



IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and Club

NC No. : 01 of 05

Section : Operation

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor : Mr. Tharindu Hettiarachchi

Relevant Clause : 8.2.4 (g)

Date of audit : 2022/01/05

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of control of hazards through inspection of raw material is not effective
Gx: No records available for incoming inspection of dry food items.
No records available for vehicle inspection of the same.

Tharindu
Auditor

Aruna
Team Leader

Arund
Auditee

Correction:

Informed the store keeper to maintain records for monitoring receiving of dry food items.

Arund
Auditee

22/01/2022
Date

Root cause for Non-conformity:

No records available to monitor receiving dry food items.

Arund
Auditee

22/01/2022
Date

Corrective action:

Date of completion:

Introduced new Record system to monitor receiving of dry food.

Shrini

Auditee

22/01/2022

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken is verified, as NC is closed.

[Signature]

Auditor

2022/01/30

Date

Effectiveness of corrective action:

.....
Auditor

.....
Date



FOOD ITEMS INCOMING INSPECTION CHECK LIST

Issue date: 10.01.2021
 Revision date:
 Revision No:

Year: 2022..... Month: January.....

Date & Time	Supplier	Item	GRN No.	Transport Condition(Visual)		Goods Condition(Visual)		Receiving Temperature	Checked By	Remarks
				Acceptable	Not Acceptable	Acceptable	Not Acceptable			
07/01	Unique Food	M. batter		✓		✓			[Signature]	
07/01	East coast	Dry food		✓		✓			[Signature]	
07/01	Grimal dis	Juice		✓		✓			[Signature]	
08/01	Mendis	Fruit		✓		✓			[Signature]	
08/01	Y. Amur	Vegetable		✓		✓			[Signature]	
09/01	Anura	Fruit		✓		✓			[Signature]	
09/01	Anuv	Vegetable		✓		✓			[Signature]	

Notes For Incoming Quality Inspector

Check transport condition - whether items are over stacked/Wet/transport along with chemicals/persons sitting on food stuff/open or exposed food items/ packaging type is adequate/ food items on the floor etc.

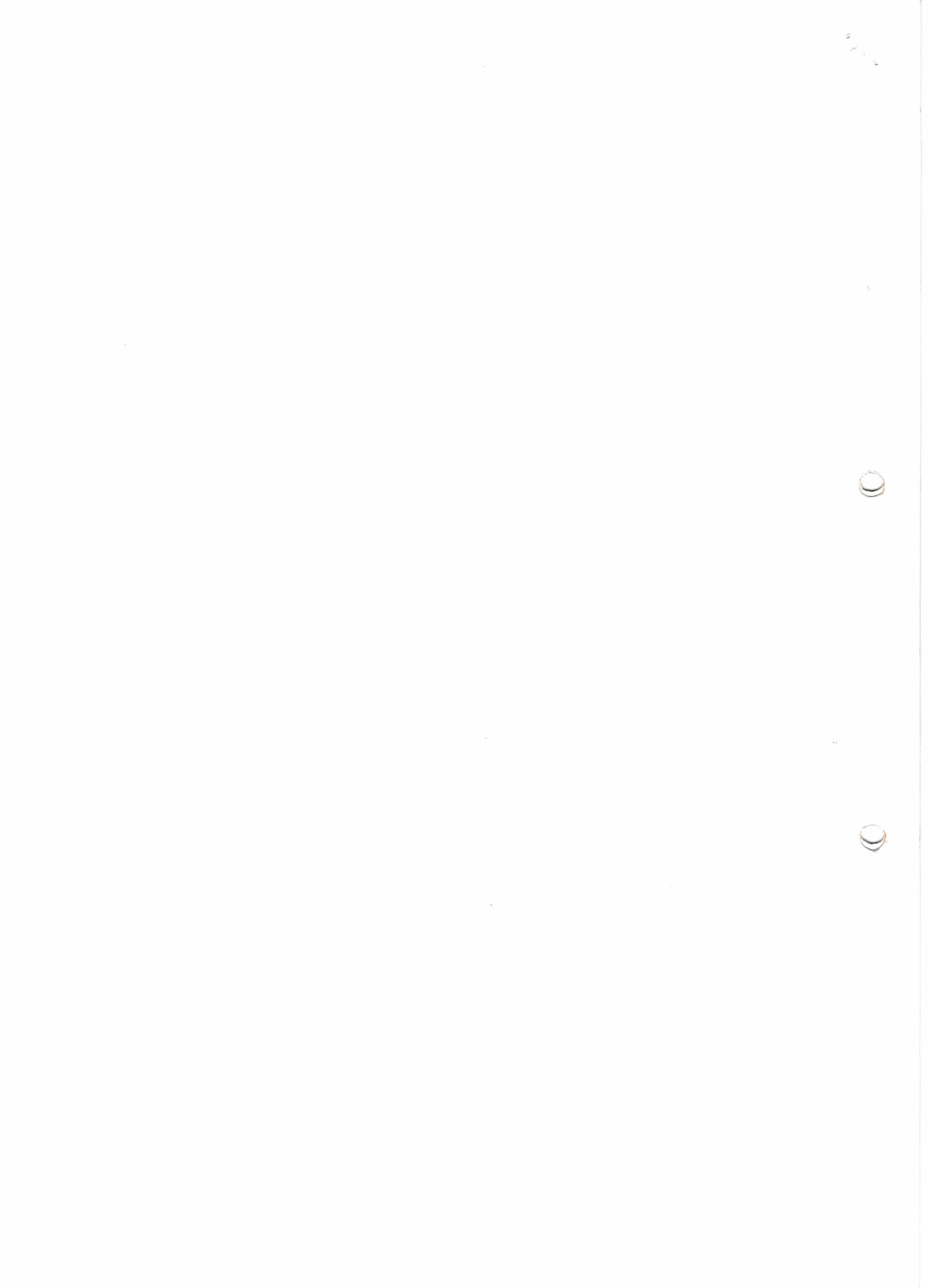
Check Goods Condition: Whether Damaged/wet/dented cans/marked expiry date/seepage/fungus or mold contaminated/ etc.

In case of deviation from acceptable condition please contact stores executive.

- Always check & record the temperature of chilled, refrigerated and frozen foods
 Where checks on deliveries show that food or packaging is damaged, infested or contaminated at too high temperatures, foods should be rejected. Any rejected food should be logged in the remarks section
- Temperatures: Chilled / refrigerated foods should not be accepted if the temperature is above 8 °C (46 F)**
- Frozen Foods should not be accepted if the temperature is above -18°C (0 F) (-16°C to -20°C)**

This check list has to be filled for each and every food delivery and should be filled in the stores.

NC-01-01





IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and Club

NC No. : 02 of 05

Section : Operation

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 8.5.4.4

Date of audit : 2022/01/05

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Action taken when critical limits or action criteria are not met is not effective.

Ex: Temperature of freezer (Fish) was maintained at around (-10). Temperature should be (-18°C)

.....
Auditor

.....
Team Leader

.....
Auditee

Correction:

Advised Engineer to maintain temperature of the fish freezer up to the ISO standard.

.....
Auditee

22/01/2022
.....
Date

Root cause for Non-conformity:

Temperature of the fish freezer not up to the ISO standard.

.....
Auditee

22/01/2022
.....
Date

Corrective action:

Date of completion:

Obtained quotation from the respective company to repair the faulty temperature controls.

Shauin

22/01/2022

Auditee

Date

Verification of corrective action:

NC Closed/Open

This NC is closed base on commitment provided.

[Signature]

2022/01/20

Auditor

Date

Effectiveness of corrective action:

.....
Auditor

.....
Date

20-Jan-22

SPERRYS COMMERCIAL
EQUIPMENT (PVT) LTD.
1014, PARLIAMENT ROAD,
ETUL KOTTE,
KOTTE.
TEL:- 2862577,2873055
FAX:- 2873056

The Maintenance Department
Mermaid Hotel
Kaluthara

Dear Sir,

QUOTATION FOR REPAIRS TO - Upright freezer

Further to the visit of our technician, we are pleased to forward here with our quotation for your approval.

QUOTATION:

Upright 4-Door Freezer 1			
<u>1</u>	Replace 01No Filter 1/4	=	Rs. 1,560.00
<u>2</u>	Replace 01No Evaporator fan 10W	=	Rs. 3,950.00
<u>3</u>	Replace 01No Module XR60CA	=	Rs. 10,560.00
<u>4</u>	Replace 01No Temp sensor	=	Rs. 1,628.00
<u>5</u>	Replace 01No Defrost sensor	=	Rs. 1,628.00
<u>6</u>	Recharge GAS 404A	=	Rs. 3,500.00
<u>7</u>	Flushing of system vacuuming and recharging,workmanship and transport	=	Rs. 12,500.00
		=	Rs.
		=	Rs.
Upright 4-Door Freezer 2			
<u>1</u>	Replace 01No Compressor 2192GK	=	Rs. 95,760.00
<u>2</u>	Replace 02Nos Condenser fan 25W	=	Rs. 15,300.00
<u>3</u>	Replace 01No Filter 1/4	=	Rs. 1,560.00
<u>4</u>	Replace 01No Temp sensor	=	Rs. 1,628.00
<u>5</u>	Replace 01No Defrost sensor	=	Rs. 1,628.00
<u>6</u>	Recharge GAS 404A	=	Rs. 3,500.00
<u>7</u>	Flushing of system, installing compressor vacuuming and recharging,	=	Rs. 14,500.00
<u>8</u>	workmanship and Transport	=	Rs.
<u>9</u>		=	Rs.
	Sub Total	=	Rs. 169,202.00
<u>10</u>	VAT 8%	=	Rs. 13,536.16
<u>11</u>	Total	=	Rs. <u>182,738.16</u>

Above estimate is after superficial examination if any further parts are required during repair they will be replace and charged to you at cost.

Yours Faithfully,
SPERRYS COMMERCIAL EQUIPMENT (PVT) LTD,

SUNIMAL PEIRIS
MANAGING DIRECTOR



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IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and Club

NC No. : 03 of 05

Section : Operation

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor : Mr. Tharindu Hettiarachchi

Relevant Clause : 8.2.4 (c)

Date of audit : 2022/01/05

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Chlorine is added to the water as purification process. However there is no evidence for suitability of chlorine for food safety.

Shamshila

Auditor

[Signature]

Team Leader

[Signature]

Auditee

Correction:

Informed the Engineer to obtain food grade certificate from the particular company

[Signature]

Auditee

22/01/2022

Date

Root cause for Non-conformity:

Chlorine is use for swimming pool. Maintenance. Label of the chlorine barrel doesn't mentioned about food grade quality.

[Signature]

Auditee

22/01/2022

Date

Corrective action:

Date of completion:

Informed & obtained the food grade certificate from the supplier. (attached)

Praveen

Auditee

22/01/2022

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken is verified. ∴ NC closed

[Signature]

Auditor

2022/01/30

Date

Effectiveness of corrective action:

.....
Auditor

.....
Date

NSF International

RECOGNIZES

SREE RAYALASEEMA HI-STRENGTH HYPO LIMITED
INDIA

AS COMPLYING WITH NSF/ANSI 60.
PRODUCTS APPEARING IN THE NSF OFFICIAL LISTING ARE
AUTHORIZED TO BEAR THE NSF MARK.



AMERICAN NATIONAL
STANDARDS INSTITUTE
Certification Program
Accredited by the
American National
Standards Institute



NSF/ANSI 60
Certification Program
Accredited by the
Standards Council of
Canada

This certificate is the property of NSF International and must be returned upon request. For the most current and complete information, please access NSF's website (www.nsf.org).

David Purkiss

David Purkiss, General Manager
Water Distribution Systems

February 25, 2008
Certificate# AN600 - 01

NC-03-01

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Name of Organization: Mermaid Hotel and Club

NC No. : 04 of 05

Section : Management

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 7.1.3

Date of audit : 2022/01/05

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Certain resources which is required to establish effective food safety management system are not adequately provided

Ex: Uniform of certain employees are observed as dark in color (Uncleaned).

.....
Auditor

.....
Team Leader

.....
Auditee

Correction:

Discussed with the Management to issue new uniforms for staff.

.....
Auditee

.....
Date

Root cause for Non-conformity:

Observed darkened colour (uncleaned) uniforms.

.....
Auditee

.....
Date

Corrective action:

Date of completion:

We have plan to issue new set of uniforms for all staff in 1st Quarter in 2022 (Refer attached letter)

Pravin

Auditee

22/01/2022

Date

Verification of corrective action:

NC Closed/Open

ATC is closed base on commitment provided.

AP

Auditor

2022/01/30

Date

Effectiveness of corrective action:

.....

Auditor

.....

Date

06th January 2022

Mr. Aruna Amaradasa
Assistant General Manager
IND-EXPO CERTIFICATION LIMITED

Dear Mr. Aruna,

RE: Non Conformity detected in staff Uniforms

My comments on Root cause for Non Conformity and corrective action is as follows.

All staff were provided with new set of uniforms in February 2020. Due to Covid 19 Pandemic situation in March 2020, hotel operation was continuously withhold for nearly 4months.

In July 2020 hotel operation was re-opened time to time to cater Local guests. But the staff allocations were very limited. In additionally from in March 2021 till August 2021 hotel was served for quarantine guests and continued with local market, with limited staff par with Covid rules and regulations.

Average annual occupancy in 2020 - 19.56 %
Average annual occupancy in 2021 - 21.64 %

As a result for been low occupancy, the staff allocation for guest services were also very low. Therefore we were decided to manage with existing set of uniforms as the staff were not worn their uniforms more regularly.

The main reason for discoloring uniforms are mostly due to been keeping in stock (months' time) without been using for some days continuously.

As a preventive measure we have used Potasium per manganite / Oxi Acid treatment to bright up the uniforms and we have planned to issue new set of uniforms to all staff in 1st quarter in 2022.

Thanking you

Yours faithfully



Dayan Ganegoda

.....
General Manager
Mermaid Hotel & Club
Mahawaskaduwa, Kalutara.

Handwritten marks at the top right corner.



10-170-2N
NC-04-01



Name of Organization: Mermaid Hotel and Club

NC No. : 05 of 05

Section : Management

Team Leader : Mr. Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor : Mr. Tharindu Hettiarachchi

Relevant Clause : 8.2.4(3)

Date of audit : 2022/01/05

Relevant company document :

Non-conformity detected:

Category :-Major/Minor

Medical certificate for food handlers as per food hygiene regulation is not available at the time of audit. However, medical test report is available.


Auditor


Team Leader


Auditee

Correction:

Addressed to keep available of Medical certificate for food handlers are in par with food hygiene regulations.


Auditee

22/01/2022
Date

Root cause for Non-conformity:

Medical certificate for food handlers as per food hygiene rules were not available.


Auditee

22/01/2022
Date

Corrective action:

Date of completion:

Certificate for food handlers for food hygiene regulations attached here with.

Shamir

Auditee

22/01/2022

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken is verified. NC is closed.

[Signature]

Auditor

2022/01/30

Date

Effectiveness of corrective action:

.....
Auditor

.....
Date



LANKA HOSPITALS

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29-10-2021

Human Resources Department
Mermaid Hotels and Club
Waskaduwa,
Kalutara.

Dear Sir /Madam,

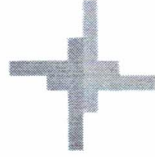
Following employees are FIT to work as Food handlers based on the medical assessments done on 22nd October 2021 and refferal feedback.

- 1 Mr. Yohan Thirimanne
- 2 Mr. Malika Edirisinghe
- 3 Mr. W.P.Saman Priyanthe
- 4 Miss B.V.I.Priyadarshani
- 5 Mr. K M Sumith T. Kumara
- 6 Mr. A.R.S Perera
- 7 Mr. R.S.Pradeep Silva
- 8 Mr. Mahinda Edussuriya
- 9 Mr. S.K. Jayanetti
- 10 Mr. I.K.Saman Priyantha
- 11 Mr. I.D. D. Chamod Ranasinghe
- 12 Mr. D.P.Wasantha Kumara
- 13 Mr. L.M. Madushanka Liyanaarachchi
- 14 Mr. S.I.Ranjuka De Silva
- 15 Mr. K.V.D. Sunil Premakumara
- 16 Mr. Sujith Prasanna Silva
- 17 Mr. Susil Rathnayake
- 18 Mr. E.A.D. Indika
- 19 Mr. M.U. Malinga Silva
- 20 Mr. W.Chandrasiri
- 21 Mr. K.L.C.Udayakumara
- 22 Mr. B.M.S.Kulathilake
- 23 Mr. P.K.Ashoke
- 24 Mr. K.K.Deepal Kannanqara
- 25 Mr. K.Chaminda Wijerathne
- 26 Mr. H.R.T.Kumara
- 27 Mr. N.D.P.De Silva
- 28 Mr N U Dias
- 29 Mr. K.W.M. Wijerathne
- 30 Mr. K. Somarathna



Organization Accredited by Joint Commission International

NC-05-01



LANKA HOSPITALS

සුවසේ සැලකීම • CARING CURING • மறந்தகல் குணமாக்கல்

- 31 Mr. U.D.L. Madushanka
- 32 Mr. K.C. Ruwan Sampath
- 33 Mr. Chamath Munasinghe
- 34 Mr. D.S. Kumara De Soysa
- 35 Mr. W.A. Thushan Fernando
- 36 Mr. P.D.T. Chathuranga Fernando
- 37 Mr. G.T.Pushpakumara
- 38 Mr. G.Amila P. Perera
- 39 E.A. Karunaratne
- 40 N.K.P.N. Fernando
- 41 K.N.S. Fernando
- 42 K.A. Sumanasiri

Thank you

Dr. Isuru Mapalagama
Medical Officer

Dr. Isuru Mapalagama (MBBS)
SLMC Reg. No: 32639
Casualty Medical Officer
Department of Emergency
Lanka Hospitals, Colombo.



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NC-05-02

