



31st January 2015

Report: XXXXXXXXXXXXXXXXXXXX Factory Visit – 27/28 January 2015

Dear XXXXXXXX,

During our visit to your factory the following items were noted and in some cases recommendations and suggestions for improvements were made. These are listed below so that it serves as both a record of our findings thus far, as well as being a reminder to you of the items that require your attention.

1. The water results report from the Dept of Health in XXXXX's file for the last water sample taken was found to be unacceptable in that it was not printed on an official Nelson Mandela Bay Municipality letterhead, nor did it contain any form of NMBM identification and it carried only a name but no signature.
 - a. This type of report could have been generated by anyone who owns or had access to a personal computer and printer and is therefore not proof of anything having been done by the Dept. of Health – making this type of report invalid.
 - b. We addressed this matter with Mr. XXXXXXXXXXXXX, the Environmental Health Practitioner who happened to pop in during the time we were on your premises. He said he would attend to it by sending the results on a headed document and he would submit a letter to you attesting to the fact they were an accredited laboratory. He was however, unsure of their accreditation – whether it was to ISO17025 or not.
 - c. XXXXXXXXXXXXX also stated that the water could be tested once per month or at whichever interval it was required to be done – he would come and take the samples as necessary and send them to the laboratory for testing.
2. A glass and hard plastics breakage policy needs to be created with special attention to addressing the truck drivers who break pallet loads of bottles outside your *premises* – *this is unbelievably dangerous on so many different levels!* - when some of the bottles arrive broken at the factory. This is an incredibly dangerous practice as the splinters from the bottles can be carried into the factory on the soles of shoes worn by any worker or driver who walks past that area where the bottles are broken.
 - All broken and cracked window panes in the ingredient weighing room and ingredient storage area have to be replaced.
3. Procedures need to be written up for checking the incoming goods received, describing actions taken during checking if the packaging such as bags are open, damaged, etc., e.g. bags of sugar leaking product (which in turn attracts pests) during offloading onto pallets.

4. The pipes used to transfer the sauce from the cooking pots into drums for storage were found to have sauce in them from the last transfer process as well as a build up of black dirt (old product) inside them, showing that they are not being cleaned properly after use.



5. The following changes need to be implemented regarding the condition and storage of the pipes:
 - a. The broken metal funnel on the pipe has to be repaired or replaced as this is both a microbiological as well as a physical food safety hazard as dirt and bacteria will have accumulated here and is a potential source of contamination of the products.



- b. A pipe cleaning and sanitising procedure needs to be developed and this should include the dismantling of the pipes during cleaning, **especially after transferring sauces that contain allergens.**
 - c. The pipes are currently stored lying across the tops of upturned drums after use. It is recommended that the pipes to be stored vertically after cleaning to allow for any residual water/liquid to drain from them.
 - For this purpose, it is recommended that clamps be made and mounted against the wall which can hold the pipes in vertical position when not in use;

- These clamps should be made from a material that does not scratch the pipes, as in deep microbiological analysis it will be found that unless thoroughly sanitised, bacterial counts from these scratches can be quite high;
 - Covers for the tops of the pipes during storage to prevent insects and dust entering the pipes, should also be made.
6. Cleaning and sanitising procedures need to be written to address the cleaning of the utensils used for measuring and mixing the ingredients such as jugs, dishes, buckets and mixing paddles. Further, these all have to be cleaned with food grade chemicals – you need to have the MSDS of these food grade cleaning chemicals at hand - not with Sunlight liquid, which is a household chemical currently being used for this cleaning.
 7. The cooker that is not in use contained rat/mouse droppings in the metal tray attached to it, which is evidence of the presence of rodents.
 - a. This has to be cleaned, sanitised and completely sealed off with plastic as had been done with the motor.
 - b. The installation of an additional bait box near the cooking area is recommended.
 8. A metal brush has to be brought and used to scrub the grouting between the tiles in the cooking area as it currently contains a layer of grime which is harbouring bacteria.
 9. The broken tiles in the cooking area have to be replaced.
 10. The cooking pot on the right has a build up of dirt behind the plate at outlet pipe. This dirt to be removed and the plate has to be pop riveted back into position to prevent this build up from occurring again. The other cooking pots have to be checked for missing pop rivets as well to prevent this dirt accumulation.



11. A longer temperature probe has to be bought as the one currently in use is not long enough to accurately measure core temperature of the sauce.
12. Sugar crystals were found on the outside of one of the unused caramel cooking vessels and liquid inside another one of them - this serves as food for pests. All traces of product and liquid have to be removed by cleaning and sanitising.

13. A match stick was found in the caramel cooking area. A metal lighter should be used to ignite the gas cookers as no wooden implements/articles are allowed in the food processing area.
14. Signs showing the location of the fire fighting equipment and fire escape route have to be mounted on the walls.
15. It is recommended that the plastic covered boards at the storage area for the caramel drums in use be replaced with the plastic boards used on the pallets – it is more hygienic and easier to clean.
16. Staff should wear safety shoes at all times – two ladies in the bottling area were noted– one was wearing had open sandals and the other, running shoes. It was noted that the ladies have been issued with safety shoes, they are just not wearing them, despite signage to the effect.



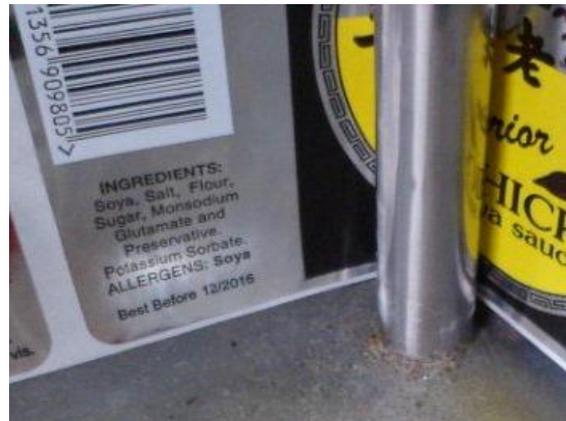
17. Personal effects such as handbags, cooldrink and peanut butter bottles ***should not*** be stored in amongst the labels below the work tables in the labelling area.



18. Cupboards are needed to store the labels and mechanical consumables such as insulation tape, lubricant, rubber currently stored in the area below the work tables as well.



19. The chemical cupboard needs to be labelled.
20. All broken storage drum lids have to be replaced.
21. All visitors to the premises have to complete the Visitors Health Form and be given coats and hair nets to wear when entering the factory premises.
22. Production documentation is to be stored on a table separate from the labelling table.
23. We have noticed a spelling error on one of your labels – the **XXXXXXXX XXXX XXXXXX XXXXX**. Please look very closely at the photo and the enlarged section below...



Monosodium Glutemate is spelled Monsodium – the second “o” is missing.

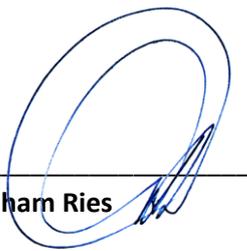
24. With regard to the ingredients in the sauces – there is a disparity between what we were given by your staff and what is actually on the labels themselves as pointed out by Xxxxxxx Xxxxxxxx of Shoprite Checkers. Please see separately attached document.
25. Your product flow diagrams are also attached to this report. Please verify that they are correct or if there are any steps in the processes missing at all?
26. There is a lot of dust on the machinery and everywhere in the factory, indicating that it is not thoroughly cleaned often enough. It is recommended that a person be employed to handle this specific task and no other.
27. Please don't forget to buy a long bottle brush to clean the inside of the pipes, as well as a steel brush to clean the grouting between the tiles on the cooking platform.

Although this report might look bad initially, it really isn't – these are all minor findings.

What we DO have to emphasise however, is that in order for you to gain your HACCP accreditation, total transparency with us as your consultants has to be achieved. Your certification audit is far worse, far deeper, more thorough and more difficult, than ANY audit you will have experienced so far, but will give you licence to put the words "HACCP CERTIFIED" on your labels, thus opening the doors to international export.

Warmly

Graham Ries



Graham Ries