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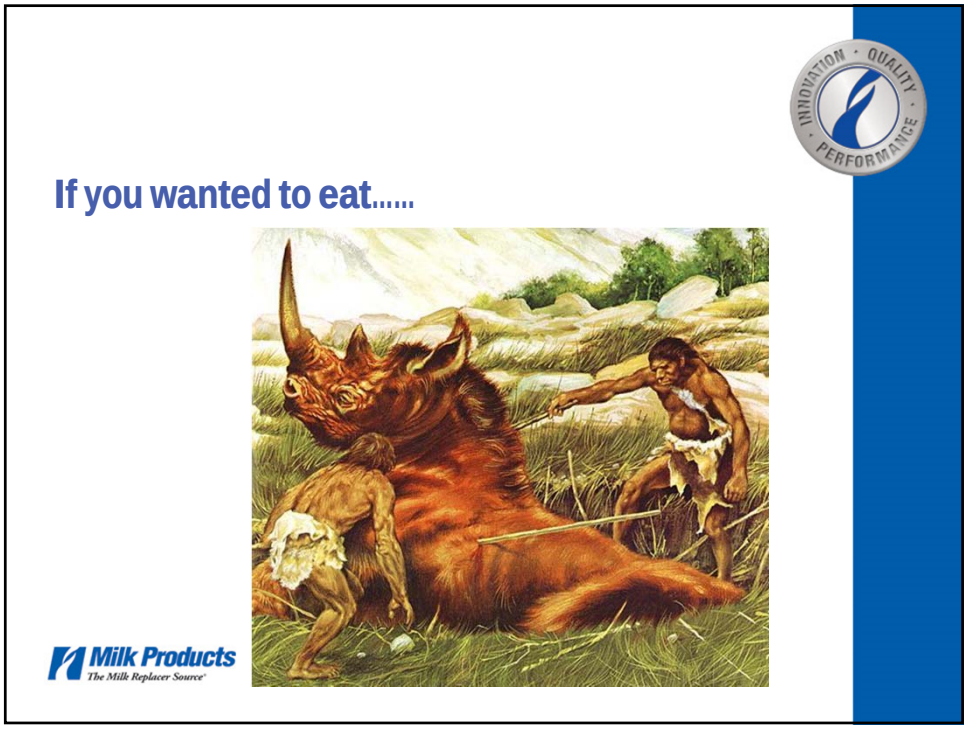
INNOVATION · QUALITY · PERFORMANCE
Animal Welfare Audits:
What to Expect
Vita Plus Calf Summit
June 2014


INNOVATION · QUALITY · PERFORMANCE
If you wanted to eat.....
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Specialization

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Self sufficient

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Urbanization

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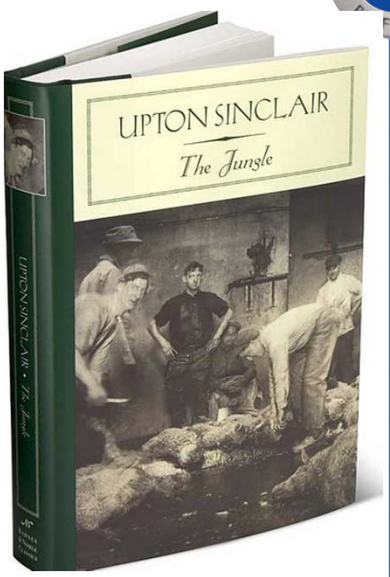
Introspection and doubt:

- 1904, Sinclair spent 7 weeks working undercover in Chicago's meatpacking plants.
- Intent was to focus on the exploitation of the plant workers but the public focused on food safety.



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Biblical references

Genesis 1:28

- And God blessed them. And God said to them, “Be fruitful and multiply and fill the earth and subdue it and have dominion over the fish of the sea and over the birds of the heavens and over every living thing that moves on the earth.”

Exodus 23:5

- If you see the donkey of one who hates you lying down under its burden, you shall refrain from leaving him with it; you shall rescue it with him.

Proverbs 27:23

- Know well the condition of your flocks, and give attention to your herds,

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Internet, You Tube, Social Media

- Old debate, new communication methods.

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Marketing, Sensationalism, Big Business

- What is the real issue—animal welfare or anti-agriculture?

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Great Value
Fat Free Milk
0% Milkfat, Vitamin A & D, Grade A, pasteurized, homogenized
0%
STORES
WHOLESALE
SAFEWAY


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Undercover Video become the go-to tool:
OWNER OF E6 CATTLE COMPANY SENTENCED IN ABUSE INVESTIGATION [AUDIO]
Saputo drops Ch
video
Owner of Dairyland brand says it is lea
Turn Off that Camera! Animal Cruelty Exposés Being Blocked
Feb. 5, 2013
By CINDY GALLI and BRIAN ROSS
Hidden camera video led to criminal charges against employees at the largest dairy farm in Idaho, Bettencourt Dairies.
Mercy for Animals
Fearing arrest under laws pushed by the agriculture industry, animal rights activists have halted undercover camera investigations into animal cruelty in five farm states, including Iowa and Utah
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Laws/penalties against undercover video—Idaho, Iowa

- Legislatures in seven other states — Illinois, Indiana, Minnesota, Missouri, Nebraska, New York and Utah— have considered laws that would enhance penalties against those who secretly record video of livestock.
- Though the efforts have stalled in some states.

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Farm Animal Welfare Important

- 89% are concerned about farm animal welfare
- 74% willing to pay more for humanely raised meat, dairy, eggs
- Humanely raised label ranked highest over organic, natural, antibiotic free
- Source: AHA Research 2013

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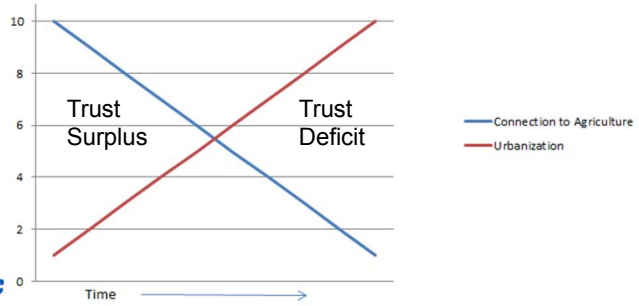
Trust—Earned or Granted?

- Population shift away from agriculture
  - Few people know anyone in agriculture
    - Don't have a personal connection or source to believe
    - Rely on social media



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How can trust be strengthened?

- Operate with respect.
  - "You can easily judge the character of a man by how he treats those who do nothing for him". Malcolm Forbes
  - "The true test of a man's character is what he does when no one is watching." John Wooden
- Eliminate the blame game.
  - Accept accountability
- Cultivate self awareness.
  - How do your actions affect others?
- Apply honorable intentions
  - Not everything works out, but if you have the right intention, people will trust you.
- Get beyond yourself.
  - This is about your industry.

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Adapted from: *Psychology Today,* Nan S. Russell

Dr. David Fraser, University of British Columbia

"Romantic" world view

- Simple, basic life
- Nature as an ideal
- Emotion
- Freedom of individual
- Golden Age is in the past

"Industrial" world view

- Life improved by science/technology
- Nature is imperfect
- Rationality
- Productivity of enterprise
- Golden Age is in the future

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Romantic vs. Industrial

- Are either wrong?
- Can there be a balance between the views?
  - What if there isn't agreement?
- Intensive does not equal Industrial
- Find a high level of care in the intensive systems.

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Consumer or Retailer? Who is the target audience?

- Does the message or method matter?
- Are they looking for evidence of or proof of adequate animal care?
- What is a better approach:
  - Voluntary standards?, Audited standards?
    - Trust, but verify.
  - Legislation?

- Sustainability + Trust = Improved business

- Animal welfare similar to food safety: Not a competitive advantage, rather its something that is just done.

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Taking Action:

FARMERS ASSURING RESPONSIBLE MANAGEMENT
NATIONAL DAIRY FARM PROGRAM

National Dairy FARM Program

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Clarification!

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HUMANE HEARTLAND™

Humane Heartland™ Farm Animal Welfare

- **First 3rd Party**
  Animal Welfare Audit Program in U.S.
- **Fastest Growing Animal Welfare Label**
  - Nearly 1 Billion Animals
  - 8,100 Farms and Ranches
  - Certified Products in 50 States
  - Certify Over 90% of Cage Free Eggs
- **Innovative Humane Seal of Approval**
  Program for humane housing, equipment, and technology that improve animal welfare and worker environments

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- Third party that licenses the use of their logo to be used on food packages when standards are met.
- Requirements
  - Outcome based assessments
  - Protocol based assessments
  - No willful acts of abuse
  - 98% of cows have BCS between 2 and 4.5
  - 95% of the cows have locomotion scores 1 and 2 (5 point scale)
  - 10 days to respond to non-conformance, 90 days to implement corrective action

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American Humane Association
Farm Animal Program

American Humane Certified™ Animal Welfare Standards Checklist Dairy Cattle

Core Auditor Evaluations

(Note: see the ***Animal Welfare Standards Checklist*** for full descriptions.)

E43: Incidence of Slips and Falls Score

E44: Lameness/ Locomotion Score

E45: Hygiene Score

E46: Leg Condition Score

E47: Coat Condition

E48: Tail Condition

T16: Space Allowance during Transport

During transport cattle must have sufficient room for all individuals. Space per animal must be provided in accordance with the transportation space guidelines in the latest edition of the ***FASS Ag Guide.*** Additional space must be provided to allow the cattle to spread apart during hot weather. Cattle must have sufficient head clearance to stand comfortably without touching the ceiling of the transport equipment. For partial loads, the transport vehicle must be sub-divided to account for the size of the group being transported.

T24: Slaughter

The American Humane Certified™ program adheres to the ***Recommended Animal Handling Guidelines and Audit Guide*** published by the American Meat Institute Foundation for humane slaughtering and processing practices.

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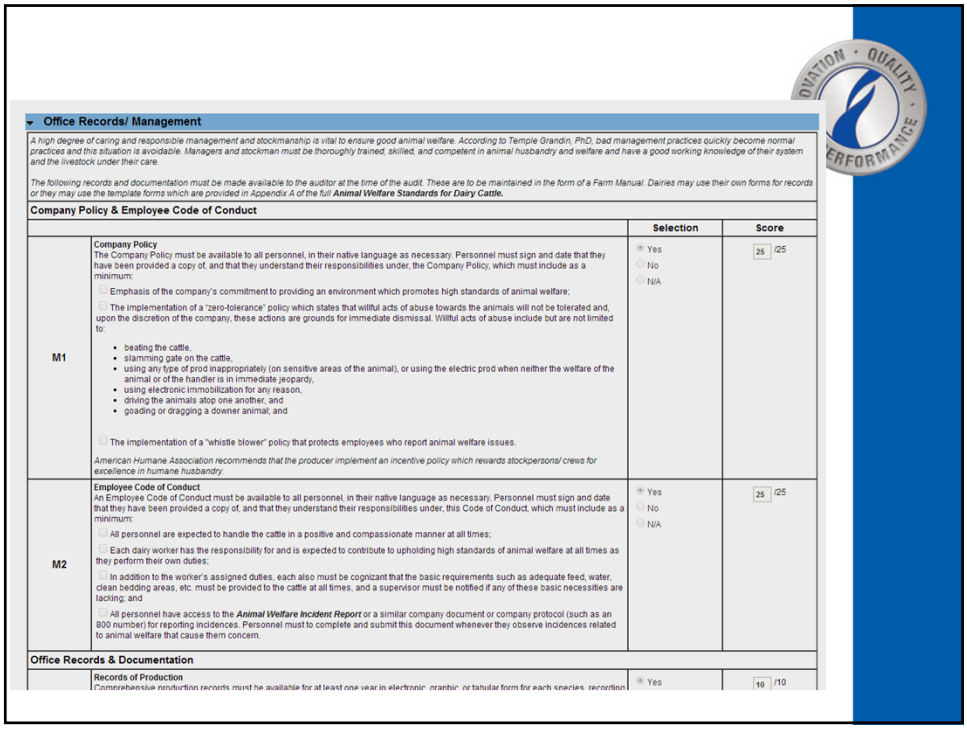
Pass/Fail Auditor Evaluations

Selection	Score	
P/F1	**No Instances of Willful Acts of Abuse** Throughout the course of the audit, the auditor must not have observed any farm personnel committing willful acts of abuse, which include but are not limited to: ◦ beating the cattle or breaking tails; ◦ slamming gates on the cattle; ◦ using the electric prod inappropriately (on sensitive areas of the animal) and/or using the electric prod when neither the welfare of the animal or of the handler is in immediate jeopardy; ◦ using electronic immobilization for any reason; ◦ driving the animals atop one another; and ◦ goading or dragging a downer animal. ➢ *Auditor note: this item has no point value:* ➢ *A mark of "Yes" indicates that the auditor did NOT observe willful acts of abuse by farm personnel towards the animals.* ➢ *A mark of "No" indicates that the auditor believes that willful acts of abuse towards the animals have been committed. The auditor must document the incident observed and s/he must inform farm management, their audit company, and the American Humane Certified program immediately. Upon the discretion of the American Humane Certified program, the audit may be suspended. See below.* ➢ *Willful acts of abuse are severe non-conformances and will not be tolerated. An investigation will be made to assess the incident and to determine whether remedial actions are required. The American Humane Certified program reserves the right to place the producer on probation from the program if the incident is determined to be severe. Producers who are placed on probation must implement changes to the management, training, and company policies which to the satisfaction of the American Humane Certified program affectively remedy the issue, and the site must pass a follow-up audit prior to being reinstated in the program.*	◉ Yes ○ No
P/F2	**Body Condition Score** At a minimum, at least 98% of all lactating cows MUST have a Body Condition Score between 2.0 and 4.5 on a 5-point scale. See FW1: "Body Condition Score" above. ➢ *Auditor note: this item has no point value.* ➢ *Mark "Yes" to this item if 98% or more of all lactating cows have a BCS between 2.0 and 4.5 on a 5-point scale.* ➢ *Mark "No" to this item if less than 98% of all lactating cows have a BCS between 2.0 and 4.5 on a 5-point scale, and see below:* ➢ *It is a severe non-conformance for a dairy to maintain a herd with more than 2% of all lactating cows having an unacceptable BCS. If this occurs, an investigation will be made to access the circumstances for the unacceptable BCS scores and the corrective actions that the producer proposes to take. The American Humane Certified program reserves the right to place the producer on immediate probation, or in extreme cases, suspension from the program. Producers who are placed on probation must implement changes to the management, training, and company policies which to the satisfaction of the American Humane Certified program affectively remedy the issue. The dairy must pass a follow-up audit, which at the program's discretion will include an acceptable threshold for BCS that must be met prior to the dairy being reinstated.*	◉ Yes ○ No
P/F3	**Lameness/ Locomotion Score** At a minimum, at least 95% of the lactating and dry cows MUST have a Lameness/ Locomotion (L/L) Score of 1 or 2 on a 5-point scale. See E44: "Lameness/ Locomotion Score" above. ➢ *Auditor note: this item has no point value:* ➢ *Mark "Yes" to this item if 95% or more of the lactating and dry cows have an L/L of 1 or 2 on a 5-point scale.* ➢ *Mark "No" to this item if less than 95% of the lactating and dry cows have an L/L of 1 or 2 on a 5-point scale, and see below:* ➢ *It is a severe non-conformance for a dairy to maintain more than 5% of the lactating and dry cows with unacceptable L/L scores . If this occurs, an investigation will be made to access the circumstances for the low L/L scores and the corrective actions that the producer proposes to take. The American Humane Certified program reserves the right to place the producer on immediate probation, or in extreme cases, suspension from the program. Producers who are placed on probation must implement changes to the management, training, and*	◉ Yes ○ No



Office Records/ Management

A high degree of caring and responsible management and stockmanship is vital to ensure good animal welfare. According to Temple Grandin, PhD, bad management practices quickly become normal practices and this situation is avoidable. Managers and stockman must be thoroughly trained, skilled, and competent in animal husbandry and welfare and have a good working knowledge of their system and the livestock under their care.

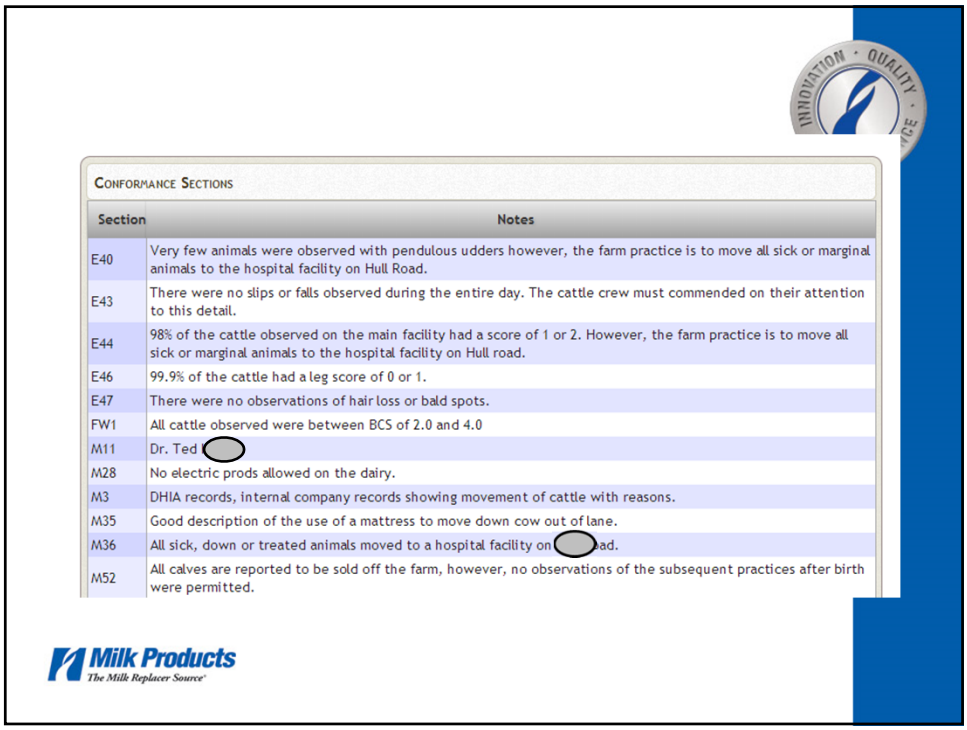
The following records and documentation must be made available to the auditor at the time of the audit. These are to be maintained in the form of a Farm Manual. Dairies may use their own forms for records or they may use the template forms which are provided in Appendix A of the full ***Animal Welfare Standards for Dairy Cattle.***

Company Policy & Employee Code of Conduct

		Selection	Score
M1	**Company Policy** The Company Policy must be available to all personnel, in their native language as necessary. Personnel must sign and date that they have been provided a copy of, and that they understand their responsibilities under, the Company Policy, which must include as a minimum: Emphasis of the company's commitment to providing an environment which promotes high standards of animal welfare; The implementation of a "zero-tolerance" policy which states that willful acts of abuse towards the animals will not be tolerated and, upon the discretion of the company, these actions are grounds for immediate dismissal. Willful acts of abuse include but are not limited to: • beating the cattle, • slamming gate on the cattle, • using any type of prod inappropriately (on sensitive areas of the animal), or using the electric prod when neither the welfare of the animal or of the handler is in immediate jeopardy, • using electronic immobilization for any reason, • driving the animals atop one another, and • goading or dragging a downer animal; and The implementation of a "whistle blower" policy that protects employees who report animal welfare issues. *American Humane Association recommends that the producer implement an incentive policy which rewards stockpersons/ crews for excellence in humane husbandry.*	Yes No N/A	25 /25
M2	**Employee Code of Conduct** An Employee Code of Conduct must be available to all personnel, in their native language as necessary. Personnel must sign and date that they have been provided a copy of, and that they understand their responsibilities under, this Code of Conduct, which must include as a minimum: All personnel are expected to handle the cattle in a positive and compassionate manner at all times; Each dairy worker has the responsibility for and is expected to contribute to upholding high standards of animal welfare at all times as they perform their own duties; In addition to the worker's assigned duties, each also must be cognizant that the basic requirements such as adequate feed, water, clean bedding areas, etc. must be provided to the cattle at all times, and a supervisor must be notified if any of these basic necessities are lacking; and All personnel have access to the ***Animal Welfare Incident Report*** or a similar company document or company protocol (such as an 800 number) for reporting incidences. Personnel must to complete and submit this document whenever they observe incidences related to animal welfare that cause them concern.	Yes No N/A	25 /25

Office Records & Documentation

	Records of Production Comprehensive production records must be available for at least one year in electronic, graphic, or tabular form for each species, recording	Yes	10 /10



Conformance Sections

Section	Notes
E40	Very few animals were observed with pendulous udders however, the farm practice is to move all sick or marginal animals to the hospital facility on Hull Road.
E43	There were no slips or falls observed during the entire day. The cattle crew must commended on their attention to this detail.
E44	98% of the cattle observed on the main facility had a score of 1 or 2. However, the farm practice is to move all sick or marginal animals to the hospital facility on Hull road.
E46	99.9% of the cattle had a leg score of 0 or 1.
E47	There were no observations of hair loss or bald spots.
FW1	All cattle observed were between BCS of 2.0 and 4.0
M11	Dr. Ted [redacted]
M28	No electric prods allowed on the dairy.
M3	DHIA records, internal company records showing movement of cattle with reasons.
M35	Good description of the use of a mattress to move down cow out of lane.
M36	All sick, down or treated animals moved to a hospital facility on [redacted]ad.
M52	All calves are reported to be sold off the farm, however, no observations of the subsequent practices after birth were permitted.

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https://audits.americanhumanecertified.net/auditreport/NonConformance.aspx?FormID=2e805886-26b1-4334-9aff-12d9

The following non-compliances were found during the internal audit. In order to move forward with your certification **you must submit a Corrective Action Plan within 10 days** that includes the line item of each non-compliance item (for example, FW3, H12), the corrective action to be taken and the name of individual who will be responsible for supervision of the correction. After the non-conformances have been corrected, you must submit a **Correction Action Completion Report with supporting documentation to American Humane Certified**. Documentation may include but is not limited to pictures, copies of daily reports, proof of staff training, veterinary health plan adjustments, etc. Producers/managers are encouraged to submit progress reports as corrective actions are taken.

All corrections must be made within 90 days(30 days for layers producers also certified by UEP).

NON-CONFORMANCE SECTIONS

Section	Notes
E1	Standards not available
E12	No instant start. Battery not installed.
E14	No bedding for calves.
E21	All areas very wet and muddy.
E22	Majority of the freestalls in need of additional bedding material and stall maintenance.
E23	All turn out areas flooded.
E27	Calving area wet and muddy.
E29	No bedding, wet and muddy.
E32	Calves remain in hutches until 3 months of age.
E4	No emergency response plan
E40	Wet and muddy.
E43	Wet and muddy.
E50	Hygiene score of 3 and 4 in 79% of the herd. 85% of the youngstock have a hygiene score of 3 and 4.
FW6	No water provided to calves during winter.
FW9	No redundant water supply or emergency supply. Reliance on well repair company to get water supply resored during disruption.
M1	No written company policy.

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National Dairy FARM Program

- Voluntary although some processors require participation
- Extensive interview
- Outcome based observations
  - Verify information from interview
- Requirements
  - No willful acts of abuse
  - Agree to potential of 3rd party audit

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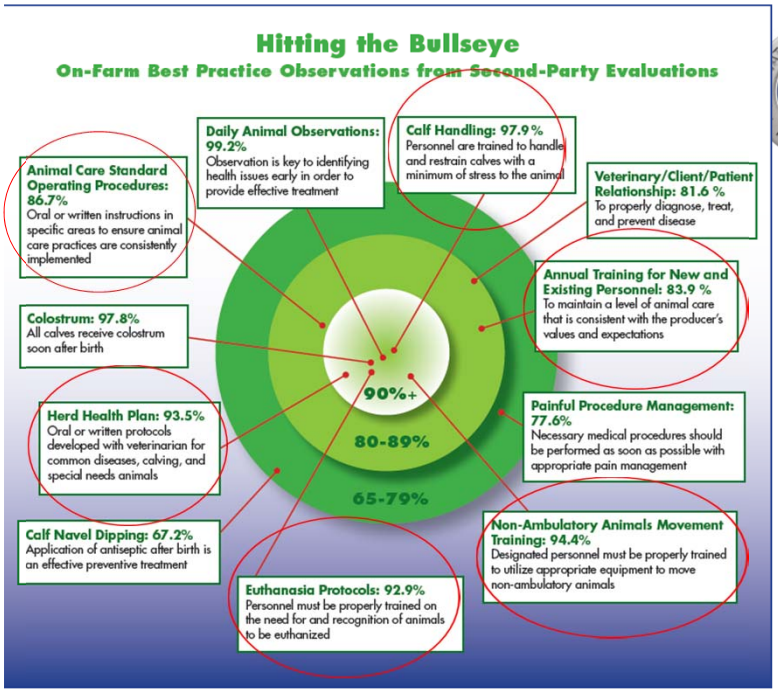

Area	Revised Guideline	Key Change
Herd Health Plan	The dairy has a written herd health plan, developed in consultation with the herd veterinarian, to prevent common diseases or conditions such as…	Herd Health plan now needs to be written to meet the guideline.
Medical Procedure	Calves are disbudded at eight weeks of age or earlier and with appropriate use of analgesics and/or anesthetics.	A guideline on horn disbudding was added.
Animal Observations–Locomotion	95% of the lactating and dry dairy herd scores a 2 or less on the NDFP Locomotion scorecard. (1=sound; 3=severely lame) The dairy farmer is taking action to improve animals with severe lameness. A lameness prevention protocol is in place.	The locomotion guideline was changed to only score milking and dry cows. All experts agreed and the FARM data showed this is the most high risk group on the farm. Two other guidelines were added to document practices in place to improve lameness.
Animal Observations–Body Condition	99% of all classes of animals score 2 or more on the NDFP Body Condition Score scorecard. (1=thin; 5=fat) The dairy farmer is taking action to improve animals with a BCS of less than 2.	Revised to1% of all animals in all pens because the FARM data showed that almost 98% of the farms in the program met this guideline. A second guideline was added to document practices are in place to improve an animal in poor condition.
Animal Observations–Hock and Knee Lesions	95% or more of lactating and dry dairy herd score a 2 or less on the NDFP Hock and Knee Lesion scorecard. (3=severe swelling and/or abrasion through hide)	The hock and knee lesion guideline was changed to focus on the milking and dry cows. All experts agreed and the FARM data showed that this is the most high risk group on the farm for this type of injury.
Housing	Housing allows cattle to easily stand up, lie down, adopt normal resting postures and have visual contact with other cattle. Cattle have a bed that provides comfort, insulation, warmth, dryness and traction.	The housing section was streamlined to remove the separate section on housing types and created guidelines that can be utilized for all systems by referring to lying areas.

Commonly Observed Gaps

- Written plan
  - Many farms have difficulty articulating in writing their expectations, training requirements, descriptions and documentation of their measures or simply don't have time to get the writing complete.
- Standard Operating Procedures
  - Many farms don't have their common procedures written down, don't set expectations that they are followed and don't have evidence of their use recorded.
- Records
  - Although many farms have production and management records like DHIA or Dairy Comp 305, they have difficulty producing a summary of the described outcome measures, morbidity and mortality.
  - This information serves as proof of what is happening on the dairy in these very common areas measuring performance against the standards.
- Training
  - Providing ongoing training of all farm staff including owners
  - Documentation with signed and dated records of attendance.

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Commonly Observed Gaps

- Lameness
  - There has to be a written plan in place that includes the farm advisors (veterinarian and nutritionist at a minimum) to implement a corrective action plan
- Hygiene
  - Often seasonal and shows up most commonly in post-wean to springing heifers.
  - This is an outcome measure of environment factors where somatic cell count is an outcome of hygiene in the lactating animals.
- Pain mitigation
  - Dehorning, castration and extra teat removal are the most common areas where pain mitigation is not practiced.
- Corrective Action with a Timeline
  - Often the time frame to make changes can be long and the documentation of the change happening is lacking.

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Preparation

- Enroll your veterinarian and nutritionist (as a minimum)
- Develop a farm manual
  - Seek out available resources—don't have to create from scratch
  - Develop an animal welfare position statement for your dairy.
    - You have to own it!
  - Enroll your farm employees in development
- Conduct a self-audit
  - Farm plan, SOP's, Training, Records
  - Hygiene, Lameness, Leg Condition, Body Condition
  - Pain mitigation
  - Employee awareness of your farm's welfare expectations
- Consider aligning with an outside organization
  - Philosophically aligned, recognized leader
  - Available for support

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Humane Standards

- Science based
- Ethical and defensible
- Realistic
  - Accommodate the majority of food shoppers who cannot afford to pay higher prices for food.
- Continuous improvement
  - Recognize that there are gray areas and work toward animal-centric solutions
  - Work towards reasonable and attainable goals
- Transparency

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Implementation

- Communication
  - Set expectations with everyone involved with your business.
    - Employees, family, veterinarian, nutritionist, hoof trimmer, vendors, etc.
    - Communicate in a way that everyone understands what you want and expect, not what you are “forced” to do.
    - Don’t let language barriers or perceived cultural differences be an excuse.
- Establish a balance of production-centric practices with animal-centric practices within a framework of realistic and attainable goals.
  - Differentiate the type of employee who is sadistic from the one who is pressured to get the work done within his/her ability.
    - The owner and manager own this responsibility in either case.

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National Dairy FARM Program

Animal Care Program • Environment • Residue Prevention • News • Events • Participant Login

TRAINING VIDEO GALLERY

English & Español

Animal Care Program

- Resources
- Listen to the Experts
- Video
- Participation

Sample SOPs

Calf/Heifer Care
Employee Code of Ethics
Herd Health Plan
Mortality Management
Non-Ambulatory Care

ANIMAL CARE RESOURCES

The resources on this page are intended to inform and educate readers about the National Dairy FARM Program and provide additional sources of information concerning animal care.The Quick User Reference Guide is a companion document to the Animal Care Manual. Check back often as more resources will become available as the program is developed. To order hard copies of the manual and user guide fill out the form provided and send to Graphix Connection.

FARM Program Order Form

PROGRAM MATERIALS

2013 FARM Animal Care Reference Manual

2013 FARM Quick Reference User Guide

2013 Cuidado Animal Manual de Referencia

Quick Links

Top 10 Considerations for Culling and Transporting

Sample: Herd Health Plan

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Animals are more than ever a test of our character, of mankind's capacity for empathy and for decent, honorable conduct and faithful stewardship. We are called to treat them with kindness, not because they have rights or power or some claim to equality, but in a sense because they don't; because they all stand unequal and powerless before us.

Mathew Scully, author Dominion

Senior Speechwriter George W. Bush

"Kindness is a language which the deaf can hear and the blind can see."
— Mark Twain

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