ANIMAL CARE PROGRAM
DAIRY POOL STANDARDS

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Effective January 1, 2018
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INTRODUCTION

The CROPP Cooperative Animal Care Program consists of standards, on-farm visits and a compliance process. The standards are a result of staff and member collaboration to maintain CROPP’s position as a leader in the organic industry. They are carefully written to meet market and FARM Program requirements while being reasonable to our farmers. The standards are measurable, competitive and achievable on the co-op’s diverse member farms.

On-farm Visits

Our standards are verified with an on-farm audit once every three years. The visits include:

   **FARM Program Evaluation**
   A CROPP employee or a partner milk handler performs the evaluation, which consists of an interview as well as observation of the farm and objective scoring of the animals. The visit typically takes two to four hours depending on the size of the farm.

   **CROPP Animal Care Addendum**
   A CROPP employee completes a short form that addresses unique CROPP standards. The addendum is primarily an interview and a few specific observations. It typically takes about 40 minutes.

Compliance Process

Members that do not meet or exceed all Animal Care Standards are expected to cooperate and respond to staff concerns. If the cooperative is aware that a member may not be in compliance with the standards, it will investigate the report. The member will enter a remediation plan or an integrity process if deemed necessary and depending on the severity of the case. (See Addendum B: Compliance Process.)
Section 1
WRITTEN DOCUMENTATION

1.1 Herd Health Plan

Members maintain a written Herd Health Plan that includes the areas listed below. The Herd Health Plan is reviewed annually with the farm’s Veterinarian of Record and updated as needed. Members must present an up-to-date Herd Health Plan for review during an audit visit.

The written Herd Health Plan includes written documentation of:

- Protocols for newborn and milk-fed dairy calf management.
- Protocols for managing cattle that develop disease or become injured:
  - Members take a proactive approach to prevent the occurrence of disease and injury to cattle.
  - Animals are monitored on a daily basis.
  - Any ill or injured cattle needing individual attention is reported to the member or farm manager in a timely manner.
- Protocols for managing pain for all cattle.
- Protocols for tracking use and disposal of animal health products.
- Protocols and training for managing non-ambulatory cattle.
- Management and prevention of lameness.
- Management and prevention of parasites (both internal and external).
- Protocols and training for euthanasia that align with the methods approved by the American Association of Bovine Practitioners (AABP) and/or the American Veterinary Medical Association (AVMA).

1.2 Veterinary-Client-Patient Relationship

Members must have written documentation of a veterinarian-client-patient relationship (VCPR) that includes the signatures of the member and the Veterinarian of Record (VOR). Member must update the document annually or more often as needed. Any prescription medication on the farm is used as prescribed by the veterinarian.
1.3 Treatment Records

Members must maintain medical treatment records of individual cattle that include: animal ID, date, diagnosis, medication or treatment given, dosage, route of administration, milk withdrawal time (if applicable) and organic certification status of individuals. Treatment records will include all natural and synthetic treatments given. A record of mortalities must be maintained and include the animal ID, date and cause of death.

1.4 Synthetic Medications

When prevention, organic treatment and management plans fail, treatment with synthetic medication is required to minimize animal suffering and restore health. Members must have a written protocol that specifies how animal health products that are not allowed by the National Organic Program, such as antibiotics, parasiticides and other prohibited medications, are used on the farm. The protocol must also outline how treated cattle and dairy products that are not eligible for organic certification will be identified and segregated from organic production. The Veterinarian of Record will review and approve the protocol. Members will include the protocol in their farm’s Organic System Plan.

1.5 Vaccinations

Members must have a written vaccination schedule approved by the Veterinarian of Record and vaccinate for diseases that are prevalent on their farms.

1.6 Emergency Preparedness

Members are required to have a basic written plan with essential details for procedures to ensure the provision of water, feed, animal health and comfort in the event of an emergency. The facility address and a list of emergency contacts that includes essential farm personnel, herd veterinarian, milking equipment dealer, power company and local emergency services must be posted in a prominent location on the farm. Members are expected to notify CROPP Cooperative in the event of an emergency. The cooperative may be able to provide assistance.

1.7 Biosecurity

Members must have a written biosecurity plan for managing disease, sick and newly introduced (purchased) cattle, and visitors to the farm. Biosecurity signs must be posted on the farm in visible locations. Members are expected to notify CROPP Cooperative in the event of an emergency. The cooperative may be able to provide assistance.
Section 2
HOUSING AND ENVIRONMENT

2.1 Indoor Housing

Indoor housing for cattle must be properly sized, provide adequate bedding for cow comfort, be well-maintained for animal safety and allow visual contact with other cattle. Cattle must be able to stand up and lie down without creating injuries (chronic lesion on hip, rib or back).

Recommended Practice—Members are encouraged to consider alternatives to tie-stall/stanchion housing when building new facilities. Members with tie-stall/stanchion housing should consider adding an open loafing shed or bedded-pack barn to avoid having the cows in close confinement for extended periods of time on a regular basis.

2.2 Stocking Rate

Free-stall Barns

- The number of animals is no more than 120% of the number of stalls.
- There is sufficient bunk space to allow all cattle to feed at the same time, or sufficient quantities of feed are available for all cattle to access the bunk during a 24-hour period.

Bedded Pack

- There is enough space that is dry, clean and properly bedded for all animals to lie down at the same time and to move freely throughout the facility.
- There is sufficient bunk space to allow all cattle to feed at the same time, or sufficient quantities of feed are available for all cattle to access the bunk during a 24-hour period.

2.3 Bedding

Housing facilities have enough bedding to keep cattle clean and comfortable. Bedding must be maintained on a daily basis or changed frequently enough to demonstrate a high level of health and hygiene.
2.4  Footing

All floor surfaces are designed and maintained to minimize slips and falls. The auditor will report and discuss incidents of cattle falling or slipping during the audit visit.

2.5  Calving Area

Designated indoor calving pens must be dry, well-cushioned, well-lit and well-ventilated in addition to meeting the Indoor Housing Standard (2.1). If calving on pasture, the paddock must have adequate vegetative cover with minimal bare dirt or mud. Both indoor and outdoor calving areas must provide protection from inclement weather conditions, particularly in cold conditions that would threaten calf survival.

2.6  Air Quality Monitoring

All housing must have adequate ventilation systems, either natural or mechanical. Members will take action to minimize dust, odors and noxious gases and ensure clean air for cattle at all times. Ammonia levels are not to exceed 25 ppm, which is equivalent to the point at which an auditor’s eyes and nose burn.

2.7  Shelter

All cattle are provided reasonable means of protection from inclement weather conditions. This can include wind-breaks, bedding mounds or pack-mounds, natural shelter or man-made shelters.

2.8  Maintenance

Facilities and equipment must be maintained and in good working order for the safety of cattle and caretakers. This includes all housing, pasture, movement lanes, holding pens and handling areas.

2.9  Hospital Pen

A pasture paddock or indoor hospital pen must be available as needed for ill or injured cattle. This pen must be located in close proximity to the milking facility for lactating and close-up dry cows.

Hospital areas must conform to all CROPP housing and bedding standards and include ready access to feed and water at all times. Cattle are only separated from the herd when warranted by illness or injury and are kept with a companion animal or have visual contact with other animals.
2.10 Outdoor Access

In addition to pasture access requirements outlined by the CROPP Pasture Policy, cattle over 6 months of age must be allowed outdoor access on a daily basis for a minimum of one hour, except during inclement weather conditions. Outdoor areas need to be large enough to allow the animals to move freely and provide good footing. They may not be excessively muddy or manure-packed, no deeper than fetlock height on average. Where concrete pads end and dirt or pasture begins, there must be a reasonable and safe transition and no more than 8 inches of height difference.

2.11 Pasture

Dairy pool members must comply with the CROPP Pasture Policy. (CROPP Dairy Pool Policy Manual, 5-48 to 5-50)

2.12 Water and Feed Access

All cattle must have ready access to feed. It must be high enough quality to maintain good body condition, growth and health. Cattle must have access to clean, fresh water as needed to maintain proper hydration. While on pasture, cattle are not denied access to water for longer than two hours. Cows cannot be denied access to water immediately after milking. Waterers are observed during the audit visit and must be clean with minimal dirt or debris and algae.

2.13 Managing Heat Stress

Heat stress is detrimental to the overall health of cattle. It leads to reduced milk production, reduced reproductive efficiency and increases the risk of disease.

If 5% or more of the animals in a pen or paddock are exhibiting any of the following signs, it is evidence they are experiencing heat stress:

- Respiration rate greater than or equal to 80 rpm
- Rectal body temperature is 103.5 F or greater
- Panting
- Salivating
- Not lying down
- Staggering

If heat stress is present as defined here, then the member must provide at least one form of relief to the cattle.
Recommended Practice—Since there are many facility types and many different methods of providing heat stress relief, the following examples are not exhaustive. If members have a different method of relieving heat stress, they should be able to demonstrate that method is effective. Members are strongly encouraged to provide more than one form of relief.

- **Indoor Housing**: mechanical ventilation (fans), sprinklers/misters and/or natural ventilation.
- **Holding Pens**: mechanical ventilation (fans), sprinklers/misters and/or natural ventilation with small group size.
- **Outdoors or Pasture**: shade in the paddock, plentiful access to water on pasture, access to barn or other structure and/or grazing through the night or coolest part of the day.

### 2.14 Pest Control

Members have an effective pest management program in place. There is minimal evidence of pests observed during the audit visit.
Section 3
FARM MANAGEMENT

3.1 Personnel Management

All animal caretakers on the farm must be competent to perform all assessments, handling and procedures in which they are engaged.

Members and Farm Managers
- All members and farm managers directly involved with daily animal care sign an Animal Care and Ethics Agreement.
- They assume all responsibility that every animal is ethically cared for on the farm at all times.
- They are responsible for communicating the animal care expectations to all caretakers, family and non-family employees and non-employees (such as contractors, consultants, foot trimmers, breeders and drivers) and monitor for compliance.
- Members and farm managers are encouraged to have family members and non-employees sign an Animal Care and Ethics Agreement.

Non-family Employees
- Any non-family employees with assigned animal care responsibilities sign an Animal Care and Ethics Agreement before interacting with animals.
- They must also receive annual training for animal handling and their assigned areas of responsibility. Training can be written or experience-based.
- Members are required to maintain documentation of these trainings and to keep copies of all signed Animal Care and Ethics Agreements. These documents must be available for review during an audit visit.
Section 4

ANIMAL MANAGEMENT

4.1 Cattle Handling

Cattle must be handled and moved in a calm manner in a quiet environment. They may never be dragged by any body part or be mistreated. Animal caretakers must be able to demonstrate good animal handling techniques.

4.2 Animal Observations

Cattle are observed for signs of illness or distress at least once daily. All ill or injured cattle are reported to the member and/or farm manager in a timely manner so they may be treated appropriately. In cases of low-risk cattle that are not checked on a daily basis, the member needs to provide an adequate justification during the audit visit.

4.3 Ill or Injured Cattle

Ill or injured cattle receive prompt, appropriate treatment, including veterinary attention, if the member cannot provide relief. Cattle that do not respond to treatment within three days will be evaluated by a veterinarian or considered for euthanasia. Any surgical procedures done on the farm will be performed by a veterinarian or done with veterinary consultation.

4.4 Milking Procedures

Members must have a milking routine in which cows are milked consistently, calmly, gently and in a sanitary manner that ensures good udder health, cow comfort and milk quality. The milking routine is recorded or described during a routine animal care audit visit. Issues with poor milk quality and/or improper milking procedure are addressed by the CROPP milk quality program (WIP).

4.5 Non-Ambulatory Cattle

A written protocol and documented personnel training for managing non-ambulatory cattle is required. It must include the following:

- Any cow that is not able to stand or move on its own is provided prompt care and ready access to feed, water and shelter.
- Cows are never dragged. They are moved on a sled or in a large front-end loader bucket that evenly supports the animal’s weight.
● Cows are bundled or restrained in a manner that keeps them safe while being moved.

● Non-ambulatory cows are rolled to alternate side frequently (every six hours minimum) to avoid nerve damage in hind legs.

● If cows do not rise after being given appropriate treatment, non-ambulatory cattle are evaluated by a veterinarian as soon as possible.

● Non-ambulatory cows are re-evaluated on a daily basis. If they are not standing within two days, they must be evaluated by a veterinarian or humanely euthanized.

● Designated caretakers are trained to properly move non-ambulatory cattle.

4.6 Euthanasia

If severe suffering cannot be relieved or the animal is unlikely to recover, it must be promptly and humanely euthanized on the farm in a manner recommended by the American Veterinary Medical Association (AVMA) or similar association of veterinary practitioners. Euthanasia must be performed by trained personnel in accordance to the Standard Operating Procedure outlined in the Herd Health Plan for the farm. The Standard Operating Procedure must also include the following:

● Any cow in extreme distress for which recovery is highly unlikely is euthanized in a timely manner, within four hours.

● Carcass disposal is in compliance with local regulations.

● Designated caretakers are trained to properly euthanize cattle.

● Member must maintain a record of mortalities and their causes.
Section 5

Calf Management

5.1 Milk-fed Calf Housing

Milk-fed calf housing has deep, clean bedding at all times and provides adequate ventilation year-round. If tethered, calves must be able to stand up, lie down, turn around and express natural grooming behavior.

Recommended Practice—Members are encouraged to explore calf housing options that eliminate the need for tethering.

5.2 Water and Feed Access

Calves and heifers must have access to water as needed to maintain proper hydration. Milk-fed calves must receive an adequate volume and quality of milk to promote health, growth and vigor. Milk-fed calves are offered fresh, palatable starter feed (grain, hay or pasture) by day 3 of age.

5.3 Social Requirements

If housed individually, milk-fed calves have visual contact with other cattle. After weaning, calves are group-housed with calves of a similar age.

5.4 Shelter

Milk-fed calves are provided adequate protection from the elements. This includes calves raised on pasture.

Shelter must provide:

- Access to shade and good ventilation in the summer months.
- Deep bedding, shelter, wind-breaks and/or calf coats for milk-fed calves in the winter.

5.5 Esophageal Tube Feeders

Esophageal tube feeders are permitted but may only to be used when medically necessary. Designated caretakers are trained to properly use an esophageal tube feeder if the farm chooses to use one. Training for non-family employees is required and must be documented.
5.6 Colostrum Management

All calves (regardless of gender) must receive adequate colostrum shortly after birth.

Effectiveness of colostrum management is evaluated by calf mortality and morbidity rates. If the mortality rate exceeds 7% or morbidity rate exceeds 25% (for example, either 25% diarrhea or 25% pneumonia), then members must consult their veterinarian to develop a plan for improving management practices and to monitor for passive transfer of immunity.

When fresh or frozen colostrum is not available, colostrum replacer is used. If a colostrum replacer is used, members must notify their organic certification agency to determine the certification status of the treated calf.
Section 6

ANIMAL OBSERVATIONS AND QUANTITATIVE MEASURES

6.1 Audit Sampling and General Observations

A minimum sample of cattle is observed during an audit visit. In the case of herds with 100 cows or fewer (lactating plus dry cows), the auditor is encouraged to record observation scores for the entire herd.

Regardless of the number of observations done during the audit visits, auditors will record, report and discuss with members or farm managers any individual (including young stock) that meets any of the following criteria (using the FARM Program Scoring Guide):

- Body condition score less than 2
- Hygiene score of 4
- Locomotion score of 3
- Hock and knee lesion score of 3
- Body lesion greater than 6 inches in diameter (larger than a grapefruit)
- Any individual that appears to be in need of immediate medical treatment

6.2 Hygiene Score

Indoor and outdoor housing areas must be managed to prevent any excess accumulation of mud and manure on cattle. Cattle are scored for hygiene in accordance to the FARM Program Scoring Guide (1-4 scale). No more than 10% of observed individuals are allowed to score 3 or greater.

6.3 Locomotion Score

Cattle are scored for locomotion in accordance to the FARM Program Scoring Guide (1-3 scale). No more than 5% of lactating and dry cows observed are allowed to score 3. Any cattle (including young stock) with a locomotion score of 3 are in a hospital and/or pasture that is in close proximity to the barn and milk facilities and are treated promptly.
6.4 **Body Condition Score**

Cattle will be scored for body condition in accordance to the FARM Program Scoring Guide (1-5 scale).

- No more than 1% of observed animals are allowed to score less than 2.
- Any cattle with a score of less than 2 must be in a hospital area and given special attention. If they do not respond to treatment, they will be euthanized in a timely manner.

6.5 **Hock and Knee Lesion Score**

Cattle are scored for hock and knee lesions in accordance to the FARM Program Scoring Guide (1-3 scale). No more than 5% of lactating and dry cows observed are allowed to score 3.

6.6 **Broken Tails**

Breaking of a tail due to tail twisting is prohibited. During the audit visit, any cattle (including young stock) that are observed with a broken tail will be noted, and the member must provide an explanation.

6.7 **Coat Condition**

Auditor must assess the coat condition of the entire herd, looking for cattle missing patches of hair due to lice, ringworm, mange or poor nutrition. No more than 25% of individuals in any pen or paddock are allowed to have poor coat condition indicating severe disease (such as ringworm, mange, lice or patchy hair loss).

6.8 **Annual Cull Rate**

The involuntary annual cull rate of the farm must be less than 20%. If higher, members must provide an explanation.

- Involuntary culls include cattle that leave the farm due to illness, disease or poor body condition.
- Voluntary culls include cattle that leave the farm due to milk production, reproduction, elevated somatic cell count, facility constraints or aesthetic or handling reasons.
6.9 Mortality Rate

Mortality rate for milk-fed calves must be less than or equal to 7%. Mortality rate for heifers (weaned to calving) must be less than or equal to 3%. Mortality rate for adult cows must be less than 7%. A record of mortalities must be maintained and include the animal ID, date and cause of death.

**Recommended Practice**—Members should work toward a mortality rate of 3% or less for adult cows.
Section 7

PHYSICAL ALTERATIONS

7.1 Disbudding

Disbudding must be performed on calves less than 8 weeks of age. The use of effective pain management is required.

In the event that dehorning is performed after 8 weeks of age, it must be done under veterinary supervision with effective pain management.

Members are encouraged to seek polled sires for use in their breeding programs to eliminate the need for this procedure. Horned cattle are allowed if members can safely manage them in their farming system.

7.2 Tail Docking

Routine tail docking is prohibited.

7.3 Animal Identification

Members are required to identify each individual animal in the herd. Members should avoid branding as form of identification, unless necessary.

7.4 Castration

Elastrator, Burdizzo or surgical castration is permitted in calves less than 8 weeks of age but should be done as early as possible. The use of effective pain management is required. In the event that castration occurs after 8 weeks of age, it is done under veterinary supervision with effective pain management.

**Elastrator Castration.** Use of tight rubber ring/band placed near the body that stops the circulation of blood through the scrotum.

**Burdizzo.** Use of a Burdizzo clamp specifically designed to bluntly clamp the scrotal cord and disrupt blood flow.

**Surgical Castration.** Use of sharp blade or scalpel to cut and remove the testicles.

7.5 Supernumerary Teat Removal

Extra teat removal is permitted for calves less than 4 months of age, using the least painful method possible. The use of effective pain management is required.
Section 8

MATERIALS AND EQUIPMENT

8.1 Feed/Non-feed Equipment

Feed equipment is washed and disinfected after being used for non-feed purposes, or separate equipment is available.

8.2 Synthetic Hormones

Use of all synthetic hormones, including oxytocin, is prohibited.

8.3 Nose Leaders and Bull Rings

Nose leaders are not used except where the safety of the cattle or caretakers is threatened. They must be used in conjunction with and serve as a secondary restraint to a halter. Nose leaders are not used for longer than 10 minutes on any animal. They are allowed as needed for mature bulls.

Bull rings are permitted. Pain control should be provided when putting in a bull ring, and bull rings are only used if human safety is at risk.

8.4 Electric Cow Trainers

Electric trainers must be set at the maximum effective distance above the cow, avoidable and set to the minimum effective voltage. Trainers are turned on only occasionally as a reminder and are to be turned off during milking times.

8.5 Electrified Crowd Gates

Electrified crowd gates in holding pens must be avoidable by cattle and set at the minimum effective voltage. Gates are turned on only occasionally as a reminder.

8.6 Electric Cattle Prods

Electric prods are used minimally only when cattle are down and make no effort to get up on their own. When using an electric prod, it may only be applied to either the muscle of the hindquarters or back. Use on any other body part is prohibited. Prodding attempts must stop when there is no attempt to get up and/or away from the prod. Electric prods are not used on cattle under 400 pounds. Electric prods are only used if human or animal safety is at stake, and when personnel are trained to properly use them.
8.7 Equipment for Moving Non-Ambulatory Cows

Any equipment used to move non-ambulatory cows will be observed to be in good working order during a routine animal care audit. It is properly sized and provides adequate protection from dragging. The use of this equipment must be outlined in a written protocol that is kept and maintained as part of the written Herd Health Plan.

8.8 Hip Lifts/Clamps

The minimal use of hip lifts to assist a cow to stand on their own is permitted. They must never be used to physically move or lift the entire animal off the ground. The use of effective pain management is required. The cow must be lowered to the ground and the hip lifts removed if animals are not fully bearing weight on their own after 60 seconds.

Hip lifts are properly maintained and in good working order with full padded loops (either rubber or foam tubing). If hip lifts are used on the farm, a written protocol is kept and maintained as part of the written Herd Health Plan.

Proper use of a sling, stone boat, sled or loader bucket is preferred over use of hip lifts/clamps.
Section 9
TRANSPORTATION

9.1 Pre-transport Restrictions

Cattle meeting any of the following criteria are not loaded or transported for any reason:

- Locomotion score of 3 according to the FARM Program Scoring Guide
- Unable to stand on their own
- Body condition score of less than 2 according to the FARM Program Scoring Guide
- Blind in both eyes
- Exhibiting signs of severe pain
- Temperature of 103.5°F or higher and signs of illness
- Any potential drug residues

Cattle meeting any of these criteria must be either treated in a timely manner and cared for until they are healthy or euthanized on the farm in accordance to the euthanasia standard (4.6).

Cattle may be transported to a veterinary clinic/hospital or different farm location if they are ill or injured and the move is necessary for their well-being. Members are required to handle and move them with utmost care. Trailers must have extra bedding and suitable footing for this type of situation. Members must minimize the distance and time spent on the trailer as much as possible.

9.2 Long-distance Transportation

Members and farm managers are responsible for ensuring the humane treatment of cattle during loading and unloading. This includes never being beaten with sticks or electric prodding.

Cattle must be loaded so as not to exceed the manufacturer’s and Department of Transportation legal weight limits. Haulers must be aware of weather, time and other conditions and must adjust loading densities accordingly.

The floors of vehicles used in transporting cattle must be constructed with suitable footholds or covered with sufficient bedding material or other non-slip material (such as sand, sawdust, wood chips or rubber mats) to prevent slipping and provide secure footing for the animals during transport.
All vehicle bodies and racks used in transporting livestock must be adequately ventilated during all seasons of the year to protect cattle against stresses such as suffocation, excessive drafts or exposure to excessive heat or cold.

If transport time exceeds 16 hours, all livestock are provided feed and water. Cattle must not spend a night loaded on a parked truck.

If being shipped as certified organic cattle:

- All bedding used in the trailer must meet organic requirements.
- All feed, including pasture, must be certified organic.
- If cattle are unloaded, it must be at a certified organic collection point or organic-certified reload station.
Section 10

GRASSMILK AUDITS

Members in the Grassmilk Supply Group sign a separate Membership Agreement that indicates they will be subject to additional animal care audits.

Grassmilk Supply Group members are audited using the FARM Program Evaluation and CROPP Animal Care Addendum once every three years, which is the normal auditing cycle for all dairy pool members. In the two alternate years, members of the Grassmilk Supply Group are evaluated using the Grassmilk Audit. Currently these are performed by designated CROPP staff or a designated third-party auditor.

The Grassmilk Audit consists of questions pertaining to both regular Animal Care Standards and specific Grassmilk Only Standards as outlined in Section 11.

The following regular Animal Care Standards will be audited on an annual basis for members in the Grassmilk Supply Group:

- Shelter (2.7)
- Hospital Pen (2.9)
- Managing Heat Stress (2.13)
- Ill or Injured Cattle (4.3)
- Locomotion Score (6.3)
- Mortality Rate (6.9)

The Grassmilk Only Standards (Section 11) are above and beyond the regular Animal Care Standards for the dairy pool and are audited on an annual basis for members in the Grassmilk Supply Group.
Section 11
GRASSMILK ONLY STANDARDS

11.1  Body Condition Score

Cattle are scored for body condition in accordance to the FARM Program scoring guide (1-5 scale).

- No more than 1% of observed cattle are allowed to score less than 2. Any individual with a score of less than 2 will be in a hospital area and given special attention. If the animal does not respond to treatment, it is euthanized in a timely manner.
- No more than 10% of pre-weaned calves are allowed to score less than 3.
- No more than 10% of weaned heifers are allowed to score less than 3.

No more than 10% of the milking herd (springing heifers, lactating and dry cows) are allowed to score below the minimum range for their respective “days in milk.”

Members provide all individual cows’ “days in milk” information for the Grassmilk audit. The auditor compares individual body condition scores against “days in milk” to assess overall herd and nutrition management during audit visit. (See “Plot of Body Condition Scores by Days in Milk”)

11.2  Calf Morbidity

Morbidity rate of pneumonia in calves less than 1 year of age shall not exceed 20%. Morbidity rate of scours in calves less than 1 year of age shall not exceed 20%.

11.3  Parasite Management

All Grassmilk members must have a proactive parasite control program, particularly for young stock. All cattle are monitored for evidence of parasite overload.
11.4 Feed and Water Access

All cattle have ready access to feed that is high enough quality to maintain good body condition and health. The feed ration during the non-grazing season for lactating cows is a minimum of 160 relative feed quality (RFQ) index for mixed stored forages. Cattle must have access to clean, fresh water as needed to maintain proper hydration. While on pasture, cattle shall not be denied access to water for longer than two hours. Cows cannot be denied access to water immediately after milking. Waterers are observed during the audit visit and must be clean with minimal dirt or debris and no algae present.
Addendum A

DEFINITIONS

ANIMAL CARETAKER
Any person designated to perform tasks related to animal care and well-being and who has regular contact with animals.

ANIMAL CARE AND ETHICS AGREEMENT
An agreement signed annually by the member, farm manager and non-family employees with animal care responsibilities (when applicable), indicating that they:

- agree to care for all animals humanely and with respect
- will not participate in animal abuse of any kind
- will report any abuse to the farm owner or manager should they witness it

AUDITOR
Any person designated and/or trained by CROPP Cooperative animal care staff to conduct animal care audits on CROPP member farms.

Staff include the regional pool manager, divisional pool manager, animal care coordinator, animal care specialist, staff veterinarian and staff ruminant nutritionist.

Non-staff include the milk handler representative or third-party inspector.

CROPP ANIMAL CARE ADDENDUM
Document used to verify compliance with CROPP Animal Care Standards for Dairy that are above and beyond the FARM Program (version 3.0). Completed within 18 months of most recent FARM Program Evaluation.

FARM MANAGER
Person employed by the member to work on his/her farm and whose primary responsibilities include daily involvement and oversight of animal care.

FARM PROGRAM EVALUATION
Document used by the FARM Program to verify compliance of program guidelines. Completed once every three years.

GRASSMILK AUDIT
Document used to verify compliance with CROPP Animal Care Standards for Dairy that are exclusive to grass-fed dairy members. Completed in the two alternate years between the FARM Program Evaluation and CROPP Animal Care Addendum.
**HUMANE**
Acting in a manner that causes the least amount of harm to people or animals.

**MEMBER**
A person designated as primary or secondary voter for a member farm that actively ships to CROPP Cooperative.

**MORTALITY RATE**
The number or percentage of cattle that die or are euthanized on the farm.

**MORBIDITY**
The number or percentage of cattle that shows symptoms of a specific disease and/or is diagnosed and treated for that disease.

**NON-FAMILY EMPLOYEE**
An employee who works on the farm either part time or full time and is not immediate family (brother, sister, father, mother, child) or extended family (cousin, aunt, uncle, nephew, niece, grandparent) to the member.

**VETERINARIAN-CLIENT-PATIENT RELATIONSHIP (VCPR)**
The FARM Program uses the American Veterinary Medical Association (2013) definition of a veterinarian-client-patient relationship.

A VCPR exists when:

- The veterinarian has assumed the responsibility of making medical judgments regarding the health of the patient, and the client has agreed to follow the veterinarian's instructions.

- The veterinarian has sufficient knowledge of the patient to initiate at least a general or preliminary diagnosis of the patient’s medical condition. This means the veterinarian is personally acquainted with the keeping and care of the patient by virtue of one of the following:
  - a timely examination of the patient by the veterinarian
  - medically appropriate and timely visits by the veterinarian to the operation where the patient is managed.

- The veterinarian is readily available for follow-up evaluation or has arranged for veterinary emergency coverage, continuing care and treatment.

- The veterinarian provides oversight of treatment, compliance and outcome.

- The veterinarian maintains patient records.
VETERINARIAN OF RECORD (VOR)

The responsible party for providing appropriate oversight of drug use in the farm operation. Such oversight is a critical component in establishing, maintaining and validating a VCPR (see definition). Oversight should include, but may not be limited to, advising on disease prevention, establishing treatment protocols, training personnel, reviewing treatment records, monitoring drug inventories and ensuring appropriate drug labelling.

WILLFUL MISTREATMENT OF ANIMALS

Acts that maliciously cause fear, pain, injury or suffering, including but not limited to:

- Needlessly applying any type of prod to a sensitive part of the animal. Prods are only used when animal or human safety is in jeopardy and as a last resort.
- Maliciously hitting or beating an animal.
- Movement of non-ambulatory animals in a manner not consistent with FARM Program guidelines.
- Prolonged lack of access to feed and water.
- Inappropriate on-farm slaughter or euthanasia.
- Prolonged or delayed decision making for culling, medical treatment or euthanasia that results in prolonged suffering.
- Severe neglect of an animal's housing, nutritional and medical needs, resulting in suffering.
Addendum B

COMPLIANCE PROCESS

Farms that do not meet the CROPP Animal Care Standards will enter one of two processes depending upon the severity of non-compliance.

Remediation

Members that do not meet or exceed all Animal Care Standards are expected to cooperate and develop a remediation plan with staff to address the concerns. They must meet the standard(s) in a reasonable time frame and in accordance with the Animal Care Policy.

The time frame is determined depending on the individual situation and the farm’s available resources. As long as farms are making continued improvement, they are not at risk of being removed from the organic milk supply or losing their organic milk premium.

Farms that complete their remediation plan are revisited by CROPP staff and may return to full compliance status.

Maintaining Integrity

For severe cases that threaten the integrity of the Organic Valley brand, Animal Care Program staff will refer a farm to the Pools Executive Management Team (PEMT) to enter an established integrity process. This includes farms that: refuse to cooperate with CROPP staff to develop a remediation plan, fail to meet CROPP Animal Care Standards or have serious animal welfare concerns.

The PEMT is tasked with handling each case consistently and fairly and protecting the privacy of the farmer and the integrity of the co-op. The team is also involved when CROPP staff receives reports of egregious animal care or neglect issues on a member’s farm. Such allegations are taken very seriously and are thoroughly investigated to assess whether there is an integrity concern.

When cases are escalated to this level, the team evaluates the situation and may consider the farm’s removal from the organic milk supply, revocation of its organic pay price premium or termination of membership. Membership terminations are always brought to the board of directors for review and final decision.