



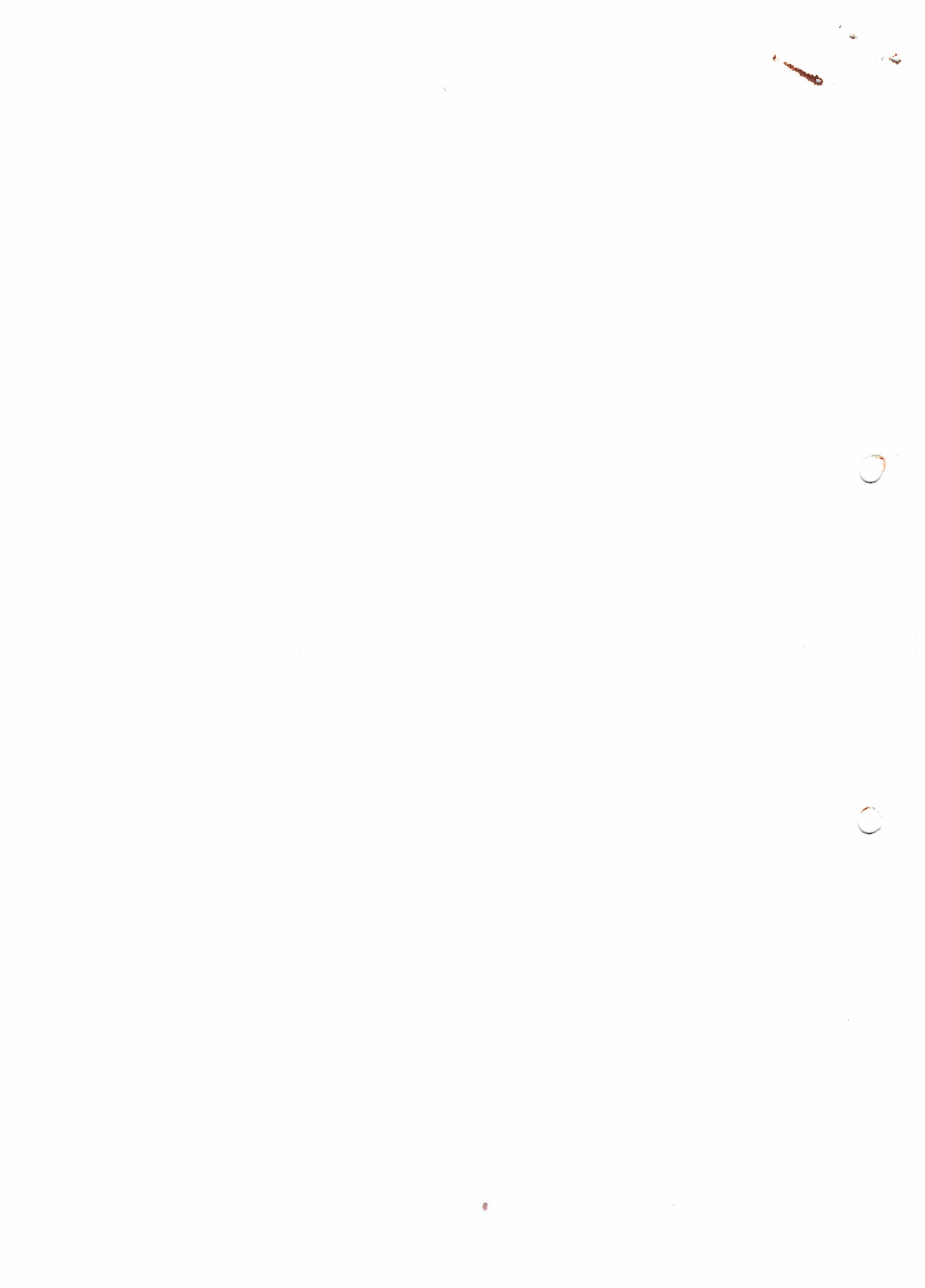
INDEXPO CERTIFICATION LIMITED

**INTEGRATED MANAGEMENT SYSTEMS
CERTIFICATION SCHEME**

**02ND SURVEILLANCE AUDIT REPORT
(SLAB WITNESS AUDIT)**

ISO 22000:2005

The Surf



**INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
02nd Surveillance audit report – ISO 22000:2005(SLAB Witness Audit)**

1. **NAME OF ORGANIZATION** : The Surf
2. **HEAD OFFICE ADDRESS** : No. 100, Hotel Road, Bentota.
3. **ASSESSMENT SITES** : Same as 2
4. **CONTACT DETAILS**
 - 4.1 **Name** : Mr. Saman Jayawardena **Designation** : Group Chef
 - 4.2 **Tel** : 0342275129 **Mobile** : **Fax** : 0342275486
 - 4.3 **E-mail** : samanj@ceylonhotels.net
 - 4.4 **NO. OF EMPLOYEES** : Forty (40)
5. **APPLICABLE STANDARD** : ISO 22000:2005
6. **FILE NO.** : IMSC-FSMS-07
7. **APPLICABLE SECTOR** : Catering
8. **NO. OF EMPLOYEES** :
9. **TYPE OF AUDIT** : Surveillance (SLAB Witness)
10. **DATE OF AUDIT** : 2014-01-31
11. **AUDIT TEAM** : Mr. S L Ginige(Team Leader)
Ms. F Weerawardena(Team Member)
12. **SCOPE OF CERTIFICATION** : Activities pertaining to sourcing, storing, processing and serving food and beverages for guests and employees
13. **GENERAL** :

13.1 Documentation

13.1.1 Control of documents (4.2.2 of ISO 22000) : Documented procedure covering the relevant requirements of ISO 22000 :2005 was available and implemented. However the following deviations were observed in the PRPs (**NCR 01**)

- i) Responsibility has not been assigned eg. Verification of the Cleaning program
- ii) External documents have not been updated with the Food hygiene regulations.
- iii) Master list of documents not updated.

13.1.2 Control of records (4.2.3 of ISO 22000) : Documented procedure covering the relevant requirements of ISO 22000 :2005 was available and implemented.

13.2 Management responsibility

13.2.1 Management commitment (5.1 of ISO 22000) :: Top management commitment is evident. Responsibilities and authorities defined and communicated to relevant personnel. Work



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instructions available and followed. Sous Chef functions as the Food Safety Team Leader.

13.2.2 Food safety policy (5.2 of ISO 22000) : Food safety policy has been displayed and has been reviewed at the last MRM.

13.2.3 Food safety management system planning (5.3 of ISO 22000) : FSMS has been planned to meet the requirements of 5.3 of the standard.

13.2.4 Responsibility and authority (5.4 of ISO 22000) : Top management has defined the responsibilities and authorities and communicated to relevant personnel.

13.2.5 Food safety team leader (5.5 of ISO 22000) : Sous Chef has been appointed as the Food Safety Team Leader and his responsibilities defined as per 5.5 of ISO 22000 and is implemented.

13.2.6 Communication (5.6 of ISO 22000) : Managing Director holds the responsibility for communication. Internal communication is through discussions, meetings. However communication need to be more effective. **(OB 01)**

13.2.7 Emergency preparedness (5.7 of ISO 22000) ::Sudden water leaks, storms with heavy rains and fire have been identified as potential emergencies. Staff is aware of the mitigation measures to be taken.

Fire training has been provided and evidence was available.

13.2.8 Management review (5.8 of ISO 22000) : A documented procedure is available and management review meetings are conducted biannually. Last management review meeting has been conducted on 2013-11-19 & all Agenda items as per 5.8 have been addressed in the MRM.

13.3 Resource management (6 of ISO 22000) : Resources necessary to implement and maintain the FSMS have been provided.

13.3.1 Human resources (6.2 of ISO 22000) : Training needs identified at the Performance Appraisal. Training plan prepared for 2013 available and training has been conducted and records available. Some trainings conducted have been evaluated. However HACCP trainings conducted on 2013-10-07 & 2014-01-08 have not been evaluated. **(NCR 02)**

13.3.2 Infrastructure and work environment (6.3 & 6.4 of ISO 22000): Infrastructure and work environment necessary for the implementation of the FSMS have been provided.

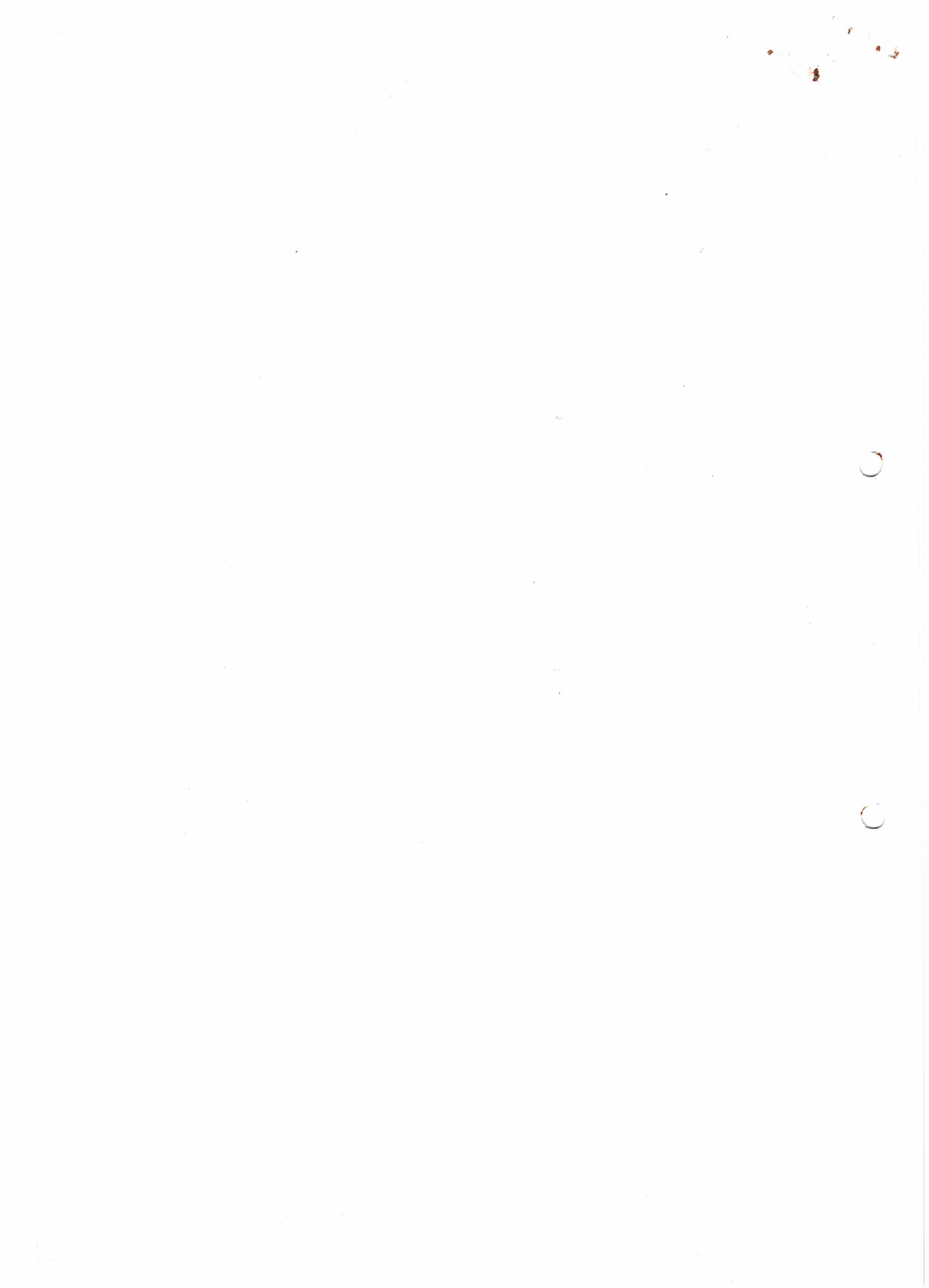
13.4 Planning and realization of safe food (7 of ISO 22000):

13.4.1 Pre-requisite programs (7.2 of ISO 22000): PRPs required by ISO 22000:2005 have been documented in the FSMS manual and implemented. However no evidence was available to demonstrate that the chemical sprayed to eradicate pests is safe to be used in a food business organization. **(NCR 03)**

When designing the uniforms buttons need to be avoided. **(OB 02)**

13.4.2 Food safety team (7.3.2 of ISO 22000): Food Safety Team has been developed and listed in Annexure 2 with their responsibilities. Training has been provided to the members.

13.4.3 Product characteristics (7.3.3 of ISO 22000): Characteristics of raw materials, and end products have been described. Physical, chemical and biological food hazards documented. Common names of end product categories to be reviewed. Eg. Bakery products, Cakes & Flour confectionery, Puddings, Desserts, Salads, Cooked meat/Fish curry **(OB 03)**





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13.4.4 Flow diagrams (7.3.5 of ISO 22000): Flow diagrams available for Meat items, Sea food items, Vegetables, Fruits, Cakes, Bread, Fruit juices and Dairy items.

13.4.5 Hazard analysis (7.4 of ISO 22000): Physical, chemical and biological hazards have been analysed using the Hazard Analysis Table and the decision tree.

13.4.6 Establishing the OPRPs (7.5 of ISO 22000): The Operational pre-requisite programs have been documented as per 7.5 of ISO 22000 and implemented. However the frequency of monitoring the (hot holding) temperature is incorrectly mentioned compared with the actual practice(hourly). **(NCR 04)**

13.4.7 HACCP plan (7.6 of ISO 22000): HACCP plans have been developed for Meat items, Sea food items, Vegetables, Pastry, Cakes and Bread. CCPs have been identified, monitoring frequency, responsibility & records and corrective actions have been defined and implemented.

13.4.8 Updating of preliminary information & documents specifying the PRPs & HACCP plan (7.7 of ISO 22000): The organization has updated information related to the FSMS.

13.4.9 Verification planning (7.8 of ISO 22000): Verification plan documented. PRPs, hazard analysis and OPRPs are verified. Responsibilities for verification activities identified in the verification schedule (Appendix 08) of the FSMS manual.

13.4.10 Traceability system (7.9 of ISO 22000): Once an order is placed the Steward who takes the order communicates to the kitchen through the Kitchen Order Ticket (KOT). This is given to the Chef in Charge. Once the order is completed the Steward who takes the order takes it to the restaurant. This is traceable up to receiving.

13.4.11 Control of non-conformity (7.10 of ISO 22000):

13.4.11.1 Correction & Corrective actions (7.10.1 & 7.10.2 of ISO 22000) : Documented procedures available covering the requirements of 7.10.1 & 7.10.2 and implemented.

13.4.11.2 Handling of potentially unsafe products (7.10.3 of ISO 22000): : Documented procedures available covering the requirements of 7.10.3 and implemented.

13.4.12 Withdrawals (7.10.4 of ISO 22000): : Documented procedures available covering the requirements of 7.10.4 and implemented.

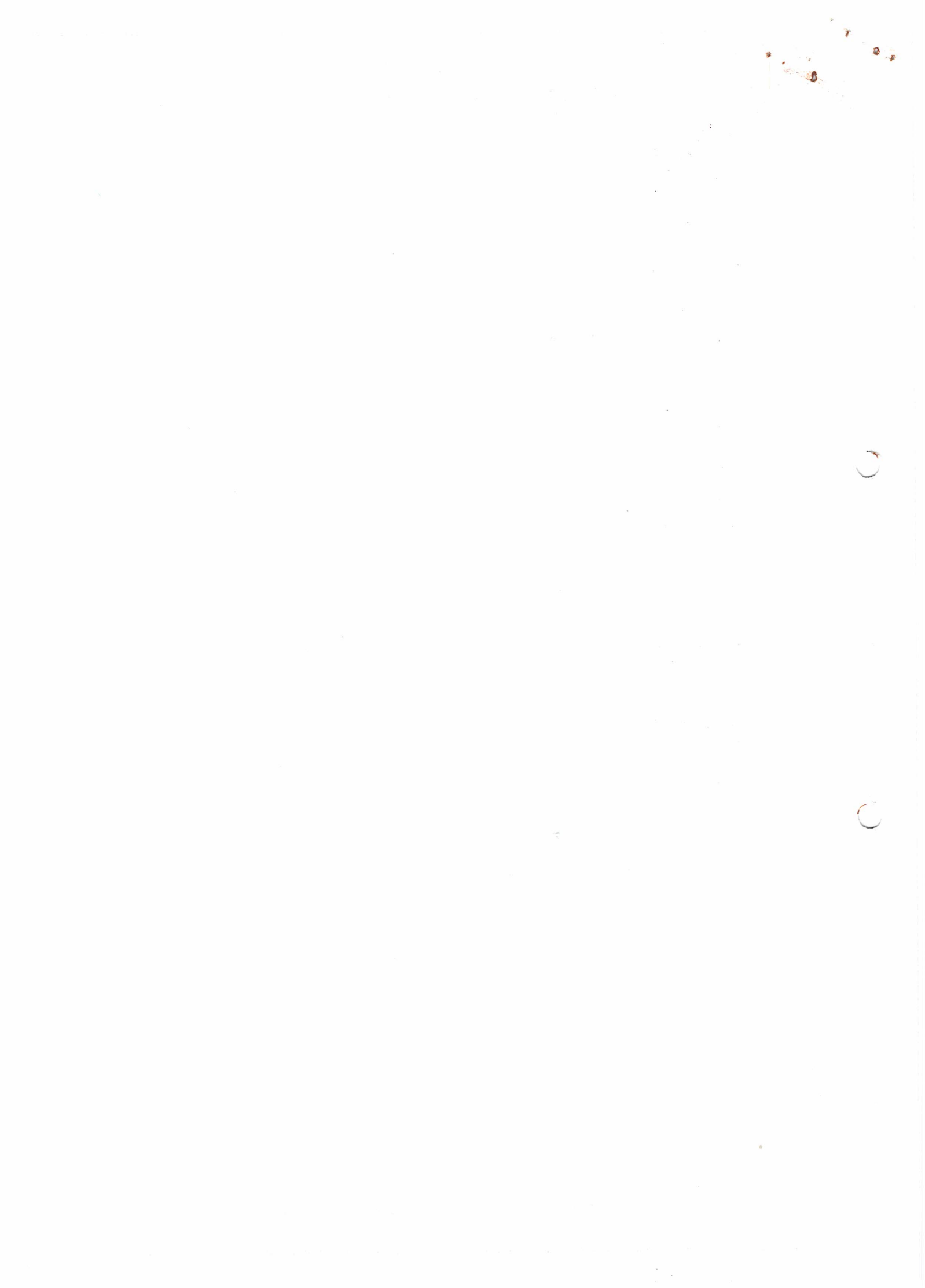
13.5 Validation, verification & improvement of the FSMS (8 of ISO 22000):

13.5.1 Validation of control measure combinations (8.2 of ISO 22000): Validation of control measure combinations have been carried out.

13.5.2 Control of monitoring and measuring (8.3 of ISO 22000): Calibration schedule available and implemented. Calibration records were reviewed at the audit.

13.6 FSMS verification (8.4 of ISO 22000):

13.6.1 Internal audit (8.4.1 of ISO 22000): Documented procedure covering the requirements of 8.4.1 of ISO 22000 available and implemented. Audit plan available and audits have been conducted.



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13.6.2 Evaluation of individual verification results (8.4.2 of ISO 22000) : The individual results of planned verifications evaluated.
13.6.3 Analysis of results of verification activities (8.4.3 of ISO 22000) : The results of verification activities have been analysed.
13.7 Improvement (8.5 of ISO 22000) : The receiving bay has been shifted closer to the operational area.
14. MAJOR NON-CONFORMITIES : None
15. MINOR NON-CONFORMITIES : Four (04)
<p>15.1 The following deviations were observed in the PRPs (NCR 01)</p> <ul style="list-style-type: none"> i) Responsibility has not been assigned for some PRPs. eg. Verification of the Cleaning program ii) External documents have not been updated with the Food hygiene regulations. iii) Master list of documents not updated.
15.2 HACCP trainings conducted on 2013-10-07 & 2014-01-08 have not been evaluated. (NCR 02)
15.3 No evidence was available to demonstrate that the chemical sprayed to eradicate pests is safe to be used in a food business organization. (NCR 03)
15.4 The frequency of monitoring the temperature is incorrectly mentioned compared with the actual practice(hourly). (NCR 04)
15. CORRECTIVE ACTION REQUESTS (CAR) : Corrective action requests have been submitted with proposed corrective actions agreed upon.
16. OBSERVATIONS/OPPORTUNITIES FOR IMPROVEMENT :
16.1 Communication need to be more effective. (OB 01)
16.2 When designing the uniforms buttons need to be avoided. (OB 02)
16.3 Common names of end product categories to be reviewed. Eg. Bakery products, Cakes & Flour confectionery, Puddings, Desserts, Salads, Cooked meat/Fish curry (OB 03)

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SIGNATURE OF TEAM LEADER

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DATE

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17. RECOMMENDATION BY TEAM LEADER:

Recommended to continue the certification
subject to the completion of agreed CAs
and submitting evidence for same.

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Signature of Team Leader

.....
Date

18. RECOMMENDATION BY CERTIFICATION MANAGER :

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Signature of Certification Manager

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Date

19. APPROVAL FOR CONTINUATION OF CERTIFICATION :

.....
Signature of Director

.....
Date

