



Morrisons Supplier Standards  
NSF International,  
Hanborough Business Park,  
Long Hanborough,  
Oxon,  
OX29 8SJ

Omowunmi Olunloyo  
Alara Wholefoods  
108-112 Camley Street  
London  
N1C 4PF

9<sup>th</sup> of September 2016

Dear Omowunmi

Thank you for the courtesy extended to me during my audit of Alara Wholefoods on the 8<sup>th</sup> of September 2016.

The audit has been rated as **Green+** in accordance with the classification system defined in the Morrison Food Manufacturing Standard (TP02).

Please provide your formal response to the non-conformities by completing the corrective action section on the attached report.

It is important that your response makes clear:

- a) The action to be taken to address the immediate issue associated with the non-conformity (**'correction'**).
- b) The action to eliminate the underlying '**root cause**' of the non-conformity to prevent re-occurrence (**'preventive action'**).

Documentary and/or photographic evidence of the corrections/corrective action must be provided in relation to all major non-conformities and as specifically requested by the report.

In order to close the audit, I will need to evaluate your corrective action proposals and confirm their adequacy. I need your response to be completed no later than the **23<sup>rd</sup> of September 2016**. The 'Certificate of Authorisation to Supply Morrisons Own Brand Products' will be issued upon satisfactory closure of all the non-conformities identified in the report.

Please send your response by email to [morrisonssupplierstandards@nsf.org](mailto:morrisonssupplierstandards@nsf.org) or by post to the address above.

Failure to respond by the specified deadline will result in the Certificate of Authorisation to Supply Morrisons Own Brand Products not being issued and the site may be put under Technical Review.

To keep up to date with Technical developments on Morrisons standards and processes, the Morrisons Supplier Academy has training courses available that can be found at the following address: <https://bookwhen.com/morrisonssupplieracademy>

Please do not hesitate to contact me if you have any queries.

Yours sincerely,

Brian Clarke

Morrisons Supplier Standards Team  
[morrisonssupplierstandards@nsf.org](mailto:morrisonssupplierstandards@nsf.org) 01993 885627

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Reference	Version number	Authorised by	Date
AD01	7	J D Roe	September 2015

### Non-Conformity and Preventive Action Report

<b>Site Rating:</b>  Green+ - Satisfactory	<b>Audit type:</b>  Routine Audit	<b>Scope of Audit:</b> Blending and packing of breakfast cereals, including muesli, nuts, dried fruit and seeds, packed into printed film. The mixing and roasting of granola, as a raw material for inclusion in breakfast cereals.	<b>Date of Audit:</b> 08/09/16
		<b>Exclusions</b> None	<b>Duration of Audit (hours):</b> 8
			<b>Time spent in Production Facilities (hours):</b> 5
<b>No of Actions Identified:</b>  0 Critical, 0 Majors, 13 minors	<b>Supplier name and address:</b>  Alara Wholefoods, 108-112 Camley Street, London, N1C 4PF		<b>Mcreate Supplier and Site Code:</b>  10941 - 0001
<b>Attendees:</b>  Omowunmi Olunloyo – Technical Manager Regina Diko – QC Technician Dave Effa – Production Manager Katrina Smith – Director Tom Furga – Warehouse Manager Shiraz Muhsin – Finance Manager	<b>Auditor:</b>  Brian Clarke - Morrisons Supplier Standards Team		<b>Response required by:</b>  23/09/16
<b>Certifications Held:</b> BRC Food Issue.7, Grade AA, Kiwa PAI, Expires 2/9/17. The site is also holds an Organic certificate (Soil Association).	<b>Site Detail:</b> The company is privately owned and was established in 1975 with production in the current location started in 1985. Expansion to two units on the same small industrial yard was completed in 2004, the units are approximately 40 years old and have been fitted out with racking, production equipment and the necessary dividing walls by the company. The site specialise in organic, fair trade and gluten free products under their own label and for wholesale and retail customer brands. Pack sizes range from 50g to 25kg sacks produced on 5 production lines. The site employ 65 staff working a single day shift (08:00 to 16:00) across the two		<b>SKU Details:</b> Two current SKU's: Gluten free Oats in 500g and 1kg packs (Free From brand).

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	units. Since the previous Amber audit in April the site have carried out extensive work on pest prevention and proofing with their contractor and fabrication improvements in production.	
<b>Previous Two Morrisons Audit Dates and Grades**:</b> 12/04/16, Morrisons Food Manufacturing Standard (Maintenance) Amber graded. 11/03/14, Morrisons Food Manufacturing Standard (Maintenance) Green graded.		

<b>CCPs:</b> CCP1 – Goods Receipt Inspection (visual assessment and Certificate of Analysis) CCP2 – Machinery Cleaning (Gluten Clean) tested by swabbing each clean. CCP3 – Metal Detection (tested with 2mm Ferrous, 2mm Non Ferrous and 2.5mm Stainless Steel pieces at start, end and hourly).	<b>Allergens:</b> Gluten, Milk, Nuts (including peanuts), Sulphites, Soya & Sesame.	<b>Species Handled:</b> None
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**Positive Audit Findings**  
 Although there have been some reports of minor activity since the last audit (followed up and actioned) the site has been actively working with the pest control contractor (Check Pest) to improve in this area with additional traps, monitoring and proofing work evident during the audit. All areas were closely examined during the audit (with a torch) and no signs of activity could be found near doors, wall/floor junctions or ledges. Hygiene standards were good with dust in all areas kept to a minimum and very little product spillage seen. Staff have obviously working hard to improve led by the Technical Manager and better understand the Morrisons requirements. The Technical Manager has attended Morrisons training courses and studied technical policies as advised.

**Improvements Required**  
 Some minor housekeeping issues were noted as detailed below and the operation of the checkweigher (although not solely used for weight control) needs improvement.

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	<b>Issues</b>	<b>Critical / Major / Minor</b>	<b>Correction</b>	<b>Preventive action (to prevent recurrence of non-conformity by addressing its root cause)</b>	<b>When</b>	<b>Who</b>	<b>Action approved by auditor (name and date)</b>
1	<b>3.6 Specifications</b> The supplier of Oats listed in the MCreate specification is listed as Hax, it has now changed to Glebe Farms (supplier approval was complete).	Minor	The supplier of Oats listed in the Mcreate specification has been changed to Glebe Farm	Technical Manager did not realise that the supplier details has not been updated. Technical Manager to audit supplier details on mcreate more frequently.	September 2016	Toks	Susan Fulcher 06/10/16
2	<b>4.1 External Standards</b> The following issues were observed externally: a) Items of building material from the kitchen refit were propped against the wall outside Unit 2 and could provide harbourage for pests. b) There was build up of leaves around the yard, particularly behind the portacabin office which could provide pest harbourage.	Minor	Items of building material from the kitchen refit propped against the wall outside Unit 2 has been disposed off.  Build up of leaves around the yard particularly behind the portacabin office has been cleared.	Director did not realise that it could be a potential foreign body. QAs to monitor as part GMP Audit.  QAs had not been proactive to report the build up of leaves. QAs to monitor as part GMP Audit.	September 2016  September 2016	David  Toks	Susan Fulcher 06/10/16
3	<b>4.6 Equipment</b> An air gun on the mixing area Mezzanine floor had been wrapped in red sticky tape which could present a foreign body hazard.	Minor	The air gun on the mixing area Mezzanine floor wrapped in red sticky tape has been removed and disposed off.	Line leader did not report air gun issue. QAs to monitor as part GMP Audit.	September 2016	Toks	Susan Fulcher 06/10/16

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4	<b>4.8 Staff Facilities</b> There was clutter on the floor in the male changing room (plastic bags, shelving and personal items), which could make cleaning difficult.	Minor	The male changing room has been tidied to make cleaning easy. A new table/shoe rack has been provided for staff use.	QAs to monitor as part GMP Audit.	September 2016	Toks	Susan Fulcher 06/10/16
5	<b>4.9.2 Metal Control</b> The cutting blade found on a ledge next to the slicing machine was damaged and there is no record of this being reported (this machine is not used for Morrisons products).	Minor	The damaged cutting blade has been removed from the area.	QAs to monitor as part GMP Audit and check maintenance record that no issue is raised regarding cutting blade.	September 2016	David	Susan Fulcher 06/10/16
6	<b>4.9.3 Control of Glass, Brittle Plastic &amp; Ceramics</b> The new packing line covers installed to protect film from contamination had not been included on the Glass & Plastic audit form.	Minor	The new packing line cover installed to protect film from contamination has been added to the Glass & Plastic Register	Technical Manager did not realise that it had not been added. Technical Manager to ensure all plastic introduced to the factory is added to the glass register.	September 2016	Toks	Susan Fulcher 06/10/16

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7	<p><b>4.11 Hygiene &amp; Housekeeping</b></p> <p>The following issues were noted with regard to hygiene &amp; Housekeeping:</p> <p>a) A small spillage of oats was observed behind a pallet in Unit 1 which could attract pests.</p> <p>b) A small spillage of Brazil Nuts was observed on the floor near to the grinding area on the mezzanine floor.</p>	Minor	All spillages have been cleaned.	QAs to monitor as part GMP Audit.	September 2016	Toks	Susan Fulcher 06/10/16
8	<p><b>4.14 Pest Control</b></p> <p>There was webbing consistent with moth activity on the gantry beneath the mixer hopper with no pheromone traps evident in this area.</p>	Minor	Pheromone traps placed on the gantry beneath the mixer hopper.	It was missed by the hygiene team. QAs to monitor as part GMP Audit.	September 2016	Toks	Susan Fulcher 06/10/16
9	<p><b>4.15 Storage Facilities</b></p> <p>There were some items of packaging in cardboard boxes (stretch wrap and tape) stored on the floor behind a door and a pallet of product, these could provide harbourage and nesting for pests.</p>	Minor	Warehouse team have been briefed to store packaging in cardboard boxes (stretch wrap and tape) off the floor.	Perhaps Training did not adequately emphasize that all packaging should be stored off the floor even if it was tertiary packaging. QAs to monitor as part GMP Audit.	September 2016	Toks	Susan Fulcher 06/10/16

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10	<b>5.3 Management of Allergens</b> The requirement to print time of packing and line on each pack (according to TP05) is not carried out. The site only print the Best Before date on the pack panel.	Minor	The requirement to print time of packing and line on each pack (according to TP05) has been implemented	Interpretation of the guide was different.	September 2016	David	Susan Fulcher 06/10/16
11	<b>6.3 Quantity Controls Weight</b> The check-weigher, when challenged, did not reject underweight packs and the reject mechanism is not routinely tested with a T2 pack (the site maintain an off line weight check for Morrisons products currently).	Minor	Engineers have been called to fix the check-weigher. Checkweigher functioning properly now.	Site aware of checkweigher issue. Engineers had already been called to attend to it.	September 2016	Toks	Susan Fulcher 06/10/16
12	<b>6.4 Calibration</b> The Metal Detector / Check-weigher calibration date had expired on 29 <sup>th</sup> August 2016 (although the site had evidence of an email sent to chase the contractor).	Minor	The Metal Detector / Check-weigher has been calibrated	Site aware that metal detection had not been calibrated. Engineers had already been called to attend to it.	September 2016	Toks	Susan Fulcher 06/10/16
13	<b>7.4 Protective Clothing</b> A white factory coat was found hanging with outside clothing in the male changing room.	Minor	Team have been briefed to ensure white factory coat is stored in the appropriate location.	Operative was careless. QAs to monitor as part GMP Audit	September 2016	Toks	Susan Fulcher 06/10/16

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**AUDITOR COMMENTS**

Non-conformity reference	
5.3	The requirement was miss understood following the previous audit and the site have been writing the time on pack samples and not including this on each pack. The production manager was sure that this requirement could be met with the sites coding machines.
3.6	The current specification nutritional also did not match the packaging but evidence of email traffic between Morrisons and the site showed that the remainder of film could be used till the next corrected print run.

**AUDIT REPORT REVIEW (to be completed by person reviewing the report before its formal issue)**

<b>Audit reviewed by</b>	
<b>Name</b>	Susan Fulcher
<b>Position</b>	Report Review Technologist
<b>Date</b>	09/09/16

**AUDIT CLOSURE AND CERTIFICATION DECISION (to be completed by Morrisons Supplier Standards auditor or Approved Technical Reviewer)**

Audit closed & certificated by: (Scope, exclusions and grade as page 2 confirmed)	
<b>Name</b>	Susan Fulcher
<b>Position</b>	Report Review Technologist
<b>Date</b>	06/10/16

**Auditor comments where supplier corrections and / or corrective actions are deemed inadequate:**

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