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**DETAILED REPORT ON  
AUDIT OF  
WRIST SHIP SUPPLY A/S  
AGAINST NSF STORAGE AND DISTRIBUTION DUE DILIGENCE GARRETS  
AUDIT  
ON  
15 DECEMBER 2023**

## NSF International TECHNICAL SERVICES

<b>STANDARD USED</b>	NSF Storage and Distribution Due Diligence Garrets Audit
<b>AUDITOR</b>	Sweeny Verma
<b>AUDIT DATE</b>	15/12/23
<b>SITE REFERENCE</b>	C0434088
<b>COMPANY NAME</b>	Wrist Ship Supply A/S
<b>ADDRESS</b>	MAG Logistics Park, Warehouse 11-02, Warehouse Land, Industrial Area 18, Sharjah PO BOX: 6846
<b>TELEPHONE</b>	+971 506340820
<b>FAX</b>	
<b>E MAIL</b>	cago@wrist.com
<b>SCOPE OF AUDIT</b>	Receiving, storage and distribution of chilled, frozen and ambient products
<b>EXCLUSIONS</b>	None
<b>SITE REPRESENTATIVES</b>	
<b>QHSE Manager</b>	Carla Goodfellow

### OUTCOME OF EVALUATION

No Critical Deficiencies were identified: 0  
 Number of Major Deficiencies: 0  
 Number of Minor Deficiencies: 3

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. Facility was shifted to a new area, in Industrial area 18. It is a huge facility (11,400sqm) with adequate space provided for receiving, storage and dispatch of goods. The facility has 02 chilled storage, 02 freezer storage, 02 cold storage and 02 dry storage areas for food and non-food. The facility also has a temperature-controlled fruit and vegetable packing area. The facility is sourcing the products from 530 suppliers. The major customer is Garrets. The facility currently delivers to all ports in the U.A.E. WRIST has 135 personnel with further employment backing up its round the clock and round the year operation. The Company is also tied up with most of the leading shipping agencies in UAE to supply ships anchored at port or at rendezvous points at high seas. Wrist Middle East (UAE) are also exporting/supplying to 5-star hotels and resorts as well as military camps in Iraq, Afghanistan, Chad, Congo, Lebanon, Somalia etc with both container loads and fresh produces on daily basis. Wrist provide a huge range of products from food items of all types and bonded stores to deck, engine, and cabin stores. In keeping with the Wrist concept, their global network also enables them to source

a range of spare parts from around the world.

# Overview of Performance against Standard

## 1. HACCP

Doc. Ref. NO- HACCP MANUAL- WME/HACCP, ISSUE NO-02, REV-01, ISSUE DT: 29/09/23.

Doc. Ref. NO- IMS- F/IMS/PR/15/04- CHILLER TEMPERATURE RECORDS FOR CHILLER NO-336.

HACCP manual is documented with process description included and with intended use for chilled, frozen and dry storage on pg 10-12. 4. Product Description & Intended Use - for onboard ships and cruise liners, at resorts and at navy camps - for general public consumption. Process flow diagram includes all the stages of the 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. Process Flow Diagrams – WME/HACCP- Chilled Storage, Frozen Storage and Dry Storage. A list of all possible hazards available for all the products handled in the facility is 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, 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 with critical limits;

CCP1 – Receiving and inspection of 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 suppliers. Records for the month of November 2023 were seen.

CCP2 – Receiving and inspection of 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 November 2023 for the dairy chiller, the temperature documented is +4°C to +5°C at a frequency of every 4 hours.

CCP4 – Frozen storage significant hazard is microbial multiplication and critical limits are <-18 deg C. Records reviewed - Freezer Temperature Record for the month of November 2023, the temperature documented is -18 to -20 deg C at a frequency of every 4 hours.

HACCP is reviewed annually. Management Review Meeting verified in Doc. Ref. No- WRIST/IMS/PR 06.

HACCP training was conducted in February by MRS Consultants, on date: 21/08/23 valid until 20/08/28, for Mr. Vergelito Pore- Custom clearance department.

## 2. QUALITY MANAGEMENT SYSTEM

Doc. Ref. No- Supplier performance evaluation- FIMS/PR/12/03B.

Doc. Ref. No- Supplier audit checklist- FIMS/PR12/06.

Doc. Ref. No- Documented procedure for Product recall - Wrist-IMS-PR-11

Food safety audit was conducted for East Fish Processing LLC, Ajman audit on date: 11/10/23, no non-conformities were raised in the audit report.

Supplier performance evaluation document reference FIMS/PR/12/03B was verified and the top 20 suppliers reviewed were observed. An error was noted in the evaluation scoring - see NC 2.4.1.

Product recall was conducted on date: 01/12/23, for POMFRET WHOLE WHITE 100-250GR FROZEN, code-1010501, LPO-1841502, supplier name- East Fish. Start Time- 9.30am, End Time- 5.30pm, DT: 01/12/2023. Total qty- 600KG - LPO NO- dub-1841502, date: 22/11/23, dispatch- 00. Product was rejected because of excessive glazing of the POMFRET WHOLE WHITE 100-250GR FROZEN. Based on the specification, 20-25% glazing is allowed and they supplied the product with 40% glazing which is not meeting the customer requirements. Some of the supporting documents were missing in the product recall, e.g. CCP monitoring records and Certificate of Analysis - see NC 2.4.1.

### 3. PREMISES

Facility has recently moved in September 2023 to a new address, Wrist Ship Supply A/S, MAG Logistics Park, Warehouse 11-02, Warehouse Land, Industrial Area 18, Sharjah, UAE | PO Box: 6846, it is now located in a completely new and modern warehouse with 11,400 square meter area and an office complex, which is situated strategically in the vicinity of the major ports, enabling it to attend to any vessel's requirements with short notice. The facilities include freezer and chiller rooms, covered warehouse with a comprehensive range of products in stock, which enable ships to be supplied 24 hours a day, 7 days a week.

Windows within the storage area remain protected against breakage, with no issues observed during the tour. The lights present in warehouse area were protected against breakage all lights are shatter proof.

Suitable ventilation was noted at the time of the audit.

Docking and loading is done manually. Equipment used in the chill store is maintained in good condition and was deemed suitable for the storage of food.

During the site visit, chillers, freezers, cold storage and dry storage areas (2 of each) for food and non-food items, receiving, dispatch, staging area, pantry, chemical room, utilities, non-smoking area and external perimeter of the facility were verified to be in extremely good condition.

#### 4. WAREHOUSE ENVIRONMENT

Preventive maintenance for the forklift is done daily by the staff and recorded in the Cleaning Record Forklift (WME/HACCP/F 03 G). Service for other equipment, such as freezers/chillers and insulated doors, was done by the external agencies as part of the Annual Maintenance Contract. Equipment Preventive maintenance schedule found in F/IMS/PR 20.

A documented procedure for premises and equipment cleaning and disinfection program was seen in the prerequisite program (WME/HACCP/PRP) and a Facility and Equipment Cleaning Schedule (WME/HACCP/F 16, Rev 02) is documented in the enclosures. Cleaning records recorded area wise for daily tasks were observed being maintained with no issues noted.

A documented pest control procedure is available. Pest control activity is contracted to Rentokil NPC, contract is valid until 22.08.2024. Frequency of visits is monthly with the last pest control visit conducted on 08/12/23. A valid license for the PCO 'SI', was verified valid until 07/12/2024. In addition, there is a pest control map, MSDS and monthly service reports were also verified.

During the facility tour, multiple wooden pallets were observed with splinters and nails inside the warehouse - see NC 4.2.1.

Waste Disposal Receipt documented in F/IMS/PR15/09.

## 5. PRODUCT CONTROLS

Equipment Calibration WME/HACCP/PRP - pg no. 7.

Measuring and monitoring devices are calibrated annually by an external agency. Records reviewed;

1. Calibration records for the freezer valid until 13/11/24, Model No- LGFEBXB500, from General Const. Lab Calibration LLC
2. Calibration records for chiller serial no- FR-04 valid until 13/11/24, from General Const. Lab Calibration LLC
3. Flute IR Thermometer Serial no – 53173703WS, from General Const. Lab Calibration LLC

All the vehicles were checked for condition, cleanliness and temperature. Receiving carriers were also checked for condition and recorded in the Food and Beverage Receiving Inspection Record (WME/HACCP/FBR/DOC). Daily Truck Checklist was observed in F/IMS/PR19/01 and Dispatch Form F/IMS/PR19/03.



## 6. PERSONNEL

Doc. Ref. No- Personal Hygiene Checklist – General Staff – date: 29/11/23.

Suitable staff facilities are provided for employees, lockers are provided where 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. The toilet facilities were observed in a hygienic condition. There is specific cleaning equipment dedicated for the cleaning of staff facilities.

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).

Interviewed staff Mr. AK - Warehouse Receiver for Chilled, Frozen and Dry and his GHP training was verified, valid until 20/03/2024, Cert. No. SFSP-GHP-S-2021-E001368.

Interviewed staff Mr. JMM - Warehouse Picker for Dry Section and his GHP training was verified, valid until 20/03/2024, Cert. No. SFSP-GHP-S-2021-E001373.

## 7. SLAVERY ACT

Company policy ensures there is no forced and bonded labor used in the facility and no participation in slavery and human trafficking. There is a written employment policy confirming recruitment of employees process is as per the legal requirement. All the requirements as per the UAE labor law are followed.

Ethical Business Principles, signed by JHN on date: 25/09/2020.

The facility has conducted an assessment of the business and supply chain for the risk of slavery and human trafficking and documented steps to manage the risks are also available. An employment policy is documented with reference F/IMS/PR/10/08.

Standard clause. No.	Details of Non Conformance <b>CRITICAL</b>	Corrective Action Timescale
	None	

Standard clause. No.	Details of Non Conformance <b>MAJOR</b>	Corrective Action Timescale
	None	

Standard clause. No.	Details of Non Conformance <b>MINOR</b>	Corrective Action Timescale
2.1.1	Supplier performance evaluation document reference FIMS/PR/12/03B indicated a performance rating of 5.11 out of 5 for three suppliers due to an incorrect calculation.	28 days satisfactory evidence received
2.4.1	Mock recall was conducted for POMFRET WHOLE WHITE 100-250GR FROZEN on 01/12/2023 but some of the supporting documents were missing in the product recall, e.g. CCP monitoring records and Certificate of Analysis.	28 days satisfactory evidence received
4.2.1	Multiple wooden pallets were observed with splinters and nails inside warehouse.	28 days satisfactory evidence received