**Email sent by the Executive Director, NDDB to Cooperative Dairies**

Dear All,

As you are well aware that COVID-19 Pandemic has changed how we live and think around the world.

However, it is heartening to note that despite the stressful condition, dairy cooperatives across the country continue to procure milk from farmers and supplying the same to consumers.

The dairy sector is also facing logistical challenges to produce, collect, process, and package and deliver dairy products. A re-orientation is needed in our approach to various activities related to dairying for safety of our producers, society functionaries, staff and officers and consumers during this time.

NDDB has developed Guidelines for prevention of Covid-19 spread for ensuring safety and hygiene in milk supply chain at different levels such as; procurement, input services, processing, transportation and marketing. These are in the form of pictorial illustrations for easy understanding and wider dissemination. A copy of the above is attached with this e-mail. These can also be downloaded from the following link.

Download link

https://wetransfer.com/downloads/c5fd33eb58fb7c97ba9b9ca18c66409e20200402070017/c6e86de265540118d9f7c53c01f4d17420200402070137/e56c51

You may also consider translating them in vernacular language for better outreach.

You may like to ensure making good use of the same at appropriate places.

With regards,

Meenesh Shah
Executive Director
Prevent the spread of Covid-19

If soap & water not available, use hand sanitizer with at least 60% alcohol.

Avoid touching any surface.

Wash/sanitize hands before touching eyes, nose and mouth.

Cover your nose & mouth with flexed elbow or handkerchief/tissue while coughing & sneezing.

Throw used tissues in closed bins immediately after use.

A distance of at least 1 metre is necessary to ensure safety for all.

Avoid personal contact like shaking hands.

Use face masks, gloves.
Prevent the spread of Covid-19
Milk producers/dairy farmers to follow a set of guidelines ensuring safety & hygiene

### Dairy farm
- Keep the shed/premise clean/hygienic & ventilated, avoid touching animals
- Wash hands with soap & water before and after feeding & milking
- Outsider/visitor not allowed
- Utensils & equipments to be cleaned/sanitized frequently
- Immediate transportation of milk to the collection point

### Milk collection point
- Do not spit or shout
- Avoid touching any surfaces, railings etc
- Sanitize hands before entry & wear mask
- A safe distance of more than an arm’s length (one metre) to be maintained between two persons
- Return home immediately after pouring milk
Prevent the spread of Covid-19
Village milk collection centre/BMC/chilling centre
to follow a set of guidelines ensuring safety & hygiene

1. A schedule of milk pouring to be defined (cluster, mohalla wise) to avoid crowding

2. Maintain a safe distance of more than an arm’s length (1 metre) between two individuals (milk producers, personnel etc)

3. Wash hands with soap & water, use face mask

4. Putting in place hand sanitizer dispensers at the entry and exit of milk collection centre

5. Separate entry and exit ways at milk collection points

6. Bulk Milk Coolers/CC must be cleaned following Standard Operating Procedures

7. Frequent cleaning of surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards, computers, mouse, AMCU etc.) using disinfectants

8. All equipment and machinery used for milk collection, preservation and dispatch to be cleaned/sanitized before and after use

9. Entry of drivers involved in milk transportation may be avoided in the BMC/chilling centre/milk collection point premises

10. Digital modes of milk receipts & payments to be promoted
Prevent the spread of Covid-19

Dairy processing units to follow a set of guidelines ensuring safety & hygiene

Management level

- Designate a Covid-19 contact person to communicate/coordinate
- Identify isolation room or area for someone with Covid-19 symptoms and arrange safe transfer to designated health facility
- Continue to enforce regular GHP and control measures in HACCP system
- Arrange hand washing & sanitization stations at all entrances to the factory/office premises for all employees
- Ease-off the procedures to purchase Covid-19 control related inputs (hand wash stations, soap, masks, sanitizers etc.)
- Restrict inter-departmental movement of staff
- Avoid exchange of physical documents and use digital tanker challan, QC clearance etc.
- Allocate duties in a manner to avoid contact of same surface by multiple employees
- Provide sanitized masks, slippers/shoes and aprons to the employees
- Continue only the most critical activities
- Maintain close liaison with the relevant local authorities
- Periodically review the situation
Prevent the spread of Covid-19
Dairy processing units to follow a set of guidelines ensuring safety & hygiene

**Cleaning & sanitization**

**Cleaning**
- Always clean the surfaces prior to sanitization/disinfection

**Sanitization**
- Various commercial disinfecting solutions are available; follow label directions (dilution, contact time etc.). If not, a freshly prepared bleach solution (0.5% free chlorine) may be used

**Disposal**
- Place all used gloves, tissues and other disposable items in a bag that can be tied/closed for disposing

- Wash hands with soap & water/sanitizer, use face mask
- Periodically sanitize the dairy premises & approach road with sodium hypochlorite solution
- Clean & sanitize all the common contact surfaces of furniture, equipment and other objects in office/plant at increased frequency
- Spillage of milk/product to be immediately cleaned followed with sanitization
- Clean/sanitize rest rooms, canteen, lockers/change rooms with increased frequency
Prevent the spread of Covid-19
Dairy processing units to follow a set of guidelines ensuring safety & hygiene

Reception & dispatch dock

- **Disinfect the physical documents** (challan etc.) presented by the delivery personnel.
- **Avoid touching** vehicle surfaces.
- **Wash hands** with soap & water/sanitizer, use face mask.
- **Drivers & cleaners** of pick-up or delivery vehicles should not be allowed beyond a certain point, Separate hand washing facilities & utilities to be arranged for them.
- **Clean the road milk tankers** (outer barrel surface, main hole, hose pipe etc.)
- **Sanitize tanker valves** before unloading.
- **Clean** outer surface of cans before emptying.
- **Freshly received stock** like packaging materials etc. to be stored separately, Disinfect the outer package before opening.
- Use **clean/disinfected gloves** to handle milk & milk products.
- **Sanitize** milk crates & trolleys.

The staff/officers involved in material reception or dispatch **not to enter production area** & non-packaged product handling areas.
Prevent the spread of Covid-19
Dairy processing units to follow a set of guidelines ensuring safety & hygiene

Personnel hygiene

1. Avoid personal contact like shaking hands

2. Practice hand washing with soap & water for 20 seconds
   - When entering the dairy / production area
   - When hands are visibly soiled
   - After accidentally touching face, hair, cell phone and/or clothing
   - After using the restroom
   - After using shared equipment and supplies
   - Before handling food
   - Before and after eating
   - After sneezing, coughing, or nose blowing

3. Practise hand sanitization
   - 20 seconds hand rub with a sanitizer containing at least 60% alcohol or other appropriate sanitizer; avoid chlorine-based disinfectants for hands as it may cause dermatitis on repeated use

4. Practice social distancing, reset seating arrangement of meeting rooms to promote physical distancing.

5. Dispose of soiled tissues immediately & only in designated bins
Wash hands with soap & water / sanitizer before entering the plant

Use face masks, gloves while inside the plant

Allow truck drivers & helpers inside plant only after thermal screening

Spraying/ fogging of the truck with sodium hypochlorite solution

Keep minimum distance and avoid physical contact while working inside the plant

Clean & sanitize the laboratory, production and dispatch area regularly

Optimise the number of staff to essential operations only

Prevent the spread of Covid-19
Cattle feed plant personnel to follow a set of guidelines ensuring safety & hygiene

Cattle feed supply
only
one
person
allowed at a time
Prevent the spread of Covid-19
Depots/Branch Offices/Wholesale Distributors/Retailers to follow a set of guidelines ensuring safety & hygiene

- Prohibit non-essential visitors in the premises
- Avoid gatherings, meetings & travels
- Practice social distancing, maintain a safe distance of more than one metre between two persons
- Thermal screening at entrance essential
- Provide sanitized masks, aprons & slippers at entry point
- Wash hands with soap & water or use hand sanitizer
- Sanitize approach road, common areas & waiting hall with sodium hypochlorite solution
- Equipment to be sanitised regularly with sodium hypochlorite solution
- Communicate through digital means
- Digital modes of payments & receipts to be promoted
- Drivers & pick-up vehicles should not be allowed beyond a certain point
- Fresh material & new arrivals should be stored separately, shelves to be sanitized periodically
Prevent the spread of Covid-19
Consumers to follow a set of guidelines ensuring safety & hygiene

Practice social distancing, maintain a **safe distance of more than one metre** between two persons

Avoid touching eyes, nose & mouth

Use face masks

While coughing & sneezing, **cover mouth and nose** either with flexed elbow or tissue papers

Sanitize hands & wash milk pouches with water after reaching home

Digital modes of payments & receipts to be promoted