

VISIONDAIRY CHARTER

Milk is amongst the vital ingredients we blend to produce quality chocolate. At Barry Callebaut we have a strong sense of responsibility and integrity, and we have embarked on a journey to source milk in the most sustainable way possible, supported by our consultancy partners at FAI Farms.

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Our VisionDairy Charter consists of 15 principles for sustainability in dairy farming, setting out our ambitions for our dairy supply base.



COW WELFARE

Identify and demonstrate best practice in cow and calf welfare

01. Optimise Animal Welfare

Animals are recognised as sentient beings and experience a 'good life'. This is achieved through proactive herd health management including cattle at all life stages, to prevent and control health challenges, to ensure comfort, freedom of movement and the ability to express normal behaviour, and to facilitate positive social interactions.

02. Provide quality, nutritious and sustainable diets

The nutritional, behavioural and health needs of cattle at all life stages are met through the provision of a forage-based diet of sufficient quantity and quality, and a continuous supply of fresh water. The production of palm and soy has been identified as a key driver for deforestation, which has negative social and environmental impacts. Therefore, steps are taken to procure soy and palm ingredients from certified deforestation-free sources.

03. Deliver quality calf care

Calves are managed to ensure suitable nutrition including colostrum in early life. Surgical mutilations are avoided, but when a procedure is deemed essential, pain relief is administered. Steps are taken to integrate dairy production systems with local, high-welfare beef production systems for rearing calves.

04. Practice responsible antimicrobial use

Medicines are used responsibly under the advice of a veterinary surgeon, and steps are taken to reduce, replace and refine the use of antimicrobial agents on-farm, including discontinuing use of antibiotics for growth promotion or routine prophylaxis.

05. Employ humane transport and slaughter practices

Euthanasia, slaughter and live transport practices applied to dairy and beef animals at all life-stages are humane, and are undertaken by suitably trained and competent personnel.



FARM PERFORMANCE

Support efficient, resilient and ethical business practices

06. Build healthy and productive herds

Breeding animals are selected and bred to optimise their health and welfare, longevity and lifetime production of dairy and meat products.

07. Efficiently produce safe, high quality milk

Cow management, facilities and equipment used in milking, milk handling and storage are managed to uphold milk quality and safety standards, and to minimise waste.

08. Uphold the human rights of workers

Farmers and farm workers, including permanent, seasonal and contracted staff, experience working conditions that provide a sustainable livelihood and uphold their human rights.

09. Support the health and well-being of workers

Farmers and farm workers, including permanent, seasonal and contracted staff, operate in a safe environment that supports their health and well-being.

10. Develop the knowledge and skills of workers

Farmers and farm workers, including permanent, seasonal and contracted staff, have access to training, information and mentorship for continuous development of knowledge and skills to safely perform their duties and fulfil their responsibilities for cattle health and welfare.



ENVIRONMENTAL STEWARDSHIP

Protect and enhance our shared environment

11. Reduce carbon footprints

Greenhouse gas emissions on-farm are minimised through climate-smart agriculture practices including energy conservation and generation or use of renewable energy. Opportunities for increasing carbon sequestration on-farm are identified and utilised.

12. Protect environmental water quality

Fertiliser, manure and chemical use on-farm is managed to minimize their impact on water quality. Ground and surface water ways and non-target areas are protected from nutrient loading and pollution.

13. Support soil health

Soil health is conserved and enhanced, through proactive programmes to optimise soil quality and retention.

14. Minimise fresh water use

Fresh water consumption on-farm is minimised, and opportunities to increase the percentage of water use from renewable or recycled sources are identified and utilised.

15. Conserve and enhance biodiversity

The natural landscape, habitats and biological diversity of wild plant and animal species are conserved and enhanced. Invasive pest control is implemented on-farm using humane methods whilst protecting non-target species.

IMPLEMENTING THE VISIONDAIRY CHARTER

Working collaboratively with the many suppliers and farmers in our dairy supply chains across the world, our journey will be one of continuous improvement to achieve our 15 ambitious principles – starting with the set of core criteria, detailed below.

Compliance with our core criteria and progress towards industry 'leadership' will be monitored through the reporting of 'outcome measures', detailed below, from a representative sample of farms within each supply chain via our unique online platform. Using regular sustainability assessments and engagement with the industry, our suppliers and farmers, we will continue to shape our programme, our standards and outcome measures with the emergence of new technologies, best practices and scientific evidence.

- Our **15 principles** are the **long-term ambitions** for our global dairy supply base
- The **core criteria for each principle** have been established to align our global dairy supply chain, and set the compulsory standards for supply
- **The leadership position standards** are designed to highlight farms and practices that are 'best in class', and through implementation of the VisionDairy Charter we will be encouraging progress towards the leadership position
- **Measures** will be collected from our supply chain. Wherever possible these will be outcome-based measures, and these will be used to monitor compliance with our core criteria, and measure progress towards the leadership position





COW WELFARE

01.

OPTIMISE ANIMAL WELFARE

AMBITION

Animals are recognised as sentient beings and experience a 'good life'¹. This is achieved through proactive herd health management including cattle at all life stages, to prevent and control health challenges, to ensure comfort, freedom of movement and the ability to express normal behaviour, and to facilitate positive social interactions;ⁱ

CORE CRITERIA

- 1.1** All farms **must** undertake and record herd health planning annually with a veterinary surgeon or consultant. This plan must take a proactive approach to providing the 5 *welfare needs* of animals, including preventing and controlling health challenges, ensuring comfort, freedom of movement and the ability to express normal behaviour, and facilitating positive social interactions in cattle at all life stages².
- 1.2** The farm **must** measure a selection of health indicators. Key health indicators include, but are not limited to, cow and calf mortalities/ euthanasia, prevalence of mastitis and prevalence of lameness. Practical steps to address key challenges, for example in cow mortality, mastitis and lameness, must be undertaken.
- 1.3** Cows and calves in year-round tethered/'tie stall' systems **must** receive daily exercise³. New tie-stall facilities **must not** be constructed.

LEADERSHIP POSITION

- 1.4** The farm's indicators of mortality, mastitis and lameness are within the top* quartile of VisionDairy producers.
- 1.5** The farm provides enrichment for cows; for example, cow brushes, loafing areas or access to grazing.
- 1.6** The farm does not use tethering/tie stalls during the routine production and management of cows or calves. Temporary tethering for milking or during examinations/procedures is acceptable.

MEASURES

- Frequency of herd health planning meetings with a veterinary surgeon/advisor
- Percentage of adult dry or lactating cows that died or were euthanased on-farm
- Number of cow cases of mastitis per 100 cows
- Percentage of cows identified and/or treated with severe lameness (AHDB score 3⁴)
- Use of tethering during routine production of cows and/or calves, with/without daily exercise
- Provision of enrichment for housed cows
- Number of days of access to pasture/grazing for milking herd

¹ Farm Animal Welfare Council (2009) *Farm Animal Welfare in Great Britain: Past, Present and Future*. London, UK.

² Positive social interactions can be facilitated by management practices such as allowing calves to have sight and touch of at least one other calf, providing group housing for calves by weaning age, and providing housed cattle with a minimum of one cubicle per cow.

³ Daily exercise should involve freedom of movement off-tether for at least one hour per day. This standard will be increased to requiring daily exercise for all cows in tethered systems regardless of the provision of seasonal grazing, then to prohibiting all tethering/tie stalls, at a later date.

⁴ <https://dairy.ahdb.org.uk/resources-library/technical-information/health-welfare/mobility-score-instructions/#.Wwg1h0gvw2w>

02.

PROVIDE QUALITY, NUTRITIOUS AND SUSTAINABLE DIETS

AMBITION

The nutritional, behavioural and health needs of cattle at all life stages are met through the provision of a forage-based diet of sufficient quantity and quality, and a continuous supply of fresh water. The production of palm and soy has been identified as a key driver for deforestation which has negative social and environmental impacts. Therefore, steps are taken to procure soy and palm ingredients from certified deforestation-free sources.^{i,x}

CORE CRITERIA

- 2.1 Animals **must** have access to fresh, quality feed daily and continuous access to fresh water.
- 2.2 The compositions of cow rations **must** be recorded.
- 2.3 Records of all feedstuffs (purchased and home produced) must be kept. This should include supplier name, feed type including ingredient composition, date of delivery, quantity and the load or batch number (as applicable).

LEADERSHIP POSITION

- 2.4 The farm provides more than 40% forage (dry matter weight) in rations for cows, including both grass and conserved forage.
- 2.5 The origin and certification scheme or accreditation of all soy and palm-based feed ingredients utilised in rations is known and recorded.
- 2.6 All soy and palm feed ingredients are procured from certified deforestation-free sources. Accepted certification schemes include, but are not limited to, RTRS for soy and RSPO for palm oil.
- 2.7 Chemical and nutritional analyses are performed on home-produced feeds.

MEASURES

- Provision of fresh feed daily and a continuous source of fresh water for all animals
- Percentage dry-matter of milking cow rations consisting of forage (grass, hay, silage, straw, etc.)
- *Records for all feedstuffs (purchased and home produced) must be kept for a minimum of one year*
- Percentage of soy used in feed rations that is 'certified' as sustainable
- Percentage of palm used in feed rations that is 'certified' as sustainable
- Are chemical and nutritional analyses performed on home-produced feeds?

03.

DELIVER QUALITY CALF CARE

AMBITION

Calves are managed to ensure suitable nutrition including colostrum in early life. Surgical mutilations are avoided, but when a procedure is deemed essential, pain relief is administered. Steps are taken to integrate dairy production systems with local, high-welfare beef production systems for rearing calves.^{i,ii}

CORE CRITERIA

- 3.1 Herd health and management planning **must** include the nutrition and colostrum intake, housing, husbandry and management of dairy and dairy-beef calves.
- 3.2 When surgical mutilations including castration, disbudding, dehorning and removal of supernumerary teats are performed on-farm, pain relief **must** be provided.

LEADERSHIP POSITION

- 3.3 The farm's calf mortality level is within the top* quartile of VisionDairy producers.
- 3.4 When calves are transported for slaughter or to other sites for breeding, rearing or finishing, travel times remain below 8 hours.

MEASURES

- Percentage of calves born that are subject to surgical mutilations (for example, castration, disbudding, dehorning or removal of supernumerary teats)
- Percentage of adult cows with docked tails
- Is pain relief routinely used for surgical mutilations (castration, disbudding, dehorning, removal of supernumerary teats or tail docking)?
- Percentage of calves (<365 days old) that died or were euthanased on-farm
- Maximum transport time of calves to next destination (if known)

04.

PRACTICE RESPONSIBLE ANTIMICROBIAL USE

AMBITION

Medicines are used responsibly under the advice of a veterinary surgeon, and steps are taken to reduce, replace and refine the use of antimicrobial agents on-farm, including discontinuing use of antibiotics for growth promotion⁵ or routine prophylaxis.[†]

CORE CRITERIA

- 4.1 Use of medicines on-farm **must** be recorded, including the date, identification of animal(s) treated, product, dose, reason for treatment, and prescribing veterinary surgeon.
- 4.2 Prescription medicines including antibiotics **must** be used responsibly under the direction of a veterinary surgeon.

LEADERSHIP POSITION

- 4.3 The farm can demonstrate efforts to reduce, replace and refine the use of antibiotics. For example, by discontinuing growth promotion and routine prophylaxis⁶, demonstrating a reduction in the number of cow courses of antibiotics administered, using selective dry cow therapy, or using teat sealants.
- 4.4 Raw waste milk from cows within an antibiotic withdrawal period is not fed to calves.

MEASURES

- Number of courses of antibiotics given per cow
- Are calves fed with raw waste milk from cows within an antibiotic withdrawal period?

⁵ Growth promotion is banned in the EU; therefore, this applies to non-EU farms only.

⁶ 'Prophylaxis' is the treatment of a healthy animal or group of animals, to prevent infection.

05.

EMPLOY HUMANE SLAUGHTER AND TRANSPORT PRACTICES

AMBITION

Euthanasia, slaughter and live transport practices applied to dairy and beef animals at all life-stages are humane, and are undertaken by suitably trained and competent personnel.ⁱ

CORE CRITERIA

5.1 The farm **must** practice humane methods⁷ for the euthanasia, slaughter and transport of animals.

LEADERSHIP POSITION

5.2 When adult cattle are transported for slaughter or to other sites for breeding, rearing or finishing, travel times remain below 8 hours.

MEASURES

- Method of emergency slaughter on farm
- Maximum transport time of cull cows to slaughter

⁷ For example, in accordance with the Humane Slaughter Association guides (<https://www.hsa.org.uk/publications/online-guides>), or local equivalents.



FARM PERFORMANCE

06.

BUILD HEALTHY AND PRODUCTIVE HERDS

AMBITION

Breeding animals are selected and bred to optimise their health and welfare, longevity and lifetime production of dairy and meat products.ⁱⁱ

CORE CRITERIA

- 6.1 Herd health and management planning **must** include the selection of breeding stock based on a balanced range of traits for welfare and production.
- 6.2 Milk production **must** be monitored and recorded.

LEADERSHIP POSITION

- 6.3 The average number of lactations per cow at cull is within the top* quartile of VisionDairy producers.

MEASURES

- Average number of lactations at cull
- Average daily milk yield/cow

07.

EFFICIENTLY PRODUCE SAFE, HIGH QUALITY MILK

AMBITION

Cow management, facilities and equipment used in milking, milk handling and storage are managed to uphold milk quality and safety standards, and to minimise waste. ^{iii,iv}

CORE CRITERIA

- 7.1 Milk quality and safety parameters **must** be regularly reported to the farmer from the processor.
- 7.2 Good hygiene practices are followed during milking operations; for example, hand washing, use of gloves and checking foremilk and udder cleanliness prior to milking.

LEADERSHIP POSITION

- 7.3 The farm's average raw milk somatic and bacterial cell count is within the top* quartile of VisionDairy producers.
- 7.4 The farm has passed 100% of antibiotic residue tests in the past 12 months.
- 7.5 Biosecurity procedures to minimise the entry and transmission of livestock diseases are in place, including restricted personnel movements and use of personal protective equipment.

MEASURES

- Average somatic cell count
- Average bacteria cell count
- Did the farm fail any antibiotic residue tests in the past 12 months?
- Are biosecurity procedures in place to minimise the entry and transmission of livestock diseases, including restricted personnel movements and use of personal protective equipment?

08.

UPHOLD THE HUMAN RIGHTS OF WORKERS

AMBITION

Farmers and farm workers, including permanent, seasonal and contracted staff, experience working conditions that provide a sustainable livelihood and uphold their human rights.^{v,xi}

CORE CRITERIA

8.1 Farms **must** comply with the principles of internationally-recognised labour practice set out in the Ethical Trading Initiative (ETI) Base Code⁸.

LEADERSHIP POSITION

8.2 Legally binding contracts of work are in place and copies provided to all non-family staff members, including seasonal, contracted and permanent staff⁹.

8.3 The percentage of staff with long-term legally binding contracts of work are within the top* quartile of VisionDairy producers.

MEASURES

- Do farm owners and managers understand and declare compliance with the Ethical Trading Initiative's Base Code?
- Percentage of non-family workers with legal contracts of work

⁸ <https://www.ethicaltrade.org/resources/eti-base-code>

⁹ Contracts must include conditions of employment, freedom of movement, overtime working conditions, and details of housing provision or rent in a language understood, agreed upon and signed by the workers.

09.

SUPPORT THE HEALTH AND WELLBEING OF WORKERS

AMBITION

Farmers and farm workers, including permanent, seasonal and contracted staff, operate in a safe environment that supports their health and wellbeing.^v

CORE CRITERIA

- 9.1 Essential work items including personal protective equipment and first aid boxes **must** be paid for and provided for farm workers.
- 9.2 A farm safety plan **must** be maintained on-farm.
- 9.3 Numbers and records of health and safety incidents **must** be maintained on-farm.

LEADERSHIP POSITION

- 9.4 Staff retention rate is within the top* quartile of VisionDairy producers.

MEASURES

- Availability of personal protective equipment and/or first aid boxes on-farm for staff
- Use of a farm safety plan
- Average number of health and safety incidents per staff member
- Staff retention rate

10.

DEVELOP THE KNOWLEDGE AND SKILLS OF WORKERS

AMBITION

Farmers and farm workers, including permanent, seasonal and contracted staff, have access to training, information and mentorship for continuous development of knowledge and skills to safely perform their duties and fulfil their responsibilities for cattle health and welfare.^{v,xi}

CORE CRITERIA

10.1 Members of staff **must** receive annual training¹⁰ covering relevant aspects of their work; for example, health and safety, animal husbandry and management, transport and euthanasia.

LEADERSHIP POSITION

10.2 The average number of training days per staff member, covering relevant aspects of health and safety, animal husbandry, management, transport and euthanasia, is within the top* quartile of VisionDairy producers.

10.3 The farm has provided one or more apprenticeship or trainee/student placement on the farm within the last 12 months.

MEASURES

- Average number of days of training attended per staff member
- Number of student or apprentice placements provided

¹⁰ Training can include in-house or external training including the attendance of day courses, workshops or online training.



ENVIRONMENTAL STEWARDSHIP

11.

REDUCE CARBON FOOTPRINTS

AMBITION

Greenhouse gas emissions on-farm are minimised through climate-smart agriculture practices including energy conservation and generation or use of renewable energy. Opportunities for increasing carbon sequestration on-farm are identified and utilised. ^{iv,vi}

CORE CRITERIA

11.1 The source and usage of energy on-farm **must** be known and recorded.

LEADERSHIP POSITION

11.2 The percentage of energy use from renewable sources (generated on or off-farm) is within the top* quartile of VisionDairy producers.

11.3 The carbon footprint on-farm is evaluated using a recognised tool (including, but not limited to, LCA or Cool Farm Tool) and recorded annually.

11.4 Levels of carbon emissions are within the top* quartile of VisionDairy producers.

MEASURES

- Percentage and type of renewable energy used
- Carbon footprint result and methodology used in the last 12 months

12.

PROTECT ENVIRONMENTAL WATER QUALITY

AMBITION

Fertiliser, manure and chemical use on-farm is managed to minimize their impact on water quality. Ground and surface water ways and non-target areas are protected from nutrient loading and pollution.^{iv,vii,ix}

CORE CRITERIA

12.1 Farms **must** have a nutrient and effluent plan on the storage and application of manure and fertilisers.

LEADERSHIP POSITION

12.2 The farm nutrient and effluent plan includes the amount of fertiliser used and practical steps to reduce risks of nutrient loading to non-target areas/waterways.

12.3 The farm has an active programme to regularly measure nutrient balance and loading in the environment.

MEASURES

- Use of a nutrient and effluent management plan for the application and storage of fertiliser and manure

13.

SUPPORT SOIL HEALTH

AMBITION

Soil health is conserved and enhanced, through a proactive programme to optimise soil quality and retention.^{viii}

CORE CRITERIA

13.1 The farm **must** have a soil health policy in place.

LEADERSHIP POSITION

13.2 The farm implements regular soil testing for nutrients and organic carbon content.

13.3 The farm's soil health policy includes a practical programme for building soil quality; for example, through no-tilling, use of winter cover crops or green manure.

MEASURES

- Use of a soil health plan

14.

MINIMISE USE OF FRESH WATER

AMBITION

Fresh water consumption on-farm is minimised, and opportunities to increase the percentage of water use from renewable or recycled sources are identified and utilised.^{viii}

CORE CRITERIA

14.1 The source and volumes of water used on farm, **must** be known and recorded.

LEADERSHIP POSITION

14.2 The proportion of renewable/recycled water use (non-mains, such as grey water or harvested rain water) on-farm is within the top* quartile of VisionDairy producers.

MEASURES

- Volume of water used per unit of milk produced
- Percentage of water used on-farm that is renewable/recycled

15.

CONSERVE AND ENHANCE BIODIVERSITY

AMBITION

The natural landscape, habitats and biological diversity of wild plant and animal species are conserved and enhanced. Invasive pest control is implemented on-farm using humane methods whilst protecting non-target species.^x

CORE CRITERIA

15.1 Farms **must** have a conservation and biodiversity management plan.

LEADERSHIP POSITION

15.2 The farm's conservation and biodiversity management plan includes a pest management solution to protect non-target species.

15.3 The percentage of land not in production (e.g. heathland, hedgerow, permanent meadow, watercourse, wetland, woodland) or under a designation scheme is within the top* quartile of VisionDairy producers.

15.4 The farm has not undertaken conversion of high conservation value land such as forests, wetlands and grasslands to agricultural production in the past 5 years.

MEASURES

- Use of a conservation and biodiversity management plan
- Inclusion of a pest management solution in the conservation and biodiversity management plan, to protect non-target species
- Percentage of land not in production or under an environmental stewardship scheme
- Conversion of high conservation value land for agricultural production in the last 5 years

For our suppliers and farmers, further guidance in implementing the VisionDairy Charter will be provided in a VisionDairy Handbook.

The following footnotes relate the principles of this Charter with the Dairy Sustainability Framework's Strategic Intent, as follows:

- * 'Top quartile of producers' refers to the 'best' outcome measure scores – so could be high or low levels, depending on the measure.
- i **Animal care:** Dairy animals are treated with care, and are free from hunger and thirst, discomfort, pain, injury and disease, fear and distress, and are able to engage in relatively normal patterns of animal behaviour.
- ii **Market development:** Participants along the dairy value chain are able to build economically viable businesses through the development of transparent and effective markets.
- iii **Product safety and quality:** The integrity and transparency of the dairy supply chain is safeguarded, so as to ensure the optimal nutrition, quality, and safety of products.
- iv **Waste:** Waste generation is minimized and, where unavoidable, waste is reused and recycled.
- v **Working conditions:** Across the dairy value chain, workers operate in a safe environment, and their rights (based on internationally accepted declarations) are respected and promoted.
- vi **Greenhouse gas emissions:** GHG emissions across the full value chain are quantified and reduced through all economically viable mechanisms.
- vii **Soil nutrients:** Nutrient application is managed to minimize the impact on water and air, while maintaining and enhancing soil quality.
- viii **Soil:** Soil quality and retention is proactively managed and enhanced to ensure optimal productivity.
- ix **Water:** Water availability, as well as water quality, is managed responsibly throughout the dairy value chain.
- x **Biodiversity:** Direct and indirect biodiversity risks and opportunities are understood, and strategies to maintain or enhance biodiversity are established.
- xi **Rural economies:** The dairy sector contributes to the resilience and economic viability of farmers and rural communities.

