



**DAIRY STANDARD AGENCY**

**2024 STRATEGIC APPROACH AND STATUTORY PROJECT PLAN**

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\* The Milk SA funded projects of DSA are statutory funded from levy income in terms of regulations issued by the Minister of Agriculture Land Reform and Rural Development under the Marketing of Agricultural Products Act.

### 1. INTRODUCTION

The Dairy Standard Agency (DSA) is a registered non-profit company (NPC) in terms of the Companies Act, 2008 (Act 71 of 2008). The primary objective of the DSA is the promotion of the compliance of milk and other dairy products with quality standards.

The DSA<sup>1</sup> serves as an objective organisation which acts according to scientific information and functions independent of commercial interests that may affect the organisation's actions. The DSA as organisation:

- has a Board of Directors consisting of members who satisfies the qualification and eligibility requirements set out in the Companies Act and have no commercial interest in any enterprise in the primary or secondary dairy industry;
- DSA membership consists of the South African National Consumer Union (SANCU), the Milk Producers' Organisation (MPO), the South African Milk Processors' Organisation (SAMPRO) and the South African Society of Dairy Technology (SASDT);

<sup>1</sup> The DSA's existence is the direct result of the acceptance of a strategic approach by the organised dairy industry (Milk SA, SAMPRO and the MPO). The approach is aimed at increasing the market for milk and other dairy products, the improvement of international competitiveness of the South African dairy industry and the empowerment of previously disadvantaged people.

- has an established technical committee comprising of scientists who are experts in the matters handled by the DSA; and.
- has an established enterprise risk management programme that is maintained through its Audit Committee to ensure alignment of DSA project activities with the company as well as Milk SA objectives and strategies.

## **2. DAIRY STANDARD AGENCY STRATEGIC APPROACH FOR 2024**

Based on the 2022 strategic approach, which was unanimously accepted by its members the DSA continue with executing and maintaining its projects in line with its primary goal, which is to promote the improvement of dairy quality and safety in the interest of the industry and wellbeing of the consumer.

DSA is fundamentally informed and guided by scientific knowledge regarding the numerous factors relevant in respect of the quality of unprocessed milk, processed milk and other dairy products, and include issues such as various legal and other standards, the guidance in respect of good production, manufacturing and distribution technologies leading to the identification of quality problems and measures to minimise and eliminate problems. These factors include the role and responsibilities of stakeholders in the dairy value chain, including, but not limited to feed manufacturers, milk producers, veterinary practitioners, raw material suppliers, processors, distributors, retail and the consumer. The relevant science behind improvement of dairy quality is dynamic and subject to progressive processes which are fundamental to the dairy industry to remain sustainable. To this effect it is important for the DSA to engage with all stakeholders relevant to the scope of activities of the company.

It is clear that, while the primary goal of DSA is to promote the quality of unprocessed milk, processed milk and other dairy products, the different South African and international legal and voluntary standards (which include numerous good production and manufacturing standards), application of the various fields of scientific knowledge and research regarding the origin and prevention of quality problems, are equally important.

In respect of the above and to enable the DSA to execute its mandate, requires a wide spectrum of activities namely:

- elaboration of the DSA as an organisation with integrity, which includes the continuous development and maintenance of an appropriate and efficient management and administrative system;
- maintenance and elaboration of functional work relationships with the various institutions responsible for enforcement of legal and voluntary standards. This is of great importance considering the multi-dimensional nature of the tasks that need to be executed by the DSA;
- maintenance and elaboration of functional work relationships with other organisations and stakeholders in the dairy industry;
- monitoring of milk and other dairy products in collaboration with health authorities and retail industry (other dairy products include UHT milk, condensed and evaporated milk, cream, cheese, butter and fermented products namely cultured milk and yoghurt types);
- personal contact with processors to assist with quality problem solving matters, indicating non-compliance with legal standards;
- facilitation, co-ordination and co-operation between DSA and the various government institutions for example the health authorities, Department of Agriculture Land Reform and Rural

Development (DALRRD), National Regulator for Compulsory Specifications and the South African Revenue Services (SARS);

- identification of potential new product composition and food safety risks and appropriate actions to ensure legal compliance;
- institutional involvement in projects of Milk SA including project management of the Milk SA Regulations and Standards Project, Milk SA membership of the Dairy Research and Development project; Milk SA Project Coordinating Committee,
- institutional involvement in the International Standards Organisation, African Organisation for Standardisation, South African National Committee of the International Dairy Federation (IDF) and the South African Bureau of Standards (SABS);
- institutional involvement and responsibilities towards organisations other than Milk SA, namely South African Milk Processors Organisation (SAMPRO), Milk Producers Organisation (MPO), Consumer Goods Council of South Africa (CGCSA), South African Society for Dairy Technology (SASDT), South African National Consumer Union (SANCU), SA Association for Food Science and Technology (SAAFoST) and academic institutions;
- transformation in the dairy industry in line with the objectives of the DSA, especially by rendering assistance to black dairy farmers and processors in terms of compliance with legal standards (facilities, hygiene, food safety, metrology and product composition);
- operating in-house chemical, microbiological and diagnostic laboratory named DSA Lab Services to support the standardisation of standards project of the dairy industry as well as to conduct all in-house testing relating to the project work of DSA;
- special investigations and research relating to dairy product compliance that falls outside the scope of routine monitoring activities and requires further short- and medium-term project planning;
- development and promotion of the use of DSA guideline documentation, specifically for the primary and secondary industry and based on national and international legal and voluntary standards;
- conducting quality (including food safety) management systems audits as well as matters relating to sustainability (animal welfare, environmental management, biosecurity) at primary dairy production facilities on request; and
- conducting webinars and workshops based on DSA guideline documentation for the purpose of transferring dairy technical information and regulatory information.

Strategic development expanded the scope of activities of DSA, leading to a process of review of its Memorandum of Incorporation which will lead to the inclusion of the following:

- providing dairy technical and scientific knowledge and advice regarding compulsory and voluntary standards, to members of the dairy industry and bodies in the public sector;
- contributing to the maintenance and development of functional, compulsory and voluntary standards relevant to the dairy industry;
- participating in international forums and organisations dealing with standards relevant to the dairy industry;
- monitoring compliance with compulsory and voluntary standards, relevant to the dairy industry and taking the required action;
- facilitating and providing support to bodies in the public sector that are responsible for the application and involved in the amendment of standards relevant to the dairy industry;
- effectively liaising, communicating and co-operating with governmental and dairy industry structures, as well as with any other organisations which are active in respect of regulations relevant to the dairy industry; and

- promoting in especially the African Union (AU), the harmonization of standards applicable to dairy products, especially food safety, product compositional and metrology standards.

The strategic development relating to proactive and reactive approaches, which are covered by DSA project activities, assists the DSA to remain relevant and make valuable contributions especially in terms of the demanding and multi-dimensional tasks of the regulatory environment in which the DSA is directly and indirectly involved in.

The DSA acknowledges the importance of product compliance with product composition, food safety and metrology standards as a prerequisite for the growth of the dairy industry. This is due to the fact that substandard products reaching the retail can cause extensive and prolonged harm to both the industry and the consumer. The promotion of compliance with standards relating to milk and other dairy products, remains a demanding and multi-dimensional task, because of:

- a) the involvement of regulations and standards relating to product composition, metrology, food safety, animal health and welfare, animal feed, milking parlours, the transportation of milk, processing plants and storage;
- b) the regulations referred to in (a) were issued in terms of five different laws (also influenced international standards) of which are the enforcement of these laws is the responsibility of:
  - Department of Health, provincial health departments and municipal health authorities in terms of the Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act 54 of 1972);
  - Department of Agriculture, Land Reform and Rural Development (DALRRD) in terms of the Agricultural Product Standards Act, 1990 (Act 119 of 1990); the Diseases Act, 1984 (Act 35 of 1984); and the Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 1947 (Act 36 of 1947);
  - National Regulator for Compulsory Specifications (NRCS) and the application of the relevant regulations in terms of the Legal Metrology Act, 2014 (Act 9 of 2014); and
  - International Standards Organisation, Codex Alimentarius, African Standards Organisation.

The DSA, since its inception, has progressed as an organisation well-recognised by international industry related institutions, the respective government bodies, the organised primary and secondary dairy industry and other stake holders, namely national consumer bodies and the retail sector on a national level.

In accordance with the above and within the framework of its current strategy, the DSA statutory and non-statutory project activities are considered well balanced to optimise the available resources as well as expand according to the needs of industry on the short- and medium-term.

## **2.1 DSA objectives, strategies and processes**

The Dairy Standard Agency executes its current statutory and non-statutory activities through the implementation of the following scientifically grounded and predetermined objectives, strategies and processes:

### **2.1.1 Objectives**

- Support and interact with existing international and government bodies responsible for maintaining standards as referred to under 2(b) above.
- Support and interact with existing risk identification structures/initiatives.
- Maintain integrity, independent from commercial interests that may negatively impact on the business risk model of the company.
- Monitoring (screening) of milk and other dairy products to determine quality risks (food safety, product composition and metrology) by using legal and voluntary standards.
- Primary support to existing government, dairy industry structures that maintain standards.
- Liaison and co-operation with other international and national organisations with similar objectives.
- Support to existing government and food industry risk identification structures.

### 2.1.2 Strategies

The abovementioned objectives of the organisation are supported by several strategies, which amongst other, include:

- the establishment and maintenance of a successful national milk and other dairy product monitoring (screening) program;
- the establishment and maintenance of a fully equipped industry laboratory for providing industry with reference materials and risk-based testing of milk and other dairy products against quality standards;
- the establishment and maintenance of a remedial (consultation) program for dairy industry stakeholders experiencing quality problems based on legal and voluntary standards;
- risk based identification, evaluation and proposals to pro-active effective control measures in respect of milk and other dairy products;
- the establishment and maintenance of an effective communication program with stakeholders concerned; and
- the establishment and maintenance of good working relationships with all stakeholders concerned.

### 2.1.3 Processes

The processes to achieve the aforementioned objectives and strategies of the organisation are defined and implemented as goals funded on a statutory and non-statutory basis. The projects for 2024 are listed below considering the fact that current DSA Projects are well established, providing for demand driven expansion and further development.

### 2.1.4 DSA and transformation in the dairy industry

The primary objective of the Dairy Standard Agency is to promote the improvement of compliance of dairy quality on a national level, in the interest of the industry and the consumer. The DSA activities that relate to transformation are aligned with the objectives of the organisation. These activities (within the scope of the approved statutory and non-statutory projects) are generic which directly and indirectly contribute to the empowerment of the previously disadvantaged. It includes the presentation of workshops and information sessions to government officials and student environmental health practitioners during which transfer of dairy technological information and regulatory matters are done. Workshops and sessions at tertiary institutions are conducted predominantly (more than 90%) to previously disadvantaged students and individuals.

The DSA acknowledges the commercialisation of black dairy farmers as well as at secondary (processing/manufacturing) level, as stakeholders in the SA dairy industry. The need for the development and implementation of appropriate supportive services necessary to create a sustainable environment for food safety and quality raw milk production and further processing is well recognised and to this effect the DSA actively work in close collaboration with the Transformation Project as well as other projects of Milk SA.

### **3. PRIORITISING OF PROJECTS**

Activities within the projects of the DSA are prioritised on a first and second level basis. This prioritisation process coincides with the DSA Audit Committee's role in terms of risk analysis which is reviewed on an annual basis. DSA statutory and non-statutory activities are included as in the level of priorities in view of the company's balanced approach to achieve its main objectives.

#### **3.1 First level priorities (in no specific order)**

- Elaboration of the DSA as an organisation with integrity, which includes the continuous development and maintenance of an appropriate and efficient management and administrative system (See Annexure C: Annual inventory of communication products and secondary communication initiatives within Milk SA projects).
- Maintenance and elaboration of functional work relationships with the various institutions responsible for enforcement of legal and voluntary standards. This is of great importance considering the multi-dimensional nature of the tasks that need to be executed by the DSA.
- Maintenance and elaboration of functional work relationships with other organisations and stakeholders in the dairy industry (See Annexure C: Annual inventory of communication products and secondary communication initiatives within Milk SA projects).
- Monitoring (screening) of milk and other dairy products in collaboration with Health authorities. Other dairy products include UHT milk, condensed and evaporated milk, cream, cheese, butter and fermented products namely cultured milk and yoghurt types.
- Personal contact with processors whose monitoring results indicate non-compliance with legal standards.
- Relevant support to officials of the various Health authorities involved to ensure better utilisation of the DSA monitoring program for remedial action purposes.
- Monitoring of milk and other dairy products on behalf of the retail industry.
- Follow up on quality problems of milk and dairy products to promote improvement of compliance with standards.
- Identification of potential new/emerging quality risks and appropriate actions to promote legal compliance.
- Institutional involvement in projects of Milk SA including project management of the Milk SA Regulations and Standards Project.
- Institutional involvement and responsibilities towards organisations other than Milk SA, namely SAMPRO, MPO, CGCSA, SASDT, SANCU, SABS, ARSO and IDF.
- Formal support towards the organised dairy industry sustainability goals with specific reference to animal welfare and environmental management, namely SAMPRO, MPO, CGCSA, SASDT, SANCU, SABS, ISO ARSO and IDF.

- Transformation in the dairy industry, aligned with the objectives of the DSA especially by rendering assistance to black dairy farmers and processors in terms of compliance with legal standards (facilities, hygiene, food safety, metrology and product composition).
- Operating in-house chemical, microbiological and diagnostic laboratory named DSA Lab Services to support the standardisation of standards project of the dairy industry as well as to conduct all in-house testing relating to the project work of DSA.
- Special investigations relating to dairy product compliance that falls outside the scope of routine monitoring (screening) activities and requires further short- and medium-term project planning.

### **3.2 Second level priorities**

The following activities are priorities, but not at the cost of the first level of priorities:

- development and promotion of the use of DSA guideline documentation, specifically by the primary and secondary industry;
- conducting non-statutory food safety management systems audits at secondary dairy facilities on request;
- conducting non-statutory food safety and animal welfare management systems audits at primary milk production facilities on request; and
- conducting workshops based on DSA guideline documentation.

Continuation of the current strategic approach is in the best interest of the DSA. Further development of existing Projects, using experience gained, is provided for in the below DSA 2024 project plan.

## **4. DAIRY STANDARD AGENCY ORGANISATIONAL STRUCTURE**

The Dairy Standard Agency, in terms of its Memorandum of Incorporation (Companies Act of 2008) currently has eight (8) members and five (5) directors. The DSA as a small organisation, consists of eight (11) personnel and four (4) external contractors involved in executing project orientated functions. Due to the size of the company, blended roles and dual responsibilities are common. Through job architecture, key features of each role and the establishment of core responsibilities are of most value, are clearly defined and applied within the company. The outsourcing of non-core functions such as financial services are done by means of contractual agreement. The DSA Audit Committee has been established to assist with adherence to generally accepted corporate governance.

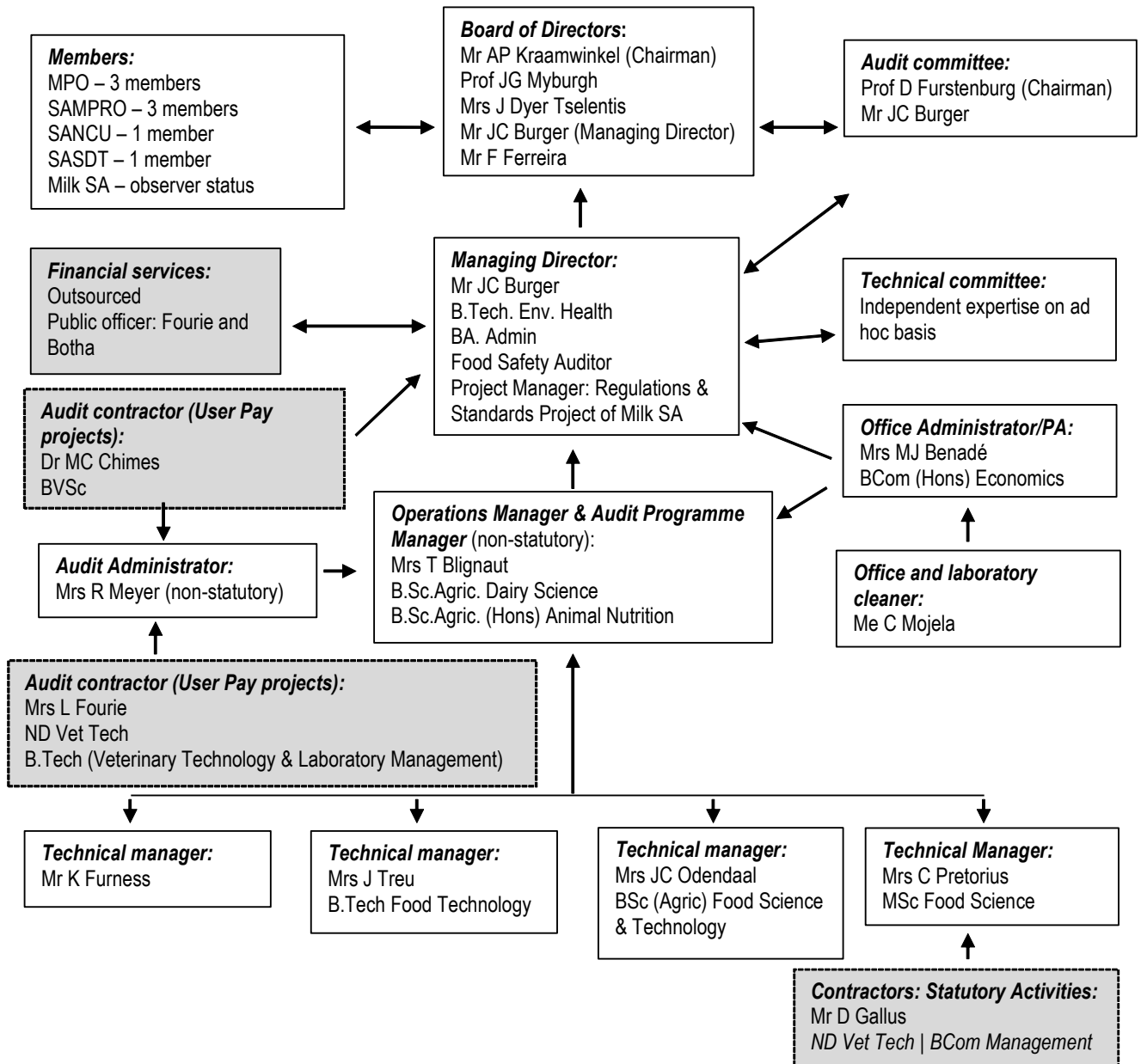
### **4.1 The Dairy Standard Agency Technical Committee**

The Technical Committee of the DSA consists of a group of experts in respect of dairy technical matters who serves on a voluntary basis.

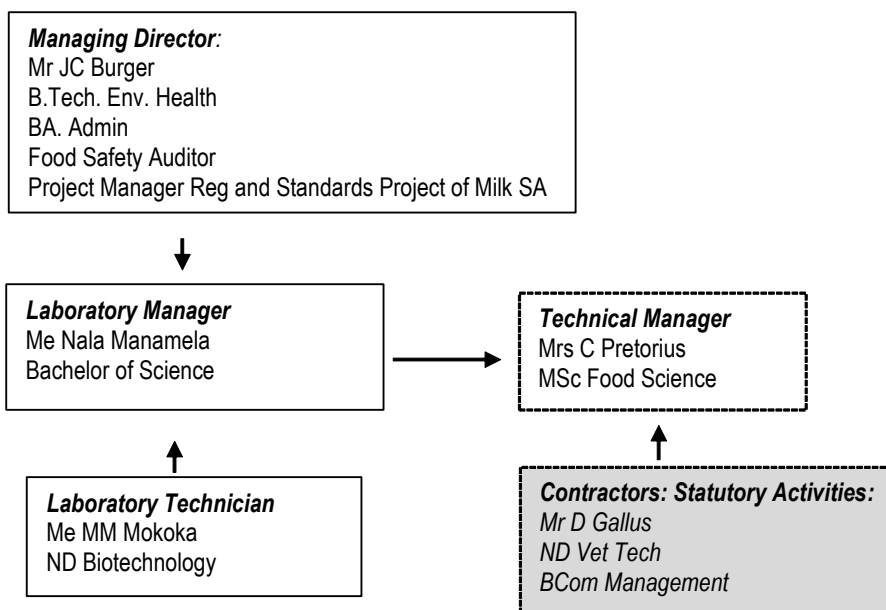
Milk and other dairy products and the dairy industry are subject to specific legal food safety, product compositional and metrology standards as well as voluntary standards (such as SABS specifications which include animal welfare). The Technical Committee with its panel of expertise, provide valuable scientific knowledge to the DSA regarding dairy technical matters on milk production, animal health and welfare, processes and practises, national and international product specifications and related matters that assist the DSA in the execution of its mandate. The technical committee meets on an ad hoc basis or by means of electronic meetings as and when required.



### 4.2 Dairy Standard Agency Organisational Structure



**Dairy Standard Agency Laboratory Services (continue from page 9)**



## STATUTORY PROJECTS<sup>2</sup>

The following statutory projects and Projects are funded by Milk SA.

PROJECT/ GOAL NUMBER	PROJECT TITLE
1.	National monitoring of milk and other dairy products in collaboration with Health Authorities
2.	Handling of quality problems in respect of product compliance with legal standards
3.	Special investigations
4.	Milk and other dairy product risk identification
5.	Remedial programs with producers, processors and distributors
6.	Communication with the authorities and other organisations
7.	Liaison on legislation with authorities
8.	Information and education
9.	Media communication
10.	Development of guideline documentation

### PROJECT 1

**Project Title: National monitoring of milk and other dairy products in collaboration with Health Authorities**

**Project Manager: Mrs T Blignaut**

**Job Title: Operations Manager**

**Resources: Funded by Milk SA from statutory levy income**

#### 1. Project purpose

- To ensure objective screen sampling of milk and other dairy products in terms of R1555/1997 under the Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act 54 of 1972), in collaboration with municipal health authorities.
- In addition to analyse all screening samples against product compositional and metrology standards as well as other relevant criteria, in order to determine risk as well as compliance with legal requirements.
- To make test results available to DSA project management, relevant authorities as well as milk processors and distributors and respective retail companies.

#### 2. Project description

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<sup>2</sup> To assist with project management, the DSA statutory activities for 2024 are grouped into titled projects.

The project is a partnership between the South African organised dairy industry, DSA and district municipal health authorities. The work entails monitoring and evaluation of milk and other dairy products (UHT milk, condensed and evaporated milk, cream, cheese; butter and fermented products namely cultured milk and yoghurt types), at retail level in a professional and scientific manner, to determine possible risks relating to food safety, product composition and metrology standards referred to in the acts listed in footnote<sup>3</sup>.

The project activities are supported by sampling protocols that provide for product in packed or bulk form in the formal as well as informal retail sector.

In co-operation with metropolitan, district- and local municipal health authorities in nine provinces, an estimated five-hundred samples are taken quarterly for testing by DSA Lab Services laboratory.

The test results are conveyed to the relevant Environmental Health Practitioners (EHP's) of the participating health authorities (each EHP is supplied with the test results of the samples taken in the area of his or her jurisdiction), and where appropriate the Department of Agriculture, Land Reform and Rural Development (DALRRD) and the National Regulator for Compulsory Specifications (NRCS). The trend analysis based on the processed data obtained from milk and dairy product analyses is used to determine food safety, product compositional and metrological risks (compliance related) well as food safety risks in terms of Project 4 (Milk and other dairy product risk identification Project). Selected data indicating serious food safety, product compositional and metrology risks in terms of legal standards are further dealt with in terms of Project 6 (Communication with the authorities and other organisations).

Due to the limited shelf life of milk (other than UHT and sterilised milk) prohibition on the sale of non-conforming products requires prompt action in the retail. This implies that especially food safety non-conforming products (identified by Project 1) are followed-up effectively, to ensure appropriate action by the processors and or distributors and authorities do occur. To this effect follow-up communication with the relevant authorities, processors/distributors and where applicable the retail is separately dealt with under Project 5, Remedial programs with the processors, distributors and the retail.

A comprehensive DSA annual statistical report is compiled at the end of each year by the DSA reflecting on all the results obtained during the year. This report is communicated during the first quarter of the following year to:

- a) National Department of Health;
- b) Department of Agriculture, Land Reform and Rural Development (DALRRD);
- c) National Regulator for Compulsory Specifications; and
- d) Milk SA.

### **3. Planned activities and outputs.**

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<sup>3</sup> The legal standards are determined by the following regulations issued in terms of the following acts:

- Agricultural Product Standards Act 1990 (Act 119 of 1990), Regulation 1510 of 22 November 2019;
- Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act 54 of 1972), Regulation 1555 of 21 November 1997;
- Legal Metrology Act, 2014 (Act 9 of 2014).

<b>Project Objectives</b>	<b>Performance Goals</b>
Quarterly sampling	Plan and execute quarterly sampling runs with participating health authorities.
National sampling	Endeavour to include all municipal health authorities responsible for food control in the sampling program/schedule in order to create a platform for the representative sampling of milk and other dairy products offered to the consumer.
Standard operating procedures (SOP's)	Follow standard operating procedures and protocol in respect of sampling, handling and transportation of milk and other dairy products.
Objective testing	Ensure the objective testing of all milk (raw and heat treated) as well as other dairy products sampled in terms of the project scope in order to determine risk and compliance with legal requirements by using DSA Lab Services for screening and SANAS accredited laboratories for verification if required.
Effective processing and statistical analysis of data	Process all incoming data into the DSA database, using the DSA classification program. Compile trend analysis, analysing statistical data and conducting risk assessment.
Confidential handling and communication of results	Conveying test results to the relevant Environmental Health Practitioners of the participating health authorities within seven (7) working days. Where relevant convey results to the Department of Agriculture, Land Reform and Rural Development (DALRRD); and the National Regulator for Compulsory Specifications (NRCS), to ensure appropriate corrective action.
Collection of information regarding processing facilities (contact details) which reflect non-conforming results	Obtain data from DSA information system.
Recording of data	As per established DSA standard operating procedure.
Follow-up actions and hand over to technical manager/s for further actions when necessary	As per established DSA standard operating procedure.
<b>Sample run action plan</b>	<b>Projected dates of completion</b>
Cycle 87: Milk and fermented products: Cultured milk/Amasi, cultured buttermilk, yoghurt (plain & with added foodstuffs), drinking yoghurt, dairy snacks.	January – March 2024
Cycle 88: Milk and cream (double thick, pouring, whipping, etc.), cultured cream/sour cream, acidified cream, Butter, cultured butter, modified butter, cultured modified butter.	April – June 2024
Cycle 89: Milk and cheese (hard,	July – September 2024

semi-hard, semi-soft, soft, processed cheese, cheese spread, cream cheese, cottage cheese)	
Cycle 90: Milk and UHT milk, sterilised milk, flavoured milk, sweetened condensed milk, evaporated milk, dairy powder (milk powder) & dairy powder blend, dairy liquid blend (including dairy desserts e.g., custard).	October – December 2024
Yearly trend analysis	January 2025

## PROJECT 2

***Project Title: Handling of quality problems in respect of product compliance with legal standards***

***Project Manager: Mrs T Blignaut***

***Job Title: Operations Manager***

***Resources: Funded by Milk SA from statutory levy income***

### 1. Project purpose

To provide and maintain a platform to be used by any person, party or stakeholder to request technical support regarding quality problems in milk and other dairy products. Based on the findings, the DSA will proceed with follow up facilitation of remedial programs.

### 2. Project description

The project makes provision for the following:

- submittance of formal requests from milk producers, processors, retailers and the general public via the DSA website, electronic mail, telephonically, post or personal contact;
- evaluate requests based on information received in terms of the relevant standards in footnote<sup>4</sup>;
- plan and implement appropriate actions, such as investigating and sampling. This may include appropriate testing and evaluation of raw and or any related heat-treated milk, as well as any other dairy product in terms of legal standards;
- communicate findings in a confidential manner as per standard operating procedure to the respective parties involved; and
- where relevant engage with the respective authorities to resolve problems.

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<sup>4</sup> The legal standards are determined by the following regulations issued in terms of the following acts:

- Agricultural Product Standards Act 1990 (Act 119 of 1990), R1510/2019.
- Foodstuffs, Cosmetics and Disinfectants Act 1972 (Act 54 of 1972), Regulation 1555/1997.
- Legal Metrology Act, 2014 (Act 9 of 2014).

### 3. Planned activities and outputs

Objective	Performance Goal
Receiving of requests	Maintain a consumer friendly, easily accessible platform for consumers and or any other persons to lodge requests.
Effective handling of requests	Assure complainants that correspondence and personal information are dealt with according to policy and procedure (POPI and confidentiality).
Corrective measures	Facilitation of corrective measures with parties involved.
Reports and feedback	Summarise outcomes from requests investigated and report on feedback received regarding corrective actions taken.
Finalisation of all requests received within allocated time frames	In-house actions initiated and completed as per standard operating procedures depending on the nature of the investigation.
Effective record keeping	Record keeping of all requests received and subsequent measures taken as per the standard operating procedure.

## PROJECT 3

### *Project Title: Special Investigations*

*Project Manager: Mrs T Blignaut*

*Job Title: Operations Manager*

*Resources: Funded by Milk SA from statutory levy income*

#### 1. Project purpose

The purpose is:

- to investigate food safety and other possible product non-conforming risks other than described in Project 1;
- to initiate special investigations, based on sound scientific evidence (results of analysis done on milk and any other dairy product (Project 1) or on suspicion based on the merit of information received);
- to consider further investigations based on an outcome of a request received regarding product non-compliance in respect of milk and or any other dairy product offered for sale in South Africa (Project 2);
- to sample and analyse milk (raw and heat treated) and other dairy products at processing/distributor and retail facilities as a result of activities in terms of Project 5;
- to compile comprehensive scientific reports as annexure to quarterly or annual reports as input to management review meetings; and
- to forward non-conforming results, in terms of the relevant legal standards to the manager of Project 6, for appropriate action.

A minimum of three special investigations typical to the project outline are provided for in the annual budget.

## 2. Project description

The project makes provision for investigation and testing of any milk and other dairy products that do not fall within the frequency or type of product tested in Project 1. These may result in:

- expansion of test regimes on milk and other dairy products other than the standard range of analyses conducted under Project 1, in order to collect more data for trend analysis and verification of results (see Project 5);
- submission of milk and any other dairy products to more advanced testing methods that do not form part of the standard range of analysis conducted on milk by the DSA. Where the DSA considers it appropriate, special investigations will be conducted regarding:
  - compliance with specific national and international standards of milk and or any dairy products;
  - food fraud and adulteration of milk and other dairy products;and
  - food safety risks related to dairy products identified as national or of international origin.
- liaison with the DSA Technical Committee as and when required regarding food safety and dairy technical issues.

In the event of no risks or non-conformances identified, the information will be captured and used as part of the close-out report for the special investigation conducted.

Follow-up actions in terms of feedback reports to government organisations or resampling for verification purposes shall be considered as priority before close-out reports are documented.

## 3. Planned activities and outputs

Project Objective	Performance Goal
Effective risk identification	To obtain maximum accessibility to industry information, news, statistical and trend analysis in order to identify potential food safety and quality risks.
Effective sampling	Conduct sampling of product according to procedures that is in line with DSA, national and or international requirements.
Effective testing	Where applicable use accredited or authorised laboratories that conduct verified, accredited, or acceptable test methods.
Accurate interpretation of results	Where applicable, make use of technical experts for the interpretation of test results.
Remedial action	Implement appropriate steps, as stipulated in terms of Projects 5 and 6.
Provide for a contingency fund in case of food scare	Request additional funding from Milk SA for additional analyses, if necessary, in order to identify non-conformances in the case of major national or international food safety incidents.
Establish and maintain practical	Implementation of practical procedures and protocols



contingency procedures	regarding handling of food safety incidents by DSA and industry members.
<b>Action</b>	<b>Projected Date of Completion</b>
Setting up networking systems and procedures for effective risk identification	Ongoing
Verification of non-conformance	Ongoing
Submission of official requests to relevant government organisations (Project 6)	Ongoing
Obtain feedback from authorities	Ongoing
Communication to industry	Ongoing

## PROJECT 4

### ***Project Title: Milk and other dairy product risk identification***

***Project Manager: Mrs J Treu***

***Job Title: Technical Manager***

***Resources: Funded by Milk SA from statutory levy income***

#### **1. Project purpose**

The purpose of the project is to:

- identify potential national and international food safety and quality risks within the dairy industry;
- conduct statistical trend analysis based on quarterly survey data captured in the DSA database;
- to conduct year-to-year or cycle-to-cycle statistical comparisons in order to determine effectiveness of Project 1 and to address possible causes for non-compliance of product;
- to provide statistical data that will:
  - confirm the trend of percentage compliance in terms of legal standards (indicated per volume) by milk suppliers, which are part of the organised dairy industry;
  - identify problem areas in terms of quality criteria.
- to report to relevant role players, using DSA processed data in whatever format required, enabling role players to identify non-conformances and to take appropriate corrective actions;
- regular monitoring of national and international food safety websites and communication of relevant issues to the dairy industry; and
- monitor reports regarding possible food safety scares in the world on international websites.

***Note:*** *Corrective actions on individual processors/suppliers because of non-conformances identified, is dealt with under Project 5.*

#### **2. Project description**

Through effective data collection, analyses and verifiable statistical information, the Project aims to achieve the following:

- effective planning, problem solving and reporting on any food safety and related issues within the organisation;
- effective reporting to industry regarding risks of milk and other dairy products offered for sale to the consumer;
- based on DSA processed information, measure performance and effectiveness of selected DSA projects (internal verification); and
- collect national and international dairy industry specific information that relates to food safety and quality aspects and disseminate scientific based information to DSA stakeholders (government institutions, MILK SA, DSA Directors, and Members).

The project creates a model that allows for analyses of data captured as well as risk identification<sup>5</sup> based on specific information collected by the project manager. The information is, amongst other, used to create quarterly reports that are communicated to the relevant government departments, as well as the organised dairy industry. Data analysis also enables the DSA with the identification of possible food scares related to the dairy industry through objective information interpretation. Without effective report writing, the flow of information is restricted. The project plays a vital role in creating accurate profiles regarding food safety and quality information of processors and producers/distributors (PD's) which is essential to initiate remedial programmes.

Statistical and trend analyses is based on all data captured by the DSA in South Africa. Profile determination can therefore also be conducted on all processing facilities regardless of what dairy product is manufactured by processor or producer/distributor.

South Africa is part of the global economy and in this respect, it is important that international activities are monitored via the internet for possible food safety threats which may have an impact on the local dairy industry. The DSA has a standing relationship with the Department of Health which is also the contact point for Infosan of the World Health Organisation.

### 3. Planned activities and outputs

Actions	Projected Date of Completion
Quarterly reports (according to DSA procedure) to be made available to Milk SA and government organisations.	April 2024, July 2024, October 2024, January 2025
Identification of food safety incidents and non-conformances on a national and international basis.	Ad hoc reports will be used to convey information to the relevant stakeholders subject to the nature thereof
Reports of processors as per national monitoring program to be made available to processors through website.	April, July, October, December 2024

<sup>5</sup> Risk identification in the context of this project relates to the identification of food safety and or quality related problems on a regional/national level as well as the identification of international food safety risks related to the dairy industry.

<p>Regular communication with industry regarding national as well as international food safety and quality (product compositional) issues.</p> <p>Weekly monitoring of national and international communication media (internet based).</p>	<p>Ad hoc (scientific based) reports</p>
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**PROJECT 5**

***Project Title: Remedial programs with producers/processors and processors/distributors (PD’s)***

***Project Manager: Mrs J Odendaal***

***Job Title: Technical Manager***

***Resources: Funded by Milk SA from statutory levy income***

**1. Project purpose**

- To facilitate awareness of risks relating to non-conforming results with processors/distributors/PDs after each quarterly sample run as the first step of the remedial action program.
- To interact with all processors whose results are in non-compliance with the relevant legal and voluntary standards.
- To follow-up by means of personal contacts to address non-conformities.
- To offer technical assistance by means of DSA developed literature, guidelines and information brochures.
- To conduct further sampling, where appropriate, to establish whether non-conformances are addressed.
- To hand over unresolved matters to Project 6 for further action by the relevant government bodies.

**2. Project description**

Due to its restricted shelf life, fresh milk (heat treated and raw) non-conforming products require prompt action by the parties involved.

Following the activities of Project 1 and as a cost-effective measure, this goal provides for procedures whereby information regarding non-conforming test results is communicated to the processors and distributors and where applicable, to retailers. In the event of non-conformances, such persons are contacted to address non-conforming issues as a priority. Telephonic calls and electronic mail are subsequently followed up with personal contacts. This DSA action also allows for technical information being made available to processors and distributors.

### 3. Planned activities and outputs

Actions	Projected dates of completion
<p>Telephonic and electronic contact with product supplier/distributor explaining non-conformities as well as transfer of information regarding problem solving, where applicable.</p>	<ul style="list-style-type: none"> <li>• Step 1               <ul style="list-style-type: none"> <li>○ Facilitate awareness of non-conforming results with processors/ distributors/PDs after each quarterly sampling run by means of communication of test results through preferred communication medium.</li> <li>○ Post or e-mail results to producer/processor/distributor in timely manner after results are received back from the laboratory.</li> </ul> </li>   <li>• Step 2               <ul style="list-style-type: none"> <li>○ Visit producers/processors/distributors identified by Project 1 of which any <b>Category A or B</b> analysis indicates a non-conformance</li>   <li>The following actions shall be taken:                   <ul style="list-style-type: none"> <li>• Arrange appointment with the highest authority possible, as well as the QC manager/officer.</li> <li>• Discuss non-conformance.</li> <li>• Offer technical assistance by means of DSA developed literature, guidelines and information brochures.</li> <li>• Discuss further actions that will be taken by DSA in case of further non-compliance report.</li> </ul> </li> <li>○ In the case of a lack of resources e.g., personnel and or visiting time, the visits will be scheduled according to the following criteria:                   <ul style="list-style-type: none"> <li>▪ Geographical location Areas with the highest population of facilities with non-complying product will be targeted first in order to maximize points of contact and or</li> <li>▪ Order of non-conformance                       <ul style="list-style-type: none"> <li>• Added Water</li> <li>• Phosphatase positive results</li> <li>• Inhibitory substances</li> <li>• E. coli positive results</li> <li>• Metrology (Under filling)</li> </ul> </li> </ul> </li> </ul> </li>   <li>• Step 3               <ul style="list-style-type: none"> <li>○ Follow-up sampling on site and monitoring as per Project 1.</li> </ul> </li> <li>• Step 4               <ul style="list-style-type: none"> <li>○ Identify regular offenders (who has gone through step one and two of the remedial action program) and continue to:                   <ul style="list-style-type: none"> <li>▪ conduct consumer fraud (addition of water, under filling, misconduct in terms of the quality of the product etc. butterfat, protein) of products not complying with the requirements as stipulated in terms of the Agricultural Product Standards Act, 1990 (Act No. 119 of 1990).</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ mislead the consumer (sell of raw milk as pasteurised milk, incorrect labelling of product, etc.)</li> <li>▪ sell product with a potential food safety risk in terms of the Foodstuffs, Cosmetic and Disinfectants Act (Act 54 of 1972) to the consumer (if there is any reason to believe that a dairy product poses a definite food safety risk to the consumer, step 1 and 2 of the remedial action programs will not come into effect)</li> <li>▪ neglect the implementation of good practices (PRP's) and continues to sell product not complying with microbial standards up to the end of shelf life</li> </ul> <p>○ Forward information to Project 2 for further communication with authorities.</p>
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## PROJECT 6

***Project Title: Communication with authorities and other organisations***

***Project Manager: Mr J C Burger***

***Job Title: Managing Director***

***Resources: Funded by Milk SA from statutory levy income***

### 1. Project purpose

- To establish and maintain proper communication channels to allow effective transfer of information between the DSA, respective government departments and industry related organisations.
- To maintain and strengthen relationships, public private partnerships and memorandums of understanding to assist with achievement of the primary objectives of the DSA.
- To address continues non-conforming issues with the respective government departments based on information obtained from Projects 1, 2 and 5.
- To interact and engage with the relevant official/s from the respective government departments to assist in problem solving.
- To interact and disseminate information to the organised dairy industry regarding industry related matters.

### 2. Project description

In terms of its project planning and execution, it is necessary for the DSA to liaise and communicate with the various government departments as well as other organisations as stakeholders of the dairy industry.

These amongst others include:

- assistance to the relevant regulatory bodies with the identification of offenders of the legal standards in respect of milk and other dairy products;
- DSA facilitation of remedial programs which is to be executed by the respective regulatory authorities to limit the supply of substandard milk and other dairy products to the market;

- interact with the respective authorities on a continual basis as to establish ongoing remedial programs;
- interaction with government bodies is done as a result of quarterly reports, requests regarding quality problems and or special investigations. Facilitation is subsequently followed-up by means of requested feedback (formal) from the various government institutions and scheduled meetings; and
- interact with industry related organisations such as Milk SA, SAMPRO, MPO, Consumer Goods Council of South Africa, South African National Consumer Union and other organisations regarding dairy related issues, in terms of the DSA objectives.

## **2.1 Communication with the authorities**

Liaison and communication with the following government departments to ensure continuity, with specific reference to food safety and quality related matters that require a proactive approach and or statutory intervention.

### **2.1.1 Government institutions**

#### **2.1.1.1 Department of Health**

##### **a. Directorate Food Control**

For the purposes of its regulatory activities, the Directorate: Food Control of the Department of Health is advised by the Food Legislation Advisory Group (FLAG). DSA serves as a member of the advisory group and participates on matters relating to the dairy regulatory environment.

##### **b. Port Health Services/Department of Health**

Priority is given to ports of entry where dairy products are more frequently handled.

##### **c. Municipal Health Authorities**

Establishment and maintenance of relationships with health authorities of metropolitan, district and local municipalities in South Africa.

#### **2.1.1.2 Department of Agriculture, Land Reform and Rural Development (DALRRD)**

##### **a. DALRRD Assignee services**

##### **b. Directorate Food Safety and Quality Assurance (policy making)**

##### **c. National Directorate Animal Health and provincial state veterinary offices.**

#### **2.1.1.3 NRCS (National Regulator for Compulsory Specifications): Legal Metrology**

Legal Metrology Inspection at NRCS head office.

#### **2.1.1.4 NCC (National Consumer Commissioner)**

Communication with Consumer Commissioner (law enforcement) and ombud on issues relating milk and other dairy products to the consumer in terms of the Consumer protection Act.

#### **2.1.1.5 SABS (South African Bureau of Standards)**

Communication with SABS relates to liaison on legislation and is dealt with under Project 7: Liaison on legislation with authorities.

#### **2.1.1.6 SARS**

Communication with SARS regarding prima facie cases relating to adulteration in terms of the Value Added Tax (VAT) Act, 1991 (Act 89 of 1991).

### **2.2 Communication with other organisations**

#### **2.2.1 CGCSA (Consumer Goods Council of South Africa): Food Safety Initiative**

The DSA, on an ad hoc basis liaise with the CGCSA: Food safety initiative regarding objective, independent and scientific advice on dairy related matters. DSA serves as a member of CGCSA: FSI.

#### **2.2.2 Milk SA**

Milk SA deals with issues of common interest to the primary dairy industry (milk producers) and secondary dairy industry (milk processors). DSA interacts on a regular basis with the project managers of the Milk SA Consumer Education Project and SAMPRO, MPO as well as the Project Coordinating Committee of the Milk SA (DSA, CEP and R&D Project of Milk SA) of which scheduled meetings take place regularly.

The Project management of the Regulations and Standards Project of Milk SA consults regularly with the organised dairy industry with specific reference to regulatory matters. DSA serves on the following committees of Milk SA:

- Research and development – DRDC;
- Skills Development;
- Customs Duty and Market Access;
- Regulations and Standards (Project management);
- Milk SA Project Coordinating Committee; and
- Transformation in the dairy industry (see item 2.1.4 above).

By Milk SA Board resolution, DSA manages the Milk SA Regulation and Standards Project and report to the Milk SA Advisory Committee: Regulations and Standards.

#### **2.2.3 MPO (Milk Producers Organisation)**

The DSA provides supportive and related services to the milk producers of South Africa. DSA liaise on a regular basis with MPO.

#### **2.2.4 SAAFoST**

SAAFoST is a non-profit, largely volunteer run, national association of food science and other technical professionals concerned with advancing the knowledge of food science and technology.

**2.2.5 SAATCA (Southern African Auditor and Training Certificate Authority)**

SAATCA’s mission is to recognise and satisfy the needs of stakeholders in Southern Africa and provide confidence to industry by setting criteria in line with National and International Standards to ensure the competence of:

- Management System Auditors and Product and Process Auditors; and
- Management System auditing Training Course Providers.

DSA is a standing member of SAATCA.

**2.2.6 SAIEH (South African Institute for Environmental Health)**

The SAIEH is a body that advances and promotes the science and practice of environmental health. The body also affiliate and liaise with local, national (such as DSA) and international organisations aimed at promoting the science and practice of environmental health.

**2.2.7 SAMPRO (South African Milk Processors’ Organisation)**

SAMPRO is the voluntary organisation of milk processors for the promotion of the development of the secondary industry to the benefit of the dairy industry, the consumer, and the South African society.

**2.2.8 SANCU (South African National Consumer Union)**

The DSA regularly attends SANCU meetings together with other government stakeholders. Liaison regarding legislative matters on food and dairy control is supported. SANCU is a voluntary autonomous body that represents the consumer.

**2.2.9 SASDT (South African Society for Dairy Technology)**

The DSA liaise with the SASDT regarding dairy safety and quality related matters on an ad hoc basis. SASDT promotes and encourages technological and scientific advancement by the dissemination and application of knowledge and the provision of opportunities for discussion, co-operation, education, training and research. DSA also serves on the management of the SASDT.

**2.2.10 ISO (International Standards Organisation), Codex Alimentarius, ARSO (African Organisation for Standardization and IDF (International Dairy Federation)**

DSA liaise with the above organisations regarding international mandatory and voluntary matters relating to dairy quality and safety throughout the value chain.

**3. Planned activities and outputs**

**3.1 Communication with authorities**

Actions	Projected dates of completion
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Interaction with government bodies regarding non-conforming milk and other dairy products identified by DSA	Formal interaction with government bodies regarding the sale substandard milk and other dairy products. Specific non-conformances obtained from projects 1, 2, 3 and 5 are escalated with the respective government departments. Facilitation of remedial action with the responsible officials is continuous.
Reporting	Quarterly reports of work activities as well as statistical feedback regarding activities and outcomes to the organised industry.
<b>Actions</b>	<b>Performance Goal</b>
Communication/liaise with the Dept. of Health	At least once per quarter which include personal contact with responsible officials.
Communication/liaise with the DALRRD	At least once per quarter which include personal contact with responsible officials.
Communication/liaise with Local, District, Metro and Provincial Authorities	Attend forums and meetings, respond to all communication. Personal contact with responsible officials.
Communication/liaise with State Veterinary Services	At least once per quarter.
Communication/liaise with SARS	Based on non-conforming problems and investigation outcomes.

### 3.2 Communication with other organisations

<b>Actions</b>	<b>Projected dates of completion</b>
Dissemination of scientific based dairy related information	Communication on an ad hoc basis as per request and per scheduled meetings.
Reporting of scientific based dairy related information	Quarterly reports of work activities as well as statistical feedback regarding activities and outcomes to the organised industry to Milk SA, SAMPRO and MPO or reports on an ad hoc basis.
Attending of Milk SA, SAMPRO and MPO meetings	Attending general meetings as well as Milk SA scheduled Advisory Committee meetings DSA serve on.
Project Management of the Milk SA Advisory Committee: Regulations and Standards	Project management including liaison with committee members and stakeholders as well as arrangement of meetings. A minimum of two scheduled meetings per annum or as required. This project is separately administrated for administrative purposes. See Milk SA Regulations and Standards project.
ISO (International Standards Organisation), Codex Alimentarius, ARSO (African Organisation for Standardization and IDF (International Dairy Federation)	Attending scheduled meetings and provide inputs where applicable via the Milk SA Regulations and Standards Project of Milk SA and the dairy industry.

## PROJECT 7

**Project Title: Liaison on legislation with authorities and other organisations****Project Manager:** Mr J C Burger**Job Title:** Managing Director**Resources:** Funded by Milk SA from statutory levy income**1. Project purpose**

The project purpose relates to dairy technical issues and encompasses:

- liaison with statutory organisations in terms of draft, promulgated and repealed legislation and to ensure effective communication;
- liaison and consultation on an internal and external basis and comment within specified time frames directly to the legislator or via Milk SA;
- serve on workgroups and working committees; and
- report to industry via Milk SA structures.

**2. Project description**

Communication regarding dairy safety, quality and metrology standards is essential, as the DSA is required to be fully conversant of proposed changes to legislation and voluntary standards on a continual basis. To this effect, the DSA participates following requests from authorities and SABS to comment on matters relating to standards. To ensure good communication of information, the DSA participate in the activities and report to the Milk SA Regulations and Standards Project. Attending workshops, comment on draft legislation and draft compulsory standards in conjunction with Milk SA is considered essential to the project. The nature of the activities is determined by the requests received, which may require from the DSA to engage at a higher level of liaison/consultation.

**3. Planned activities and outputs**

<b>Project Objective</b>	<b>Performance Goal</b>
Liaise, consult and comment within specified time frames to the legislator or via Milk SA Project: Regulations and Standards Project of Milk SA, where appropriate	As per scheduled time frames or on ad hoc basis.

**PROJECT 8****Project Title: Information and education project****Project Manager:** Mrs J Odendaal**Job Title:** Technical Manager**Resources:** Funded by Milk SA from statutory levy income**1. Project purpose**

- To plan and present educational programs based on the DSA Code of Practice and related guideline materials on an annual basis to student EHP's and other related professions, on a national level, at all applicable tertiary institutions.
- To arrange information sessions for government/municipal officials, milk producers, processors and distributors that acquire information regarding food safety and quality prerequisites on a national level.
- To provide participants of information sessions access to dairy specific/technical information and legal requirements.
- To contribute to the transformation<sup>6</sup> objectives of Milk SA.

## 2. Project description

- Scheduled educational sessions with prospective EHP's and other professions at all relevant tertiary institutions by means of the Dairy Standard Code of Practice are held.
- DSA project assessment revealed that remedial actions launched as a result of Projects 1, 2, 3 and 5 are often limited due to the level of communication between the DSA, the public and private sector. This Project also focuses on the building and maintenance of relationships and creating an awareness of the Dairy Standard Agency with stakeholders. The goal also places the focus on:
  - awareness of the DSA and its role and functions as an independent and objective organisation;
  - establishment of long-term partnerships to provide for effective means in addressing product non-compliance in the dairy industry; and
  - improvement of milk quality and safety and compliance with legal standards in a collaborative manner.

Documents communicated during information sessions are:

- DSA Code of Practice (COP) for the Secondary Industry and DSA Code of Practice for Milk Producers;
- possible causes for non-conformances to the legal specifications (Troubleshooting guidelines);
- labelling guidelines;
- retail bulk tank milk guidelines and related DSA information brochures; and
- Other dairy related legal and voluntary standards not covered in DSA guideline documentation.

## 3. Planned activities and outputs

Project Objective	Performance Goal
Educational programs at tertiary institutions. Sessions may be presented in electronic format where applicable.	Estimated 200 EHP students at Cape University of Technology; Nelson Mandela Metropolitan University of Technology; Central University of Technology; Durban University of Technology & Mangosuthu Buthelezi University of Technology; Tshwane University of Technology and University of Johannesburg. Veterinary and B.Sc. Agric students at UP.

<sup>6</sup> DSA activities within the scope of this statutory project directly and indirectly contribute to empowerment of the previously disadvantaged in view thereof that information sessions are predominantly attended by previously disadvantaged groups.

	Issue of a certificate of attendance to student EHP's at all applicable tertiary institutions serves as recognition.
<b>Project Objective</b>	<b>Performance Goal</b>
Facilitating information sessions between DSA public sector and private sector. Sessions may be presented in electronic format where applicable.	<ul style="list-style-type: none"> <li>- Transfer of dairy science and dairy technological information throughout the dairy value chain.</li> <li>- Creating awareness of the DSA and its role and functions as an independent and objective organisation.</li> <li>- Establishment of long-term public/private relationships to provide for effective means in addressing product non-compliance in the dairy industry.</li> </ul>
<b>Action</b>	<b>Projected Date of Completion</b>
<p>Food safety and quality information sessions – primary producer, processors, retail and government organisations</p> <p>The content of the information sessions must cover DSA guideline documentation and related standards.</p>	Minimum ten electronic webinars (10) per year.

## PROJECT 9

### *Project Title: Media communication*

*Project Manager: Mr J Burger*

*Job Title: Managing Director*

*Resources: Funded by Milk SA from statutory levy income*

### **Project title: Media communication**

#### **1. Project purpose**

To communicate the activities of DSA as well as the importance of product composition, food safety and metrology standards in respect of milk and other dairy products to all relevant parties (consumer, input suppliers, primary and secondary dairy industry).

Media targeted for communication purposes include:

- industry related magazines;
- food Safety magazines;
- consumer magazines;
- magazines focusing on upcoming processors and producers;
- electronic platforms: websites, Facebook and Twitter;
- pamphlets and brochures;
- interviews with media on TV and national radio stations; and
- webinars

## 2. Project description

The DSA as part of its pro- and reactive remedial approaches on food safety and quality (product composition) communicates relevant food safety information pertaining to milk and other dairy products to all role players. This is achieved by using a variety of communication methods namely:

- articles which address product quality and food safety issues in respect of different dairy products and the role of DSA;
- articles of activities of DSA in industry magazines to promote the image of DSA and its value to the primary and secondary dairy industry;
- interaction with Milk SA - Consumer Education Project, addressing food safety and quality issues as applicable to the consumer in magazines and newspapers;
- radio and television interviews regarding food (dairy) safety and quality;
- distribution of brochures that promotes the services of DSA and addresses the importance of food safety and quality;
- distribution of news bulletins focusing on DSA project activities and matters of importance regarding food safety and quality; and
- maintaining an active internet website from which the dairy industry, government institutions and interested parties can obtain industry specific information, related to the scope of activities of the DSA.

## 3. Planned activities and outputs

Project Objective	Performance Goal
Communication via media in respect of dairy related standards, guidelines and related dairy technical information.	<p>Communication of DSA's activities.</p> <p>Communication of important product quality and food safety information to all role players, with the view to promote:</p> <ul style="list-style-type: none"> <li>• the supply of milk and other dairy products that meet the legal standards;</li> <li>• support the transfer of information (legal standards and guidelines) to emerging farmers and processors of milk and dairy products;</li> <li>• availability and access of information to producers and processors to assist with quality improvement and conformance with product specifications; and</li> <li>• create awareness of the role and activities of the DSA as independent and objective organisation.</li> </ul>

Item	Actions
Dairy Mail and Plaas Media	As per contractual agreement
Advertisements and articles in relevant industry magazines	One per quarter alternatively
Food & Beverage Reporter	One full page and one quarter page advertisement and article
National and regional radio inter-views	On request and as per contractual agreement

## PROJECT 10

### ***Project Title: Development of guideline documentation***

***Project Manager: Mr J C Burger***

***Job Title: Managing Director***

***Resources: Funded by Milk SA from statutory levy income***

#### **1. Project purpose**

To develop supportive dairy technical guideline documentation (in conjunction with the organised dairy industry) that serves as valuable tools for the development and production of dairy products that comply with legal standards.

To provide documentation that assists with the implementation of proactive and reactive measures to limit substandard dairy products in the retail market.

To provide industry specific documentation that is user friendly and adds value during the presentation of DSA information and educational sessions and workshops.

It is important that in terms of remedial action plans, information be communicated to the relevant role-players in the dairy industry. This can be achieved through making available a variety of guideline documents in order to convey important technical information regarding food safety and quality.

#### **2. Project description**

Development of guideline documentation that assists with the implementation of food safety management systems on producers and processors level as well as the continual improvement of food safety (dairy) and quality in the retail. The aim of the Project is to develop and make available hands-on documents that can be practically implemented as part of a food safety and quality program. To achieve the full potential of this Project, the DSA considers it essential, where applicable, to consult with the respective role players such as MPO, SAMPRO and other stakeholders regarding documentation development in the best interest of the industry and the consumer.

The Codes of Practice which facilitates the food safety and quality improvement in terms of legal compliance forms the backbone for the food safety programs of DSA. The Codes of Practice addresses the requirements for a food safety program at milk production, milk collection at farm level to processing/manufacturing and final product distribution. The Code of Practice for Milk Producers and Code of Practice for the Secondary Industry are currently widely used. In addition to the above codes, DSA Trouble Shooting Guidelines for Milk Producers and Processors as well as the Retail bulk milk guidelines is regularly maintained. The update of the DSA Guide to labelling of Dairy Products requires review as a result of amendment of various legislation.

#### **3. Planned activities and outputs**

<b>Project Objective/Action</b>	<b>Performance goal and date of completion</b>
Update of the DSA Guide to Laboratory Practices in conjunction with stakeholders in the organised dairy industry	January to November 2024 (Not completed in 2023)

## ANNEXURE A

### ANNUAL INVENTORY OF COMMUNICATION PRODUCTS AND SECONDARY COMMUNICATION INITIATIVES IN MILK SA's PROJECTS

<b>Communication Product (Primary communication initiatives)</b>	<b>Target audience</b>	<b>Secondary Communication Initiatives</b>	<b>Target audience</b>
Code of Practice for Milk Producers	Primary and secondary dairy industry including industry transformation initiatives, regulatory bodies, academic institutions and industry input suppliers.	Use of dairy technical information and legal standards information.	Broader dairy community and consumers in industry magazines, national radio and TV broadcasting
Code of Practice for the Secondary Dairy Industry	Secondary dairy industry, including industry transformation initiatives, regulatory bodies, academic institutions and industry input suppliers.	Use of dairy technical information and legal standards information.	Broader dairy community and consumers in industry magazines, national radio and TV broadcasting
Guidelines for the interpretation of quality problems in milk	Primary and secondary dairy industry, regulatory bodies, academic institutions and industry input suppliers.	Use of dairy technical and legal standards information.	Broader dairy community and consumers in industry magazines and industry newsletter.
Guide to dairy product labelling in South Africa	Secondary dairy industry, regulatory bodies, academic institutions, product developers, labelling input suppliers and the consumer.	Use of legal requirements relating to labelling of milk and other dairy products.	Communication by means of workshops to industry members including the nutrition/dietetics disciplines
Guidelines for retail bulk milk	Producer distributors and retailers of retail bulk milk, regulatory bodies, academic institutions and industry input	Use of industry information and legal requirements	Direct communication to mainly small and medium enterprises engaging in the sale of retail bulk milk

	suppliers.		
Guidelines regarding pathogen control.	Primary and secondary dairy industry, regulatory bodies, academic institutions and industry input suppliers.	Use of dairy technical and legal standards information.	Communication by means of workshops to industry members including more specific in the dairy production/manufacturing and food safety disciplines
DSA Guideline on export of dairy	Primary and secondary industry	Use of industry information and legal requirements	Exporters of dairy products
DSA Laboratory Guideline	Primary and secondary dairy industry, regulatory bodies, academic institutions, industry input suppliers.	Use of industry information and legal requirements	Stakeholders involved in food safety, milk and dairy product composition metrology standards
Web page on legislation (quality, safety, metrology)	Primary and secondary dairy industry, regulatory bodies, academic institutions, industry input suppliers and the consumer.	Use of industry information and legal requirements	Access of information to any person that requires access to DSA project activities and Milk SA/DSA industry guidelines

### **Non-Statutory Projects**

**The following non-statutory projects are funded by the USER PAY concept and other organisations.**

<b>Project number</b>	<b>Project title</b>
11.	Product monitoring on behalf of client
12.	Farm food safety audits on contractual basis
13.	DSA food safety audits on request
14.	Food safety consultation
15.	Dairy Quality Club
16.	Workshops
17.	DSA Laboratory Services

### **PROJECT 11**

**Project title: Product monitoring program on behalf of client**



**Project Manager:** Mrs T Blignaut

**Job Title:** Operations Manager

**Resources:** User Pay (Non statutory budget)

### 1. Project purpose

To provide roleplayers in the dairy industry such as retail groups with a service which facilitate sustainable milk and other dairy product monitoring programs on their behalf. All projects that are facilitated by DSA on behalf of a client are based on a signed service level agreement.

To measure product compliance with quality and safety standards prescribed in terms of the legislation listed in footnote<sup>5</sup> on behalf of the clients.

To provide the clients with the relevant results in terms of the service level agreement.

### 2. Project description

The project is based on a service level agreement between the DSA and the client. The aim is to promote professional and scientific evaluation of dairy products based on all product compositional and safety standards prescribed in terms of the acts listed in footnote<sup>1</sup>.

The project focus on the analysis of any dairy and related food products as stipulated in the service level agreement between DSA and the client as well as conveying test results that are conveyed directly to the client.

Individual reports on samples are followed up by comprehensive reports compiled at the end of each year on all the results obtained for the duration period of the agreement. This report is communicated during the first quarter of the next year to the client.

### 3. Planned activities and outputs

<b>Project Objective</b>	<b>Performance Goal</b>
Frequent sampling	Determine and execute frequency sampling on behalf of the client
SOP's	Follow standard operation procedures and protocol in respect of sampling, handling and transportation of sampled products
Objective testing	Ensure the objective testing of milk, dairy and other related food products sold in South Africa in order to measure compliance with legal standards by using only accredited laboratories and authorised laboratory technicians
Effective processing and statistical analysis of data	Process all incoming information and compile statistical trend analysis and assist with risk identification
Communicating results	Effective communication of results to the respective clients in terms of the service level agreements

<b>Actions</b>	<b>Projected Date of Completion</b>
Monthly sample runs	Twelve (12) sample runs to be completed 15 December 2024
Invoice client after every sampling run	All invoicing to be completed by the end of December 2024
Yearly trend analysis to	January 2025

be completed	
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<sup>1</sup> The legal standards are determined by regulations issued in terms of the following acts:

- Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act 54 of 1972);
- Department of Agriculture, Land Reform and Rural Development, Agricultural Product Standards Act, 1990 (Act 119 of 1990);
- Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 1947 (Act 36 of 1947);
- Department of Trade and Industry, National Regulator for Compulsory Specifications (NRCS) and the application of the relevant regulations in terms of the

## PROJECT 12

### Project title: Farm Good Agricultural Practice GAP (including animal welfare) audits on contractual basis

**Project Manager:** Vacant. Project currently managed by Operations Manager and Audit Programme Administrator

**Job Title:** Audit programme manager

**Resources:** User Pay (Non statutory budget)

#### 1. Project purpose

To conduct annual GAP on milking sheds of primary producers on a contractual basis, on behalf of milk buyers as clients.

#### 2. Project description

The primary objective of the DSA is to promote the improvement of compliance of milk and other dairy products with product composition and safety standards as well as animal welfare standards on a national level. Improvement of raw milk quality is achievable in the primary industry through the successful implementation of food safety management and animal welfare systems by milk producers.

The DSA audit system is a systematic approach of auditing. It assists milk producers to implement sustainable and effective food safety and related management systems, based on prerequisite programmes in terms of the Foodstuffs, Cosmetic and Disinfectant Act (Act 54 of 1972) as well as the DSA Codes of Practice for Milk Producers and the Secondary Industry. DSA Animal Welfare audits are based on the SABS SANS 1694 of 2018: The welfare of dairy cattle. All DSA audits are performed by industry and sector specific auditors.

This project is available to all stakeholders in the dairy industry and forms part of the milk buyer's supplier quality assurance programmes.

#### 3. Planned activities and outputs

Project Objective	Performance Goal
DSA Client Service Level Agreements	<ul style="list-style-type: none"> <li>• Approved and signed Service Level Agreement</li> </ul>
Revise/Compile audit guidelines and documents	<ul style="list-style-type: none"> <li>• Approved documentation</li> </ul>

Perform audits on request	<ul style="list-style-type: none"> <li>• Estimated 200 audits</li> </ul>
Presenting outcome of audits to client	<ul style="list-style-type: none"> <li>• Estimated 200 audit reports</li> </ul>
Annual renewal of service level agreement	<ul style="list-style-type: none"> <li>• Approved and signed Service Level Agreements</li> </ul>
<b>Actions</b>	<b>Projected Date of Completion</b>
Review, approve and sign 2024 Service Level Agreements	<ul style="list-style-type: none"> <li>▪ As per client agreement</li> </ul>
Approval of audit documentation	<ul style="list-style-type: none"> <li>▪ As per client agreement</li> </ul>
Annual audit cycle (audits and audit reports)	<ul style="list-style-type: none"> <li>▪ As per client agreement</li> </ul>
Preparation of 2024 Service Level Agreements	<ul style="list-style-type: none"> <li>▪ As per client agreement</li> </ul>
Approval of 2025 audit documentation	<ul style="list-style-type: none"> <li>▪ As per client agreement</li> </ul>

## PROJECT 13

### Project title: DSA food safety and animal welfare audits on request

**Project Manager:** Vacant. Project currently managed by Operations Manager in conjunction with Programme Administrator

**Job Title:** Audit programme manager

**Resources:** User Pay (Non statutory budget)

#### 1. Project purpose

To conduct assessment audits and food safety audits on request from milk producers, processors and or retailers. These audits include milksheds and facilities where all dairy products, e.g. milk (fresh, UHT) cream, cultured/fermented milk, all varieties of cheese, ice-cream, milk powder, whey powder, butter and juice are processed and handled.

#### 2. Project description

The primary objective of the DSA is the improvement of the quality and safety of milk and other dairy products as well as animal welfare where applicable. This can be achieved throughout the primary, secondary and informal industry by the successful implementation of a food safety management system.

DSA audits are performed on request of dairy processors and producers. These audits identify non-conformances in the auditees' food safety and animal welfare management programmes and provide them with possible corrective actions.

The DSA auditing system is a systematic approach to assist the dairy industry in implementing appropriate systems as provided for by South African National Standards and regulations issued in terms of the Foodstuffs, Cosmetic and Disinfectant Act (Act 54 of 1972) as well as Animal Welfare standards (SANS 1694 of 2018). It furthermore provides the industry with industry and sector specific auditing service based on all the relevant legislation and standards pertaining to milk and other dairy products.

Through this project the DSA transfers knowledge in respect of quality, food safety and legislative related issues including animal welfare where applicable at the request of roleplayers in the dairy industry, in order to improve the quality of dairy products sold to the consumer.

### 3. Planned activities and outputs

Project Objective	Performance Goal
Compile / review audit documentation and guidelines	<ul style="list-style-type: none"> <li>Approved audit documentation and guidelines</li> </ul>
Conducting audits as requested	<ul style="list-style-type: none"> <li>DSA food safety and animal welfare audits</li> </ul>

Actions	Projected Date of Completion
Review of audit documentation and guidelines	<ul style="list-style-type: none"> <li>Ongoing: January - December 2024</li> </ul>
Audits	<ul style="list-style-type: none"> <li>As requested by industry: January - December 2024</li> </ul>

## PROJECT 14

### Project title: Food Safety Consultation

*Project Manager: Vacant. Project currently managed by Operations Manager and Audit Programme Administrator*

*Job Title: Audit programme manager*

*Resources: User Pay (Non statutory budget)*

#### 1. Project purpose

To assist roleplayers in the dairy industry acquiring information regarding prerequisites to effectively operate business concerns within food (dairy) safety related legal requirements.

To consult amongst other with:

- Primary industry – milk producers
- Processors – secondary dairy industry
- Input suppliers such as packaging companies

#### 2. Project description

The essence of this project is the promotion of the use of the existing DSA guideline documentation. The DSA receives regular requests from role players within the dairy industry for consultation services regarding food safety. In response, the DSA consults from its different guideline publications regarding regulatory issues and dairy technical knowledge. The DSA guideline documentation namely the DSA Code of Practice, Laboratory Implementation Guidelines, Trouble Shooting Guidelines and Retail bulk milk guidelines are effectively used during consultation sessions.

#### 3. Planned activities and outputs

<b>Project Objective</b>	<b>Performance Goal</b>
Provide advice and consultation services	Provide a professional advisory and consultation service to the industry on request

<b>Action</b>	<b>Projected Date of Completion</b>
Complete consultation or advice service within two (2) weeks after receiving of request	As per demand

## **PROJECT 15**

### **Project title: Dairy Quality Club**

*Project Manager: Mr J C Burger*

*Job Title: Managing Director*

*Resources: User Pay (Non statutory budget)*

#### **1. Project purpose**

To create a platform for interaction between the DSA and input suppliers who actively supports the objectives of the DSA.

To participate in industry specific events by exhibiting and promoting DSA projects and guideline documents in conjunction with Dairy Quality Club members.

To develop, print and distribute DSA information brochures in conjunction with the Dairy Quality Club members.

#### **2. Project description**

The DSA stands in partnership with several input suppliers through the DSA Dairy Quality Club (DQC). The DQC is a forum of input suppliers who actively support the objectives of the DSA as an independent objective institution. Through income generated from DQC members, the DSA exhibits at dairy related events during which stalls are shared with DQC members. This forms part of the DSA's proactive strategy during which guideline documentation and the services of the DSA is promoted.

The DQC established an effective electronic web page which forms part of the DSA website, where input suppliers to the dairy industry can advertise products and services on a user pay concept, subject to terms and conditions.

#### **3. Planned activities and outputs**

<b>Actions</b>	<b>Projected Date of Completion</b>
Exhibiting at selected dairy industry events	Scheduled events e.g. SASDT symposium, South African Institute for Environmental Health and SAAFoST

**PROJECT 16****Project title: Workshops***Project Manager: Jacqueline Odendaal**Job Title: Technical Manager**Resources: User Pay (Non statutory budget)***1. Project purpose**

To present workshops regarding prerequisites needed for the successful implementation of food safety management systems or parts thereof in milk production and dairy processing facilities, internal food safety auditor's courses and laboratory implementation on a user pay principle.

**2. Project description**

The DSA through its project activities identified the need for specific workshops to assist the dairy industry as well as regulatory officials in obtaining the necessary knowledge regarding the implementation and maintenance of food safety and quality requirements. Industry support in this regard is also done in view of the standing relationships between the DSA and environmental health officers (EHP's) and the need for continuous professional development of EHP's in the dairy discipline as part of the transformation objectives.

The workshops identified include:

- prerequisites needed for the successful implementation of food safety management systems or parts thereof in milk production and dairy processing facilities.
- internal food safety audit courses to the industry and regulating bodies.
- implementation and maintenance of a dairy laboratory.

**Documents that will be communicated during workshops are:**

- DSA Code of Practice (COP) for Milk Producers
- DSA Code of Practice for the Secondary Industry
- DSA Food Safety Management documentation
- DSA Guideline for the interpretation of Quality Problems in milk (Trouble Shooting Guidelines)
- DSA labelling Guidelines

**3. Planned activities and outputs**

<b>Project Objective</b>	<b>Performance Goal</b>
Minimum of five (4) workshops to be held during 2024	Content of the workshops must cover all related criteria addressed in DSA guideline documentation.

<b>Actions</b>	<b>Projected Date of Completion</b>
COP workshops to the industry/ regulatory bodies	Minimum 1 per year
Internal food safety auditors	Minimum 1 per year

course	
Labelling workshops	Minimum 2 per year

## PROJECT 17

### Project title: DSA Laboratory Services

*Project Manager: Riana Erlank*

*Job Title: Laboratory manager*

*Resources: Initial implementation phase funded by Milk SA from statutory levy income and non-statutory income*

#### 1. Project purpose

- To establish and maintain an industry independent national laboratory service for the supply of standardised imported and national reference standards to the dairy industry, private and other laboratories for the calibration of high frequency measuring equipment used in the determination of fat, protein, lactose, milk urea nitrogen and somatic cell counts.
- To provide a simplified ring test, with the inclusion of test report which will contain statistical calculations, evaluations and maximum allowable deviations.
- To conduct analytical functions that include microbiological, pathological, compositional testing of samples as well as metrological compliance determination of dairy samples (where applicable).
- To perform specific laboratory tests required for investigations regarding food safety and related enquiries.
- To assist with technical execution of special investigation projects where applicable to tests performed by the laboratory.
- To conduct tests for the purpose of DSA case study and research projects in conjunction with Milk SA Research and Development Project

#### 2. Project description

The project is a result of the lack of national standardised standards with appropriate metrological values for the calibration of laboratory instruments during the determination of fat, lactose, protein, milk urea, nitrogen and somatic cell counts of milk, which subsequently create technical barriers and add to legal disputes which is not in the interest of the South African organised dairy industry. The development of the laboratory is subject to wide consultation within the organised dairy industry as well as external stakeholders such as private laboratories.

Dairy Standard Agency has also become the distributor of the National Calibration Standards, produced locally, for a variety of matrixes and the following parameters, fat, protein, lactose. Raw milk samples are made available available every month, while other samples are produced quarterly in accordance with annual planning. As these samples are much more affordable, and readily available, most of the laboratories prefer to use the national calibration samples.

Reference standards are imported from Qlip, Netherlands. Imported standards are used for the determination of all the parameters, fat, protein, lactose milk urea nitrogen and somatic cell counts.

In conjunction with the above services, the supply of standards for other dairy products, as well as screen tests (product composition, microbiological testing and metrological measurement) as part of the DSA national monitoring programme relating to milk and other dairy products, and cost effective services in the interest of the dairy industry are also rendered.

The following services are rendered by the laboratory:

- Phosphatase in milk
- Inhibitory substances in milk
- Freezing point depression (FPD)
- Fat, protein, lactose, solids non-fat, total solids
- *E.coli* and Coliforms in milk and dairy products
- Aerobic counts in milk and dairy products
- *Bacillus cereus* in milk and dairy products
- *Staphylococcus aureus* in milk and dairy products
- Enterobacteriaceae in milk and milk products
- Lactic acid bacteria in cultured products
- Yeast and moulds in dairy products
- Presence of *Listeria* spp. in milk and dairy products
- pH measurement in milk and dairy products
- Compositional testing of cheese, cultured products, butter and whey powder
- Somatic Cell Count and antibiogram testing
- Specialised testing for the purposes of case studies and research programmes

### 3. Planned activities and outputs

<b>Project Objectives</b>	<b>Performance Goals</b>
January 2024 to December 2024	Marketing of DSA laboratory services; Establish service level agreements with individual dairy companies and private laboratories for supply of standards.
	Comprehensive service rendering relating to supply of standards to industry as well as establishing a 3 monthly ring test service to the industry. Including fat, protein, lactose MUN and SCC and also FPD.
	Comprehensive service rendering relating to supply of standards to industry as well as conducting in-house screen test on behalf of DSA statutory national milk and other dairy product monitoring programme.
	Expansion of analytical scope e.g. product sterilisation (UHT and Sterilised products) and homogenisation index.
	Obtain SANAS accreditation also for the purpose of Brucellosis testing
	Quarterly and annual report to DSA Board and Milk SA



**JC Burger**  
**Managing Director**