

3.4.1 & 3.4.2. Procedures for Visitors and Contractors

Standard

3.4.1. Are there written procedures controlling both visitors and contractors entering the site?

3.4.2. Is there a written procedure to make all site visitors aware of their potential impact on product safety, quality and the environment?

There needs to be documented steps taken to ensure visitor awareness.

Purpose

To control the movement of visitors and contractors on site and reduce the potential risks on product safety, quality and the environment, including biosecurity.

Reason

Visitors and contractors may introduce a biosecurity risk that compromises the product safety and quality. For example, they may have come into contact with a property within a biosecurity hotspot and not be aware that they can act as fomite transfer of microorganisms.

Contractors working near the manufacturing site, raw material or finished product storage, may not be aware of the potential contamination risks from the works they are carrying out. For example, servicing or welding of equipment on site can produce metal fragments – a physical contaminant into feeds.

It is important for operators not only to control the movement of visitors and contractors on their site, but also the reason for their visit or works carrying out.

What is Acceptable?

A written procedure shall be adhered to by all visitors and contractors entering on-site. The procedure shall take into consideration:

1. A risk assessment.
2. Biosecurity Risks.
3. Nature and length of visit.
4. Appropriate PPE.
5. Statement of potential impact.

All completed risk assessments shall be recorded and logged.

Statement of potential impact

Visitors and contractors shall be made aware of their potential impact. These can be classified into 2 groups, but not limited to:

1. Biosecurity: Transfer or introduction of pathogenic microorganisms i.e. Salmonellosis. The contamination of equipment used in different mills also introduces a biosecurity risk.
2. Chemical Contamination: Use of chemicals during cleaning or servicing i.e. lubricants, fuel/oils.
3. Physical Contamination: Metal shards, paint.

Recommended Reading:

Biosecurity Manual for Feed Mills v1 2021.

Example Procedure, Risk Assessment and Log

Visitor and Contractor Access

1. PURPOSE

To ensure product quality and feed safety integrity while visitors/contractors are onsite.

2. SCOPE

This applies to all visitors to premise including drivers and customers. This also applies to any contractors.

It is the responsibility of all personnel to ensure visitors and contractors are aware of the requirements of this procedure and any other relevant procedure to their visit.

3. TERMS & DEFINITIONS

Nil.

4. PROCESS

Hygiene

All visitors and contractors need to be made aware of the Hygiene Procedure expectations including clothing, hand washing, and personal behaviours.

Contractors that will have access to production equipment need to ensure that all activities maintain feed safety cleanliness standard of product contact surfaces to ensure no product contamination after any maintenance work performed.

Visitor/Contractor Check-In

- All visitors must arrive at a designated Check-In Entrance (main reception)
- All visitors must be accompanied by an employee when moving throughout the site
- Pets are not permitted.
- Visitors are required to read and understand the Hygiene Procedure.
- Visitors are required to read and understand the Emergency Evacuation.
- Visitors are required to declare any potential biosecurity risk/recent farm visits (this includes vehicles).

Visitor Badges

- All visitors will be issued with a visitor's badge which must be while on the premises.
- All visitors and contractors are expected to abide by the Hygiene Procedure.
- All visitors and contractors are expected to abide by the Site Safety Rules and Policies including PPE.

Emergency Evacuation

- In the event of an emergency, it is the sponsoring employee's responsibility to ensure that the visitor remains in the Evacuation marshalling area.
- Emergency Coordinators will tally all visitors using the Visitor Check-In information. Visitors will not leave the property until it is confirmed with the Emergency Coordinators that they have successfully evacuated the building.

Check Out

- Visitors will check out at the same station where they arrived, hand over visitors tag, and sign out.

5. DOCUMENTATION & RECORDS

The following records shall be maintained to assure this program is implemented:

- Visitor Log
- Contractor Log
- Weighbridge Records / Driver Log

6. DOCUMENT HISTORY

Version	Date	Description of changes	Author
1	dd/mm/yy	Created original document.	name

Visitor Risk Assessment Protocol

Date:		Name:	
Service or Occupation:		Mobile:	
Time In:		Time Out:	
Reason for Visit:			

Farm visitors can be classified by the risk they represent: Which fits you best?

	Low-Risk Visitor	Come from urban areas and do not contact livestock. Present almost no risk of introducing disease. No need to impose restrictions.
	Moderate-Risk Visitor	Travel from farm to farm, but do not directly come in contact with livestock or manure. Need to ensure footwear/clothing and vehicle are clean.
	High-Risk Visitor	Travel from farm to farm and work directly with livestock or manure. Strict Biosecurity practices need to be performed. Need to ensure footwear/clothing is cleaned and disinfected or provided upon arrival. This includes vehicles.
Comments:		

* Where visitors have classified as "Low-Risk" coming from Urban areas – ensure they do not have backyard poultry or pigs.

Visitor Record

Date	Name & Contact Number	Vehicle Registration	Last Contact with Farm/Livestock (Date and Place)	Purpose of Visit	Passed Visitor Risk Assessment	Signature & Date

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