

## **COLLECTION SERVICE – Code of Practice**

It is Tom Goddard & Sons Ltd's (TGSL) aim to provide the customer with a prompt, efficient and professional service. A prime objective of TGSL is improved bio-security. To assist us in carrying out our duties, we request that you read the following:

1. On discovering any dead stock, the customer should notify TGSL as soon as possible (01437 710 339) to arrange collections.
2. TGSL will endeavour to collect all dead stock as soon as possible. As you can appreciate, due to seasonality, the collections in the winter months can take a little longer. We appreciate your patience during these busy periods.
3. Pending collection by TGSL, the customer must remove the dead stock to a designated area of their premises; preferably under a covered area, ensuring that the carcass is not placed on straw/hay as this speeds up the decaying process.
4. **LIVE animals to be put down by TGSL** – It is the responsibility of the keeper to ensure the live animal and or animals are suitably restrained (either placed in cattle crush or tied up) prior to the TGSL operative approaching the animal. TGSL operatives will be instructed to leave any animals (which are not restrained) on farm. In this situation, an additional charge maybe levied.
5. The customer is responsible for liaising with TGSL to ensure the operator/driver knows the location of the agreed designated area.
6. The designated area should be easily accessible to TGSL collection vehicles. Preferably, as close to the farm entrance as possible. Ideally this should be an area of hard standing away from any surface water. The area should be capable of being easily cleaned and disinfected, away from livestock.
7. The customer needs to ensure that watercourses and feedstuff are protected from any discharge from dead stock and any disinfectant used.
8. The customer must ensure that young lambs are placed in a plastic bag and/or container whilst awaiting collection.
9. Likewise, any dead stock that is overly decayed should be placed in a plastic bag and/or container whilst awaiting collection. Failure to do so may result in the operator/driver refusing to carryout the collection.
10. TGSL operators/drivers will do their utmost to co-operate with customers during the course of the collection. However, any exceptional delays on farm through no fault of TGSL operators/drivers may result in an additional charge to the customers account.

The procedures above have been introduced to help us work together in providing all our customers with an improved service.

We would very much appreciate your co-operation in implementing these procedures and would welcome any suggestions or alternatives you may have.

Unfortunately, there have been some recent instances which have resulted in wasted journeys and undue delays. As you can appreciate these wasted journeys and delays have a detrimental effect on our overall collection service. They are both costly and time consuming. In the future, any customers seen to be regularly causing such delays, maybe subject to additional charges. This will be judged on an individual case by case basis.

We hope you appreciate our reasons for introducing this code of practice.

Date: 14<sup>th</sup> May 2009

<https://webzercouk.sharepoint.com/sites/Clients/Shared Documents/Tom Goddard/New Website/09.05.14 - TGSL Collection Service - Code of Practice REV C.doc>

Revision C – Item re: Note 1 – Over 24 month reference removed.

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