

NSF International

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**DETAILED REPORT ON
AUDIT OF
WRIST MIDDLE EAST (U.A.E) L.L.C
AGAINST NSF STORAGE AND DISTRIBUTION DUE DILIGENCE GARRETS
AUDIT
ON
14 NOVEMBER 2022**

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L.L.C

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Inspection Code: C0434088

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NSF International TECHNICAL SERVICES

STANDARD USED	NSF Storage and Distribution Due Diligence Garrets Audit
AUDITOR	Ankita Shrivastava
AUDIT DATE	14/11/22
SITE REFERENCE	C0434088
COMPANY NAME	WRIST MIDDLE EAST (U.A.E) L.L.C
ADDRESS	Industrial Area 11, Street number 8, Sharjah P.O.BOX 6846
TELEPHONE	+971 506340820
FAX	
E MAIL	cago@wrist.com
SCOPE OF AUDIT	Receiving, Storage and Distribution of Chilled, Frozen and Ambient products
EXCLUSIONS	None
SITE REPRESENTATIVES	
Operations Manager	Charl Steyn
Warehouse Supervisor	Dionette Sardina Cao
OG & Customs Coordinator (Import and Export)	Maria Cresanta Gatlabayan
Receiving and Returns	Aireen Bagagnan
Sales Manager	Mads Jensen
QHSE Manager	Carla Goodfellow
HR Coordinator	Roda Marlene A Beltran
Regional Procurement Manager	Morten Steffensen
Procurement Category Manager	Ibrahim Badhusha
Assistant Sales Manager	Olisa B. Alavata
Sales Coordinator	Vanessa A.Holanda

OUTCOME OF EVALUATION

No Critical Deficiencies were identified: 0
 Number of Major Deficiencies: 0
 Number of Minor Deficiencies: 6

Status of Site:

Gold 2 Year Frequency	
Silver 1 Year Frequency	✓
Bronze 1 Year Frequency	
Not Approved	

PROFILE

Wrist established their branch in the Arabian Gulf in 1998 through its subsidiary company Wrist Middle East (U.A.E.) L.L.C. The Head Office is situated in Sharjah. The facility has 1 Chill Storage, 2 Freezer storage and 1 Dry storage. The facility also has a temperature-controlled fruits and vegetable packing area. The facility sourcing the products from 199 suppliers. The major customer is Garrets. The facility currently delivers to all ports in the U.A.E.

Overview of Performance against Standard

1. HACCP

HACCP manual is documented with process description included with intended use for chilled, frozen and Dry storage on pg 10-12. Process flow diagram including all the stages of process of receiving and storage of chilled products documented on pg 14, freezer products on pg 15 and flow of dry products on pg 16. A list of all

possible hazards available for all the products handled in the facility listed on pg 18-20 and hazard analysis with possible physical, chemical and biological hazards for each process documented on pg 23-28. HACCP Plan identifying process step, risk, and critical control point, monitoring procedure, frequency of monitoring, critical limits, corrective action and responsibility were documented in (WME/HACCP)- I 02, Rev 02 pg 29-32). The facility identified 4 CCPs.

CCP1 – Receiving and Inspection food and beverage chilled products significant hazard is microbial multiplication and critical limit is <+5 deg C. Records reviewed Food and Beverage Receiving Inspection Record (WME/HACCP/FBR/DOC, I 01) documented for every receipt of product from supplier. Records for the month of September 2022 were seen.

CCP2 – Receiving and Inspection frozen products significant hazard is microbial multiplication and critical limits are -18 deg C. Records reviewed Food and Beverage Receiving Inspection and documented for every receipt of product from each supplier.

CCP3 – Chilled Storage significant hazard is microbial multiplication and critical limits are +5°C. Records reviewed Chiller Temperature Record for the month of September 2022 for Dairy chiller the temperature documented is +4°C to +5°C at a frequency of every 4 hours.

CCP4 – Chilled Storage significant hazard is microbial multiplication and critical limits are <-18 deg C. Records reviewed Freezer Temperature Record for the month of September 2022 the temperature documented is -18 to -20 deg C at a frequency of every 4 hours.

HACCP reviewed annually.

2. QUALITY MANAGEMENT SYSTEM

The facility has a documented procedure for Supplier approval. They are approved based on the certifications (ISO/HACCP), legal requirements, high risk food suppliers are based on audits, non food suppliers based on market reputation. New suppliers are approved based on financial viability, product volume availability, agreement, verifications, company profile/performance.

Certificates of food safety audits. HACCP for Pure Ice Cream Co LLC (cert. 41340/A/0001/NA/En valid till 17-07-2023. Supplier performance evaluation is done annually considering their quality of material, price, timely delivery, communication performance evaluation record (WME/GNP/F 02) and Supplier audit checklist (WME/HACCP/SA/DOC) is seen for ARLA National Food Products, Omani Veg Oil, Al Samadi Food Stuff were seen documented. All the products stored in the area were found to be in compliance. Specifications were available in file. Document control procedure (WME/QMS/GNP) was seen documented on pg no. pg 7-9 with record retention period as 3 years.

A documented procedure for Product recall WME/HACCP/PRP on pg 16-17 with responsibilities of recall team documented.

Mock recall conducted as per the procedure. Recent recall test seen in the month of May for an ice cream product finished within 1 hr.

3. PREMISES

Enough space was provided for receiving, storage and dispatch of goods. The facility is having 1 Chill storage, 2 Freezer storage and 1 dry storage. Buildings and warehouse were maintained in good repair. The warehouse is designed so as to allow a logical flow of product. Internally equipment and product storage areas are well laid out to ensure risks are minimized. Suitable facilities for washing equipment are present. Walls are made from suitable material, easily cleanable. Floors are in satisfactory condition, however floor damage observed near in ante chiller and freezer room.

Ceilings are generally in satisfactory condition whereas one instance of dust accumulation observed in ceiling near the evaporator in dairy chiller storage and ice formation observed on the ceiling over pallets in meat freezer storage.

Windows within the storage area are protected against breakage. The lights present in warehouse area were protected against breakage all lights are shatter proof. The site has suitable ventilation. Docking and loading was done by manual. Equipment used in the chill store is maintained in good condition and suitable for storage of food.

The site is located in industrial area and found satisfactory with no risk from neighbouring operations. No items stored outside the facility. Suitable pest control measures are in place. The company takes steps to proof buildings against pests.

4. WAREHOUSE ENVIRONMENT

A Premises and Equipment Preventive maintenance program (WME/HACCP/PRP,) documented in Prerequisite program and preventive maintenance schedule found as WME/HACCP/F in the enclosures of HACCP manual. Preventive maintenance for forklift is done daily by their staff and recorded in Cleaning Record Forklift (WME/HACCP/F 03 G). Service for other equipment like freezers/chillers and insulated doors were done by external agencies as a part of Annual Maintenance Contract.

A documented procedure for Premises and Equipment cleaning and Disinfection program is seen in Prerequisite program (WME/HACCP/PRP) and a Facility and Equipment Cleaning schedule (WME/HACCP/F 16, Rev 02) is documented in Enclosures. Cleaning carried out daily and recorded area wise verified cleaning records for packaging room (WME/HACCP/F 03/B), Dry store (WME/HACCP/F03/D), Toilet (WME/HACCP/F 03/A) and Pantry & Premise (WME/HACCP/F 03/E) all records for the month of June 2022 were seen. A documented Pest control procedure is seen as (WME/HACCP/PRP,) in the Prerequisite program.

Pest control activity is contracted to with Rentokil NPC Contact no is 5310 valid till 01.04.2023 Last pest control conducted on 3.11.2022 valid license of PCO verified, pest control map, MSDS and monthly service reports were seen.

5. PRODUCT CONTROLS

The facility is using infrared thermometer calibrated externally valid till 2023, facility is not using any probe thermometers.

A documented Equipment Calibration program is documented in WME/HACCP/PRP pg no. 7.

All the measuring and monitoring devices are calibrated annually by an external agency.

All the vehicles were checked for its condition, cleanliness and temperature. Receiving carriers were checked for its condition and recorded in Food and Beverage Receiving Inspection Record (WME/HACCP/FBR/DOC).

Cleaning record – Delivery vehicle (WME/HACCP/F 03/F) Dispatch Record (WME/HACCP/F 07) recorded during dispatch.

6. PERSONNEL

Suitable staff facilities are provided for staff. Lockers are provided in workers quarters just opposite to the factory which staff can store personal items and protective and outdoor clothing are kept separate. Hand sanitizing facilities are provided at the entrance to the warehouse areas. There are toilet facilities which are maintained in hygienic condition and which do not open onto production areas. There is specific cleaning equipment dedicated for the cleaning of staff areas.

Personal hygiene requirements are documented in pg 11-14 in Prerequisite Program, Personal Hygiene conditions are checked weekly and recorded in the Personal Hygiene record (WME/HACCP/F 05/B).

7. SLAVERY ACT

As per the company policy the facility recruiting their all employees as per the legal requirement and no forced and bonded labor used in the facility and no slavery and human trafficking. The facility has a written employment policy. All the requirements as per the UAE labor law are followed. No bonded labor or human trafficking seen, the requirements of the government rules are furnished in employee contract which is mutually signed by employee and employer. Country's regulations on labor act are followed. An employment policy is documented.

Standard clause. No.	Details of Non Conformance CRITICAL	Corrective Action Timescale
	None	

Standard clause. No.	Details of Non Conformance MAJOR	Corrective Action Timescale
	None	

Standard clause. No.	Details of Non Conformance MINOR	Corrective Action Timescale
3.4.1	Floor at multiple places in the ante chiller and freezer area observed damaged with flooring coming loose due to the forklift movement.	28 days satisfactory evidence received
4.2.1	Multiple boxes of packaging material in mezzanine floor were seen with excessive dust build up during the visit.	28 days satisfactory evidence received
4.3.1	The wall near the receiving area where the weighing scale is kept, was seen with holes of more than 2 inches in size, giving the potential for pest harbourage.	28 days satisfactory evidence received
6.3.1	During the interview with one of the team members handling food, they were not aware about the illness policy/reporting system.	28 days satisfactory evidence received
6.4.1	During the interview at the receiving area, a team member was unaware about the product temperatures of the ambient products received and stored.	28 days satisfactory evidence received
7.1.3	The facility has not conducted assessment of the business and supply chain for the risk of slavery and human trafficking and have not documented steps to manage the risks. The facility has 198 suppliers on their list of approved suppliers.	28 days satisfactory evidence received