

Lely Center Yeovil

How our service works

Putting the cow first

Adapting automated systems
to meet your needs

Bright farming is yours by choice.



Welcome!



If you're thinking about installing an automated milking system, then you've come to the right place. Perhaps you're looking to solve ongoing labour headaches, improve efficiencies or future proof the business? Whatever your motivation, we're here to help.

We've been helping farmers in the south and south west for over a decade. During that time, we've evolved into a leading company for the design, supply and installation of fully automated milking, feeding systems and barn products.

Whether you're a small or large herd, with new or existing buildings, housed all year round or grazing, automated milking has a place - and taking that step could help you increase productivity and financial wellbeing, as well as improve work life balance.

This booklet is designed to give you a taster of how our service works. This starts with understanding the cow's needs and adapting a system accordingly. She is at the heart of everything we do. Ultimately, creating a stress free environment that allows her the freedom to express her natural behaviour will result in happier cows and happier farmers.

We will then work to understand your motivations and design a system that suits your specific requirements. All of this is backed up with the best possible customer care.

So if you're looking to discuss your next move and how dairy automation might fit into your system, please get in contact.

We hope to hear from you soon!

Ian Tossell
Lely Center Yeovil General Manager

Meet the team



Lely Center Yeovil covers: Somerset, Dorset, Wiltshire, Hampshire, West Sussex, Surrey, Berkshire, Gloucestershire, Oxfordshire, Monmouthshire and Herefordshire and surrounding areas.

Contact us

- 📍 Deer Park Farm, Babcarry, Somerton, Somerset, TA11 7DS
- ☎ 01935 577024
- ✉ info@fds.lelycenter.com
- 🌐 lely.com/gb/centers/yeovil
- 📱 Follow Lely Center Yeovil on Facebook! @lelyGB

Lely Center Yeovil's five point plan for success



Putting the cow first

Freedom for the cow, freedom for the farmer is our mantra. We believe if you get the environment right and allow the cow to express her natural behaviour, 24/7 you'll optimise health and productivity and performance from the robot.

Pages 4-5



What's your motivation?

Whether it's reducing labour input, maximising your herd's genetic potential, better work life balance and/or future proofing your business, we'll work with you to design a system accordingly.

Pages 6-7



Adapting to meet your needs

Automated milking systems can work on any system, regardless of whether you're a small or large herd, with new or existing buildings, housed all year round or grazing.

- Existing units - **Page 8**
- Greenfield sites - **Pages 9-11**
- Grazing systems - **Page 12**



Working as a team

We will work with your existing vet, nutritionist and consultants to optimise your automated milking system. We'll also draw on the expertise of a number of trusted suppliers and experts from the UK and around the world.

Pages 13



Providing a service you can rely on

We'll be with you every step of the way, from concept to aftercare and long-term support. It's an area we take great pride in and it's something we're known for in the south and south west.

Pages 14-16



Freedom for the cow, freedom for the farmer



The cow's needs are the first thing we think about, even before we discuss the specifics of the robot.

We believe if you get the environment right and allow the cow to express her natural behaviour, 24/7 you'll optimise health and productivity and performance from the robot. That's why we design all of our systems using the principles of the Cow Signals' Diamond (right) and ensure the cow always has space, feed, water, light, air and a comfortable rest area.

Lely's free access design allows the cow to make her own choice as to how she wants to spend her time, whether that's lying down, eating, drinking, socialising or being milked; everything is at her pace, leading to reduced stress and better performance.

"The low ranking cow is the most important cow in the herd. If she can do it, every cow can do it. If a cow needs a sat nav to get round, it won't work."

Ian Tossell, Lely Center Yeovil General Manager.

Whether you have existing facilities or are looking to develop a greenfield site, we apply the exact same principles. Ultimately it's about optimising the design on your specific unit.

What we think about:

Can every cow express her behaviour?

The whole shed should be designed so every cow in the herd can express her behaviour - that means allowing less dominant individuals the opportunity to do what they want without fear of bullying. With that in mind, we will identify and remove any bottlenecks affecting behaviour:

- Remove dead ends
- Avoid narrow, dark passageways
- Site water troughs so less dominant cows can get past dominant individuals
- Maximum of 20 cubicles before a cross over passage.



The cow

Is ventilation and lighting right?

If cows are heat stressed they won't eat or milk, whilst lighting effects fertility and productivity. We'll review lighting and ventilation and work to optimise them both. We can also advise on specific systems and products that work well.

Can cows access feed easily?

Cows should always return to the feed area on exit from the robot. This helps to balance rumen pH and optimise rumen function after eating concentrate in the robot. Feed should also be available 24/7.

Is there a comfortable lying area?

Are cubicles comfortable and set up correctly for your specific cows? This will promote resting behaviour.

Do your cows need to graze?

The Cow Signal's Diamond is just as relevant when cows are grazing. We'll design the system so cows have freedom of choice as to when they graze or get milked. Good track infrastructure is beneficial to allow cows to move easily to and from pasture.



What our customers say:

"How you can train animals to be individuals is incredible. They're free range cows. They can always do what they want."

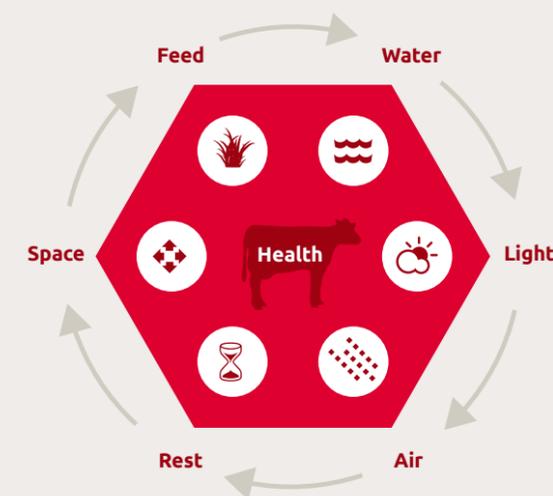
Rachel Tolley, Holditch Court Farm, Dorset.

"Every cow is an individual now. It's just fantastic. You're maximising the potential of every cow."

Rosie Sage, Overton Farm, Somerset.

"The cows were so quiet and so clean and I stood there and I kept thinking, this is just a dream,"

Fred Simcock, Woofield Farm, Herefordshire.



Source: Cow Signals®

What's your motivation?

Reasons for putting in an automated milking system are varied and will depend on specific circumstances. Some of the main reasons our customers choose to move to robotics include:



LABOUR

Staff challenges, problems with finding good people and retirement are the main drivers behind farmers choosing to invest in robotics.



MAXIMISING GENETIC POTENTIAL

Perhaps your cows are not able to reach their full genetic potential on twice a day milking and need greater milk frequency to do so.



EFFICIENCY & PROFITABILITY

Whether it's less labour, producing more litres per labour unit or driving efficient production by reducing mastitis rates and standing times and improving fertility, robot technology can help.



WORK/LIFE BALANCE

Not being tied to set milking times and the ability to manage cows with less labour can improve work/life balance and create more time to spend with family, diversify into other businesses or carry out other activities away from the farm.



SUCCESSION

Manual milking can often act as a barrier for the next generation coming onto the farm. Automated systems can be more attractive to both the next generation and business partners.

Do you know?

20%

on average farmers witness a 20% uplift in milk yields after moving to automated milking systems. This ranges from 5-50%, depending on system and objectives. Our herds yield between 5,000 litres and 14,000 litres per cow per year.

"Whatever your motivation, it's important to put the cow at the heart of the system in order to achieve your goals."

Alistair Cumings, Project Coordinator.

what our farmers think

Saying goodbye to labour worries

Installing four Lely A5 milking robots has enabled the Letts family to say goodbye to labour worries and increase yields.

Three years ago, the Letts decided to make the most of a 40% grant and shift to robot milking. This would enable them to maximise yields and expand in a more sustainable way. Their existing cubicle shed was extended and three robots installed in 2019. A fourth has recently been added. Cow numbers have since climbed from 150 to 200 head, with 250 in their sights.

"Peace of mind" around not having to source labour has been one of the main benefits for Ben Letts, who used to worry about staffing. He also believes the robots free up time to do other things. "You can focus on the whole business rather than milking and fitting everything around that," says Ben, who farms at Sperrings Farm, Portishead, Bristol.



Ben and Henry Letts

Future proofing

Building a business for future generations and utilising data to fine-tune management have been some of the benefits of adopting a robotic milking system at Lower Marsh Farm, Dunster.

Succession was at the heart of the decision to move to robotic milking, with Andy and Judith Fewings keen to create a business their children would want to get involved in. A robotic system would remove the ties of twice a day milking and bring yield benefits associated with three times a day milking, without the additional labour.

Andy explains: "I have three children. Two were deciding on careers. I wanted to make the dairy farm a more attractive career if they wanted to do it. That was my main reason for putting them in. My son, Scott is now home and he likes the technology."



The Fewings family

Helping udder health & lowering antibiotics

Combining milking robots with a grazing gate has given Donald and Rachael Tolley access to data to help eliminate antibiotic use, all whilst making the most of grass on their organic system. The Tolleys run 120 cows at Holditch Court Farm, Somerset, supplying antibiotic free milk to OMSCO for export to the US as cheese. The herd is grazed for around eight months of the year and milked through two Lely A5 Astronauts.

The individual cow data and automatic health reporting available through the robot has proved particularly useful and provided the Tolleys with the confidence to sign up to the antibiotic free contract.

"The robots are so accurate with what they tell you and you can address a problem before it arises," Rachael explains. "We've got milk conductivity which is a good indicator of somatic cell count. If a cow gets flagged up on the system, I Uddermint them. It has definitely helped with mastitis as it stops the problem before you can visually see it."



Donald and Rachael Tolley

Meeting your needs

Whether you are a small or large herd, grazing and/or housed or using new or existing buildings, it's possible to match robots with any system. Whatever the set-up, first we ensure the design meets the needs of the cow and then we work to optimise labour and staff time.

Existing set-up

Most buildings can be adapted to suit automatic milking systems. Ultimately it comes down to ensuring the cow is able to express her natural behaviour and move freely through the system.

Can buildings be linked?

Linking the existing building network may help cow flow through the robots and buildings.

Can buildings be extended?

Robots can be housed in building extensions.

Where's best to site the robot for the cow?

Free access is the corner stone of Lely robotic systems. The robots need to be positioned to allow free cow access and to reduce confrontation.

Where's best to site the robot to optimise staff time?

The robot should be positioned so it's easy for the cows to be moved after calving, at drying off and for any handling event. Locating the handling facility behind the robot can help reduce labour. The system should be set up so it's easy for one person to move a cow.

How can we optimise slurry management?

Can slurry channels be added around the robot to keep the area clean? Automated slurry scraping using the Discovery 90 could be an option. Alternatively, the Discovery Collector 120 'slurry vacuum' could be attractive on solid floors. Both are suited to a range of floor types and bedding material and help to keep sheds clean and improve claw health. The robot can also be sited to integrate with existing slurry management systems.

Do you know?

- Lely Center Yeovil works with over 100 farms
- 80% of the farms have adapted existing buildings for automated milking
- 20% of the farms have built on a greenfield site
- 36% of Lely Center Yeovil's robotic milking customers graze their cows.

How can the shed's environment be improved?

We can advise on practical ways to improve ventilation and lighting, such as optimising air flow entry and opening up the ridge to allow air flow exit, or adding an automated lighting system.

"Often an existing cubicle building can work well and can be adapted for robots with very little work or building costs"

Alistair Cumings, Project Coordinator.



Greenfield site

If a greenfield site is right for you, we can help you decide where best to locate the new system and how it should be designed to optimise efficiencies for both the cows and the team. We can assist with planning applications and work with your consultant/architect right the way through from proposal to conception.

Before taking pen to paper, it's worth asking yourself:

1. How will you feed your cows?
2. Do you want internal or external feed passages?
3. Do you want two or three rows of cubicles per feed fence?
4. Will you be grazing?
5. What bedding material will you be using?
6. What slurry storage system would you like?
7. Would you like slats or solid flooring?
8. Do you want to be able to separate cows?
9. Do you require a treatment area?
10. Would you like room for future expansion?

Example measurement guidelines for a new building (Holsteins)

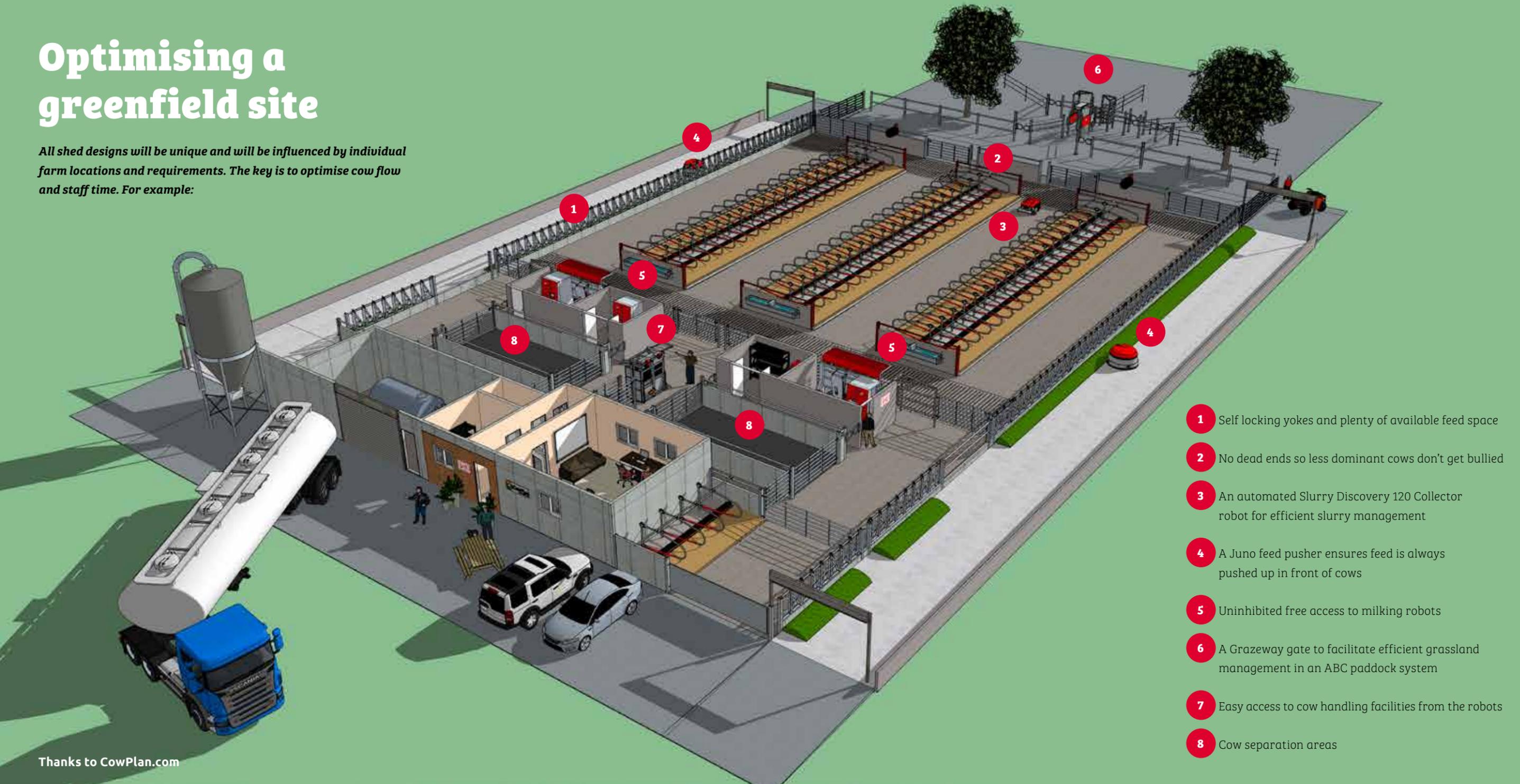
Cubicle length - single row cubicles	3 metres
Cubicle length - double row cubicles	5 metres
Stall width	1.2 metres
Passageway width between two rows	3.65 metres
Width of passageway with double row cubicles facing the feed passage	4.8 metres
Width of passage between single row cubicles	3.6 metres

Do you know?

- Ideally a new build should be located facing south westerly to optimise natural air ventilation
- The optimum layout for feed intakes is two single rows of cubicles or one double row
- The most popular layout is one single line of cubicles and one double because the shed is shorter to construct
- The milking robots can be positioned in numerous different ways: a single robot per group, L-shape, head-to-head or check-out style. One farm may have a mix of different set-ups across different buildings. It will depend on the number of cubicles, shed layout and how you want to manage your cows (this applies to both new and existing buildings).

Optimising a greenfield site

All shed designs will be unique and will be influenced by individual farm locations and requirements. The key is to optimise cow flow and staff time. For example:



- 1 Self locking yokes and plenty of available feed space
- 2 No dead ends so less dominant cows don't get bullied
- 3 An automated Slurry Discovery 120 Collector robot for efficient slurry management
- 4 A Juno feed pusher ensures feed is always pushed up in front of cows
- 5 Uninhibited free access to milking robots
- 6 A Grazeway gate to facilitate efficient grassland management in an ABC paddock system
- 7 Easy access to cow handling facilities from the robots
- 8 Cow separation areas

Thanks to CowPlan.com



Case study: Robots prove hit on grazing farm

Donald and Rachael Tolley's greenfield site has been developed to optimise flow through the building and maximise utilisation of grazed grass.

The Tolleys run 120 cows at Holditch Court Farm, Somerset. The organic herd

is grazed for around eight months of the year and yields 9,000 litres a cow a year at 4.04% fat and 3.18% protein

Rachael admits to being sceptical about whether robots would suit their grass-based system, but two years after moving cows to their greenfield site, and she's a firm convert.

"It's absolutely incredible. We certainly wouldn't go back now"

"It's absolutely incredible. We certainly wouldn't go back now," says Rachael. "How you can train animals to be individuals is incredible. They're free range cows. They can always do what they want."

The herd is milked through two free access Lely A5 Astronauts. Cows can then choose to stay in the barn or go out to grass through the Lely Grazeway gate. The Tolleys operate a ABC grazing system with three, eight hour blocks of grazing. Rachael believes the ABC set-up drives robot visits as cows are driven by a desire for fresh grass. She opts for a strip grazing system using a back fence to maintain grass quality.

Grazing

Robots can work on any grazing system, regardless of grass management strategy, yield or calving pattern.

If you simply view grass as a loafing area, cows can be provided with access to pasture and be manually moved between paddocks, without the need for additional automation.

If you operate an intensive, rotational grazing system there are tools available, such as the Lely Grazeway Gate to help you manage grazing and robotic milking effectively. The Grazeway Gate means it's possible to monitor where individual cows are at each time and filter cows towards specific fields to optimise grass utilisation and robot visit.



Key questions to ask yourself

- What grazing ground do you have available?
- What's your preferred grazing management strategy?
- What's your goal from grazed grass?
- What's the location of the grazing relative to the buildings?
- What infrastructure (such as tracks, troughs and fencing) do you have?

Depending on time of day, the Grazeway will automatically draft cows towards different blocks of pasture. Cows tend to learn when the gate changes to send them to a new block and head back to the gate. If a cow is eligible to be milked, she'll be drafted back to the shed or if she's eligible to graze, back towards the new block.

Farmers using a Grazeway tend to opt for one of the grazing options below, depending on preference, land availability and management preferences:

1. AB

- Cows are grazed across two, 12 hour blocks (eg. a day and a night paddock)
- It potentially allows cows to travel to paddocks further away from the buildings
- Achieving three robot visits can be a challenge on these systems
- Grassland management isn't quite as intensive as an ABC system
- Potentially more suited to systems where cows are housed at night.

2. ABC

- Cows are grazed across three, eight hour blocks
- Ideally suited to farmers who want to graze 24 hours a day and want cows to always have access to fresh grass
- Facilitates greater cow movements back to the Grazeway gate and potentially more robot visits.
- Helps get the most from freshly calved cows
- Allows more grazing management adjustments to be made in the same day.

Whatever your preference, our team can draw up a farm specific grazing plan using our extensive global knowledge and research base.

Team work makes the dream work

We're with you every step of the way

We'll be there to help you throughout the process - from our initial conversation, right through to designing the building, installing the robots and supporting you once the robots are up and running.

- **Ian Tossell, Graeme Smith and Jamie Radford** - will work with you to understand your needs and how robots could fit on your system to fulfil your requirements.
- **Alistair Cumings** - will take concept to reality and design the system to meet your needs. He'll support you until the robots are up and running.
- **Jon Eldridge and Beth Medicott** - will support you during the transition to automated milking and will continuously review and optimise your set-up to ensure your aims are met.
- **Service and customer support** - The support team is available 24/7 to troubleshoot and address any issues.

We'll make things as simple as possible

During the design process we'll work with planners, builders and architects. We're also happy to liaise with your chosen trades, be it electricians, plumbers or internet providers so you don't have to.

We'll work hand-in-hand with your team

We will work with your existing vet, nutritionist and consultants to optimise your system. We'll also draw on the huge wealth of knowledge within the global Lely network to provide the best possible advice.

You'll be welcomed into the Lely farm network

We run regular farm events and meetings so our customers can learn from each other and share their knowledge and passion for automated milking systems.

"The common denominator to success is a team pulling in the same direction. Team work is essential for a smooth transition."

Jon Eldridge, Farm Management Support.



A team approach to nutrition

Nutritionists and Farm Management Support, Jon Eldridge and Beth Medicott will work with your existing nutritionist to ensure the specific dietary needs of a robotic milking herd are met from the start.

This stems around ensuring the feed at the feed fence is balanced with what is available through the robot to optimise the nutritional requirements of the cow, together with milking visits.

"It's about providing the correct nutrition for the health and welfare of the cow to ensure she's fit and healthy with great mobility," explains Jon. "The ultimate aim is to help achieve a better balance of forage and concentrate to reduce overall concentrate feed rate and optimise milk from forage."



Case study: Grazing simplicity

Combining robotic milking with a Lely Grazeway gate has been a dream come true for herdsman Lewis Edge, who can continue to graze the 12,000 litre herd at Buddington Farm, and have a better work life balance.

Lewis says the beauty of the robots is their flexibility. "Lely robots will fit into any system, depending on what you want to achieve from your herd," he says.

"I love having the cows out of the shed to graze. It's good to give them a break. And it does work with a robot system."

In 2018, the existing cubicle shed was extended to house two Lely A4 Astronauts, and a Grazeway Gate was installed. Lewis also split fields into paddocks. From around the end of February to October, the 120 cow Holstein Friesian herd can access pasture through the Grazeway Gate, whilst also having the option to lie in the shed or visit the robots. A buffer is fed all year round. Cows are rationed for Maintenance +25 litres and topped up in the robot. In the summer, grazing makes up about 4.5kg of dry matter intakes per head per day.



Teamwork at heart of Hampshire herd's top performance

From the start, the Lely Center Yeovil team has worked closely with 2020/21 RABDF Gold Cup finalist Joe Ives, his farm team, nutritionist and consultant to help deliver the best possible results.

Joe runs 240 pedigree Holsteins in Herriard, Hampshire. Cows yield 13,756 litres sold per cow per year at 3.80% fat and 3.18% protein.

Having made the decision to swap from three times a day milking to automated milking, Lely Center Yeovil's Project Coordinator, Alistair Cumings put forward various options to help Joe decide whether to go with a greenfield site or work with the existing set-up. In the end, adapting the buildings was the best solution on the tenanted farm.

Alistair worked with the farm's consultant Tim Mckendrick of The Dairy Group to improve and adapt the sheds for the robots. This included re-levelling the floors, putting in new central feed passages, widening

passageways and upgrading some of the cubicles to ensure they were all deep-bed sand.

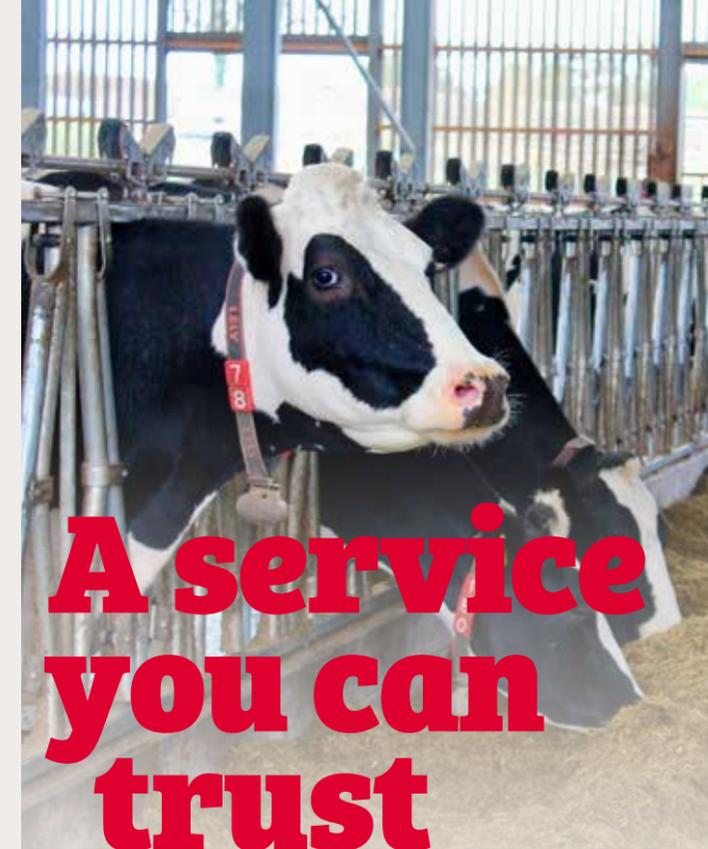
Joe says: "Alistair is brilliant, really good. He listens to what you say and he's been doing it for so long, he's seen so many systems."

Lely Center Yeovil's Farm Management Support, Jon Eldridge also supports nutritionist, Mike Bray of Kite Consulting who has been doing the farm's nutrition for 20 years. Mike handles the core diet, whilst Jon monitors the Lely robot's dashboard and feeds back information to Mike and the farm team. "Jon has been really helpful and worked very well with Mike," says Joe. "It's having the cooperation and Lely being open to cooperating with people we're already working with which I think is a real bonus."

Performance improvements

	April 2018-April 2019 (start of building work)	August 2020 - August 2021	Improvement
Average milk yield per cow per day (litres)	38.1 litres	43 litres	+4.9 litres
Average milk yield per cow per year sold (litres)	12,320 litres	13,756 litres	+ 1,436 litres
Average milk solids per cow per day (kilos)	2.8kg (April 2019)	3.17kg	+0.37kg
Average milk solids per cow per year	869kg	1,006kg	+137kg
Mastitis cases per 100 cows	> 30 cases/100 cows	10 cases/100 cows	- 20 cases/100 cows
Average bulk somatic cell count (cells/ml)	166,000 cells/ml	116,000 cells/ml	-50,000 cells/ml

Antibiotic use across the farm has dropped from 12.05mg/psu before the robots were installed to 7.62mg/psu in 2020.



A service you can trust

Once your system is up and running, we'll continue to offer advice, support and back-up to help optimise your system. This includes:

Goal setting

Before the robots go online, Farm Management Support (FMS) will sit down with you to discuss your goals. They'll also review key performance indicators (KPIs) such as mastitis rates, calving interval, pregnancy rates, yields and milk from forage and work with you to set targets. If your aims are related to labour or work life balance, we'll build those targets into your business plan too. We'll then review performance every 12 months.

Continuous monitoring and advice

We'll continue to work with you to optimise your robotic milking system. Remote access to robot information allows us to review performance and troubleshoot.

FMS will look at areas such as:

- Milking times
- Milking visits
- Refusals
- Attachment time

And then offer advice on how to improve. They can also provide guidance on how to interpret the reports generated by the robot.

Six monthly review and written report

We will carry out six monthly reviews of your herd's performance, track KPIs and benchmark your system against all of Lely Center Yeovil's farms using Farm Scan. We look at factors like robot performance, cow performance, feeding performance and overall efficiency and then offer advice on ways to improve, as required.

An award winning service

We were awarded Dairy Team of the Year at the Cream Awards in 2019, reflecting our ongoing commitment and service to dairy farmers in the south and south west. We're also classified as a "Gold standard" Lely Center. All of our team are Lely trained and certified.

Reliable back up

We have 11 professionally certified and dedicated technicians lead by Service Manager, Paul Meadows. The team is located throughout our area to ensure local support and backup, 24/7, 365 days a year. In addition, all of our robots are routinely serviced in accordance to the Lely preventive maintenance programme

What our farmers say

We pride ourselves in offering a reliable, responsive and efficient service and it's something we're known for throughout the south and south west. But don't just take our word for it!

"The service is brilliant. If they can't help you down the phone they get an engineer to you rapidly. You expect the same or next day. They're a great firm to work with. They're fantastic and well respected in the area." **Mike King, Kingspool Holsteins, Gloucestershire.**

"We saw Lely as the best. It was the service and back up really. They've got a great team." **Ben Letts, Sperrings Farm, Portishead.**

"The back-up you get from Lely Center Yeovil is outstanding." **Lewis Edge, Buddington Farm, Sussex.**

"I'm very pleased with Lely Center Yeovil. They're a slick company."

Alan Creed, Higher Church Farm, Somerset.



Alan Creed

Meet the team



Ian Tossell,
General Manager

With 16 years' experience working in robotics, there's not much Ian doesn't know about automated systems. His speciality is adapting robotic milking systems to any farm and looking at practical solutions to optimise a farm's layout. He loves healthy cows and delivering good customer service.



Alistair Cumings,
Project Coordinator

Drawing on his extensive knowledge of the dairy industry, Alistair will take concept to reality and design an automated milking system to meet your needs and the needs of the cow. Nothing makes him happier than seeing the smile on customer's faces when a new set-up becomes operational.



Jamie Radford,
Feed and Barn Sales

Jamie is in charge of robotic feed pushers, automated feeding systems and slurry robots. He'll coordinate the installations and provide support. Having grown up on a farm, working with cows is a big passion. He enjoys showing farmers how robots can work on any system.



Graeme Smith,
Sales Consultant

Graeme has nearly 30 years' of ruminant nutrition and management experience. He looks after product sales, with a particular focus on milking robots and the Lely Calm milk feeding calf machine. He has a real passion for making a system that suits the cow so she can express her full potential.



Beth Medicott,
Farm Management Support

Beth provides farmers with practical farm support before, during and after start-up of their robot installations. Her speciality lies in ruminant nutrition, but she can advise on all aspects of farm management whether it's grazing, reproduction or overall business management. She's passionate about helping farmers to optimise their robotic systems to meet their goals.



Jon Eldridge,
Farm Management Support

Jon has over 30 years' experience in the dairy industry, a decade of which has been spent working with Lely. He draws on his practical knowledge to support farmers before, during and after robot installation. He can advise on anything from optimising robot performance to animal welfare and rations. He enjoys helping farmers improve economic efficiency, cow health and welfare.



Paul Meadows,
Service Manager

Paul coordinates and manages most of the aftermarket operations. He's passionate about excelling in customer services and ensuring all jobs are completed to the highest possible standard.

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