

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
24 JULY 2019**

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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	S.S KUMARESAN
AUDIT DATE	24/07/19
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 527104238
FAX	
E MAIL	olal@dubai.wrist.com
SCOPE OF AUDIT	Receiving, Storage and Distribution of Chilled, Frozen and Ambient products.
EXCLUSIONS	None
SITE REPRESENTATIVES	
Warehouse Supervisor	Mr. Jeffy Riel Fortez
Branch Manager	Mr. Daniel P. Sidelmann
Sales	Ms. Olisa B. Alavata
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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 located in Industrial area 11, Sharjah started its operation on 1984. They operate 2 shifts with 125 no of employees. The area of the facility is 5592 sq. m. and 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 99 suppliers. The facility 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 formed with 5 members from various disciplines, Mr. Jeffy Riel Fortez - Warehouse Supervisor is a Team Leader, Mr. David Bennie - Operation Manager, Mr. Rajakrishnan Maingala - Category Manager, Ms. Aireen Baganan - Warehouse Assistant and Mr. Roda Marlene Beltran, Admin Assistant are HACCP Team Members with their responsibilities defined. All the members were trained for HACCP awareness Course from Hygeia Quality Consultants on 04-06-2018. Cert. 7097 for Mr. Jeffy Riel was seen.

HACCP manual is documented with process description included with 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 documented in pg 14, freezer products in pg 15 and flow of dry products in pg 16. A list of all possible hazards available for all the products handled in the facility listed in pg 18-20 and hazard analysis with possible physical, chemical and biological hazards for each process documented in 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 01 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 July 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 Jun 2019 for Dairy chiller the temperature documented is $+4$ °C to $+5$ °C at a frequency of every 4 hrs.

CCP4 – Chilled Storage significant hazard is microbial multiplication and critical limits are <-18 deg C. Records reviewed Freezer Temperature Record for the month of July 2019 the temperature documented is -18 to -20 deg C at a frequency of every 4 hrs. HACCP reviewed annually and last review was conducted on 05-02-2019. One instance of minor non conformance was observed i.e., the HACCP team as documented in HACCP Manual (WME/HACCP- I 02, Rev 01 pg 8-9) was found not updated and having name of Mr. David Bennie - Operation Manager who is not working with the facility.

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 17-07-2019); SIAM Trading Co LLC Cert. ME HACCP 0071 DAC valid till 25-07-2019; Arab and India spices LLC cert. AJU-1032 valid till 04-12-2019. 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, I 02, Rev 01) was seen documented in pg no. pg 7-9 with record retention period as 3 years.

A documented procedure for Product recall (WME/HACCP/PRP issue 02, rev 01) pg 16-17 with responsibilities of recall team documented. Mock recall conducted as per the procedure. Recent recall on 01-jan-2019 for potato French fries lot no. 001934933, pdn date 16-06-2018 in 40 mins. Non conforming products handling documented as (WME/QMS/GNP, I 02, Rev 01 dtd 01-02-2018) pg 3-4 of General Procedure.

3. PREMISES

The site is located in industrial area and found satisfactory with no risk from neighboring operations. No any items stored outside the facility. Suitable pest control measures are in place however stagnation of drain water observed near on the side of loading/unloading dock. The company takes steps to proof buildings against pests.

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 minimised. 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 the entrance of meat storage. 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 protected against breakage. The lights present in warehouse area were protected against breakage all lights are shatter proof however observed one instance of breakage in tube light cover and pallet with good burry product close to it. 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.

4. WAREHOUSE ENVIRONMENT

A Premises and Equipment Preventive maintenance program (WME/HACCP/PRP, I 02, Rev 01, pg. 06) documented in Prerequisite program and preventive maintenance schedule found as WME/HACCP/F 15, Rev 01 in the enclosures of HACCP manual. Preventive maintenance for fork lift is done daily by their staff and recorded in Cleaning Record Forklift (WME/HACCP/F 03 G). Service for other equipments like freezers/chillers and insulated doors were done by external agencies i.e., Blue wave air conditioning systems LLC as a part of Annual maintenance Contract with Figure 360 technical services (ref no. TQ-140 valid from 01 Jan 2019 to 31 Dec 2019. Service report for chiller door on 18-07-2019 was seen.

A documented procedure for Premises and Equipment cleaning and Disinfection program is seen in Prerequisite program (WME/HACCP/PRP, I 02, Rev 01, pg 08) and a Facility and Equipment Cleaning schedule (WME/HACCP/F 16, Rev 01) 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/F 03/D), Toilet (WME/HACCP/F 03/A) and Pantry & Premise (WME/HACCP/F 03/E) all records for the month of June 2018 were seen. A documented Pest control procedure is seen as (WME/HACCP/PRP, I 02, Rev 01) in the Prerequisite program. Pest control activity is contracted to National Pest control agency (contract No. 5310-19(12-19) valid from 01-04-2019 till 31-03-2019 was seen, valid license of PCO (218847 valid till 11-04-2020), pest control map, MSDS and monthly service reports were seen. However 1) instances of workers entrance door was found kept open during operation, 2) gaps observed below the roller door in loading/unloading dock and 3) Pest control traps nos 6 and 7 were found missing in the picking area. The glass control policy is documented in 6. Glass Control Policy (WME/HACCP I02 R01 Dt.01.02.2018 page No. 6) in HACCP Manual.

5. PRODUCT CONTROLS

. A documented Equipment calibration program is documented in WME/HACCP/PRP pg no. 7. All the measuring and monitoring devices are calibrated annually from 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. WR/FR/02 (cert: ASCS/2019/299-01 dtd 02-07-2019) and temperature indicator for chiller room sr. no. WR/CH/01 (cert: ASCS/2019/299-03 dtd 02-07-2019). The facility is using infrared thermometer calibrated externally cert: ASCS/2019/304-01 dtd 06-07-2019 however the facility is not using probe thermometer with monthly calibration. Stock rotation is based on FEFO, warehouse management is done by AXAPTA 2012.

All the vehicles were checked for its condition, cleanliness and temperature. Receiving carriers were check 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 ware house 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 is documented in pg 11-14 in Prerequisite program, Personal hygiene condition is checked weekly and recorded in Personal hygiene record (WME/HACCP/F 05/B).

Induction training (WME/GNP/F 21) is conducted for any newly joined personnel, verified records for Mr. Amudeeswaran dtd 25-10-2018). Basic food hygiene from Hygeia Quality consultants for Drivers. certificate for Mr. Noor Mohamed salim (Cert: 36179) and Azaz Hussain (cert: 36176) dtd 19-05-2018. Sharjah Food Safety Program (GHP staff course) for food handlers certificates of Mr. Shajahan (no. SFSP-GHP-S-2017-E002885 valid till 30-08-2020) and Mr. Joseph Thanikkal (cert: SFSP-GHP-S-2017-E002791 valid till 30-08-2020) was seen. HACCP Awareness training and Control of substances hazardous health awareness training were provided to food handlers by GEMS Quality consultants verified certificates of Mr. Kumaran Selvaraju and Mr. Kolan Sapkota Rishiram trained on June 2019.

7. SLAVERY ACT

As per the company policy the facility recruiting their all employees as per the legal requirement and no forced and bonded labour used in the facility and no slavery and human trafficking. 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 employee contract which is mutually signed by employee and employer. Country's regulations on labour act is 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
1.1	The HACCP team as documented in HACCP Manual (WME/HACCP- I 02, Rev 01 pg 8-9) was found not updated and having name of Mr. David Bennie - Operation Manager who is not working with the facility.	28 days satisfactory evidence received
3.4.1	Floors are found in good repair in the storage areas, however damage in floor observed near the entrance of meat storage chamber.	28 days satisfactory evidence received
3.5.1	- Dust accumulation observed on ceiling near the evaporator in dairy chiller storage. - Ice formation observed on the ceiling over pallets in meat freezer storage.	28 days satisfactory evidence received
3.7.1	The lights present in warehouse area were protected against breakage all lights are shatter proof however observed one instance of breakage in fluorescent light cover and pallet with good burry product close to it.	28 days satisfactory evidence received
4.3.1	- Instances of workers entrance door was found kept open during operation. - Gaps observed below the roller door in loading/unloading dock. - Pest control traps nos 6 and 7 were found missing in the picking area.	28 days satisfactory evidence received
5.2.1	The facility is using infrared thermometer calibrated externally cert: ASCS/2019/304-01dtd 06-07-2019 however the facility is not using probe thermometer with monthly calibration.	28 days satisfactory evidence received