

SALES & TECHNICAL SERVICES BIOSECURITY STANDARD OPERATING PROCEDURES



Protecting Customer Biosecurity

- Sales and Technical Services shall notify CCS when any on-farm biosecurity breach is observed or reported by the customer within 1 business day of when breach is made known.
- Special biosecurity requests from customers on feed or delivery shall be directed to plant delivery supervisors to determine an acceptable protocol.
- Farm offices or mills connected to units should be considered production visits and effort should be made to visit in neutral locations when possible.

Visiting Customer Location

- All United Animal Health colleagues who are visiting production sites must ask for biosecurity rules prior to each visit (changes may have been made since last visit).
- Customer biosecurity rules will dictate downtime requirements by production phase. All United Animal Health colleagues must adhere to these varying customer rules.
- At the very least, showering, changing to clean clothes and shoes, using double disposable foot protection and Tyvek suit shall be worn when entering barns.
- Disposable foot protection shall be worn before getting out of the vehicle at each site visit or location where contact with animals or with those that have had contact may occur.
- Externally utilized items should be discarded on the farms and not returned to the vehicle. Use disposable material or if the visit is routine, purchase and leave permanent boots, coveralls and other items on the farm for your use.
- Consider pens, watches, notepads and phones contaminated if used on a visit.
- All customer site visits will be logged into Outlook calendars.

UAH Sales & Technical Services Vehicles

- Vehicles should have an adequate supply of White Tyvek suits, disposable boot covers, dust masks and disposable gloves.
- Tek-Trol disinfectant spray should be on hand and effectively used on each stop.
- Maintain two (2) containers, one for clean supplies & the other for dirty supplies after use.
- However, colleagues are encouraged to return nothing to the vehicle if utilized if possible.
- Vehicles shall be properly maintained and clean at all times.
- Sales and Technical Services may submit expenses for carwashes. Please use a monthly subscription when possible.

WE DON'T CROSS THE LINE.