

**NSF International**

Long Hanborough Business Park

Long Hanborough Oxford OX29 8SJ

Tel ++44 (0)1993 885607 Fax ++44 (0)1993 885609

Website: [www.nsf-foodeurope.com](http://www.nsf-foodeurope.com)



**DETAILED REPORT ON  
AUDIT OF  
WRIST MIDDLE EAST (U.A.E) L.L.C  
AGAINST NSF STORAGE AND DISTRIBUTION DUE DILIGENCE GARRETS  
AUDIT  
ON  
10 NOVEMBER 2020**

---

Form ID: TS 004

Issue Date: 01/09/08 Version 3

Document ID: WRIST MIDDLE EAST (U.A.E)  
L.L.C

Audit# - Visit#: 2442948 - 1943378

Inspection Code: C0434088

Page 1 of 10

## NSF International TECHNICAL SERVICES

<b>STANDARD USED</b>	NSF Storage and Distribution Due Diligence Garrets Audit
<b>AUDITOR</b>	TAZEEN KAZI
<b>AUDIT DATE</b>	10/11/20
<b>SITE REFERENCE</b>	C0434088
<b>COMPANY NAME</b>	WRIST MIDDLE EAST (U.A.E) L.L.C
<b>ADDRESS</b>	Industrial Area 11, Street number 8, Sharjah P.O.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/dry products
<b>EXCLUSIONS</b>	None
<b>SITE REPRESENTATIVES</b>	
<b>QHSE Manager</b>	Ms. Carla Goodfellow
<b>Operation Manager</b>	Mr. Charl Steyn
<b>Warehouse Supervisor</b>	Ms. Dionette Saldina

### 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

The facility is located in industrial area 11, Sharjah started its operation in 1984. They operate 2 shifts with a total 79 employees. The area of the facility is 5592sqm and has 1 chilled storage unit, 2 freezer storage units and 1 dry storage area. The facility also has a temperature controlled fruit and vegetable packing area (i.e Ante room). The facility is sourcing the products from 131 suppliers. The facility is currently delivering to all ports in the U.A.E.

# Overview of Performance against Standard

## 1. HACCP

The HACCP team, as documented in pg no. 8-9 of HACCP manual, is formed with 6 members from various disciplines, Ms. CG (QHSE Manager and HACCP Team leader), Mr. CS (Operations Manager), Ms. DS (Warehouse Supervisor), Mr. RM (former Category Manager - see NC 1.1), Ms. AB (Warehouse Assistant) and Ms. RM(Admin Assistant). HACCP team leader is trained on ISO 2200:2018 by TUV nord. All the other HACCP team members were seen to have GHP and HACCP Awareness training.

The HACCP manual is documented with a process description, including intended use for chilled, frozen and dry storage, in pg 10-12. Process flow diagram, including all the stages of process of receiving and storage of chilled products, is documented in pg 14, freezer products in pg 15 and the flow of dry products in pg 16. A list of all possible hazards is available for all the products handled in the facility listed on pg 18-20 and a hazard analysis with possible physical, chemical and biological hazards for each process is documented on pg 23-28. A HACCP Plan identifying the process steps, risk, critical control points, monitoring procedure, frequency of monitoring, critical limits, corrective action and responsibility was documented in (WME/HACCP)- I 03, Rev 02 pg 29-32).

The facility has identified 4 CCPs.

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

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

CCP3 – Chilled storage - hazard: microbial multiplication - critical limit: +5°C. Records reviewed Chiller Temperature Record for the month of Jun 2019 for the dairy chiller, the temperatures documented were between +4°C to +5°C at a frequency of every 4 hrs.

CCP4 – Frozen storage - hazard: microbial multiplication - critical limit: <-18 deg C. Records reviewed Freezer Temperature Record for the month of July 2019 the temperatures documented were between minus 18 to minus 20 deg C at a frequency of every 4 hrs.

HACCP reviewed annually and last review was conducted on 27.05.2020.

## 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, verification and company profile/performance. Certificates of food safety audits reviewed for; HACCP for Pure Ice Cream Co LLC (cert. 41340/A/0001/NA/En)  
SIAM Trading Co LLC Cert. ME HACCP 0071 DAC  
Arab and India spices LLC cert. AJU-1032  
Approved supplier list seen and meets standard requirement.

Supplier performance evaluation is done annually considering their quality of material, price, timely delivery and communication - performance evaluation record (WME/GNP/F 02) and supplier audit checklist (WME/HACCP/SA/DOC) were seen.

All the products stored in the area were found to be in compliance. Inspection criteria seen and product temperature of chilled and frozen items was checked and seen within the acceptable range. CCP records for chilled and frozen temperature seen and were as per the standard with all the details included.

Specifications were available on file. Seen for;  
Unsalted Butter  
Tuna whole

Document control procedure (WME/QMS/GNP, I 02, Rev 01) was seen documented on pg no. 7-9 with record retention period as 3 years, which complies the standard requirement as product shelf life plus 12 months (maximum product shelf life is 2 years (frozen)). Traceability and product recall SOP available and trace forward and backward record along with mock recall maintained.

A documented procedure for product recall (WME/HACCP/PRP) pg 16-17 with responsibilities of for the recall team was documented. Mock recall conducted as per the procedure. Recent recall on 16.06.2020 for Beef Product pdn date 16-06-2020 in 40 mins.

Non-conforming product handling documented as (WME/QMS/GNP) pg 3-4 of General Procedure. Detailed in SOP for product non-conformity.

### 3. PREMISES

The site is located in an industrial area and was found satisfactory with no risk from neighbouring operations. No any items were stored outside the facility.

Enough space was provided for receiving, storage and dispatch of goods. The facility has 1 chilled storage unit, 2 freezer storage units and 1 dry storage area. 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 minimised. Suitable facilities for washing equipment are present.

Walls are made from suitable material, easily cleanable. Floors, walls and ceilings are in satisfactory condition. Windows within the storage area protected against breakage. The lights present in the warehouse area were protected against breakage all lights are shatter proof. The site has suitable ventilation.

Docking and loading was done by manually. Equipment used in the chill store is maintained in good condition and is suitable for storage of food. One issue was noted regarding equipment; blue plastic tray, for holding stickers in the ante room, was seen broken. However, no direct contamination was observed.

Suitable pest control measures are in place. The company takes steps to proof buildings against pests. However, the below instances of minor non-conformances were observed;

1. Receiving door was found kept open for predicted delivery. No actual delivery of goods was in place. The said door was open directly to the external surroundings
2. Gap observed below the roller door in loading/unloading dock

No actual pest issue was observed at the time of the audit.

#### 4. WAREHOUSE ENVIRONMENT

A Premises and Equipment Preventive Maintenance Program (WME/HACCP/PRP) is documented within the prerequisite program and a preventive maintenance schedule was found documented as WME/HACCP/F 15 in the enclosures of HACCP manual. Preventive maintenance for the fork lift is done daily by their staff and recorded on the Cleaning Record Forklift (WME/HACCP/F 03 G). Service for other equipment, such as the freezers/chiller indicators, were done by external agencies i.e., Al-Furat (Ref No. AFR-AMCR1/GC-1507/20 ) as a part of the annual maintenance contract.

Prerequisite program (WME/HACCP/PRP) and a Facility and Equipment Cleaning Schedule (WME/HACCP/F 16) were documented in the HACCP enclosures. Cleaning carried out daily and recorded by area, verified cleaning records for;

Packaging room (WME/HACCP/F 03/B)

Dry store (WME/HACCP/F 03/D)

Toilet (WME/HACCP/F 03/A)

Pantry & Premise (WME/HACCP/F 03/E)

All records for the month of November 2020 were seen.

A documented pest control procedure was seen as (WME/HACCP/PRP) in the prerequisite program. Pest control activity is contracted to Rentokil NPC (contract No. 5310 valid from 01.04.2020 till 31.03.2021 was seen, valid license of PCO (218847 valid till 11.04.2021), pest control map, MSDS and monthly service reports were seen.

The glass control policy is documented in 6. Glass Control Policy (WME/HACCP) in the HACCP Manual.

However, a minor non-conformance was observed as, in one instance, unidentified house-keeping chemical was observed (no label on the white can with white chemical inside).

## 5. PRODUCT CONTROLS

A documented equipment calibration program is documented in WME/HACCP/PRP. All the measuring and monitoring devices are calibrated annually by an external agency; Arab Scales Calibration Services. Verified calibration certificates for;

Weighing scale sr. no. 2015920025 (cert: ASCS/2019/A897-02 dtd 02-07-2019)

Temperature indicator for freezer room sr. no. B731465098 (cert: ASCS/2020/A658-01-01 dtd 01.07.2020 and valid till one year)

Temperature indicator for freezer – sr. No. WR/FR/01 (certificate No.ASCS/2020/262 dated 02.07.2020 and valid for one year)

Stock rotation is based on FEFO, warehouse management is done by AXAPTA 2012.

All the vehicles were checked for condition, cleanliness and temperature. Receiving carriers were checked for condition and recorded on;

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.

The facility is using an infrared thermometer calibrated externally cert: ASCS/2020/266-01 dtd 02.07.2020 and valid for one year. However, the facility is not calibrating the same monthly (as recommended by the standard). A minor NC is cited for the same.

## 6. PERSONNEL

Suitable staff facilities are provided for staff. Hand sanitising 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 directly into production areas. There is specific cleaning equipment dedicated for the cleaning of staff areas.

Personal hygiene requirements are documented on file in the prerequisite program. Personal hygiene condition is checked weekly and recorded on the Personal Hygiene Record (WME/HACCP/F 05/B).

Induction training (WME/GNP/F 21) is conducted for any newly joined personnel. Basic food hygiene from Hygeia Quality Consultants for drivers. Certificate for Ms. RM and AB for ISO 9000:2015 dated 05.06.2018 seen on file by Hygeia. HACCP Awareness training seen for AB and for Ms. RM by Hygeia dated 04.06.2018



## 7. SLAVERY ACT

As per the company policy, the facility is recruiting all their employees as per the legal requirement and no forced or bonded labour is used in the facility and no slavery or human trafficking was evident. The facility has a written employment policy. All the requirements as per the UAE labour law are followed. No bonded labour or human trafficking seen, the requirements of the government rules are furnished in an employee contract which is mutually signed by the employee and the employer.

Supplier audit and evaluation was done for the past year and is scheduled for the current year (delayed due to pandemic situation). Mail dated 12.03.2020 scheduling supplier audit for 'Six Brothers Seafood Enterprise LLC' was seen. However, supplier's risk assessment for slavery and human trafficking has not been done by the facility. A minor NC is cited for the same.

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
1.1	The HACCP team, as documented in HACCP Manual (WME/HACCP-pg 8-9), was found not to be updated. Mr. RM (Category Manager) who is not now with the facility was still seen listed as a HACCP team member. As informed, Mr. RM was replaced by Ms. HC (Category Manger).	28 days satisfactory evidence received
3.6.1	1. Receiving door was found kept open for predicted delivery. No actual delivery of goods was in place. The said door was open directly to the external surroundings  2. Gap observed below the roller door in loading/unloading dock	28 days satisfactory evidence received
3.9.2	Blue plastic tray, used for holding stickers in the ante room, was seen broken	28 days satisfactory evidence received
4.2.1	In one instance, an unidentified housekeeping chemical was observed (no label on the white can with white chemical inside)	28 days satisfactory evidence received
5.2.1	The facility is using an infrared thermometer calibrated externally cert: ASCS/2020/266-01 dtd 02.07.2020 and valid for one year. However, the facility is not calibrating the same monthly (as recommended by the standard).	28 days satisfactory evidence received
7.1.3	Supplier audit and evaluation has been done for the past year and is scheduled for the current year (delayed due to pandemic situation). A mail, dated 12.03.2020, scheduling a supplier audit for 'Six Brothers Seafood Enterprise LLC' was seen. However, the supplier's risk assessment for slavery and human trafficking has not been done by the facility.	28 days satisfactory evidence received