



## CSR POSITION STATEMENTS

### FARMING RELATIONS

At Dairy Crest we recognise the vital role that dairy farmers play within the milk supply chain. We aim to work in partnership with all our milk suppliers and to pay a milk price that is both market related and competitive.

We would like to be considered the milk purchaser of choice, and for our farmers to be proud to supply Dairy Crest.

#### **Direct Supplies Management Practice**

Dairy Crest works closely with its direct suppliers, who have a voice at all levels within the company. We have a regionally based team of Direct Supply Managers and a Head Office Farmer Helpdesk.

- The Direct Supply Managers, highly experienced in related agricultural issues, are the first point of contact for our farmers – assisting with operational issues (eg milk collection times) and milk quality issues (eg composition and hygiene). They are also responsible for ensuring that farmers understand and meet the requirements of the Dairy Crest supply contract and the industry farm assurance scheme (known as the National Dairy Farm Assured Scheme or NDFAS).
- The Helpdesk provides our farmers with a central point of contact for queries relating to milk payment or quota.

Dairy Crest's record on milk pricing is good and our direct supply contract prices are historically above the industry average. Communication with suppliers is regular and honest, ensuring our farmers recognise their importance to Dairy Crest and are appropriately informed. Suppliers have the opportunity to meet with Dairy Crest managers during the series of regional meetings held twice each year, or at the agricultural shows Dairy Crest supports.



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We have recently encouraged and supported the development of Dairy Crest Direct – the farmer organisation now representing the great majority of our direct suppliers. We will work with Dairy Crest Direct to ensure that the needs of both parties are understood and reflected in our joint decisions.

In order to assist our direct suppliers to achieve the NDFAS standards required by our customers, Dairy Crest offers direct suppliers exclusive access to a support package that is available through the independent White Gold Service. This service provides advice on how to achieve the required standard, with the minimum of disruption and cost to our farmers.

### **Farm Policies**

Dairy Crest has good relations across the industry and works in collaboration with the principal industry bodies concerned with milk production, including DairyUK, the NFU, the MDC and Defra.

Dairy Crest fully supports the NDFAS – encompassing food safety, animal welfare and environmental protection standards. (Our milk quality expert chairs the NDFAS technical committee).

At Dairy Crest we are concerned about the relatively poor health and safety record within the agricultural sector and continue to work with the HSE to issue Farm Safety Update bulletins, containing advice on improving health and safety at farm level, which are distributed regularly to all direct supplying farmers.

Recognising the importance of young people to the future of the industry Dairy Crest provides a scholarship fund (the Dairy Crest/NFU West Country Scholarship Fund) to encourage and assist students studying agriculture at college.