


Detailed Report of an Assessment against the SALSA plus Cheese Audit Standard Issue 5, June 2018.

Company Name:	Neals Yard Dairy	STS Approval:	No
Site Address:	Arch 6 Apollo Business Park St James Road London SE16 4ET	SALSA Auditor:	Gill Palmer
Supplier ID:	451	Audit Date:	10 07 2019
Scope:	The receipt, maturation, cutting, packing and despatch of cheese		
Recommendation:	Recommended subject to Action Plan approval by SALSA		
		Audit ID:	9776

SECTION 1 - PREREQUISITE CONTROLS
1.1.1

The business shall have a training procedure with a documented plan and records to demonstrate that the training is appropriate, effective and can provide evidence of competency.

Partially Compliant - for Improvement
Comments:

A training policy and procedures are in place with a good training matrix. Job related training is captured on comprehensive records but there is no specific sign off to confirm those trained are deemed competent

1.1.2

Temporary personnel shall be trained commensurate with their activity prior to starting work. This training shall be documented.

Fully Compliant
1.1.3

A programme of appropriate refresher training shall be in place for key staff.

Fully Compliant

1.1.4**Fully Compliant**

All personnel shall be adequately supervised throughout the working period.

1.1.5c**Fully Compliant**

For the manufacture of raw milk cheese, the training and competence of staff who carry out milking duties shall be evident, with particular focus on good milk hygiene practices.

Comments:
Not applicable**1.2.1****Fully Compliant**

Protective clothing shall be suitable for the food being handled, shall not pose a contamination risk to the product and shall be subject to appropriate exchange, laundering and condition monitoring procedures. Disposable protective clothing, if used, shall be subject to adequate control to avoid product contamination.

1.2.2**Fully Compliant**

Where protective clothing is required, designated changing facilities shall be provided for all personnel, whether staff, visitor or contractor, prior to entry to all food handling areas. Protective clothing shall be stored physically separate from outdoor clothing.

1.2.3**Fully Compliant**

For the production of High Risk/High Care products, all protective clothing shall be removed, in a designated changing area, before visiting the toilet, and controls shall be in place to ensure product safety is not compromised before returning to food handling areas.

1.2.4**Fully Compliant**

The consumption of food and drink shall not be permitted within food production and storage areas.

1.2.5**Fully Compliant**

All hair, including beards and moustaches, shall be fully contained to prevent product being contaminated in open food production and storage areas.

1.2.6**Fully Compliant**

Smoking shall be effectively controlled and, as a minimum, isolated from production and storage areas. This applies to electronic cigarettes and other smoking apparatus.

1.2.7**Fully Compliant**

The business shall detail how to control jewellery and personal items such as medicines, keys and mobile phones so that they pose no risk of product contamination.

1.2.8**Fully Compliant**

Hand cleaning shall always be performed before handling food, after visiting the toilet and thereafter at a frequency that is appropriate to product risk.

1.2.9**Partially Compliant - for Improvement**

All cuts and grazes on exposed skin shall be covered by a blue plaster that is business-issued, logged and monitored to ensure safe disposal or return.

Comments:
Blue plasters are issued and used within the business and are covered with a glove if used on the hands but there is no log retained

1.2.10**Fully Compliant**

Perfume or aftershave shall not be worn; fingernails shall be kept short, clean and unvarnished. False fingernails and false eye lashes shall not be permitted.

1.2.11**Fully Compliant**

The business shall have a procedure for the notification by employees, temporary employees, contractors and visitors, of any relevant infectious disease or condition with which they may be suffering, or have been in contact.

1.2.12c**Fully Compliant**

Areas where tasting is allowed shall be clearly identified

1.3.1**Fully Compliant**

All areas of the site shall be visually clean and tidy and the standard of cleaning and housekeeping shall be suitable to minimise the potential for contaminating the product.

1.3.2**Fully Compliant**

Documented cleaning schedules, procedures and records shall be in place and maintained for the building, services, plant and all equipment in direct contact with food.

1.3.3**Fully Compliant**

The effectiveness of cleaning shall be routinely checked and documented.

1.3.4**Fully Compliant**

In High Risk/High Care areas, cleaning and disinfecting processes shall effectively control any microbiological risk to the safety of the product.

1.3.5**Partially Compliant - for Improvement**

Cleaning chemicals shall be fit for purpose, appropriately labelled, secured in closed containers and used according to the documentation on their safe use, which shall be held on site.

Comments:

The tray/crate washer is routinely serviced but there is no checks undertaken of detergent concentrations between the annual services

1.4.1**Fully Compliant**

The site layout and methods of working shall minimise the potential for the unintended physical, chemical, microbiological or allergen contamination of product and packaging at all process steps.

1.4.2**Fully Compliant**

There shall be effective segregation in place to minimise the risk of product or meat species cross-contamination.

1.4.3**Fully Compliant**

Allergens handled on site or brought on to site, shall be identified and the risk of cross-contamination shall be assessed. Controls shall be implemented to minimise the potential for cross-contamination.

1.4.4**Fully Compliant**

Glass and Breakables control procedures shall be documented and shall include a list of relevant items and recorded checks.

1.4.5**Fully Compliant**

Metal control or detection procedures shall be documented and their operation subject to recorded inspection and/or testing.

1.4.6**Fully Compliant**

Procedures shall be in place to prevent contamination by other foreign bodies including wood and plastic.

1.4.7**Fully Compliant**

Procedures shall be in place to prevent contamination of product by chemicals used on site.

1.4.8c**Fully Compliant**

Controls shall be established to prevent cross-contamination from animal housing and milking to dairy production areas.

Comments:
Not applicable

1.4.9c**Fully Compliant**

Hoses used for cleaning cheesemaking equipment and premises shall be appropriately designed and made of food compatible material. They should be used in a manner that minimises generation of aerosols and the potential for spreading microbiological contamination.

1.4.10c**Fully Compliant**

The business shall identify stages in the process where there is a risk of metal contamination (eg from knife tips, peg mills, vat overheads & stirrers, maintenance & breakdown operations, piercing rods, cheese wires) and shall establish procedures for checking equipment integrity, maintenance, cleaning and monitoring procedures, at an appropriate frequency.

1.4.11c**Partially Compliant - for Improvement**

Procedures for quality maintenance and the control of microbiological and physical contamination of brine tanks and during rind-washing shall be established, monitored and documented.

Comments:

The rind washing procedure described by the person undertaking the procedures did not fully match the written document

1.5.1**Fully Compliant**

Process controls shall be documented and monitored to ensure products can be made consistently in compliance with the requirements of the written specification.

1.5.2**Fully Compliant**

Appropriate environmental controls shall be documented and monitored to ensure that facilities are adequate to maintain raw materials, intermediate and finished products, and packaging, within a safe temperature range and, where applicable, under controlled humidity, atmospheric or other environmental parameters.

1.5.3**Fully Compliant**

In the case of equipment failure, procedures shall be in place to establish the safety status of the product prior to release.

1.5.4**Fully Compliant**

Where identified as essential for legality and food safety, environment monitoring devices, such as temperature probes and recorders, and process control devices such as weighing equipment and metal detection, shall be calibrated to ensure accuracy within defined parameters at a pre-determined frequency.

1.5.5**Fully Compliant**

All other devices and equipment (not covered in 1.5.4) used for monitoring production processes and product quality shall be regularly checked and adjusted if necessary.

1.5.6**Fully Compliant**

Procedures for quantity control shall be in place to ensure the product complies with Weights and Measures legislative requirements.

1.5.7**Fully Compliant**

In High Care/High Risk areas, an environment sampling plan shall be in place to test for the presence or absence of *Listeria monocytogenes*.

1.5.8c**Fully Compliant**

If the business or the milk supplier heat-treats milk, the equipment used shall be of appropriate design and specification to comply with legal requirements, particularly holding time and temperature, and shall be appropriate for the volumes and type of product processed.

Comments:
Not applicable

1.5.9c**Fully Compliant**

Heat treatment equipment shall have appropriate services supplied which shall be monitored.

Comments:
Not applicable

1.5.10c**Fully Compliant**

Temperatures and holding times for all types of heat treatment shall be controlled, monitored and verified including the use of calibrated measuring equipment, and shall be fully documented. The adequacy of heat treatment shall be verified at appropriate intervals and the results shall be documented.

Comments:
Not applicable

1.5.11c**Fully Compliant**

All heat treatment equipment shall undergo structural integrity checks of product contact surfaces at appropriate intervals.

Comments:
Not applicable

1.5.12c**Fully Compliant**

For continuous flow heat exchangers (HTST), operational procedures shall include filter application (if applicable), start-up sterilisation, divert valve checks, sampling, chart recorder use, Manual and Auto functions and cleans.

Comments:
Not applicable

1.5.13c

For HTST equipment, a documented planned maintenance schedule shall be available which shall include: the calibration of panel, chart & direct read temperature displays, plate & gasket integrity checks, flow controller, holding tube times, hot water system and divert valve. Software used in evaluating digital records shall also be checked for accuracy.

Fully Compliant

Comments:
Not applicable

1.6.1

The business shall ensure that suppliers of all materials, including food contact packaging and processing aids, are reputable and are regularly reviewed.

Fully Compliant**1.6.2**

The business shall ensure that specifications are held on site for all materials, including food contact packaging and processing aids, and are regularly reviewed.

Fully Compliant**1.6.3**

All incoming goods shall be identifiable and where appropriate, be thoroughly checked on arrival for temperature compliance, damage, cleanliness and the absence of pest infestation. Where appropriate, certificates of analysis or compliance shall be obtained and held on file.

Fully Compliant**1.6.4**

The business shall perform a risk assessment on all food raw materials, including food contact packaging, in relation to adulteration or substitution. The findings shall be documented and appropriate controls and procedures implemented.

Partially Compliant - for Action

Comments:
Although the business has a food defence plan in place, there is no risk assessment for adulteration and substitution of purchased food materials or packaging

1.6.5

Water shall be potable, and shall not present a contamination risk to products.

Partially Compliant - for Improvement

Comments:
Whilst water testing is carried out, this is completed for colony counts at 22 and 37 degC and for pseudomonas whereas colony counts at 22 and 37 degC and coliforms are more generally tested for as coliforms may provide an indication of contamination of a faecal origin contaminating the water supply

1.6.6c

All milk shall be supplied from healthy dairy animals, from production holdings registered with the FSA in England and Wales, DARD in Northern Ireland and the local council in Scotland, and shall comply with current legal requirements.

Fully Compliant

Comments:
Not applicable

1.6.7c

For milk supplied within the business, procedures shall be in place and records maintained to: demonstrate animal health and cleanliness, equipment maintenance and cleanliness, and rejection of contaminated milk.

Fully Compliant

Comments:
Not applicable

1.6.8c

For bought-in milk used for the manufacture of raw milk cheese, there shall be a documented agreement between the business and the milk supplier stating that milk is used for the manufacture of raw milk cheese. The agreement shall stipulate hygiene requirements for milk production, milking practice, storage and transportation. The business shall provide ongoing evidence that supplying farm(s) are complying with this agreement.

Fully Compliant

Comments:
Not applicable

1.6.9c

Milk quality and holding temperatures shall be compliant with current legal standards and specifications. Milk supplied for the production of raw milk products shall comply with the specific legal requirements and shall aim to be pathogen-free. Antibiotic control/monitoring appropriate to the milk producer(s) shall be in place and records of veterinary interventions should be kept.

Fully Compliant

Comments:
Not applicable

1.6.10c

The business shall have procedures and maintain records of the inspection of milk on receipt and/or prior to production. Records shall demonstrate traceability of bought-in milk to the producer(s) and, where appropriate, shall include evidence of organic status or species of milk-producing animal. Organoleptic checks shall be included.

Fully Compliant

Comments:
Not applicable

1.6.11c

Where milk is not delivered by direct pipeline from the milking parlour to the dairy, the transport of milk shall be in dedicated tankers of established hauliers or in other suitable covered vessels used within the business. Adequate cleaning schedules and facilities shall be in place; cleaning activities shall be documented and verified.

Fully Compliant

Comments:
Not applicable

1.6.12c

Milk shall be stored in suitable covered vessels at temperatures appropriate for maintaining quality and in accordance with the legal requirements.

Fully Compliant

Comments:
Not applicable

1.7.1

The business shall practise effective stock rotation to ensure that raw materials and intermediates are used within their allocated shelf-life.

Fully Compliant**1.8.1**

The business shall ensure that the accumulation of waste in handling and storage areas is kept to a minimum prior to its removal.

Fully Compliant**1.8.2**

Internal and external waste collection containers and compactors shall be clearly identified and managed in such a manner as to minimise risk of contamination and pest harbourage.

Fully Compliant**1.8.3**

Products that require specific conditions for disposal shall be separated and disposed of using licensed contractors.

Fully Compliant**1.9.1**

All operational areas shall be controlled so as to minimise risk of infestation, be adequately proofed to prevent pest ingress, and the methods of control shall be communicated to all staff.

Fully Compliant**1.9.2**

The business shall contract the services of a competent pest control organisation, for the regular inspection and treatment of premises to deter and eradicate infestation. The service contract shall be clearly defined and reflect the activities of the site, and shall be regularly reviewed.

Fully Compliant**1.9.3**

The location of all pest control measures shall be identified on a plan/diagram of the site and reviewed at least annually.

Fully Compliant

1.9.4**Fully Compliant**

Inspections shall be at regular intervals and documented records shall show details of any pest activity and pest control treatments undertaken at individual pest control points.

1.9.5**Fully Compliant**

Records of recommendations made by the contractor, along with details and dates of actions taken, shall be maintained.

1.9.6**Fully Compliant**

Results of pest control inspections shall be assessed and analysed for trends at least annually. Where trends are identified, Corrective Action(s) shall be taken to eliminate further risk to product safety.

1.9.7**Fully Compliant**

Baits and other materials such as insecticide sprays or fumigants shall be applied and used according to the documentation on their safe use, which shall be held on site.

1.10.1**Fully Compliant**

Equipment shall be fit for purpose, constructed of appropriate materials, and positioned so as to give access under, inside and around it for ease of cleaning and servicing. Where permanently sited, equipment shall be properly sealed to the floor.

1.11.1**Fully Compliant**

A programme of planned maintenance shall be in place for premises and for equipment critical to product safety, legality and quality.

1.11.2**Fully Compliant**

The business shall ensure that the safety, legality and quality of product is not jeopardised during maintenance operations. In High Risk/High Care areas tools and equipment shall, wherever possible, be dedicated.

1.11.3**Fully Compliant**

Cleaning and/or replacing light fittings and glass shall be carried out in a manner to minimise the potential for product contamination.

1.12.1**Partially Compliant - for Improvement**

Procedures shall be in place to ensure all product labelling fully conforms to legislative and, where specified, customer requirements.

Comments:

Whilst the labels applied to mail order products are legally compliant, the allergen information for the products is made available on the website

1.12.2**Fully Compliant**

There shall be appropriate documented controls to ensure that the correct labelling is applied to product.

1.13.1**Partially Compliant - for Action**

Transport used for the distribution of products to the customer shall be fit for purpose and capable of maintaining the integrity and safety of the product. All transport should be inspected before loading, and records kept for each despatch.

Comments:

There were only limited records for the vehicles used by the business for delivery, whether hauliers or own vehicles. The standard requires records of inspection for each despatch

1.13.2**Partially Compliant - for Improvement**

Where third party hauliers/distributors and storage facilities are contracted, there shall be a documented agreement in place to ensure the integrity and safety of product is not compromised during storage and/or distribution to the customer.

Comments:

There were no documented agreements available at the time of the audit for the hauliers used by the business

1.13.3**Fully Compliant**

Where products are distributed via couriers or the postal service, the business shall ensure products are adequately and appropriately packaged to ensure their integrity and safety is not compromised during distribution to the customer.

1.14.1**Fully Compliant**

The minimum durability (shelf-life) applied to products shall be determined and checked using appropriate verification techniques.

Prerequisite food safety controls shall be identified, documented, adopted, legally compliant and maintained throughout the business. The controls shall include, but are not limited to, the requirements identified in Section 1.

Has Statement of Intent been met? Yes
Justification:

A comprehensive, detailed and well-managed food safety management system was in place that addressed all aspects of the SALSA plus CHEESE Standard. Pre-requisite programmes were established to control minor hazards. Staff were well trained and good team working practices were evident.

SECTION 2 - HACCP

2.1

Fully Compliant

The HACCP system shall be developed by a named team or person, with appropriate training, who shall be able to demonstrate competence in the understanding of HACCP principles and their application.

2.2

Fully Compliant

A flow process/diagram shall be prepared to cover each product or product category or process as outlined in the scope of the SALSA audit. It shall cover all operational steps from raw material receipt through to processing, storage and distribution.

2.3

Fully Compliant

The HACCP team shall conduct a Hazard Analysis by identifying the cause/source of any physical, biological and chemical hazards (including allergens) that must be prevented, eliminated or reduced to acceptable levels.

2.4

Fully Compliant

Control Measures and/or Prerequisite Controls related to the hazards in 2.3 shall be identified.

2.5

Fully Compliant

A Risk Assessment shall be conducted for the physical, biological and chemical hazards (including allergens) identified in 2.3 which must be prevented, eliminated or reduced to acceptable levels.

2.6

Fully Compliant

Critical Control Points shall be identified, using documented methods, at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels.

2.7**Fully Compliant**

Critical Limits, which enable the prevention, elimination or reduction of identified hazards, shall be established for Control Measures at each Critical Control Point.

2.8**Fully Compliant**

Effective monitoring procedures shall be established and implemented at Critical Control Points.

2.9**Fully Compliant**

Effective Corrective Action(s) shall be established and actioned when monitoring indicates that a Critical Control Point is not under control.

2.10**Fully Compliant**

Regular checks shall be established to verify that the limits and controls outlined in 2.7 to 2.9 are working effectively.

2.11**Fully Compliant**

Documents and records, commensurate with the nature and size of the business, to demonstrate the effective implementation of the HACCP system shall be established.

2.12**Fully Compliant**

A review of the HACCP system shall be completed at least annually, or when any new practices, processes or product changes are introduced, to ensure that it continues to reflect the current or adjusted practices and that any proposed changes are appropriately controlled and monitored.

2.13**Fully Compliant**

At least one person, who shall be able to demonstrate understanding of the HACCP plan, controls and Corrective Action(s), shall be present at all times during production.

2.14c

For cheese made with unpasteurised milk, a Hazard Analysis shall be undertaken and documented for the milk supply. It shall identify all potential hazards and control measures.

Fully Compliant

Comments:
Not applicable

STATEMENT OF INTENT: SECTION 2 - HACCP

All hazards to product safety and legality shall be identified, analysed and assessed for risk. A documented HACCP (Hazard Analysis & Critical Control Point) system, based on Codex Alimentarius HACCP principles, shall be in place and regularly reviewed.

Has Statement of Intent been met? Yes Justification:

A well-documented HACCP system was in place that followed the Codex Alimentarius format. One CCP had been identified (goods in) which covered visible contamination by foreign bodies, chemicals and allergens while microbiological safety of cheeses received was covered by PRPs relating to supplier assurance. Ancillary food safety controls were in place that could be swiftly implemented in the event of an incident.

SECTION 3 - MANAGEMENT SYSTEMS & DOCUMENTATION**3.1.1**

An Internal Systems Review (or scheduled internal audit), carried out by appropriate personnel who, ideally, shall not review their own work, shall be documented at least annually and include all the applicable requirements of the SALSA standard.

Fully Compliant**3.1.2**

Results of the review (or scheduled internal audit) shall include a timetable for correction of any non-compliances found and the date the action was taken.

Fully Compliant**3.2.1**

Procedures shall be in place to identify and record any non-conforming materials, and record actions taken in managing those materials.

Fully Compliant**3.3.1**

Procedures shall be in place to investigate, record and remedy the cause of any product non-compliance including complaints, incidents and sub-standard product or ingredients. Records shall be available to the Internal Systems Review.

Partially Compliant - for Improvement

Comments:
Non conformances are documented on a record with the corrective actions but these are held electronically and 'signed' by typing the initials of the person completing the work rather than a secure means of sign off

3.4.1**Fully Compliant**

The business shall have a documented procedure and records to identify and trace all raw materials, including food contact packaging, from suppliers through all stages of production to the point of despatch and, where appropriate, delivery to known customers and vice versa.

3.4.2**Fully Compliant**

Traceability of products and ingredients shall be tested each way at least annually, and more frequently if there are known risks in the supply chain.

3.4.3**Fully Compliant**

There shall be appropriate documented controls in place to verify the use of provenance, suitability or logo claims on finished product or packaging.

3.5.1**Fully Compliant**

The business shall have a documented procedure giving clear guidance on the response to any incident which may compromise the safety and/or legality of a product.

3.5.2**Partially Compliant - for Action**

The business shall test and record the effectiveness of the procedure at least annually.

Comments:
There was no record of a test of the effectiveness of the incident management procedure

3.5.3**Fully Compliant**

In the event of a product recall or withdrawal, improvement notice or other notice of legal proceedings by an enforcement authority, the business shall inform SALSA. A summary of the subsequent investigation into cause and the Corrective Action(s) taken to prevent recurrence shall be sent to SALSA.

3.6.1**Fully Compliant**

The business shall ensure product complaints are managed and documented to include the response to complainants.

3.7.1

Fully Compliant

All documents and records, appropriate to the safety, legality and quality of products, shall be legible and able to be used by the appropriate personnel. The control of these documents and records shall be the responsibility of a senior member of staff.

3.7.2

Partially Compliant - for Improvement

All documents and completed records appropriate to the safety, legality and quality of products shall be genuine, legible and retained in good condition. The business shall ensure these documents and records are stored safely for at least the shelf-life of the product(s) concerned plus one year.

Comments:
Some minor issues with record keeping were noted e.g. no year detailed on cleaning records, no year detailed on the glass register checks, annotations on maturing room temperature checks to indicate that the room was 'off' did not clearly identify the days when the room of 'off' or not in use

3.8.1

Fully Compliant

Specifications for recipes and finished products shall be adequate, accurate and regularly reviewed.

3.8.2

Partially Compliant - for Improvement

The specifications shall include defined limits for micro-organisms where these may affect the safety and/or quality of a finished product.

Comments:
NYD specifications for finished products do contain microbiological limits but these are not clearly defined e.g. Listeria monocytogenes standard should state 'not detected in 25g product' rather than 'not detected' and the limits for certain pathogens detailed as 'less than...' rather than just a number

3.9.1

Fully Compliant

Procedures and Working Instructions shall be clearly legible, easy to understand by staff and readily accessible at all times.

STATEMENT OF INTENT: SECTION 3 - MANAGEMENT SYSTEMS & DOCUMENTATION

An effective management system encompassing regular systems reviews and procedures for corrective action, traceability, incident management and complaint handling shall be in place. Documents, specifications & procedures relating to the business's food safety and quality systems shall be clear, organised and accessible.

Has Statement of Intent been met? Yes
Justification:
Technical documents were written in clear language that was technically accurate and were suitably in suitable conditions. The documents reviewed were easily retrieved.

SECTION 4 - PREMISES

4.1 Fully Compliant

The production site shall be registered with or approved by the site's Local Authority(ies). Documented Local Authority reports shall be made available and held on file for inspection.

4.2 Fully Compliant

External factors affecting the location which may contaminate or affect integrity of products shall be assessed.

4.3 Fully Compliant

Perimeter and Grounds shall be maintained in good order and drainage shall be adequate and effective.

4.4 Fully Compliant

Security measures and/or practices shall be in place to ensure only authorised personnel have access to production and storage areas on site.

4.5 Fully Compliant

Suitable and sufficient hand cleaning facilities shall be provided.

4.6 Fully Compliant

Facilities for tray and utensil washing and general-purpose cleaning shall, where appropriate, be adequately segregated from product handling and storage.

4.7 Fully Compliant

Changing facilities shall be appropriately sited and appointed to avoid external contamination after changing into protective clothing. Toilets shall not open directly into handling or storage areas.

4.8 Fully Compliant

Building walls, ceilings, doors, floors, drains and lighting shall be sound, fit for purpose and regularly maintained.

4.9**Fully Compliant**

Building Services, such as ventilation, compressed air and steam shall be sound, fit for purpose and regularly maintained.

STATEMENT OF INTENT: SECTION 4 - PREMISES

Premises shall be fit for purpose, clean, and provide safe and legally compliant facilities that meet production and staff requirements. Premises shall be registered with, and/or approved by, the appropriate authority.

Has Statement of Intent been met? Yes
Justification:

The current premises are 11 railway arches that have been occupied for 18 months and have been finished to a very good internal standard. Excellent hygiene standards were evident.

SECTION 5 - PROCESS CONTROL & MATURATION (SCA REQUIREMENTS)**5.1.1c****Fully Compliant**

The business shall be in possession of the current edition of the Specialist Cheesemakers Association Assured Code of Practice and its codicils.

5.1.2c**Fully Compliant**

For all supplies of cheese milk, the milking parlour shall be laid out, equipped and maintained to appropriate legal and good practice standards. Procedures shall be in place to detect infection and prevent cross-contamination. Where milk is bought-in, the milking parlours of supplying farms shall be subject to regular inspections to ensure compliance.

Comments:
 Not applicable

5.1.3c**Fully Compliant**

The business shall be able to demonstrate that cheesemaking is controlled, monitored, recorded and reviewed utilising sensory assessment and acidity checks, salt and moisture content, as appropriate, in combination with temperature and time, in order to demonstrate conformance with the adopted recipe and specification.

Comments:
 Not applicable

5.1.4c**Fully Compliant**

Cheesemakers shall be able to demonstrate repeatability in the process and appropriate Corrective Action(s) in the event of process or product variations. Appropriate modifications shall be made in response to adverse grading observations, laboratory analysis or process analysis (eg Titratable acidity, pH, brine parameters).

Comments:
 Not applicable

5.1.5c**Fully Compliant**

Procedures shall be in place to prevent cross-contamination during storage and handling where additional processing is carried out, eg smoking, blending, flavour addition etc.

5.2.1c**Fully Compliant**

The business shall carry out a microbiological and compositional sampling plan for raw materials, which shall include raw milk. For the production of raw milk cheese, routine testing for Salmonella, Listeria species, E.coli O157 (or STEC) and Staphylococcus aureus shall be carried out on the raw milk, the frequency of which shall be determined by risk assessment and shall take account of relevant legislation.

5.2.2c**Fully Compliant**

The business shall carry out testing on in-process samples, eg microbiological analysis, phosphatase tests on pasteurised milk, microbiological analysis of cheese piercing debris, brine testing. Curd testing for pathogens and toxins shall be carried out in accordance with legal microbiological requirements, the frequency of which shall be determined by risk assessment and take account of relevant legislation.

Comments:
Not applicable

5.2.3c**Fully Compliant**

The business shall carry out microbiological analysis on added ingredients (such as herbs, spices and other flavours) and on cheese subject to additional processing (eg smoking, blending, flavour addition etc.).

5.2.4c**Fully Compliant**

The business shall carry out environmental swabbing and monitoring of the potability of water at point of use.

5.2.5c**Fully Compliant**

The business shall carry out finished product testing at appropriate intervals.

5.2.6c**Fully Compliant**

The frequency of microbiological and compositional testing shall be set according to the principles of risk analysis and take account of relevant legislation.

5.2.7c**Fully Compliant**

In the event of a non-conformity against the microbiological and compositional testing specifications, the business shall investigate, carry out and document appropriate Corrective Action(s).

5.3.1c**Fully Compliant**

Where bulk starters are used, procedures shall be in place to prepare and implement and monitor in-house starter propagation. Aseptic procedures shall be demonstrated where appropriate.

Comments:
Not applicable

5.3.2c**Fully Compliant**

Where acidity development is inadequate in starter preparation and cheesemaking, procedures shall be in place to determine and undertake Corrective Action(s), which may include additional cleaning requirements, segregation of product and finished product testing.

Comments:
Not applicable

5.4.1c**Fully Compliant**

The business shall be able to demonstrate: appropriate structural, process flow, barrier hygiene, environmental monitoring and 'maturing store' procedures to reduce the higher risk of microbiological hazards associated with soft, blue and rind-washed cheeses.

5.5.1c**Fully Compliant**

Maturation or ripening shall be controlled, monitored and recorded using temperature, humidity, acidity and sensory checks as appropriate to the type of product.

5.5.2c**Fully Compliant**

Due to the potential for the presence of histamine in some blue and mature cheeses, histamine analysis shall be carried out at a frequency based on risk assessment.

STATEMENT OF INTENT: SECTION 5 - PROCESS CONTROL & MATURATION (SCA REQUIREMENTS)

Standards of veterinary health and hygiene throughout milk production, milk transport, cheesemaking and maturation/storage, shall not compromise final product safety in regard to microbiological, chemical and physical hazards. The competence and comprehension of cheesemaking principles by cheesemakers and their staff, appropriate to their job role, shall be demonstrable and evident during the inspection.

Has Statement of Intent been met? Yes

Justification:

The company's senior management had a thorough understanding of dairy farming and cheese making and had a close working relationship with their suppliers. A sound knowledge of cheese maturation was evident.



Summary of an assessment against the SALSA plus Cheese audit standard Issue 5, June 2018.



Details

Supplier Name:	Neals Yard Dairy	Auditor Name:	Gill Palmer	Hours Spent in Production Area:	2
Supplier Contact:	Bronwen Percival	Date:	10 07 2019	Production Witnessed:	Maturation of various cheeses, cutting and packing.
Site Address:	Arch 6 Apollo Business Park St James Road London SE16 4ET	Start Time:	09:30		
		Finish Time	17:30		

Scope

The receipt, maturation, cutting, packing and despatch of cheese

Overview

Neals Yard Dairy has been resident in their new premises for approximately 18 months. The facility has been designed to operate within the railway arches at the site in Bermondsey and includes offices and the storage, maturation, cutting and packing process. The process flow is logical and the new premises has provided the opportunity to improve flow through the building. Surface finishes and equipment is to a good standard. The management systems for food safety have been redesigned around the new operation and are comprehensive with few points being raised for action. Some opportunities for improvement were noted to enhance the current systems and procedures.

Recommendation

Recommended subject to Action Plan approval by SALSA

Where the recommendation is subject to Action Plan approval by SALSA it should be completed, and submitted by the Supplier with supporting evidence by post to SALSA within 28 days of the audit.

Date for Action Plan Return:

07 08 2019

1.6.4 PCA

Comments: Although the business has a food defence plan in place, there is no risk assessment for adulteration and substitution of purchased food materials or packaging

Action Proposed by Auditor:

Undertake a risk assessment on purchased materials (food and packaging) to evaluate whether any further controls are required to minimise the potential for adulteration and substitution Send SALSA a copy of the risk assessment

Action Taken:

Enclosed

SALSA

✓
AC

1.13.1 PCA

Comments: There were only limited records for the vehicles used by the business for delivery, whether hauliers or own vehicles. The standard requires records of inspection for each despatch

Action Proposed by Auditor:

Develop a suitable procedure and record to ensure that there is vehicle inspection in place for each despatch and that records are retained Send SALSA a copy of the procedure and an example of a completed record

Action Taken:

Enclosed

SALSA

✓
AC

3.5.2 PCA

Comments: There was no record of a test of the effectiveness of the incident management procedure

Action Proposed by Auditor:

Undertake a test of the incident management procedure and involve the key personnel to ensure that the procedure works effectively within an acceptable timeframe Send SALSA a copy of the report on the test

Action Taken:

Enclosed

SALSA

✓
AC

1.1.1 PCI

Comments: A training policy and procedures are in place with a good training matrix. Job related training is captured on comprehensive records but there is no specific sign off to confirm those trained are deemed competent

Action Required by Auditor:

Review the records for the three categories of training topics for different categories of personnel and incorporate a confirmation of competency for training associated with job skills. The business could also consider how details of personnel receiving job related training are summarised as the current approach has resulted in duplication of some information resulting in difficulty in identifying which personnel have received training.

Improvements Made:

1.2.9 PCI

Comments: Blue plasters are issued and used within the business and are covered with a glove if used on the hands but there is no log retained

Action Required by Auditor:

Include a notebook in each first aid kit for personnel to sign when they take a plaster

Improvements Made:

1.3.5 PCI

Comments: The tray/crate washer is routinely serviced but there is no checks undertaken of detergent concentrations between the annual services

Action Required by Auditor:
The business could consider periodic testing of detergent concentration using a method/kit that may be available from the detergent supplier

Improvements Made:

1.4.11c PCI

Comments: The rind washing procedure described by the person undertaking the procedures did not fully match the written document

Action Required by Auditor:
Review and update the written rind washing procedure to ensure it is aligned with practice

Improvements Made:

1.6.5 PCI

Comments: Whilst water testing is carried out, this is completed for colony counts at 22 and 37degC and for pseudomonas whereas colony counts at 22 and 37 degC and coliforms are more generally tested for as coliforms may provide an indication of contamination of a faecal origin contaminating the water supply

Action Required by Auditor:
Discuss the criteria to be used for testing with Microtech Services. The purpose of water testing at point of use is to establish whether the water is contaminated either by the provider (to the stopcock where water enters the property) or between the stopcock and the tap due to damage to pipework that is the responsibility of the business so that further investigations and actions can be taken.

Improvements Made:

1.12.1 PCI

Comments: Whilst the labels applied to mail order products are legally compliant, the allergen information for the products is made available on the website

Action Required by Auditor:

The business may wish to consider labelling mail order products with the allergens within the product in anticipation of a likely change in legislation through the introduction of 'Natasha's Law' to improve the availability of allergen information on packaged foods

Improvements Made:

1.13.2 PCI

Comments: There were no documented agreements available at the time of the audit for the hauliers used by the business

Action Required by Auditor:

Obtain copies of agreements/conditions of carriage to ensure the hauliers provide suitable conditions for the products during transportation

Improvements Made:

3.3.1 PCI

Comments: Non conformances are documented on a record with the corrective actions but these are held electronically and 'signed' by typing the initials of the person completing the work rather than a secure means of sign off

Action Required by Auditor:

The business could examine alternative methods of securely signing off a record or detailing the person responsible for the work by name, rather than by 'signature'. It might also be valuable to give each non conformance a unique number/identifier and have a summary for non conformances held on a spreadsheet with some details and current status (ie. open/closed) for ease of tracking and management

Improvements Made:

3.7.2 PCI

Comments: Some minor issues with record keeping were noted e.g. no year detailed on cleaning records, no year detailed on the glass register checks, annotations on maturing room temperature checks to indicate that the room was 'off' did not clearly identify the days when the room of 'off' or not in use

Action Required by Auditor:

Examine a range of completed records to ensure records are clearly and accurately kept and include the year, where relevant and that records are clearly annotated when relevant.

Improvements Made:

3.8.2 PCI

Comments: NYD specifications for finished products do contain microbiological limits but these are not clearly defined eg. Listeria monocytogenes standard should state 'not detected in 25g product' rather than 'not detected' and the limits for certain pathogens detailed as 'less than ...' rather than just a number

Action Required by Auditor:

Amend the finished product specifications to ensure the presentation of microbiological criteria is clear

Improvements Made: