

To all Stakeholders,

I wish to further update you on the status of Dairygold's response to the current **COVID-19** situation. We continue to take all the necessary steps to ensure the safety, health and wellbeing of our employees, customers, suppliers, contractors, visitors and other partners.

As previously communicated, we have established a **COVID-19 Response Steering Group**, to monitor the impact on our people and operations and to ensure that all necessary actions and appropriate measures are being taken to protect people's health and safety across all areas of the business. The Response Steering Group and the Senior Leadership Team continue to meet twice daily, seven days per week.

We continue to operate our Business Continuity Plan for all areas. Since our previous communication on Monday 16th March, the following measures have been implemented across the areas of People, Business and Farm Operations.

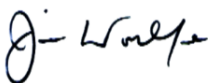
Dairygold's milk processing and production facilities are fully operational and there is currently no COVID-19 related disruption to production. Our employees who are office based, have been requested to work remotely. Inevitably to maintain production our plant operators, quality and laboratory staff are working from Dairygold locations. Dairygold is taking every measure to ensure we support and protect our employees.

As we are in uncharted territory it is important to note that Dairygold's contingency plans will continue to evolve and we will be updating them as appropriate to our website www.dairygold.ie

As we head into peak milk production, Dairygold is doing everything we can to ensure we continue to process our Members' milk, provide essential services to our customers and ensure the health and safety of all our stakeholders. We appreciate your co-operation and patience during this challenging time.

I would like to reiterate that while COVID-19 represents an unprecedented challenge, we are all in this together and the health and safety of our Dairygold stakeholders is of paramount importance. Whether at work, at home or elsewhere in the coming weeks, please remember to keep safe and follow HSE guidelines on the COVID-19 situation.

Yours sincerely,



Chief Executive

People

- All office-based employees are **working remotely** in line with HSE guidelines.
- **A Social Distancing policy** is in place across all Dairygold locations.
- Stringent **cleaning procedures** are in place across all Dairygold locations.
- All employees who are working in Dairygold locations are completing **contact tracing documentation** to ensure we are aware of all interactions.
- **Contingency planning and scenario planning** is in place across all sites.
- We recognise the importance of looking after our **mental health** during these challenging times and encourage all Members, Suppliers, Customers and Employees to follow advice outlined by the HSE and World Health Organisation (WHO).
- Dairygold is **supporting our front line management staff** and has released a comprehensive Managers Guide and FAQ's to support managers and employees in dealing with a potential exposure of COVID-19 in the workplace.
- Dairygold has also implemented **Control Measures, Cleaning, Recording and Return to Work Area Guidance for all employees.**

Retail Operations - Co-Op Superstores

- Co-Op Superstores will temporarily change the way it operates its business, **from 9am on Wednesday 25th of March, it will be operating a Call & Collect service only.**
- Please Call Your Local Store To Place An Order – For Store Contact Details See <https://www.coopsuperstores.ie/Store-Locator>
- Our team will ensure that orders are prepared as **quickly as possible and will liaise with you in relation to your allocated collection time.**
- Alternatively you can order online @ www.coopsuperstores.ie for delivery direct to your farm – we are experiencing high level of demand for this service and we are working hard with our delivery partners to ensure that we can continue to deliver within our **delivery terms of 3-5 working days.**
- We appreciate our customers patience during this challenging time and we will be keeping all measures under review to ensure that we maintain service to all our customers.

Retail Operations - Co-Op Superstores

COVID-19 NOTICE

We are temporarily changing the way
we operate our business

From Wednesday, 25th March @ 9am, we will be offering a

CALL & COLLECT SERVICE ONLY
AS WE STRIVE TO CONTINUE TO OFFER
LOYAL CUSTOMERS ESSENTIAL SUPPLIES
(Farm Supplies & Hardware, Pet Food & Fuel)
IN A SAFER WAY

*Safeguarding the health of our dedicated staff, their families
and our customers is our priority right now and we feel
that these measures are the only way to ensure this.*

**Please Call Your Local Store To Place An Order
and they will confirm collection details**
For Store Contact Details See:

<https://www.coopsuperstores.ie/Store-Locator>

We will continue to review this and we appreciate your
co-operation during this challenging time.

In the Business

Agri Operations

- Dairygold's Agri Operations including the Feed Mill at Lombardstown has not been affected and is **fully operational**.
- Dairygold continues **to process and deliver Feed to our Customers and Members** subject to protocol.
- Our Area Sales Managers have temporarily **suspended farm visits but are available via phone** - please find contact details on page 7. We are available to help at all times and are continuing to make proactive contact with customers.

Dairy Operations

- All Dairygold **Milk Processing facilities remain fully operational**.
- We are undertaking **contingency planning and capability studies** to ensure our production facilities are well equipped for the challenges which may lay ahead.
- Dairygold continues to actively work with Dairy Industry Ireland on a **National Contingency Plan**.

Dairy Customers/Markets

- Dairygold continues to **engage with customers** to ensure that orders ready for collection or delivery can be expedited on time. Any disruption to delivery times will be communicated as appropriate.
- Dairygold continues to **monitor route to market and supply chains** on a daily basis. We ask that our customers **contact their account manager directly** with any queries.

How to PREVENT



Coronavirus
COVID-19
Public Health
Advice



Stop

shaking hands or hugging when saying hello or greeting other people



Distance

yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell



Wash

your hands well and often to avoid contamination



Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid

touching eyes, nose, or mouth with unwashed hands



Clean

and disinfect frequently touched objects and surfaces

If you have fever and/or cough you should stay at home regardless of your travel or contact history.

If you have returned from an area that is subject to travel restrictions due to COVID-19 you should restrict your movement for 14 days. Check the list of affected areas on www.dfa.ie

All People Are Advised To:

- > **Reduce** social interactions
- > **Keep a distance** of 2m between you and other people
- > **Do not** shake hands or make close contact where possible

If you have symptoms visit hse.ie OR phone HSE Live **1850 24 1850**

Symptoms



Fever High Temperature



A Cough



Shortness of Breath



Breathing Difficulties

COVID-19 Communication



Farm Operations

During these unprecedented challenges, Dairygold is aware this can be a very stressful and worrying time for our Members. Dairygold is encouraging all our Members to contact their Milk Advisor, Area Sales Manager or Member Relations Manager by phone if they have any concerns they wish to discuss.

- If you, a member of your family or anyone working on your farm are experiencing symptoms of COVID-19, please follow the guidelines outlined by the **HSE**.
- Please inform your **Milk Advisor or Area Sales Manager** if you, a member of your family, or anyone working on your farm is a suspected or confirmed case of COVID-19 and this will be treated in strictest confidence.
- If the above situation arises, Dairygold will implement all the relevant measures to **ensure the continuity of collection from or deliveries to your farm**, while following strict hygiene protocols.
- Dairygold is satisfied that the **necessary precautions are being taken to ensure minimal disruptions to our supply chain** as we enter the busy peak season.

Dairygold Milk Sampling Service

Strict protocols have been implemented for Ad hoc milk samples for testing.

- Milk Suppliers are required to contact their Milk Advisor by telephone to discuss Ad Hoc **milk testing arrangements** both locally and across all Dairygold sites.
- Where authorisation to drop off Ad Hoc milk samples to a Dairygold site has been agreed with a Milk Advisor, Milk Suppliers are requested to ensure that any direct contact with Dairygold / Security staff is strictly minimal.
- Milk Suppliers must observe all on site **biosecurity signage** and requirements.
- All Ad Hoc milk samples **must** be clearly labelled in a clean sterile sample bottle.
- Sample labels **must** state suppliers name; milk account number; contact details and what test(s) are required.
- This measure is in line with our restrictions on all visitors to Dairygold sites. 5

Farm Operations

Milk Collection/Deliveries

Strict protocols have been implemented for continued on-farm collection of raw milk.

- Drivers/haulers will follow **strict hygiene procedures**.
- Farmers are asked to follow the **on-farm guidance** advised below as communicated recently.
- The supplier/customer (or whoever is carrying out milking in their absence) must ensure they **wear disposable gloves** during milking and clean all surfaces that the driver will come into contact with during milk collection with detergent or sanitizing solution.



Foot Baths in place at dairy door



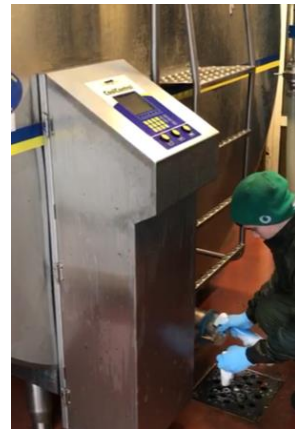
Clean handles to dairy door



Clean cooling & washing controls



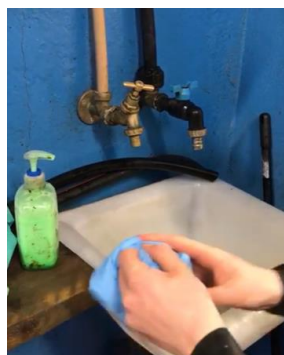
Clean control switches of bulk tank



Clean outlet of milk bulk tank



Clean any other surfaces that the driver may come into contact with, such as label holders, taps, bulk tank lid etc



Dispose of gloves by turning inside out



Use Antibacterial Soap & wash hands as per HSE guidelines



Dry hands with paper towel and dispose of paper towel in the bin

Farm Visits

Farm calls by Dairygold Milk Advisors and Area Sales Managers have been suspended. **We encourage all Members to contact their Milk Advisor, Area Sales Manager or Member Relations Manager by phone if they have any concerns they wish to discuss.**

Contact Details of Member Relations Manager, Milk Advisors, Area Sales Managers, Beef & Tillage & Inside Sales Teams

Member Relations	
Nial Griffey	086 2461642

Milk Advisors	
Ger Hennessy	086 8520792
Maeve O' Connor	086 8354808
Jack Cahill	086 2628290
William Ryan	086 2461633
Denis Guiry	086 8098639
Raymond Ryan	087 1151453

Beef & Tillage Team	
Michael English	086 2554237
Matt Lawlee	086 2461631
Liam Leahy	086 2441370
Niall Laffan	086 7938420
Tim McCarthy	087 4053685

Inside Sales Team	
Inside Sales	022 31644
email: agrisalesinfo@dairygold.ie	

Dairy Team South	
Denis McCarthy	086 2461647
Kieran Creed	086 1728335
Ivan Vallence	086 7930237
Edmond Curtin	086 2441369
John Vallence	087 3457063
Susan Casey	087 0671246
John Friel	086 2461648
Finian Deasy	087 0578913

Dairy Team North	
Diarmuid O'Riordan	086 2461821
Karl Skehan	085 8001089
Alan Coughlan	087 1027124
Séan Ryan	086 2461639
Amie Coonan	087 6308417
Alan Ryan	086 2621952
Michael Smith	086 2470403

Farm Relief Services

Please visit FRS website for further information on
Farm Relief Services:

<https://frsfarmreliefservices.ie/contact-us/>

frs
farm relief

Farm Operations

General Farm Advice

1. Ensure biosecurity protocols are in place both for farm staff, contractors and visitors before they arrive to the farm. Farm access to be limited to pre-arranged visitors only.
2. It is critical that facilities are set up in designated areas to allow for effective disinfection for farm staff/relief workers/contractors who must enter the dairy/farm before they arrive. Remove waste from the bins frequently using disposable gloves and sanitise hands afterwards.
3. Identify a drop-off location for deliveries away from on-farm, high-traffic areas and housing.
4. When using shared machinery or farm implements on the farm it is important to sanitise steering wheels/gear sticks and other commonly used parts of machinery.
5. Stagger lunch times or provide additional space to increase distancing of farm staff/relief staff and make sure any employee/s stay at home if they feel unwell.
6. Encourage employees to avoid large gatherings and practice social distancing during non-work hours.
7. In case of illness where a family member or neighbour can help it is important to have clear written instructions on a whiteboard or laminated chart which need to include the following:
 - List of point(s) of contact with contact information in the dairy/office.
 - Laminated milking and wash-up procedures in place.
 - Dietary requirements for animals – concentrates/grass allocations/silage etc.
 - Important that a farm map is provided to relief staff/contractor, to be familiar with the farm/paddock layout when completing work.
 - Cows on antibiotic treatment need to be clearly marked and withdrawal periods need to be recorded on the whiteboard to prevent contamination of milk in the supply chain.
 - Any existing or prior health/behavioural issues with animals on the farm.
 - Information for the AI technician should be written on a whiteboard near the crush or a text sent prior to him/her calling to the farm.
8. It is important to stay positive during this period and if you have concerns or worries, talk to a family member, friend or work colleague.
9. Dairygold is encouraging all Members to farm safely and be vigilant with children on the farm especially when operating machinery.