any milk that cannot be collected due to antibiotic contamination
Milk presented for collection must be free of Inhibitory Substances - Iodine (<40 µg/100g) - QACs (>0.01 mg/kg)	All milk must be free of inhibitory substances such as (but not limited to) Iodine, Quaternary Ammonium Compounds (QACs), Nonylphenol Ethoxylates (NPEs) and iodine.
Milk found to be >5 deg C at pickup time will not normally be picked up	It is the responsibility of the supplier to ensure milk has been cooled to less than 5.0 deg C within 2.4 hours from the completion of milking. Milk temperature will be measured and recorded according to the milk vat temperature gauge which is then checked against the milk tankers inflow temperature gauge. It is the supplier's responsibility to ensure the vat(s) thermometer is working and accurate. If milk is collected inside 2.4 hours from the completion of milking it must meet the requirements of the cooling envelope and be on track to be cooled to <5.0 deg C within 2.4 hours of the completion of milking (see Graph 1 below). Milk that has not met these temperature guidelines may be collected but only at the discretion of Kyvalley Dairy Group.

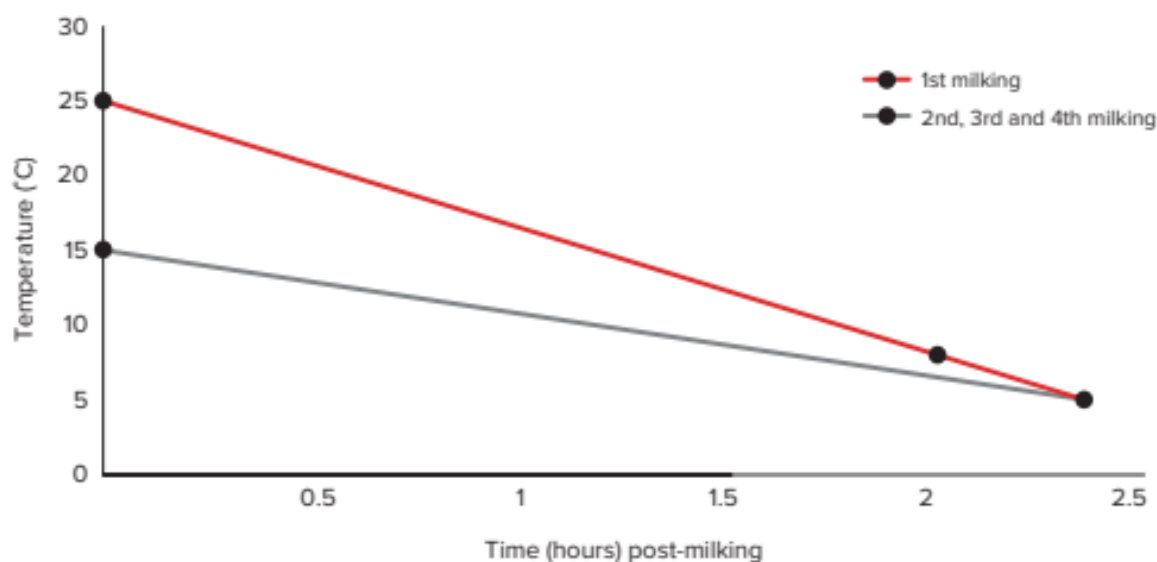
	In the event of vat cooling failure or power outages that could cause milk not to be cooled to the acceptable standards, please contact Kyvalley Dairy Group immediately to arrange (where possible) for milk to be promptly collected for factory cooling.
Milk presented for collection must pass the tanker drivers Sensory Test	Kyvalley Dairy Group reserves the right not to collect milk which is deemed to fail the sensory test. Some examples: contains visible extraneous matter, discolouration or unacceptable odour. Milk must not be tainted or sour. A sensory test is conducted by the tanker driver on each vat load of milk before pumping commences. All tanker drivers are instructed to report any milk that they consider may fail the sensory test to Kyvalley Dairy Group before collection commences. The vat of milk will then be inspected by Kyvalley Dairy Group and on that assessment, any vat which fails the sensory test will be rejected by Kyvalley Dairy Group. Disposal (including any associated costs) of rejected milk is the responsibility of the supplier.
Colostrum	Milk for collection must be free of colostrum. Calf milk or any other milk that is unsuitable for collection must not be stored in the milk vat, milk room/storage area and must be clearly labelled.
Freezing Point	All milk collected must be capable of passing the industry standard Freezing Point test.



Temperature

Milk cooling is a critical component in maintaining milk quality standards. To comply with food safety regulation, dairy farm license and export market requirements, milk must be cooled to 5°C or less within 2 hours and 20 minutes from the completion of milking.

Graph 1: Milk Cooling Envelope



Colostrum

Colostrum can interfere with some manufacturing processes. Milk from cows and heifers must not enter the vat until at least eight milking's after calving. Kyvalley Dairy Group may test for colostrum on a random basis across the year (particularly during calving periods). If colostrum indicators are detected in a milk sample, Kyvalley Dairy Group may temporarily suspend collection. Milk that is unsuitable for collection must not be stored in the milk vat, milk room or other milk storage area and must be clearly labelled.

Sediment and Freezing point

Kyvalley Dairy Group may test for both sediment and freezing point at times throughout the year to ensure customer requirements are met.

- Freezing point – normal quality milk should freeze at minus 0.517°C or below. The freezing point test detects the presence of excessive water in the milk.
- Sediment – extraneous matter in milk such as cow hair, dirt, manure, dust, vegetable matter and insects. Bacteria accompany sediment into the milk, resulting in contamination.

Milk quality results

Milk quality data is typically available to the supplier on the same day that the result is recorded. Depending on the test this will range from the day of collection to the required 3 days of incubation. Results will be available via the Kyvalley Dairy Group Madcap phone app or via the Madcap web portal located on the Kyvalley Dairy Group supplier web page.

Quality Milk Commitment

Kyvalley Dairy Group aims to have 100% of farm milk meet all its highest quality standards. To assist suppliers in achieving these results milk, Kyvalley Dairy Group's team of milk quality professionals will provide the following services to assist with solving farm milk quality issues;

- Daily milk testing for all quality parameters
- Communication of results as soon as they become available via Madcap phone app and web portal
- Testing of wash water for correct chemical strength
- Wash water quality testing
- In line sampling points to pinpoint the source of quality problems
- Plant inspections including the use of a cable camera for in depth plant inspections
- Analysis and interpretation of results

SECTION THREE – Milk Payment System

Kyvalley Dairy Group can provide suppliers with an income estimate and full explanation of the milk payment model at any time.

Milk pricing

Kyvalley Dairy Group, in accordance with the Dairy Industry Mandatory Code of Conduct will provide full details to suppliers of the milk pricing model for the upcoming financial year by 1st June (or next business working day). Our conventional farmgate milk price is determined through a combination of the following components:

- Monthly milk supply and seasonality of supply;
- Milk quality bonuses and penalties designed to encourage and reward milk of the highest standards.

Milk Price Reviews

To assist with supplier's cash flow, Kyvalley Dairy Group aims to provide the full years milk pricing from the beginning of the payment year. Kyvalley Dairy Group monitors market conditions throughout the year to ensure it is meeting its commitment to pay a premium price for flat year round quality milk supply.

Milk Payment Model

The Kyvalley Dairy Group Western Milk Payment Model is in the minimum milk price table on Page 5 of the Milk Supply Agreement.

From milk samples taken from each supplier's vat(s) Kyvalley Dairy Group tests, assesses and grades milk quality in accordance with the minimum milk price table.

Kyvalley Dairy Group tests all quality parameters daily. Milk bonus and penalty payments are calculated monthly based on the average monthly result for milk received.

SECTION FOUR – Charges and Levies



Statutory and other Levies

Dairy Australia levy

A mandatory Dairy Services Levy is automatically deducted on the supplier's behalf from milk proceeds and paid to Dairy Australia. To find out more about this levy please visit the Dairy Australia website:

www.dairyaustralia.com.au

State dairy levy

Each state-based regulatory authority has its own levy or licence requirements which will be automatically deducted from milk proceeds on the supplier's behalf. For more information, please refer to your state-based dairy/food authority.

Victoria

www.dairysafe.vic.gov.au

New South Wales

www.foodauthority.nsw.gov.au

SECTION FIVE – Food Safety and Quality Assurance



Food Safety Program

Kyvalley Dairy Group suppliers are required to comply with the requirements outlined in the True Quality Dairy Farm Food Safety Program.

As a producer of fresh milk and cream, Kyvalley Dairy Group is committed to ensuring our products meet the highest standards of quality and food safety standards demanded by our customers, consumers and regulators.

Kyvalley Dairy Group's True Quality Dairy Farm Food Safety Program is designed to identify and control potential milk quality risks and ensure compliance with the relevant food safety regulations.

The key elements of the Kyvalley Dairy Group Quality Assurance Program are to ensure:

- No risk of physical, chemical or microbiological contaminants
- Clean and safe dairy milking premises
- Hygienic milking plant and vat
- Milk cooling systems that cool milk in the required time
- Sufficient quantity and quality of water supply required to maintain a clean dairy, milk plant and vat
- Cleaning and sanitising
- Traceability and records
- Personnel competency
- Control of residues in milk
- Minimum animal health and welfare industry standards are maintained

Kyvalley Dairy Group suppliers are required to fill in, sign and return;

- Commitment to Quality
- Statement of Compliance

These documents are attached in the Farm Quality Commitment; refer Schedule 3.



On-farm audits

As a condition of milk supply to Kyvalley Dairy Group, all dairy farmers must be licensed or accredited with their State Regulatory Authority. To ensure compliance with the system and effective implementation, regular (at least biennial) audits of suppliers against the requirements will be conducted.



Animal welfare

Kyvalley Dairy Group expects suppliers to comply with the Australian Animal Welfare Standards and Guidelines for Cattle, including the implementation of appropriate Animal Care Awareness and Training programs. In particular the Kyvalley Dairy Group Animal Welfare Policy requires compliance with the following;

- no calving inductions in line with the Australian Dairy Industry Council policy and guidelines;
- the banning of the practice of tail docking; and
- administering of pain relief for animal husbandry practices that are likely to cause pain such as dehorning or disbudding cattle.

SECTION SIX – Milk Collection and On Farm Requirements



Farm track and dairy access

Kyvalley Dairy Group is committed across the entire business to ensuring full compliance with Worksafe requirements for all staff and contractors. This includes Kyvalley Dairy Group's farm milk collection with requirements designed to facilitate safe and efficient farm access for Kyvalley Dairy Group contractors and staff involved with the collection of milk and provision of farm services.



Minimum tanker size requirement

The minimum requirement for milk collection is to have tanker access for a B-Double milk tanker.



Requirements for tanker access

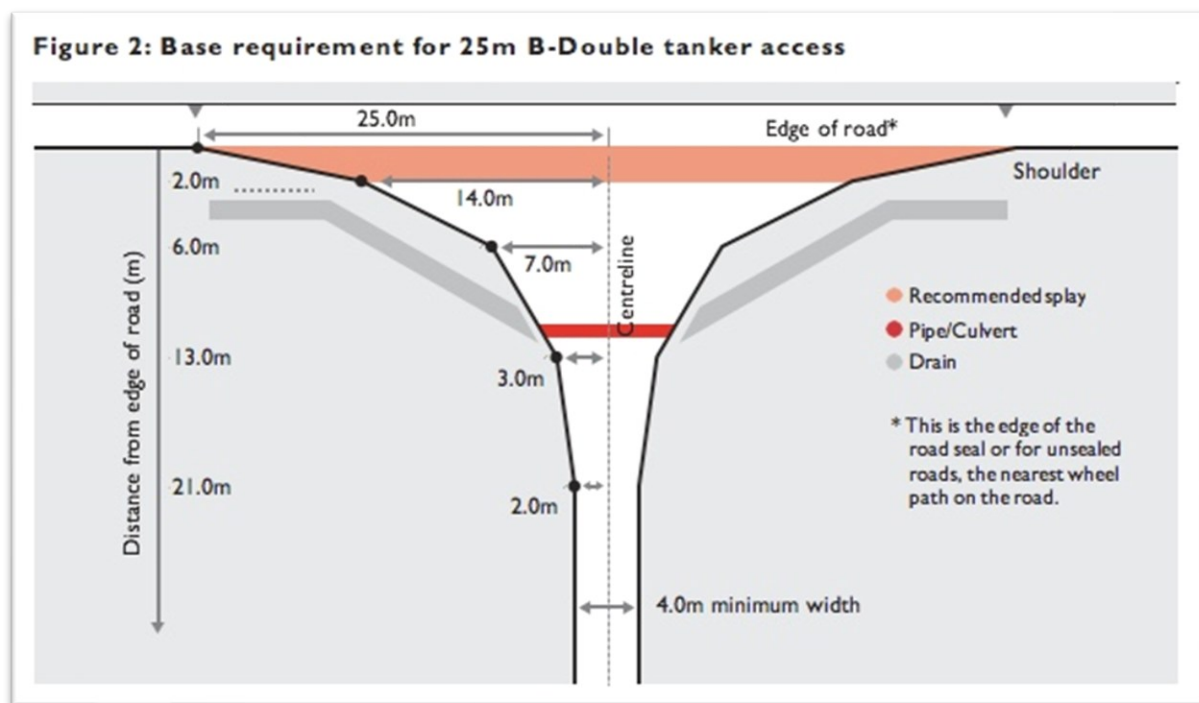
To ensure the safe entry and exit for milk tankers, the following minimum standards for B-Double milk tanker access are required:

- the sign provided by Kyvalley Dairy Group detailing supplier name and number is displayed in a prominent position that is clearly visible from the road;
- a maintained, splayed entrance that complies with the requirements of local and state authorities. This must allow the tanker to enter the property without having to cross the centre of the roadway when approaching from the left side of the entrance;
- clear access on the track and turnaround from the roadway to the dairy;
- gateways leading to the track are at least 26 metres from the edge of the roadway ensuring a tanker combination is clear of the roadway;
- a track surface suitable for all weather conditions with cattle crossings kept clean;
- a track with no sharp corners requiring multi point turns;
- a track that is free of potholes and debris that allows the tanker to proceed at 10-20 km/h without causing damage to the milk tanker and/or harm to the tanker driver;
- tree and shrubs are maintained so that tanker drivers can maintain a clear view while travelling on the tanker access track and are able to safely exit the property with clear vision; and
- tracks and locations designed to ensure tankers do not have to reverse off or onto a public road.



Access track design

Kyvalley Dairy Group encourages all farms to have a multi-directional entrance to their property allowing safe access to and from the farm and wherever possible comply with state and local authority requirements regarding access to public roads. Figure 2 illustrates the base requirements for tanker access.



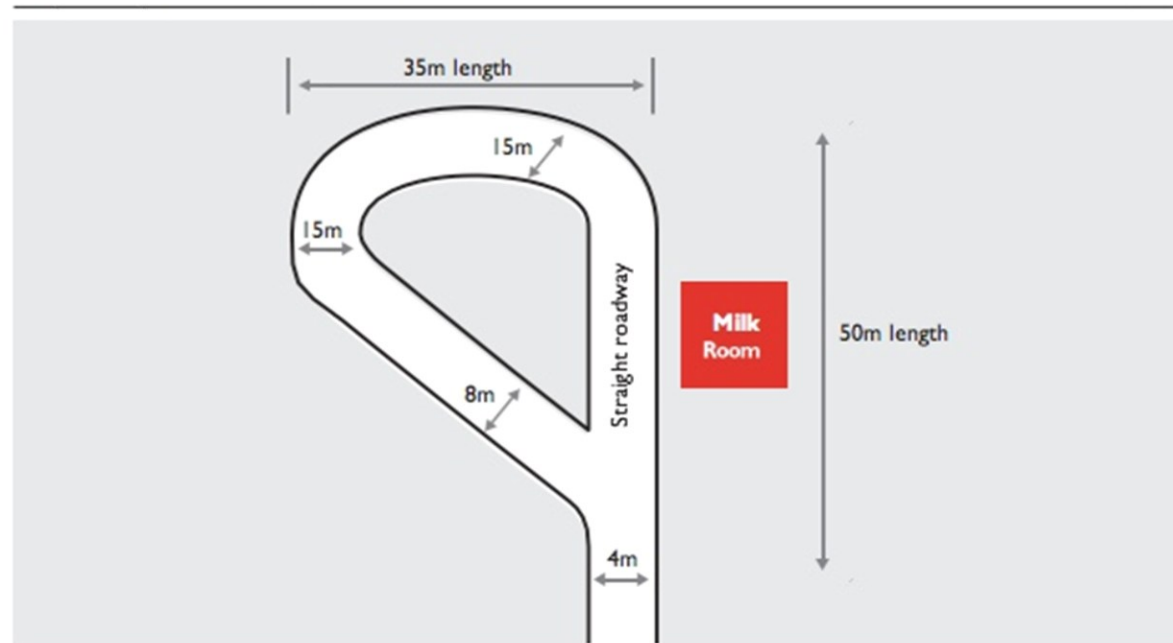
Standard turning circle

Kyvalley Dairy Group recommends all farms have a standard turning circle (see Figure 3, previous page) to allow safe and efficient traffic flow on-farm.

- Where farm topography will not allow for a full turning circle, Kyvalley Dairy Group recommends that the extent to which a tanker combination needs to reverse is kept to a minimum. The area to be reversed into must also be kept clear at all times.
- When designing a turn around, Kyvalley Dairy Group recommends as much room, as is practicably possible, is made available for the turn around.
- Any items stored on the centre island should not protrude onto the track. Tractors, bikes and implements should be parked well clear of the designated track at all times to protect assets.
- Wherever possible, interaction between people and vehicles should be restricted by physical barriers or fences and clearly designated with signed walkways.

- Tree canopies and shrubs should be trimmed or removed to allow clear vision of buildings, other traffic or pedestrians that may occupy this space.

Figure 3: Standard turning circle



Private bridges

Kyvalley Dairy Group requires that all private bridges that are traversed during milk collection must meet minimum compliance standards. Kyvalley Dairy Group reserve the right to request engineering assessments and/or improvements to be undertaken on the construction of the bridge to ensure safe milk collection.

Where a new bridge is to be constructed, the farm owner must engage a qualified engineer to assess the proposed works and provide a compliance certificate of construction, including weight ratings and an ongoing maintenance plan for the construction.

Construction or alterations to tanker access tracks and vat rooms

Prior to any work commencing work which will impact on tanker access and/or milk collection, suppliers are advised to engage with Kyvalley Dairy Group prior to ensure all safety scenarios are considered.

Power lines

In areas where Kyvalley Dairy Group representatives are required to work under, or park tankers near, overhead power lines, all reasonable steps must be taken to ensure a safe work environment around the power lines. In particular, power lines must meet all required regulations, including the following:

- in Victoria, the Electricity Safety (Installations) Regulations 2009

- in New South Wales, the Code of Practice Electricity transmission and distribution asset management

Suppliers must ensure warning signs are fitted to all overhead power lines which cross where the tanker combination will be operating.



Minimum vat capacity

Vat capacity should be able to hold your peak day milk production volume. For example if your highest daily production is 6000L of milk, your vat capacity should be capable of holding that volume. Kyvalley Dairy Group can use their discretion to collect more frequently due to factory or logistic requirements.



Vat room requirements

Kyvalley Dairy Group requires that suppliers provide a safe environment for the contractors and employees involved with the collection of milk. This includes safe and easy access to vat rooms/milk storage areas. To assist in this process, the following guidelines apply:

- The milk tanker can be parked safely and require no more than six metres of milk collection hose;
- the tanker parking area and access to the vat room must be clear of all obstacles, trip hazards and slippery walking surfaces;
- sufficient area for the tanker operator is provided so that the tanker hose can be safely maneuvered from the vehicle to the vat outlet;
- access from the tanker to the milk storage area that is free of slip, trip or fall hazards;
- an unobstructed doorway to the vat room that meets or exceeds the relevant Australian Standard for doorway design;
- no vat outlet (including where there are multiple vats) shall be more than three metres from the vat room door and all vats will have a suitable three-inch (76mm) BSM fitting;
- no Kyvalley Dairy Group staff or contractors will be exposed to dogs while they are on site;
- the vat room must have;
 - an unobstructed work area within the vat room where tasks can be safely performed;
 - correctly maintained waterproof switches in and around the vat room;
 - light switch(es) placed immediately inside and/or outside the tanker operator entry door;
 - where sensor lights are installed as an alternative to a waterproof light switch, lights that do not impair the tanker operator's vision when reversing;

- sufficient lighting to allow safe access in and around the vat room;
- vat controls with clear instructions, including wash procedures and/or farm specific requirements positioned in an open space for ease of access and operation;
- a vat rinse hose that is clean and suitable for the task; and
- where a landing or platform is required to be used, fall protection must be installed to meet or exceed the relevant standards.
- The vat room must not;
 - have any milk stored in buckets;
 - have any milked stored not for collection (eg calf milk); and
 - be used to store chemicals other than cleaning chemicals used in clean the milk plant and vat.



Vat room asbestos control measures

Where dairies have been, or are suspected of being, fabricated from materials containing asbestos the farm owner/manager must:

- notify Kyvalley Dairy Group of such materials within the vat room;
- report to Kyvalley Dairy Group any damaged or broken asbestos so that a risk assessment can be conducted prior to any further milk collection; and
- affix appropriate warning labels to identified or suspected materials which are undamaged and are to remain within the dairy's construction.

See example of an approved label.



Serious Safety Issues Resolution

Where a serious safety hazard has been identified and it has the potential to cause serious injury and cannot be effectively controlled, Kyvalley Dairy Group will work with the supplier in good faith to ensure the necessary precautions and actions are taken.

If a serious safety hazard has been identified and a suitable solution cannot be agreed upon, Kyvalley Dairy Group may choose to cease collection until a suitable control measure has been agreed and implemented. We take safety seriously.

SECTION SEVEN – Forecasted Milk Supply & Milking Information

Suppliers will be required to forecast a monthly milk supply at the beginning and the mid point of each 12-month period (Season). For each 12-month period the supplier is required to provide a forecast of monthly supply volumes for the July to June supply period.

- a. The Forecast Production Form is attached in Section 8, Schedule 1.
- b. To assist Kyvalley Dairy Group in planning milk collection and annual milk supply, suppliers are asked to complete and return a Vat Capacity and Milking Information Form. The form is attached in Section 8, Schedule 2.

SECTION EIGHT – Schedules

Schedule 1:

Forecasted Production Form

Month	Litres	Fat Test % or kg	Protein Test % or kg
July			
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
TOTAL			

Schedule 2:

1. Vat Capacity and Milking Information Form

Milking times

Start

Finish

Morning

Evening

Time milk reaches 5 degrees

Morning

Evening

B-double access:

☐

YES

☐

NO

Vat capacity (litres):

Vat 1:

Vat 2:

Total:

Time to wash vat

(minutes)

Herd size

(no. of cows)

Calving date/s:

% of herd calving

Calving date/s:

% of herd calving

Calving date/s:

% of herd calving

Nominated pickup

issues:

Dairy Address:

Dairy

Licence

Number:

Schedule 3:

Farm Quality Commitment

Kyvalley Dairy Group has a responsibility to consumers to ensure that our product is of the highest quality. We seek to obtain whole milk from our suppliers of consistently high quality in order to deliver this.

The objective of the Kyvalley Dairy Group Farm Quality Commitment is to create an environment in which:

- Consumers are confident of the quality of milk produced.
- Public perception of dairy farming in general is enhanced.
- The long term competitiveness of producers and processors is safeguarded.
- Environmental impact and animal welfare are considered as priorities.
- Actual standards on the farm are monitored, documented and improved.

Milk Quality Target

Parameter	Target
Temperature °C	<5 °C
Antibiotic µg/ml	<0.0015
BMCC	≤150,000
Thermoturic cfu/ml	≤500
Bactoscan	≤100,000
Standard Plate Count (SPC)	<15,000
Coliforms cfu/ml	<100

To meet the requirements to export to the European Union (E.U.), raw milk supplied must meet the following parameters:

Milk Parameter	Geometric Rolling Average
Standard Plate Count cfu/ml	<100,000 two monthly
BMCC cells/ml	<400,000 three monthly

COMMITMENT TO QUALITY & STATEMENT OF COMPLIANCE

We commit to supply quality milk to

Kyvalley Dairy Group

Our objective is to produce milk of consistently high quality.

This objective will be attained by eliminating all controllable risks through proactive and preventative management of our business.

Our objective is to produce milk that is free from prohibited substances.

All deliveries of feed are accompanied by a compliance certificate to meet our quality management system.

We are committed to the production of a quality product and accordingly undertake to maintain a quality management system that meets the dairy licence requirements and the requirements set out in the Farm Quality Commitment, so as to ensure the milk produced by us is of the highest possible standard and quality.

SIGNED:

By an authorised signatory for the Farm

DATE:

NAME:

TRADING NAME:

ADDRESS:

.....

FARM No: DAIRY LICENCE No:.....



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