

# Bulk Feed Pre-Delivery Inspection Guidelines

Problems can often arise when feed companies commence bulk delivery to new clients. It is at this time that many longer-term issues can be resolved and the customer relationship can get off to a good start rather than finding there are unexpected problems when the first and future deliveries of feed occur.

Prior to the first delivery to new customers, there is a need for the company to do due diligence before the first delivery is made. The following is provided as a guide for feed mills in what they should consider when taking on new customers. Many mills are now completing on-site inspections and documenting this prior to first delivery.

**Mill benefits** – establishes the suitability of the on-farm access and condition of silos before the first delivery. Problems are identified and the owner can be asked to rectify before delivery problems arise. This ensures the farm can accommodate the delivery vehicles in use by the mill or its contractors.

**Owner benefits** – often access and silo conditions can change without the owner having awareness of the risks this presents to his staff and delivery drivers. By conducting an on-site inspection this assists the owner in being able to gain certainty regarding feed delivery and avoidance of issues.

The on-site inspection, normally conducted with the property owners/manager, will typically be the responsibility of either on farm sales/technical staff, production/operations staff or transport company representatives.

## On-site Inspection Items

<p><b>CONTACT DETAILS</b></p> <ul style="list-style-type: none"> <li>• Owners name:</li> <li>• Managers name (if different to owner):</li> <li>• Other names of relevant contact people for deliveries, could include wife, children where relevant, employees</li> <li>• Phone numbers (including after-hours numbers if required) and email for contacts</li> <li>• Customer if different to farm owner, e.g. where contract grower is not the customer or share farmer arrangements</li> </ul>
<p><b>FARM LOCATION AND ACCESS</b></p> <ul style="list-style-type: none"> <li>• Farm physical address</li> <li>• Address best suited to GPS navigation system</li> <li>• GPS Co-ordinates</li> <li>• Map location and any defining features to assist drivers finding the farm entrance and access to silos</li> <li>• Preferred access routes to reach farm</li> <li>• Truck access limitations – road (width and condition), bridges, trees or gate problems and condition. Any weight limits on access roads.</li> <li>• Turning capacity on entry or silo access</li> <li>• Issues caused by wet weather such as dry weather only or flood prone.</li> <li>• Any difficult or impeded sections (e.g. tight corners or sharp drops on hills)</li> <li>• Powerlines or overhead gantries</li> <li>• Photographs of any likely access problem areas</li> </ul>
<p><b>BIOSECURITY</b></p> <ul style="list-style-type: none"> <li>• Controls in accessing the farm and silos – locked gates, keys or security codes</li> <li>• Access after hours</li> </ul>

<ul style="list-style-type: none"> <li>• Driver movement while on farm</li> <li>• Truck washing any pre-delivery, post-delivery wheel &amp; arch washing facilities at exit from “high control” sites</li> <li>• Farm and site hygiene – existing conditions, note any manure sitting around the silo, excessive muddy conditions or even dead animals.</li> <li>• Presence of weeds and long grass around silos and access driveways to silos.</li> <li>• Photos of any biosecurity concerns</li> </ul>
<p><b>SITE &amp; SILOS/BINS</b></p> <ul style="list-style-type: none"> <li>• Farm map – showing silo locations, sheds and roadways</li> <li>• Silo list and identification, note whether clearly numbered or labelled with this easily visible to delivery drivers</li> <li>• Silo or bin size and capacity</li> <li>• Silo or bin inspection condition and fittings – blow pipes (assess no holes, presence of long bolts, tech screws holding cam lock fittings in place, no external patches on the elbows of the silo filler pipe), lids, footings, ladders lids that are operable from ground level (else driver has working at heights if over 2 metres). Any visible signs of the silo or bin not being weather-proof i.e. leaks or corrosion from water damage.</li> <li>• Any possible visual structural integrity issues, e.g. significant rust in support legs or silo sheeting.</li> <li>• Photographs of silos</li> </ul>
<p><b>DOCUMENTATION AND OTHER DIRECTIONS</b></p> <ul style="list-style-type: none"> <li>• Delivery documentation and samples – instructions on where to be left</li> <li>• Who is to be contacted in emergencies – priority list</li> <li>• Instructions if feed does not fit in silo</li> <li>• Any other delivery instructions specific to the property</li> </ul>

Once completed, the inspection report and photos need to be filed with the customers records and relevant information used to provide driver delivery details.

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