

NATIONAL ANIMAL WELFARE STANDARDS

FOR THE

CHICKEN MEAT INDUSTRY

Manual for Meat Chicken Farming

Note: For industry use only.

National Animal Welfare Standards for the Chicken Meat Industry, Manual for Meat Chicken Farming, 2008.

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ISBN 1 921010 22 3

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1. INTRODUCTION

The 'National Animal Welfare Standards for the Chicken Meat Industry' aim to support existing regulatory frameworks and quality assurance requirements for commercial customers in the chicken meat industry. The Standards are based on Model Codes of Practice for poultry production, the Australian Standards and Guidelines for the Welfare of Animals, international and national guidelines and scientific evidence. It is intended these Standards be incorporated into industry and/or company quality assurance programs.

2. OBJECTIVES OF THIS MANUAL

This manual, the 'Manual for Meat Chicken Farming' provides the key practical animal welfare guidelines required to be followed for meat chicken farming in Australia. The comprehensive 'National Animal Welfare Standards for the Chicken Meat Industry' also contains the information in this manual, together with the full policy objectives and standards for the whole of industry.

This manual for growers provides the key Standards, associated guidelines for the practices under each Standard and example recording sheets by which to implement the Standards.

This manual was developed to:

- 1. provide a tool to incorporate the 'National Animal Welfare Standards for the chicken meat industry' into company and enterprise QA programs;
- 2. provide a mechanism whereby growers can demonstrate their compliance with animal welfare Codes of Practice, other relevant legislation and be able to meet owner¹ requirements.

3. APPLICATION

This 'Manual for Meat Chicken Farming' contains 6 key Standards, each with a series of guidelines as a basis for developing standard operating procedures or practices at the enterprise. The standards are as follows:

- Standard 1. Planning and contingencies
- Standard 2. Maintenance and design of sheds, facilities and equipment
- Standard 3. Bird handling competency and training
- Standard 4. General bird management
- Standard 5. Humane destruction
- Standard 6. Preparation for pick-up

¹Throughout this document, owner means 'owner of the birds'.

Most of the activities specified in the above standards will already be part of the daily management practice and in most cases, simply checking to ensure that the practices outlined in the guidelines are demonstrated to be part of daily practice, will allow chicken meat enterprises to make certain that all the key activities are being carried out to ensure good animal welfare outcomes.

There are *explanatory notes* beneath the guidelines where required to provide further information. These explanatory notes provide some information on targets as a guide, however it is recognised that more specific targets and actions will be determined by the owner for each grower enterprise.

Section 7 of this manual provides information on how to implement the Standards, including example recording sheets that can be used to demonstrate meeting the requirements of these standards as part of the existing enterprise production system.

These recording sheets should be integrated with existing recording practices and/or daily business practice. Where items listed in this manual are already recorded, no additional recording sheet is required.

The final pages in this manual include a checklist for the grower in order to work through each standard for the purposes of implementation.

It is not necessary to duplicate any records already available (for example, batch records).

Note: The guidelines in this manual for each standard are for guidance only – targets for meat chicken enterprises are determined and provided by the owner and may vary by company depending on production requirements, breed, climate, facilities and practices.

If targets referred to in this manual are not provided by the owner, or there is uncertainty regarding targets, growers should contact the owner for further information. Records of communication with the owner should be kept.

There are similar standards and guidelines in the overarching 'National Animal Welfare Standards for the Chicken Meat Industry' for all other sectors to provide comprehensive animal welfare standards from hatching through the chain to processing.

4. RELEVANT REFERENCES

- National Animal Welfare Standards for Meat Chicken Farming. The Standards. (2008). (Australian Poultry Cooperative Research Centre, Armidale).
- National Animal Welfare Standards for Meat Chicken Farming. Animal Welfare Background Manual. (2008). (Australian Poultry Cooperative Research Centre, Armidale).
- Primary Industries Standing Committee. (2002). Model Code of Practice for the Welfare of Animals. Domestic Poultry, 4th edition (CSIRO Publications, East Melbourne).
- Primary Industries Standing Committee. (2006). Model Code of Practice for the Welfare of Animals. Land Transport of Poultry, 2nd Edition. (CSIRO Publications, East Melbourne).
- National Biosecurity Manual for Contract Meat Chicken Farming. (2008). (Australian Chicken Meat Federation, Sydney).

5. STANDARDS AND GUIDELINES

Standard 1. Planning and contingencies

Guidelines

1.1 Contingency plans are in place for failure of power, water and feed supply.

- 1.1.1 Note: This may include a back up system for managing feed, water and temperature and/or arrangements to obtain feed and water as required.
- 1.1.2 Note: For emergency events that are considered exceptional to normal daily practice, contingency arrangements/considerations and any actions taken to resolve the issue should be recorded. Any decision applied in an emergency situation should be made with consideration of the birds' welfare at all times.

1.2 A system is in place to test alarms for mechanically ventilated sheds.

1.2.1 Note: Staff are available to promptly respond on a 24 hour basis when alarms activate.

1.3 A system is in place to check water quality.

- 1.3.1 Note: Surface or bore water should be checked to ensure it is of suitable quality for the birds. 'Suitable quality' means water that is drinkable, does not exceed the acceptable limits for pathogens/disease causing organisms, has desirable taste/odour/colour, is reasonably clear (for effective chlorination), and contains no harmful chemicals. Birds should be observed to be drinking².
- 1.3.2 Note: The system may include actions such as the regular observation of birds drinking, growth records, examining litter quality, testing for microbiological contamination and pH, chlorination treatment and keeping chlorination records. Review at least annually, depending on quality and company policy.
- 1.3.3 Note: Targets for chlorination may be obtained from the owner and/or are provided within the 'National Biosecurity Manual for Contract Meat Chicken Farming'.

1.4 A system is in place to ensure that the practices outlined in the industry 'National Biosecurity Manual for Contract Chicken Farming' are followed.

1.4.1 Note: Refer to the National Biosecurity Manual for Contract Meat Chicken Farming, for procedures.

1.5 A system is in place for annual internal farm review of all practices that impact on animal welfare.

- 1.5.1 Note: This should be done in conjunction with the owner's technical advisors or service personnel and may include reviewing production records, practices, training, or conducting an internal audit to ensure animal welfare is well-managed, within targets and corrective actions are effective.
- 1.5.2 Note: Standard Operating Procedures for on farm use should include contingencies outlining the appropriate actions in the event of delay in delivery of resources, equipment breakdown, or extremes of weather.

² For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.

1.5.3 Note: There are a number of factors that may impact on animal welfare that also relate to requirements for biosecurity and bird health.

The National Biosecurity Manual for Contract Meat Chicken Farming includes standards on biosecurity procedures for facilities, pest control, staff hygiene, visitors, disease management, and water treatment in relation to the above standards and provides the appropriate recording sheets and references.

Standard 2. Maintenance and design of sheds, facilities and equipment

Guidelines

- 2.1 Sheds, facilities and equipment are designed, operated and maintained to ensure that injuries to birds are minimised.
- 2.2 A system is in place for the repair and maintenance of alarms, heating and cooling systems, ventilation systems (natural or mechanical), mechanical feed and water delivery systems and other facility defects that may impact on bird welfare.
 - 2.2.1 Note: Records of major repairs/defects and actions taken should be kept.
 - 2.2.2 Note: Regularly test electrical, safety and other facility systems to ensure their operation. Records of repairs/defects and actions taken should be kept.
- 2.3 Natural or mechanical ventilation systems are operational and effective in providing adequate air exchange for the age and number of birds.
 - 2.3.1 Note: Minimum ventilation targets should be met as recommended by the owner and according to the relative humidity and temperature at all times.
 - 2.3.2 Note: Records of temperature and humidity should be kept at least at times of high humidity (80% or above) and high temperature (30°C or higher)³.

2.4 Litter is provided and is maintained as required.

2.4.1 Note: The extent to which litter is dry, friable (ie not caked) and of good quality across the entire shed depends on temperature (especially if utilising foggers), humidity, stocking density, feed type and quality, changes in diet or disease status, condition of the birds, litter quality and overall shed management. Excessively wet litter can increase the risk of breast bruises, hock burn, foot lesions, etc and predispose birds to poor performance.

When using foggers, because of the recognised compromise between reducing heat load and maintaining dry litter, careful monitoring of ventilation should occur.

2.4.2 Note: Litter should be managed (as far as practicable) to ensure it is dry and friable and that wet areas around the drinkers are minimised. Feathers of birds should appear 'clean and dry'. Litter should be comprised of appropriate materials for the birds being housed.

³ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.



2.4.3 Note: Dust should also be managed to ensure levels that do not cause harm to birds.

2.5 Facilities for water and feed provision are checked daily to ensure that they are fully operational and deliver as required.

2.5.1 Note: This may include inspecting and raising drinkers and feeders to ensure appropriate height/positioning and bird access as the birds grow. Facilities for water/feed should be appropriately designed and positioned to ensure birds can access with ease.

Water pressure/height gauges should be checked to be set accurately, are fully operational and that water is available to birds at all times. Feeder adjustment devices are checked to be operational at all times.

As a guide, inspect drinker and feeder lines and individual drinkers and feeders at specific sites on a daily basis, in a pattern that covers the whole shed on a weekly basis to ensure water and feed availability as required.

2.6 Shed temperatures are managed to provide conditions according to recommended targets⁴ for birds at all stages of production. If extremes of temperature cause deviation from targets, action is taken as far as practicable to minimise impact on birds.

- 2.6.1 Note: Facilities including fans, sprays, foggers, sprinklers and heaters are regularly checked to ensure they are operational.
- 2.6.2 Note: A system is in place or action is taken aimed to prevent the ambient temperature at bird level for fully feathered birds exceeding 33°C (as far as practicable).

2.7 For free-range systems, the facilities must provide access to an outdoor range and indoor shelter.

- 2.7.1 Note: As a guide, birds when either fully or reasonably feathered and depending on the growth rate, must have ready access through openings to the outdoor range during daylight hours for a minimum of 8 h per day, taking into account the climatic conditions. Suggested size and spacing of openings is a minimum 35 cm high x 40 cm wide every 2 m per 1000 birds.
- 2.7.2 Note: As a guide, stocking density in sheds/range should be approximately 14 birds per sq metre (30kg/sq metre, depending on breed).
- 2.7.3 Note: Birds must have access to shaded areas and shelter from rain, and windbreaks should be provided in exposed areas

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2.7.4 Note: Birds may be restricted from accessing the range during adverse weather or if there is a serious outbreak of disease.

⁴ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.

2.8 For free-range systems, the outdoor range should be sited and managed to avoid muddy or unsuitable conditions.

- 2.8.1 Note: The range should be maintained to provide sufficient grassed area for birds (see 2.7.2). Remedial action, if required, may include reducing stocking densities or implementing a rotational program for the flock.
- 2.8.2 Note: Birds should not be kept on land that is contaminated with poisonous plant material or chemicals which may cause health problems.
- 2.9 Lighting is managed according to the lighting program/specifications provided by the owner⁵.
 - 2.9.1 Note: Lighting should be as uniform as possible in the shed.

Standard 3. Bird handling competency and training

Guidelines

- 3.1 Persons responsible for the management or handling of birds, or both, are competent in their required tasks, such as (but not restricted to) any of the following:
 - handling of birds
 - inspection of birds, facilities and shed environment
 - the identification of normal and abnormal bird behaviour, injuries and distress
 - the appropriate management actions to be taken for injured, sick or distressed birds
 - identifying deviations from production targets
 - humane destruction.
 - 3.1.1 Note: Competency may be achieved by on-the-job experience, on-the-job training, demonstrated ability to meet the requirements of these standards or formal training. Otherwise supervision by a competent person is required. Supervision should include the presence of the manager for specific tasks that are critical to bird welfare (for example, humane destruction) until staff are competent, however may include regular monitoring of staff for more general daily activities (for example, handling/inspection).
 - 3.1.2 Note: There should be a system in place to ensure staff absences are covered.

3.2 There is an induction/or training procedure for new staff.

3.2.1 Note: There should be an induction program and training register to record when staff are trained and/or supervisory provisions for specific tasks.

⁵ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.



Standard 4. General bird management

Guidelines

4.1 The shed is appropriately prepared for bird arrival.

4.1.1 Note: This may include actions such as: flushing of water lines, checking water and feed availability and quality, cleaning and sanitation, litter provision, appropriate temperature and ventilation settings.

4.2 Birds are regularly inspected to ensure they appear, sound and behave normally.

- 4.2.1 Note: Birds are observed at least four times on the day of placement and at least twice daily thereafter.
- 4.2.2 Note: Birds are observed to be drinking.
- 4.2.3 Note: Chicks should not huddle (cold) or appear slow and listless (hot). If older birds are panting, spreading wings or exhibiting gular flutter (hot), action may be required to reduce the heat load on the birds. Characteristics indicative of feather/vent pecking should be monitored regularly. Appropriate actions should be taken if a problem or abnormal behaviours are identified.

4.3 If there is a concern with bird performance, feed quality, stocking density, litter quality or other management issues, this should be communicated to the owner for advice and action.

- 4.3.1 Note: Birds should be stocked at densities that enable them to move freely, easily access feed and water and according to the specified targets. Birds should be provided by the owner for placement at stocking densities that enable good bird performance and that will not exceed the targets specified in the Code of Practice for poultry production.
- 4.3.2 Note: Targets for stocking density include: maximum of 40 kg/m² and according to owner specifications for tunnel-ventilated sheds with evaporative cooling and 1 air exchange per minute; maximum of 40 or 36 kg/m² from April-September and October-March for mechanically ventilated sheds with fans and water based cooling; maximum of 28 kg/m² for non-mechanically ventilated sheds⁶.
- 4.3.3 Note: There should be a system in place to monitor stocking densities (for both the owner and the grower) that includes procedures to notify the owner for prompt bird pick-up as required. Communication should occur between the grower and owner to ensure target densities are not exceeded during the course of the batch. Management actions that might be taken to ensure stocking densities are maintained as required include applying correct weighing procedures, monitoring bird growth and managing pick-up scheduling as necessary.
- 4.3.4 Note: Records of any communications with the owner regarding the growth of birds, pick-up scheduling and stocking density should be maintained.

4.4 Feed and water is available and accessible to birds as required on a daily basis.

⁶ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.



4.5 Dead birds are removed daily and records kept.

- 4.5.1 Note: Mortalities, culls and reasons for culling should be recorded.
- 4.5.2 Note: For dead bird disposal, refer to the National Biosecurity Manual for Contract Meat Chicken Farming, for procedures.
- 4.6. Weak, ill or injured birds are identified and management action is taken, including, if necessary, humane destruction. Flock health programs are managed appropriately, advice sought if needed and records are kept.
 - 4.6.1 Note: There is a flock health program in place that is monitored and followed. As a guide, lame birds should not exceed 1% of the flock. Refer to HACCP plan provided in appendix 1 and the targets specified by the owner of the birds to determine the appropriate target for lameness⁷.

4.7 Overall shed conditions, including temperature, ventilation, facilities and lighting are observed daily and adjusted to ensure bird comfort.

- 4.7.1 Note: Qualitative monitoring of ammonia levels should be carried out daily. NH3 can be smelled at about 10-15ppm, where irritation occurs to eye and nasal membranes at 25-35ppm. As a guide, NH3 should not exceed 20ppm.
- 4.7.2 Note: Shed surrounds should be kept clean and tidy and clear of items or materials that could cause harm to birds.
- 4.7.3 Note: Records of temperature and humidity should be kept daily. During hot weather, or on days where temperature is rising dramatically, birds should be checked regularly and cooling equipment adjusted accordingly if not automated.
- 4.7.4 Note: There should be a system in place to manage lighting in accordance with bird age. As a guide, light levels should be checked and recorded weekly.
- 4.8 Targets for mortalities, including day old chicks dead on arrival, are provided by the owner⁸ otherwise advice is sought from the owner on appropriate targets. If targets are exceeded, contact is made with the owner to determine the cause and appropriate management action.

Standard 5. Humane destruction

Guidelines

- 5.1 Humane destruction is carried out using the appropriate equipment and/or method for the class and condition of the bird.
 - 5.1.1 Note: The most practical method for humane destruction on-farm is cervical dislocation.
 - 5.1.2 Note: Birds should be monitored following humane destruction to ensure that they are dead, that is, there should be no vocalisation, corneal reflex, rhythmic breathing or deliberate movement.

⁷ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds. ⁸ For more accurate targets (ie that apply to each particular system at the enterprise), contact the owner of the birds.

Standard 6. Preparation for pick-up

Guidelines

- 6.1 Feeders and drinkers are raised at an appropriate time to enable pick up and lights are adjusted appropriately.
- 6.2 Access roads and pick-up pads are well maintained and kept clear to ensure access at pick-up.
- 6.3 Unthrifty/cull birds are removed routinely from the shed during the batch.
- 6.4 An assessment of birds is made before pick-up to confirm that the routine culling procedure has been adequate so that birds are fit for the intended journey.
- 6.5 Records of pick up time and feed and water withdrawal are maintained as part of the normal batch/consignment documents.
- 6.6 Any cull birds rejected from transport are humanely destroyed (see 5.1.1, 5.1.2).

6. EXAMPLE RECORDING SHEETS

As explained in section 3, there may be a variety of ways in which the Standards and guidelines may be achieved in practice.

Therefore, the information outlined in this document does not preclude growers from utilising practices that differ from those described, provided the animal welfare outcomes illustrated in this document are demonstrated to be met. The guidelines provide a basis for on-farm standard operating procedures and the example recording sheets describe the required information.

The following section provides:

- 1. Daily Batch Recording Sheet
- 2. HACCP example, for inclusion in existing quality assurance manuals, as required).
- 3. Process Control Sheet, for daily and weekly monitoring/record keeping, as required.
- 4. Checklist Questions, for use in implementing the standards and checking performance, as required.

Note: The 'National Animal Welfare Standards for the Chicken Meat Industry' contains the full set of standards and associated background information and is available from the Australian Poultry Cooperative Research Centre, or the Australian Chicken Meat Federation.

Note: Where existing batch records or other quality assurance practices cover the information required to implement these Standards and guidelines are already available, the example recording sheets and information presented do not have to be completed.

7. DAILY BATCH RECORDING SHEET EXAMPLE

Daily				Weekly					
Date	Dead or Culled (D/C)	Comments	Max/Min Temps	Feed Type	Feed Delivered	Body Weight	Stocking Density		

Note: If these items are covered by existing batch card information there is no need to duplicate records.

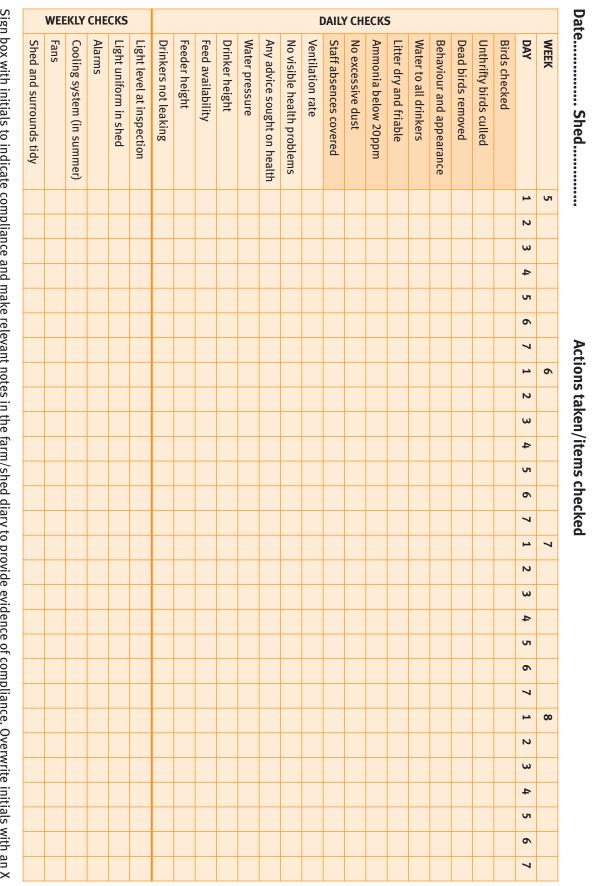
Unthrifty Birds	Variable Stocking Densities
Lame birds	Hazard Overcrowding
Observation - One guide used in the field is the poultry gait scoring method (dawkins, 2004), which is a 3-point system. 0 = Normal - Walks at least 10 steps with ease and is well balanced. 1 = Walks abnormally for at least 10 steps with an uneven stride and is unbalanced. 2 = Reluctant to walk or not able to walk. Birds that walk only 1 to 4 steps would be scored as 2's. Birds can be counted by penning approximately 100 chickens in two locations with either wire or cardboard panels. Gait can be scored as the chickens walk out through a gap in the pen. Penning along the wall is often easier and chickens can be scored. In well managed flocks 95% to 99% will pass the gait score test.	Preventive Measure Monitoring stocking densities to targets.
Severely lame birds – less than 1% of flock at any time.	Critical Limit Maximum of 40 kg/m ² and according to owner specifications for tunnel- ventilated sheds with evaporative cooling and capable of one exchange of air per minute; maximum of 40 or 36 kg/m ² from April to September and October to march, respectively, for mechanically ventilated sheds with fans and a water-based cooling system; maximum of 28 kg/m ² for non- mechanically ventilated sheds. The above code recommendations vary in different states. Owner to set targets to comply with applicable legislation.
What:	Monitoring What: How:
Inspect Birds regularly and maintain culling program.	ig Birds and stocking density protocols. Observing Birds and reporting to the owner for action to be taken.
Action:	Immediate / Term Action Immedi Co ate: ift as sto fol reo
Seek advice from the owner where there is excessive no. of birds that are lame. The company may take action to identify cause(s) and provide appropriate action(s).	Immediate Action/ Longer Term Action Immedi ate: if there are issues assocking densities and follow advice given and record it.
Production records	Records Production records

8. HACCP PLAN - AN EXAMPLE OF SOME CONTROL POINTS THAT MIGHT BE INCLUDED AS PART OF THE HACCP PROGRAM (IF REQUIRED).

EXAMPLE CONTINUED

Variable	Hazard	Preventive Measure	Critical Limit	Monitoring	φ	Immediate / Term Action	Immediate Action/ Longer Term Action	Records
Bird health	Mortality, morbidity and culls	Monitoring mortalities to targets. Monitor morbidity and culls.	Mortalities: To be inserted by owner	What:	Observe birds and record mortality, mortbidity and excessive culls. Monitor records and targets.	Action:	Communicate with the owner and seek advice there are excessive morbilities and follow advice given. Record reasons for culling and review as necessary.	Production records
Temperature and humidity	Heat or cold stress	Observation	According to owner recommendations. To be inserted by owner. Temperature and humidity to be recorded if in excess of 30°C and 80% respectively.	What:	Visual inspection of birds and checking of temperature and humidity controls.	Action:	Adjust temperture and ventilation as requried daily.	Production records as required
Litter quality	Comfort , dryness and bird health/ performance	Monitor ammonia levels. Monitor litter quality in the shed (consider ventilation, humidity, wet areas around drinkers, temperature, bird condition and health).	Ammonia can be smelled at around 10- 15ppm. Ammoniia should not exceed 20ppm as a guide. Minimise wet or caked areas of litter in the shed as far as practicable.	What:	Strong smell of ammonia in the sehd or measure of ammonia concentrations that indicates a problem. Extent of wet areas to be monitored.	Action:	Replace litter, increase ventilation rates or reduce densities. Adjust or repair drinkers and drinker lines. Replace wet or caked litter as required. if there is uncertainty, seek advice from the owner.	Production records as required

9. PROCESS CONTROL SHEET - AN EXAMPLE OF THE KEY ACTIVITIES AND PROCESSES THAT SHOULD BE REGULARLY CHECKED AS REQUIRED.



to identify any problem noted and any action taken or to be taken along with timeframes for any repairs should be noted in the shed/farm diary. Sign box with initials to indicate compliance and make relevant notes in the farm/shed diary to provide evidence of compliance. Overwrite initials with an X

10 CHECKLIST EXAMPLE

1 Planning and contingencies	YES	NO	N/A	COMMENTS
Are contingency plans in place for failure of power, water and feed supply?				
Is a system in place to test alarms and repair and maintain heating and cooling systems, mechanical feed and water delivery systems and other facility defects that may impact on bird welfare?				
Have birds been observed to be drinking? If not, is the cause determined?				
For treated water supplies, is regular monitoring carried out and records kept?				
Is a biosecurity system in place and are the appropriate practices in the current Biosecurity Manual followed?				
2 Facilities and Equipment				
Are facilities and equipment checked to be operational and maintained as required?				
Are natural or mechanical ventilation systems operational and effective in providing adequate air exchange for the age and number of birds?				
Is litter provided and replaced/worked as far as practicable to minimise wet areas?				
Are facilities for water and feed provision checked daily to ensure that they are fully operational and deliver as required?				
Are shed temperatures managed as far as practicable to provide conditions in accordance with recommended targets for birds at all stages of production and action taken if temperatures are not appropriate?				
Is lighting managed according to the lighting program/specifications provided by the owner?				
3 Bird handling competency and training				
Are all persons responsible for the management/handling of birds competent in their required tasks?				
Is there an induction training procedure for new staff?				
4 Bird Management				
Is the shed appropriately prepared for bird arrival?				
Are birds regularly inspected to ensure they appear, sound and behave normally?				
Are the settings for feeders and drinkers adjusted as required while the birds grow?				
Is the owner contacted for advice/action if there is a concern with bird performance, feed quality, stocking density, litter quality or other management issues?				
If targets for mortalities provided by the owner are exceeded, is action taken?				
Are dead or cull birds removed daily and records kept?				
Are weak, ill or injured birds identified daily and management action taken?				

	YES	NO	N/A	COMMENTS
5 Humane destruction				
If birds are to be culled, is this done promptly and effectively?				
6 Pick-up procedures				
Are feeders and drinkers raised at the appropriate times for pick up, with lights adjusted appropriately?				
Are access roads and pick-up pads well maintained and kept clear to enable easy access at pick-up?				
Has the routine culling procedure resulted in birds being assessed fit for transport before pick-up?				
Are records of pick up time and feed and water withdrawal maintained as part of the normal batch/consignment documents?				
Are birds rejected for transport inspected and appropriate action taken?				

