

International Featured Standards (IFS) Food Version 6, April 2014

Zemljoradnička zadruga Trlič
Ub
SERBIA



International Featured Standards (IFS) Food Version 6, April 2014

ISACert Audit Report

Report to:

Zemljoradnička zadruga Trlič
Vuka Karadžića 41
14210 Ub
SERBIA

Date(s) of audit: 30-07-2015, 31-07-2015

Audit type: Initial

Auditor(s): Z. Berger

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Audit Report of Zemljoradnička zadruga Trlic

1. Audit procedure

This report gives the details of the audit of Zemljoradnička zadruga Trlič against the International Featured Standards (IFS) Food, Version 6 from April 2014.

The audit was performed by Z. Berger.

Pre-audit requirements:

1. The audit report of conformance to the International Featured Standards (IFS) Food cannot be used to prove or disprove compliance with other Standards.
2. Audit results were obtained by sampling. In the case that no non-conformities were reported, this is no proof for the complete absence of non-conformances.

2. Audit details

Audit details			
Name of Certification Body: ISACert B.V.			
Auditor(s): Z. Berger	Date/time of current audit: 30-07-2015 08:00 - 18:00 31-07-2015 08:00 - 18:00 - -		Date of initial audit:
Name and address of the company (or headquarter): Zemljoradnička zadruga Trlič Vuka Karadžića 41 14210 Ub SERBIA		Name and address of the audited site: Zemljoradnička zadruga Trlič Vuka Karadžića 41 14210 Ub SERBIA	
		COID: 49420	
Phone: +38114463300	Fax: +38114463447	Phone: +38114463300	Fax: +38114463447
Email address: zztrlic@gmail.com			
Scope of audit			
Slaughtering of pigs and cattle, production of fresh meat, smoked meat, fermented dry sausages, finely chopped cooked sausages, roughly chopped cooked sausages, lard and cracklings. Packaging into vacuum.			
Product and technology scope(s)			
1 , B, C, D, E, F			
Audit participants			

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Name	Position	Opening meeting	Documentation review	Site assessment (Audit)	Closing meeting
Živojin Jovanovic	General Manager-owner	X			X
Saša Mitic	Head of production	X	X	X	X
Predrag Damjanovic	IFS representative, QAM, HACCP team leader	X	X	X	X
Snežana Jovanovic	Purchase of raw materials	X	X	X	X
Bojan Kostic	Purchase department	X	X		
Danica Eror	External consultant	X	X	X	X
Dragana Vidakovic	Deputy of QAM		X		
Miloš Milošević	Operator on packaging			X	
Zdenka Novakovic	Hygienist			X	
Đorđe Ilic	Storage of finished products			X	
Ilija Kapetanovic	Operator on CCP			X	
Slobodan Selenic	Operator on mixing of additives			X	
Vladimir Petrovic	Maintenance department		X		

Final result of audit

As a result of the audit performed on 30-07-2015, 31-07-2015, ISACert B.V. found that the processing activities of **Zemljoradnička zadruga Trlič** for the above mentioned scope of audit comply with the requirements set out in the IFS Food, Version 6, at **Foundation Level**, with a score of 89.59%.

The ISACert certification manager has decided on 06-09-2015 to grant a IFS certificate with the identification: IFS-IS 170245.

Next audit has to be performed in time period 8 weeks before and 2 weeks after: 31-07-2016.

Company profile

Company is privately owned, does not belong to a larger organization, independent. Plant was built in 1995. The latest investments made concerning Quality and Food Safety were new slaughterhouses and now company invest in new freezing storage. The surface of the plant is 8000 square meters. Last investments made in production areas in 2014. is a buying new machines for vacuum packaging.

In total 50 employees are working within the company of which 50 for full time, no one part time. The company is working in two shifts six days per week.

Product groups are fresh meat (pork and beef) and meat products are produced on this site, using following technologies: slaughtering, cutting, cooking, smoking, salting, packaging under vacuum, fermentation.

Outsourced processes: none. No seasonal breaks of more than one week. Capacity of production is 30 t/day of meat product and slaughter of 40 cows per day and 300 pigs per day. The company works for retailers

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Idea, Aman, Mercator and Metro C&C and also export to Macedonia, Montenegro, Bosnia and Hercegovina. They produce private labels and their own brands. During the audit, it was observed slaughtering of pigs and cows as well as cutting and cooling storage of meat and meat products. Seen producing of salami and sausages: Alpsak kobasica, Novosadska kobasica, Cajna kobasica, Roštiljska kobasica, Slovenačka kobasica, Francuska kobasica, Dimljeni svinjski vrat. Traceability test is performed on Koko pileca pariska kobasica fino usitnjena barena kobasica od pileceg mesa 1,6kg lot 110049643 working order 5050 with shelf life 27-9-2015, Alpska kobasica 2,0kg lot 110228895 working order 5097 with shelf life 29-9-2015 and Dimljeni svinjski vrat lot 110229270 working order 5054 shelf life 5054. Packaging material are: foil (film), transport box, carton box, printed tape; method of treatment- pasteurisation (P2) smoking (P4), salting (P4), cooling and appropriate cold storing (P6), packaging under vacuum (P8), cooking (P11), mixing and packaging (P12).

No exclusions from scope.

No traded products present.

The company is approved by the authorities under number RS 01206.

Other certificates held by the company HACCP and ISO 2200.

The audit duration is conform requirements.

The IFS logo is not used by the company.

Predrag Damjanovic, phone: 00 381 60 837 1043, mail: zztrlic@gmail.com.

Reviewer

K. Ilieva

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3. Result

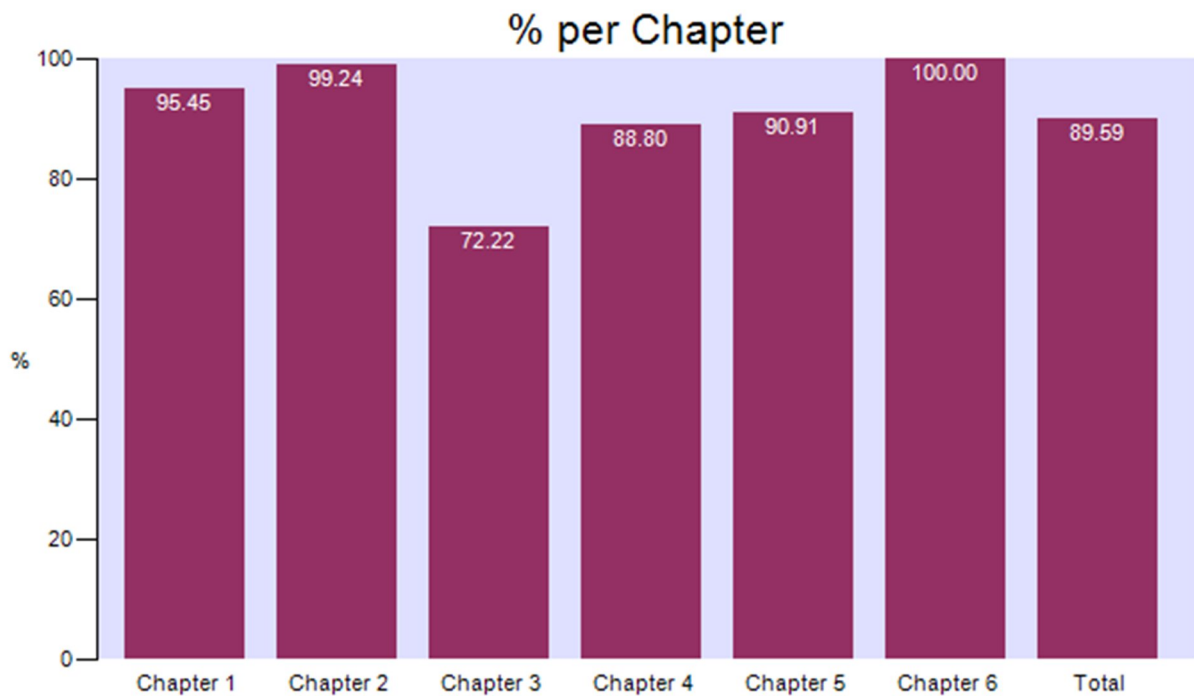
The processing activities of company Zemljoradnicka zadruga Trlic met the requirements of the IFS food Version 6. The company passed with a score of 89.59% at:

Score: 89.59%
Foundation level

Summary overview:

	Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5	Chapter 6
	Senior Management Responsibility	Quality and Food Safety Management System	Resource Management	Planning and Production Process	Measurements , Analysis, Improvements	Food Defense and External Inspections
KO	0	0	0	0	0	0
Major	0	0	0	0	0	0
A	20	32	22	111	42	6
B	1	1	0	3	0	0
C	1	0	2	7	0	0
D	0	0	3	4	2	0
N/A	0	0	1	17	1	2

General summary table for all chapters:



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Observations regarding KO's and Majors:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
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Overall summary of the audit:

The management is involved in the daily process. The effectiveness of operations is monitored. Employees are made aware of their responsibilities. Responsible for food safety is the QAM. Objectives for 2015. are documented, a management review is carried out on 27-7-2015. it is planned for twice time per year. Number of HACCP plans is eight. The CCP's are: CCP 1-thermal processing products, 68 to 72°C in the center of the product, CCP2-metal detector on the product packaging. All CCP's are validated. For each CCP a monitoring system is defined continuous. For CCP1 and CCP2 monitoring systems are continuous automatically with records from the devices. Records are verified by operator and QAM and head of production. The risks from chemical, physical or microbiological contamination are identified. Control measures for e.g. preventing foreign materials are implemented by means of metal detection and visual inspection. Seen overview of allergen-containing materials and risk assessment of 20-7-2015. The company does not work with GMO products.

Specifications are in place. No traded goods. Specific requirements agreed for private labels are approved. Certificates of conformity for packaging materials seen. The intended use of packing materials is communicated to the suppliers.

A system is in place for traceability. This includes traceability of primary packaging materials, raw materials, semi-finished products, rework and finished products. Frequency of traceability test is twice time per year. Last traceability test is dated 23-7-2015. During the audit a traceability trail was performed on following products chosen by the auditor: Koko pileca pariska kobasica fino usitnjena barena kobasica od pileceg mesa 1,6kg lot 110049643 working order 5050 with shelf life 27-9-2015, Alpska kobasica 2,0kg lot 110228895 working order 5097 with shelf life 29-9-2015 and Dimljeni svinjski vrat lot 110229270 working order 5054 shelf life 5054. No deviations spotted in the related specification, recipe and work instructions.

Visitors and contractors are included in the access policy. Personal hygiene rules are communicated and compliance is checked internally by frequent hygiene inspections and internal audits. Personal hygiene rules are communicated and compliance is checked every day visually and by ATP swabs every day when there is production or monthly by swabs in external laboratory. The interviewed employees acted in accordance with the company rules except of some was not wearing headgear appropriately.

Walls, floors and ceilings are generally in good condition, suitable and clean with some places which need improvement. No excessive amount of water used. Potable water in sufficient amount available. Samples are analysed. Pest control is operated by an external pest controller Veterinarski centar Valjevo doo, pest inspection is carried out for 12 times per year.

Laboratory testing is scheduled based on risk assessment. Pathogen testing like Cl. Perfringens, Cl. Botulinum, St. Aureus, E. coli, Listera m., Salmonella sp., and testing of pesticides, Cd, Pb, dioxine. is performed in external laboratory and Trichinella testing is performed by own laboratory. The quantity control system based on nominal is checked at a frequency of every batch and meets legal requirements.

Description of follow up of corrective actions from the previous audit:

It is initial audit.

Chapter 1: Senior Management Responsibility

Summary of all Chapter 1 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
1.1.2		The content of the corporate policy shall have been broken down into specific objectives for the related departments. The responsibility and the time scale for achievement shall be defined for each department of the company.	C	Seen company objectives in Ciljevi kvaliteta za 2015 Z-44 from 20-1-2015., but it was observed that responsibilities are not given for each objective.
1.2.1		An organisation chart shall be available showing the structure of the company.	B	Seen organisation chart in Organizaciona shema ZZ Trlic and in Organizaciona shema ZZ Trlic-Mikroshema both from 10-7-2015., but it was observed that not all working places are represented, seen that there is missing hygienist who is responsible for

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				cleaning.
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Chapter 2: Quality and Food Safety Management System

Summary of all Chapter 2 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
2.2.3.8 .4		The CP's shall be monitored and this monitoring shall be recorded.	B	Seen monitoring records of CP in Dnevna monitoring lista CP tacaka klanica/pandleraj Z-26, during site visit in area for cutting deboning of meat on one place for keeping knives it was observed that temperature is out of limit of 82 +/- 2°C, this was recorded but there was not done corrective action by shift leader.

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Chapter 3: Resource Management

Summary of all Chapter 3 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
3.2.2.2		In work areas where wearing headgear and/or beard snood (coverings) is required, the hair shall be covered completely, so that product contamination is prevented.	D	During site visit in producing area it was observed two workers which do not have hair covered completely and do not wear headgear appropriately, workers do not work with open products.
3.3.1		The company shall implement documented training and/or instruction programs with respect to the product requirements and the training needs of the employees based on their job and shall include: – training contents – training frequency – employee's task – languages – qualified trainer/tutor – evaluation methodology.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that in plan is missing language of training, evaluation methodology and that company did not plan to perform training about allergens.
3.3.2		The documented training and/or instruction shall apply to all personnel, including seasonal and temporary workers and employees from external companies, employed in the respective work area. Upon employment, and before commencing work, they shall be trained in accordance with the documented training/instruction programs.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that company did not apply training program for this year to all employees, company do not have evidence from training about CCP for employee Ilija Kapetanovic who is working on filling machine and metal detector where is CCP. During interview with employee good knowledge about CCP monitoring procedure was shown.
3.3.3		Records shall be available of all training/instruction events, stating: – list of participants (this shall include their signature) – date – duration – contents of training – name of trainer/tutor. There shall be a procedure or program in place to prove the effectiveness of the training and/or instruction programs.	D	Seen records from training in Obuke/trening zaposlenih Z-14, last training was about IFS, hazard analysis and food defense performed on 24-7-2015, but from training records it was observed that it is not stated duration of training, name of trainer and there is not proved effectiveness of the training for all training events
3.4.3		There shall be in place rules and facilities to ensure the correct management for personnel belongings and for food brought to work by personnel, food coming from dining room and from vending machines. The food shall only be stored and/or used in designated areas.	D	There are given clear rules for personnel belongings and use of food brought to work or from dining room, seen in Poslovnik IFS QM01 from 5-7-2015., but during site visit it was found bottle with juice in wardrobe cabinet.

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Chapter 4: Planning and Production Process

Summary of all Chapter 4 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
4.2.1.2	KO	KO N° 4: Specifications shall be available and in place for all raw materials (raw materials/ ingredients, additives, packaging materials, rework). Specifications shall be up to date, unambiguous and be in compliance with legal requirements and, if existing, with customer requirements.	B	Assessed specifications for raw materials, packaging materials, ingredients and additives in Opis sirovine i materijala, seen for starch, soy protein, dextroze, Sofos 7S, nitrite salt, caragenan, colour Karo, transport packages with five layers, foil S typ more layer high barrier thermo bags, foil type BS-M on base of PA/PE. During traceability check it was observed that there is not existing specifications for all raw materials which are coming internally from slaughtering area or are prepared as half product in producing area, for such type of materials company have working orders where can be traced all component parts of such half products.
4.8.1		Plans clearly describing internal flows of finished products, packaging materials, raw materials, waste, personnel, water, etc. shall be in place. A site map covering all buildings of the facility shall be available.	B	Seen plans with internal flow in Situacioni plan kretanja, sirovina, zaposlenih i gotovih proizvoda from 30-6-2015., but it was observed that there is missing description for packaging materials and waste.
4.9.2.2		The surfaces of walls shall be in a good condition and easy to clean; they shall be impervious and wear-resistant.	C	During site visit in slaughtering room before cooling chamber seen wall where paint is peeling, also seen in cooling chamber for pig carcasses, on wall in expedition place of meat that on wall ceramic tiles are damaged.
4.9.2.3		The junctions between walls, floors and ceilings shall be designed to facilitate cleaning.	D	Seen that junctions between wall and stairs on the entrance for workers to the production is not adequate and do not facilitate cleaning, also seen one part of damaged junctions in production room.
4.9.3.3		Water or other liquids shall reach drainage without difficulties, using appropriate measures. Puddles shall be avoided.	D	In producing area it was observed not adequate floor tiles and damaged tiles what was cause of puddles of water, company has investment plan for repair of floor and additionally has been organized hygienist in every shift to remove water from puddles.
4.9.6.2		External doors and gates shall be constructed to prevent the ingress of pests; if possible, they shall be self-closing.	D	Doors are in good condition, self closing and clean, but during site visit seen door on expedition area for meat that are not constructed adequate and on one side do not prevent from ingress of pests
4.9.7.2		All lighting equipment shall be protected by shatter proof covers and installed to minimise the risk of breakage.	C	All lighting equipment is covered and protected against breakage but it was observed that covers

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				are dirty on some lighting equipment in room in front of expedition of meat and in cutting and deboning meat area.
4.10.1		Based on hazard analysis and assessment of associated risks, cleaning and disinfection schedules shall be available and implemented. These shall specify: – objectives – responsibilities – the products used and their instructions for use – the areas to be cleaned and/or disinfected – cleaning frequency – documentation requirements – hazard symbols (if necessary).	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. Cleaning and disinfection actions are documented in Evidencija sprovedenih ciscenja for each part of the company. It was observed that document is too general and it is not specified which part was cleaned is it wall, floor, ceiling, lighting equipment, door, window or machine. Document only write general slaughtering area or producing area and there is hard to verify and document cleaning activities. Company verify cleaning by visual and by swabs.
4.10.2		Cleaning and disinfection schedules shall be implemented and documented.	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. During site visit it was observed good hygiene standards but seen wall which was dirty in room for cutting and deboning of meat, by cleaning plans wall must be cleaned daily, cleaning plans are not fully implemented and are not detailed enough.
4.12.2		In all areas, e.g. handling of raw materials, processing, packing and storage, where hazard analysis and assessment of associated risks have identified the potential for product contamination, the use of wood shall be excluded. Where the use of wood cannot be avoided, the risk shall be controlled and the wood shall be in good order and clean.	B	Company is using wooden pallets, which are inspected, only in storage area, during site visit in technologist room in slaughtering area it was seen information panel of wood and cork with pins what is not appropriate and is not controlled in register.
4.12.9		Breakages of glass and brittle material shall be recorded. Exceptions shall be justified and documented.	C	Seen register of glass and brittle materials, Registar stakla i tvrde plastike-cek lista Z-47 where are documented checking of condition and breakages, but it was assessed that there are not listed all plastic tools which are used in company.
4.12.1 2		Where visual inspection is used to detect foreign material, the employees shall be trained and operative change shall be performed at an appropriate frequency to maximise effectiveness of process.	C	Company additionally to metal detector which is used perform visual inspection of tools from machine and this checks are recorded, during assessment of records it was observed that not all knives and tools are registered and inspected, company is using high quality knives which are resistant against breakage. Operators are trained for performing visual inspection, seen records from 26-6-2015.
4.13.4		Baits, traps and insect exterminators shall be functioning, shall be in sufficient numbers and shall be placed in an appropriate position. They shall be constructed and positioned as not to cause any contamination risk.	C	Seen lay out with position of baits, traps and insect exterminators in scheme from 28-7-2015., company have baits around the buildings and traps with glue

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				inside of the objects, baits are not around the fence. Also company have only three insect exterminator what was seen during site visit and it was observed that this is not sufficient number.
4.16.5		Temporary repairs shall be carried out so that product requirements are not affected. Such work shall be documented and a short-term deadline set for eliminating the fault.	D	Seen some temporary repairs with glue tape over door in smoking area what was not documented and was not set date for elimination of fault, there was no risk for product contamination.

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Chapter 5: Measurements, Analysis, Improvements

Summary of all Chapter 5 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
5.4.1		The company shall identify the measuring and monitoring devices required to ensure compliance with product requirements. These devices shall be recorded on a document and clearly identified.	D	Company have register of calibration equipment but it was assessed that not all equipment is registered, missing thermometers, also it was seen that weighing devices are not clearly identified by place where are used and also it is not stated calibration status on this record.
5.11.3		The performance of the implemented corrective actions shall be documented and the effectiveness shall be checked.	D	Company have documented each non-conformity and corrective actions in Zahtev za korektivne/preventivne mere Z-09 and have overview of all corrective actions in Pregled mera Z-08, but it was observed that it is missing and it is not documented checking of effectiveness on documents Zahtev za korektivne/preventivne mere Z-09. All assessed corrective actions was closed and finished and one was still in progress.

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Chapter 6: Food Defense and External Inspections

Summary of all Chapter 6 deviations and non-conformities found:

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
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4. Report of the N/A evaluations

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
3.4.8		Where highly perishable food products are handled, the following additional requirements regarding hand hygiene shall also be provided: – hand contact-free fittings – hand disinfection – adequate hygiene equipment – signage highlighting hand hygiene requirements – waste container with hand contact-free opening.	N/A	No high care area present.
4.3.8		The company shall demonstrate through studies and/or perform relevant tests in order to validate nutritional information or claims which are mentioned on labelling. This applies both for a new product and during all its period of sale.	N/A	There are no product claims.
4.7.3		Outdoor storage shall be kept to a minimum. Where goods are stored outside, hazard analysis and assessment of associated risks shall be undertaken in order to ensure that there is no risk of contamination or adverse effect on quality and food safety.	N/A	No outside storage.
4.8.3		In case of microbiologically sensitive production areas, these shall be operated and monitored to ensure product safety is not compromised.	N/A	No high care area required.
4.9.8.2		If ventilation equipment are installed, filters and other components which require cleaning or replacement shall be easily accessible.	N/A	No ventilation equipment is installed.
4.9.8.4		Dust extraction equipment shall be installed in areas where considerable amounts of dust are generated.	N/A	No dust extraction equipment is installed.
4.9.9.2		Recycled water which is used in the process shall not pose a contamination risk. The water shall comply with applicable legal requirements for potable water; records of compliance testing shall be available.	N/A	In the process recycled water is not used.
4.10.10		Where a company hires a third-party service provider for cleaning and disinfection activities, all requirements specified within section 4.10 shall be clearly defined in the respective contract.	N/A	No use of third-party service for cleaning and disinfection activities.
4.12.11		Based on hazard analysis and assessment of associated risks, preventive measures shall be in place for handling of glass packaging, glass containers or other kinds of containers in the production process (turn over, blow, rinse, etc.). After this process step there shall be no further risk of contamination.	N/A	No glass, cans or other rigid packaging used.
4.14.6		Where a company hires a third-party storage service provider, the service provider shall be subject to IFS Logistics requirements. If the third party service provider is not certified to IFS Logistics, all relevant requirements equivalent to the company's own warehousing practices shall be fulfilled and this shall be clearly defined in the respective contract.	N/A	No third-party storage service provider.
4.15.7		Where a company hires a third-party transport service provider, all the requirements specified within section 4.15 shall be clearly defined in the respective contract or the service provider shall be subject to IFS Logistics requirements.	N/A	Third-party transport service provider is not used.
4.16.6		Where a company hires a third-party maintenance and repair service provider, all the company specified requirements regarding material and equipment shall be clearly defined, documented and maintained.	N/A	The company does not hire third party service provider.
4.19.1		For products being delivered to customers and/or countries with GMO requirements, the company shall have in place systems and procedures to allow the identification of products consisting of GMOs, containing GMOs or produced from GMOs, including food ingredients, additives and flavouring(s).	N/A	Company does not work with GMO products.
4.19.2		Raw material specifications and delivery documents identifying products consisting of, being made from, or containing GMOs shall be available. The assurances concerning the GMO status of	N/A	The company does not work with products consisting of, containing or produced with GMOs

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		the raw materials shall be agreed by contract with the supplier or the relevant technical documents shall specify the GMO status. The company shall maintain a continuously updated listing of all GMO raw materials used at its premises, which also identifies all blends and formulas to which such GMO raw materials are added.		
4.19.3		There shall be adequate procedures to ensure that where products consisting of or containing GMOs are manufactured, contamination of non-GMO products is avoided. Adequate control measures shall be in place to avoid GMO cross contamination. The effectiveness of these procedures shall be monitored by testing.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.19.4		Finished products containing GMOs or labelled as not containing GMOs shall be declared in accordance with current legal requirements. Delivery documents shall include the corresponding reference to GMOs.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.19.5		Customer requirements concerning the GMO status of products shall be clearly implemented by the company.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.20.4		Where customers specifically require that products are "free from" certain substances or ingredients (e.g. gluten, pork, etc.), or that certain methods of treatment or production are excluded, verifiable procedures shall be in place.	N/A	No allergen claims used.
5.5.5		For purchased, already pre-packed products from third parties, there shall be evidence about the compliance with the legal requirements for nominal quantity.	N/A	Company do not have such type of products.
6.1.3		If legislation makes registration or on-site inspections necessary, evidence shall be provided.	N/A	No Food Defense regulations existing in Serbia and where the products are sold: Serbia, Montenegro, Bosnia and Hercegovina and Macedonia.
6.4.1		A documented procedure shall exist for managing external inspections and regulatory visits. Relevant personnel shall be trained to execute the procedure.	N/A	Company does not export to USA.

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5. Corrective Action Plan

Company: Zemljoradnička zadruga Trlič Vuka Karadžića 41 14210 Ub SERBIA							Date(s) of Audit: 30-07-2015, 31-07-2015		
List of Non-Conformities									
No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor	Root cause analysis	Corrective action implemented + date	Responsible function	Review result of the auditor	
								Comment	Advice
1.1.2		The content of the corporate policy shall have been broken down into specific objectives for the related departments. The responsibility and the time scale for achievement shall be defined for each department of the company.	C	Seen company objectives in Ciljevi kvaliteta za 2015 Z-44 from 20-1-2015., but it was observed that responsibilities are not given for each objective.	According responsibilities, all is written in report from MR, and we did not see that the same is not mentioned in objectives	Add responsible person for each objective Introduce with that all HACCP/IFS team Add it as colum in objectives part. (24-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
1.2.1		An organisation chart shall be available showing the structure of the company.	B	Seen organisation chart in Organizaciona shema ZZ Trlic and in Organizaciona sheme ZZ Trlic- MikrosHEMA both from 10-7-2015., but it was observed that not all working places are represented, seen that there is missing hygienist who is responsible for cleaning.	Workplace hygienist described as a production worker because and operators are responsible for cleaning (equipment)	Change the organizational chart and sign it, get to know the management scheme Include hygienist Introduce with that all HACCP/IFS team (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

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2.2.3.8. 4		The CP's shall be monitored and this monitoring shall be recorded.	B	Seen monitoring records of CP in Dnevna monitoring lista CP tacaka klanica/pandleraj Z-26, during site visit in area for cutting deboning of meat on one place for keeping knives it was observed that temperature is out of limit of 82 +/-2°C, this was recorded but there was not done corrective action by shift leader.	Worker is trained to record all NCs-when T is out of limit. The controller of his work made omission-he trained worker after mistake was happened, but that is not recorded. During control of documents, it was not seen that document is not complete	Train employees in the workplace that the temperature should be in the sterilizer for knives-record the training Fill out form for CA Verified it (22-8-2015)	Dragana Vidakovic and consultant-external company	RCA and CAP are appropriate.	Positive
3.2.2.2		In work areas where wearing headgear and/or beard snood (coverings) is required, the hair shall be covered completely, so that product contamination is prevented.	D	During site visit in producing area it was observed two workers which do not have hair covered completely and do not wear headgear appropriately, workers do not work with open products.	Control of workers conditions was not adequate. Control of effectiveness of the training about wearing of protective clothing was not done appropriate	Make a re-training of all employees about wearing protective clothing and test Perform often control of workers conditions (22-8-2015)	Dragana Vidakovic and consultant-external company	RCA and CAP are appropriate.	Positive
3.3.1		The company shall implement documented training and/or instruction programs with respect to the product requirements and the training needs of the employees based on their job and shall include: – training contents – training frequency – employee's task – languages – qualified trainer/tutor – evaluation methodology.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that in plan is missing language of training, evaluation methodology and that company did not plan to perform training about allergens.	According standard which we have implemented before that was not requirement. This is new for us. Training about allergens was performed, but by mistake was not written in plan-when we controlled documentation not see that	conduct training on allergens for all employees Add in program language of training, evaluation methodology-introduce all HACCP/IFS team about that (18-8-2015)	Dragana Sijakovic and consultant-external company	RCA and CAP are appropriate.	Positive

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3.3.2		The documented training and/or instruction shall apply to all personnel, including seasonal and temporary workers and employees from external companies, employed in the respective work area. Upon employment, and before commencing work, they shall be trained in accordance with the documented training/instruction programs.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that company did not apply training program for this year to all employees, company do not have evidence from training about CCP for employee Ilija Kapetanovic who is working on filling machine and metal detector where is CCP. During interview with employee good knowledge about CCP monitoring procedure was shown.	When it held training on CCP, worker Kapetanovic was on vacation. After that we performed training to him, but it was by oral and during work-we do not have record about it. We controlled documents and not see that the document is missing	Train worker about CCP again and record that control documents often (18-8-2015)	Dragana Sijakovic and consultant-external company	RCA and CAP are appropriate.	Positive
3.3.3		Records shall be available of all training/instruction events, stating: – list of participants (this shall include their signature) – date – duration – contents of training – name of trainer/tutor. There shall be a procedure or program in place to prove the effectiveness of the training and/or instruction programs.	D	Seen records from training in Obuke/trening zaposlenih Z-14, last training was about IFS, hazard analysis and food defense performed on 24-7-2015, but from training records it was observed that it is not stated duration of training, name of trainer and there is not proved effectiveness of the training for all training events	When we started with implementation of IFS we made new form for training-with space for record of duration, trainer and way of control of effectiveness. By mistake, trainer used old form. We had control of records, but we did not see that mistake.	Control way of distribution of documents and records in future-do according procedure about managing with documents Start to use new form introduce all member of team that new form must be used (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
3.4.3		There shall be in place rules and facilities to ensure the correct management for personnel belongings and for food brought to work by personnel, food coming from dining room and from vending machines. The food shall only be stored and/or used in designated areas.	D	There are given clear rules for personnel belongings and use of food brought to work or from dining room, seen in Poslovnik IFS QM01 from 5-7-2015., but during site visit it was found bottle with juice in wardrobe cabinet.	Employee on the night shift inadvertently left a bottle of juice in wardrobes Even controls of wordrobs are done according plan, frequency of control is not enough	to train workers and do the test Do control much often (22-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

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4.2.1.2	KO	KO N° 4: Specifications shall be available and in place for all raw materials (raw materials/ ingredients, additives, packaging materials, rework). Specifications shall be up to date, unambiguous and be in compliance with legal requirements and, if existing, with customer requirements.	B	Assessed specifications for raw materials, packaging materials, ingredients and additives in Opis sirovine i materijala, seen for starch, soy protein, dextroze, Sofos 7S, nitrite salt, caragenan, colour Karo, transport packages with five layers, foil S typ more layer high barrier thermo bags, foil type BS-M on base of PA/PE. During traceability check it was observed that there is not existing specifications for all raw materials which are coming internally from slaughtering area or are prepared as half product in producing area, for such type of materials company have working orders where can be traced all component parts of such half products.	in the process of developing new specification due to changes in legislation	Do all the specifications and executed to meet with them (purchase and production) Check all of them (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.8.1		Plans clearly describing internal flows of finished products, packaging materials, raw materials, waste, personnel, water, etc. shall be in place. A site map covering all buildings of the facility shall be available.	B	Seen plans with internal flow in Situacioni plan kretanja, sirovina, zaposlenih i gotovih proizvoda from 30-6-2015., but it was observed that there is missing description for packaging materials and waste.	waste and packaging material is described in the flow diagram and in the layout plan dropped	supplement the layout of the waste and packaging material control documents (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.9.2.2		The surfaces of walls shall be in a good condition and easy to clean; they shall be impervious and wear-resistant.	C	During site visit in slaughtering room before cooling chamber seen wall where paint is peeling, also seen in cooling chamber for pig carcasses, on wall in expedition place of meat that on wall ceramic tiles are damaged.	the difference in temperature leads to peeling paint on the wall we saw that, record and put in plan to repair it as soon as possible	repair all walls control infrastructure accrding plan (31-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

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4.9.2.3		The junctions between walls, floors and ceilings shall be designed to facilitate cleaning.	D	Seen that junctions between wall and stairs on the entrance for workers to the production is not adequate and do not facilitate cleaning, also seen one part of damaged junctions in production room.	During manipulation, it is damaged All we put in plan to repair it but we did not have enough time to finish	repair and make to be appropriate for cleaning control infrastructure according plan (31-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.9.3.3		Water or other liquids shall reach drainage without difficulties, using appropriate measures. Puddles shall be avoided.	D	In producing area it was observed not adequate floor tiles and damaged tiles what was cause of puddles of water, company has investment plan for repair of floor and additionally has been organized hygienist in every shift to remove water from puddles.	worn tiles, the organization employs ceramics performing replacement of the tiles We have an investment plan for repair of floor and additionally has been organized hygienist in every shift to remove water from puddles.	We have an investment plan for repair of floor and additionally has been organized hygienist in every shift to remove water from puddles. Finish with that as soon as possible (25-8-2015)	Director, Leader of IFS team	RCA and CAP are appropriate.	Positive
4.9.6.2		External doors and gates shall be constructed to prevent the ingress of pests; if possible, they shall be self-closing.	D	Doors are in good condition, self closing and clean, but during site visit seen door on expedition area for meat that are not constructed adequate and on one side do not prevent from ingress of pests	inattention workers that built the loading door we made record about it and put in plan to repair it	Close it train worker how to control all gaps and doors (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.9.7.2		All lighting equipment shall be protected by shatter proof covers and installed to minimise the risk of breakage.	C	All lighting equipment is covered and protected against breakage but it was observed that covers are dirty on some lighting equipment in room in front of expedition of meat and in cutting and deboning meat area.	Protective lightening plastic could not be removed and appropriate clean-we clean from outside but still looks not clean we wanted to change them but we did not have a time to finish that before audit	make removal of protective plastic and set new clean them appropriate train worker how to do it (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

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4.10.1		Based on hazard analysis and assessment of associated risks, cleaning and disinfection schedules shall be available and implemented. These shall specify: – objectives – responsibilities – the products used and their instructions for use – the areas to be cleaned and/or disinfected – cleaning frequency – documentation requirements – hazard symbols (if necessary).	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. Cleaning and disinfection actions are documented in Evidencija sprovedenih ciscenja for each part of the company. It was observed that document is to general and it is not specified which part was cleaned is it wall, floor, ceiling, lighting equipment, door, window or machine. Document only write general slaughtering area or producing area and there is hard to verify and document cleaning activities. Company verify cleaning by visual and by swabs.	We did not specify plan, but we explained and trained personnel how to clean every part of the factory. When we controlled documentation, because we found that employees are introduced with way of cleaning, we did not see any mistake	do cleaning schedule by production departments, as well as machine tools and auxiliary vessels Introduce all with this changes (25-8-2015)	Dragana Vidakovic	RCA and CAP are appropriate.	Positive
4.10.2		Cleaning and disinfection schedules shall be implemented and documented.	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. During site visit it was observed good hygiene standards but seen wall which was dirty in room for cutting and deboning of meat, by cleaning plans wall must be cleaned daily, cleaning plans are not fully implemented and are not detailed enough.	We did not specify plan, but we explained and trained personnel how to clean every part of the factory. When we controlled documentation, because we found that employees are introduced with way of cleaning, we did not see any mistake We wanted to review this plan, but we did not have a time to do it-to make it more detailed.	Review the plan. Make debt hygienist for certain departments, as well as the person who has to monitor Train workers Control it daily (18-8-2015)	Dragana Vidakovic together with consultant	RCA and CAP are appropriate.	Positive

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4.12.2		In all areas, e.g. handling of raw materials, processing, packing and storage, where hazard analysis and assessment of associated risks have identified the potential for product contamination, the use of wood shall be excluded. Where the use of wood cannot be avoided, the risk shall be controlled and the wood shall be in good order and clean.	B	Company is using wooden pallets, which are inspected, only in storage area, during site visit in technologist room in slaughtering area it was seen information panel of wood and cork with pins what is not appropriate and is not controlled in register.	When we made a register, we made mistake and did not see that we missed something-when we controlled documentation we did not see any mistake. All is controlled according procedure with trained personnel	Complete the register Make one control to be sure that all woods in register All what could be moved but made from wood-like information panel of wood and cork with pins move from the factory (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.12.9		Breakages of glass and brittle material shall be recorded. Exceptions shall be justified and documented.	C	Seen register of glass and brittle materials, Registrar stakla i tvrde plastike-cek lista Z-47 where are documented checking of condition and breakages, but it was assessed that there are not listed all plastic tools which are used in company.	Omitted plastic tools. When we made a register, we made mistake and did not see that we missed something-when we controlled documentation we did not see any mistake. All is controlled according procedure with trained personnel	Complete the register Make one control to be sure that all plastic tools are in register Train worker what and how to control (25-8-2015)	leader of IFS team	RCA and CAP are appropriate.	Positive
4.12.12		Where visual inspection is used to detect foreign material, the employees shall be trained and operative change shall be performed at an appropriate frequency to maximise effectiveness of process.	C	Company additionally to metal detector which is used perform visual inspection of tools from machine and this checks are recorded, during assessment of records it was observed that not all knives and tools are registered and inspected, company is using high quality knives which are resistant against breakage. Operators are trained for performing visual inspection, seen records from 26-6-2015.	When we made a register, we made mistake and did not see that we missed something-when we controlled documentation we did not see any mistake. All is controlled according procedure with trained personnel	Complete the register Make one control to be sure that all plastic tools are in register Train worker what and how to control (25-8-2015)	leader of IFS team	RCA and CAP are appropriate.	Positive

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4.13.4		Baits, traps and insect exterminators shall be functioning, shall be in sufficient numbers and shall be placed in an appropriate position. They shall be constructed and positioned as not to cause any contamination risk.	C	Seen lay out with position of baits, traps and insect exterminators in scheme from 28-7-2015., company have baits around the buildings and traps with glue inside of the objects, baits are not around the fence. Also company have only three insect exterminator what was seen during site visit and it was observed that this is not sufficient number.	In conversation with pest controller we are instructed to buy 3 and to try with them- according results we will see how many more we have to buy. Our pest controller did not suggest us to place baits around fence-he is responsible. We though that it is enough to work according their suggestion	Speak with external controller to place baits around fence. Buy more insectron killer According results of monitoring do actions (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
4.16.5		Temporary repairs shall be carried out so that product requirements are not affected. Such work shall be documented and a short-term deadline set for eliminating the fault.	D	Seen some temporary repairs with glue tape over door in smoking area what was not documented and was not set date for elimination of fault, there was no risk for product contamination.	Working is organized in three shifts, there was no stopping for more serious repairs. We planned repairs-by mistake we did not record that in plan to do all during holidays if product is safety during production Workers are trained to do not use tapes, but effectiveness of training was not done appropriate	Check effectiveness after one more training Start to record all fault and put date when we expat that work will be finished Control documents periodically (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

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5.4.1		The company shall identify the measuring and monitoring devices required to ensure compliance with product requirements. These devices shall be recorded on a document and clearly identified.	D	Company have register of calibration equipment but it was assessed that not all equipment is registered, missing thermometers, also it was seen that weighing devices are not clearly identified by place where are used and also it is not stated calibration status on this record.	we controlled documents and not see that document is not appropriate- mistake during control	supplement the register of equipment calibration and define where to place used calibration status must be written and updated introduce all members of team with that (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive
5.11.3		The performance of the implemented corrective actions shall be documented and the effectiveness shall be checked.	D	Company have documented each non-conformity and corrective actions in Zahtev za korektivne/preventivne mere Z-09 and have overview of all corrective actions in Pregled mera Z-08, but it was observed that it is missing and it is not documented checking of effectiveness on documents Zahtev za korektivne/preventivne mere Z-09. All assessed corrective actions was closed and finished and one was still in progress.	incomplete form of corrective / preventive measures-we control effectiveness but we did not record that-form which is in line with procedure does not predict that has to be written	create a new form and make leadership training on filling out Form Z-09 introduce with that all members of team (25-8-2015)	Leader of IFS team	RCA and CAP are appropriate.	Positive

Audit Report of Zemljoradnička zadruga Trlic

6. Detailed Audit Report

Company: Zemljoradnička zadruga Trlic Vuka Karadžića 41 14210 Ub SERBIA				Date(s) of Audit: 30-07-2015, 31-07-2015
No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
1 Senior Management Responsibility				
1.1 Corporate policy/Corporate principles				
1.1.1		The senior management shall draw up and implement a corporate policy. This shall consider as a minimum: – customer focus – environmental responsibility – sustainability – ethics and personnel responsibility – product requirements (includes: product safety, quality, legality, process and specification). The corporate policy shall be communicated to all employees.	A	The company policy Politika kvalitete i zdravstvene bezbednosti proizvoda is dated 19-1-2015 and signed by Director Živojin Jovanovic. The employees of the company are informed of the policy through the training before they start to work and by posted it on the wall at the entry of the workers and in social area. The content of the policy complies with the requirements of the standard.
1.1.2		The content of the corporate policy shall have been broken down into specific objectives for the related departments. The responsibility and the time scale for achievement shall be defined for each department of the company.	C	Seen company objectives in Ciljevi kvaliteta za 2015 Z-44 from 20-1-2015., but it was observed that responsibilities are not given for each objective.
1.1.3		From the corporate policy, the quality and food safety objectives shall be communicated to the employees in the respective departments and shall be effectively implemented.	A	The policy includes all requirements of the standard such as food safety, legality and customer requirements. Seen policy Politika kvalitete i zdravstvene bezbednosti proizvoda and objectives in Ciljevi kvaliteta za 2015. Z-44 dated 20-1-2015.
1.1.4		The senior management shall ensure that the achievement of all objectives is regularly reviewed, as a minimum at least once a year.	A	The achievement of objectives has been regularly reviewed, twice time per a year before management review.
1.1.5		All relevant information related to food safety and quality shall be communicated effectively and in a timely manner to the relevant personnel.	A	All relevant information related to food safety and quality are communicated effectively to the relevant personnel- no deviation was found.
1.2 Corporate structure				
1.2.1		An organisation chart shall be available showing the structure of the company.	B	Seen organisation chart in Organizaciona shema ZZ Trlic and in Organizaciona shema ZZ Trlic- Mikroshema both from 10-7-2015., but it was observed that not all working places are represented, seen that there is missing hygienist who is responsible for cleaning.

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1.2.2		Competences and responsibilities, including deputation of responsibility shall be clearly laid down.	A	Deputisation for key people according quality and food safety exist, seen in document Lista zamene odgovornosti Z-86. In job descriptions are given competences and responsibilities. Seen job description for Production manager, Purchasing manager, HACCP-IFS team leader, Worker in slaughtering department, Worker on mixing additives, Worker on cooking of meat products, Person responsible for cleaning, Person responsible for filling and metal detector, Shift leader.
1.2.3		Job descriptions with clearly defined responsibilities shall exist and shall be applicable for employees whose work has an effect on product requirements.	A	Job descriptions with clearly defined responsibilities exist and are applicable for employees whose work has an effect on product requirements. Seen job descriptions Opis radnih mesta for: Production manager, Purchasing manager, HACCP-IFS team leader, Worker in slaughtering department, Worker on mixing additives, Worker on cooking of meat products, Person responsible for cleaning, Person responsible for filling and metal detector.
1.2.4	KO	KO n° 1: The senior management shall ensure that employees are aware of their responsibilities related to food safety and quality and that mechanisms are in place to monitor the effectiveness of their operation. Such mechanisms shall be clearly identified and documented.	A	The management team consists representative of relevant sectors. The employees of the company have access to the relevant work instructions job descriptions are given to each employee and one signed copy has been returned to the company and are kept informed of changes. Management ensures that the work is executed as instructed via job descriptions and work instructions. The different responsibilities within the company are defined in Organizaciona shema ZZ Trlic and in Organizaciona shema ZZ Trlic-Mikroshema and responsibilities are communicated to stakeholders through trainings and by giving them job descriptions to keep and to signed it. Responsible for food safety is HACCP team leader.
1.2.5		Employees with influence on product requirements shall be aware of their responsibilities, and shall be able to demonstrate their understanding of their responsibilities.	A	Employees with influence on product requirements are aware of their responsibilities, and they are able to demonstrate their understanding of their responsibilities. Interviews conducted with operator on the mixing additives, operator in slaughtering department, Production manager, worker responsible for cleaning, operator on filling and metal detector, operator on cooking, worker responsible for purchasing. They are all aware of their responsibilities.
1.2.6		The company shall have an IFS representative nominated by senior management.	A	IFS representative is Predrag Damjanovic seen senior management decision from 20-1-2015.
1.2.7		The senior management shall provide sufficient and relevant resources to meet the product requirements.	A	The senior management provided sufficient financial, technical and human resources to meet the product requirements.
1.2.8		The department responsible for quality and food safety management shall have a direct reporting relationship to the senior management.	A	From organizational chart Organizaciona shema ZZ Trlic and in Organizaciona shema ZZ Trlic- Mikroshema seen that the department responsible for quality and food safety management have a direct reporting relationship to the senior management.

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1.2.9		The company shall ensure that all processes (documented and undocumented) are known by the relevant personnel and are applied consistently.	A	The company ensures that all processes (documented and undocumented) are known by the relevant personnel and are applied consistently by the training of employees, by paper and by electronic documentation.
1.2.10		The company shall have a system in place to ensure that it is kept informed of all relevant legislation on food safety and quality issues, scientific and technical developments and industry codes of practice.	A	The company is aware of the legal requirements. The company is kept informed of the relevant developments concerning legislation and science by means of Lex Serbia. The company is also aware of the legal requirements of EU.
1.2.11		The company shall inform its customers, as soon as possible, of any issue related to product specification, in particular of all non-conformity(ies) identified by competent authorities related to products which could have, has or has had a defined impact on safety and/or legality of respective products. This could include, but are not limited to cautionary issues.	A	No deviation was found- during the audit it was observed that there is exist person who is responsible for external communication Predrag Damjanovic IFS representative and leader of HACCP team. He is responsible to inform customer as soon as possible about any issue related to product specification and other issue related to products.
1.3 Customer focus				
1.3.1		A documented procedure shall be in place to identify fundamental needs and expectations of customers.	A	A documented procedure is in place. Seen evaluation of customer satisfaction in Zadovoljstvo kupaca organizacije ZZ Trlic za 2015 from 24-72015.
1.3.2		The results of this procedure shall be evaluated and considered to determine quality and food safety objectives.	A	Customer requirements are reviewed and communicated in accordance with results of evaluation Zadovoljstvo kupaca organizacije ZZ Trlic, customer satisfaction is evaluated by questionnaires, promotion and survey interviews with customer. Results are communicated on management review seen Zapisnik sa preispitivanja od strane rukovodstva Z-10 from 27-7-2015.
1.4 Management review				
1.4.1		Senior management shall ensure that the quality and food safety management systems are reviewed at least annually or more frequently if changes occur. Such reviews shall contain, at least, results of audits, customer feedbacks, process compliance and product conformity, status of preventive and corrective actions, follow up actions from previous management reviews, changes that could affect the food safety and quality management systems and recommendations for improvement.	A	The management review takes place twice time per year and the last management review was hold on 27-7-2015., seen report Zapisnik sa preispitivanja od strane rukovodstva Z-10. Management review was attended by General manager, Production manager, IFS representative, external consultant. The report of the last review was seen by the auditor, the identified actions will be followed-up by IFS representative and be communicated to the employees through bulletin boards and trainings.
1.4.2		This review shall include the evaluation of measures for the control of the quality and food safety management system and for the continuous improvement process.	A	The management review includes the criteria of the standard.
1.4.3		The company shall identify and review regularly (e.g. by internal audits or on-site inspection) the infrastructure needed to achieve conformity to product requirements. This shall include, as a minimum, the following: – buildings – supply systems – machines and equipment – transport. The results of the review shall be considered, with due consideration to risk, for investment planning.	A	The frequency of internal audits is based on a risk assessment and Annual Schedules. The scope includes all aspects of the quality system, all processes, departments, buildings and infrastructure, working environment. An up-to-date internal audit plan is available seen Audit schedule for 2015.

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1.4.4	The company shall identify and review regularly (e.g. by internal audits or on-site inspection) the work environment needed to achieve conformity to product requirements. This shall include, as a minimum the following: – staff facilities – environmental conditions – hygienic conditions – workplace design – external influences (e.g. noise, vibration). The results of the review shall be considered, with due consideration to risk for investment planning.	A	The frequency of internal audits is based on a risk assessment and Annual Schedules. The scope includes all aspects of the quality system, all processes, departments, buildings and infrastructure, working environment. An up-to-date internal audit plan is available seen Audit schedule for 2015.
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Audit Report of Zemljoradnicka zadruga Trlic

No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
2 Quality and Food Safety Management System				
2.1 Quality Management				
2.1.1 Documentation requirements				
2.1.1.1		The system for food safety and quality management shall be documented and implemented, and shall be retained in one location (food safety and quality manual or electronic documented system).	A	The quality manual Poslovnik IFS QM01 from 5-7-2015., content was assessed and was available to all and understood by interviewed personnel technologist, operator on CCP metal detection, operator on CCP cooking, operator on CP. The quality manual is describing how the company complies the requirements of the standard. There are chapters of the manual HACCP plan, quality manual, procedures and operating instructions, hygiene manual. Also, the company has procedure how to manage with documents and records. Seen procedure: P01- Upravljanje dokumentima.
2.1.1.2		A documented procedure shall exist for the control of documents and their amendments.	A	Procedure for control of documents is in P-01 Upravljanje dokumentima.
2.1.1.3		All documents shall be clearly legible, unambiguous and comprehensive. They shall be available to relevant personnel at all times.	A	Relevant documents, working and monitoring instructions are available for the responsible operators.
2.1.1.4		All documents which are necessary for compliance with the product requirements shall be available in their latest version.	A	All documents which are necessary for compliance with the product requirements are available and in their latest version.
2.1.1.5		The reason for any amendments to documents critical for the product requirements shall be recorded.	A	The reason for document changes are documented in producer for control of documents P-01 Upravljanje dokumentima, amendments can be done after communication and final approval of IFS representative.
2.1.2 Record keeping				
2.1.2.1		All relevant records necessary for the product requirements shall be complete, detailed and maintained and shall be available on request.	A	All relevant records necessary for the product requirements are complete, detailed, maintained and available on request.
2.1.2.2		Records shall be legible and genuine. They shall be maintained in a way that subsequent manipulation of records is prohibited.	A	Records are legible and genuine. The records with regard to the control of CCP's and CP's were assessed. These records did meet the criteria of the standard.
2.1.2.3		All records shall be kept in accordance with legal requirements and for a minimum of one year after the shelf life. For products which have no shelf life, the duration of record keeping shall be justified and this justification shall be documented.	A	Records are retained for period of three years. Shelf life of products is from five days to 90days.
2.1.2.4		Any amendments to records shall only be carried out by authorised persons.	A	Amendments to records can be done only by Head of production and leader of HACCP team.
2.1.2.5		Records shall be securely stored and easily accessible.	A	No deviation was found.
2.2 Food Safety Management				
2.2.1 HACCP system				

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2.2.1.1		The basis of the company's food safety control system shall be a fully implemented, systematic and comprehensive HACCP system, based upon the Codex Alimentarius principles. It shall take into account any legal requirements of the production and destination countries which may go beyond such principles. The HACCP system shall be implemented at each production site.	A	The HACCP study is fully documented. The HACCP study last updated on 20-7-2015. In totally there are 8 HACCP plan with two CCP's. CCP's are: CCP1 heat treatment and CCP2 metal detector. The HACCP system was found to be well documented and effective. The HACCP plan includes, what is also and scope of certification: Slaughtering of pigs and cattle, production of fresh meat, smoked meat, fermented dry sausages, finely chopped cooked sausages, roughly chopped cooked sausages, lard and cracklings. Packaging into vacuum. Seen flow diagram for all processes and product groups.
2.2.1.2		The HACCP system shall cover all raw materials, products or product groups as well as every process from goods into dispatch, including product development and product packaging.	A	The HACCP system covers all raw materials, product groups as well as every process from goods into dispatch, including product development and product packaging.
2.2.1.3		The company shall ensure that the HACCP system is based upon scientific literature, or technical verified specifications relating to the manufactured products and procedures. This shall be maintained in line with new technical process development.	A	The company ensures that the HACCP system is based upon scientific literature and technical verified specifications relating to the manufactured products and procedures.
2.2.1.4		HACCP system shall be reviewed and necessary changes shall be made when any modification is made in the product, process or any step.	A	HACCP system is regularly reviewed. The last revision was on 20-7-2015. during HACCP team meeting.
2.2.2 HACCP team				
2.2.2.1		Assemble HACCP team (CA Step 1) The HACCP team shall be multidisciplinary and include operational staff. Personnel appointed as HACCP team members shall have specific knowledge of HACCP, product and process knowledge and the associated hazards. Where competent knowledge is not available, external expert advice shall be obtained.	A	The HACCP team consists of QAM, production manager, deputy of QAM, external advisor and purchasing manager for raw materials. Team members are trained in the HACCP principles. Seen company decision from forming of HACCP team from 7-5-2015.
2.2.2.2		Those responsible for the development and maintenance of the HACCP system shall have an internal team leader and shall have received adequate training in the application of the HACCP principles.	A	The HACCP team leader is Predrag Damjanovic, he is QAM. The HACCP team is well experienced and trained through education and experience. This was an external training. External adviser is used who is also member of HACCP team.
2.2.2.3		The HACCP team shall have strong senior management support and shall be well known and established across the whole facility.	A	The senior management has demonstrated commitment to the HACCP.
2.2.3 HACCP analysis				
2.2.3.1		Describe product (CA Step 2) A full description of the product including all relevant information on product safety exists such as: – composition – physical, organoleptic, chemical and microbiological parameters – legal requirements for the food safety of the product – methods of treatment – packaging – durability (shelf life) – conditions for storage, method of transport and distribution.	A	Following product group(s) are defined: fresh meat (pork and beef), semi-finished products of meat, semi-durable heat treated products of meat and durable products of meat treated with cold smoke, packed into PVC box, vacuum packages. Some of meat products (cold smoked bacon, sausages, hot dogs), packed into PVC box, vacuum packaging, products require special storage and transport conditions. Raw materials are: meat, water, ice, additives, spices, salt, soy.
2.2.3.2		Identify intended use (CA Step 3) The intended use of the product shall be described in relation to the expected use of the product by the end consumer, taking into account vulnerable groups of consumers.	A	Intended use: All products are suitable for general use except once allergic on some ingredients mentioned as allergens on the declaration (soy)

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2.2.3.3		Construct flow diagram (CA Step 4) A flow diagram shall exist for each product, or product group, and for all variations of the processes and sub-processes (including rework and reprocessing). The flow diagram shall be dated, and clearly identify each CCP with the number assigned to it. In the event of any changes the flow diagram shall be updated.	A	Flow diagram: is covering main process steps including rework. Flow diagram for producing of sausages: receiving of raw materials, incoming control, storage of raw materials, weighing, preparing of emulsion, preparing of filling, filling, metal detection, clipping, heat treatment, cooling, smoking, weighing, packaging and labeling, storage and distribution. Last revision of flow diagrams is done on 20-7-2015.
2.2.3.4		On-site confirmation of the flow diagram (CA Step 5) The HACCP team shall verify the flow diagram, by on-site checks, at all operation stages. Amendments to the diagram shall be made, where appropriate.	A	On site confirmation for flow diagram was in 20-7-2015.
2.2.3.5.1		A hazard analysis shall be available for all physical, chemical and biological hazards, including allergens, which may reasonably be expected.	A	Company has identified following significant hazards for every steps (according to flow diagram), the company performed appropriate hazard analysis. Significant hazards are: physical hazard in raw material on example metal, stones, plastic as risk from small tools...biological hazard hands from worker... Verified hazard analyses for products Alpska kobasica and Dimljeni svinjski vrat. The applied method for determining CCP's is by decision tree.
2.2.3.5.2		The hazard analysis shall consider the likely occurrence of hazards and severity of their adverse health effects.	A	The hazard analysis consider the likely occurrence of hazards and severity of their adverse health effects. Seen ANALIZA RIZIKA III-b grupe SUVOMESNATI PROIZVODI and ANALIZA RIZIKA ZA V-GRUPU PROIZVODA, MASTI, ÉVARKE and ANALIZA RIZIKA ZA I-A-GRUPU PROIZVODA, BARENE KOBASICE GRUBO I FINO USITNJENE.
2.2.3.6.1		The determination of relevant critical control points (CCP's) shall be facilitated by the application of a decision tree or other tool(s), which demonstrates a logical reasoned approach.	A	The determination of relevant critical control points (CCP's) is facilitated by the application of a decision tree.
2.2.3.6.2		For all steps which are important for food safety, but which are not CCP's, the company shall implement and document control points (CP's). Appropriate control measures shall be implemented.	A	For all steps which are important for food safety, but which are not CCP's, the company implemented and documented control points (CP's). Suitable controls for each hazard were identified and documented, in many cases these form part of the prerequisite programs. CP in meat productions are measuring and adding of additives, cooling, organoleptic control. In slaughtering department CP are slaughtering, scalding, evisceration, final washing of the carcass and cooling.
2.2.3.7		Establish critical limits for each CCP (CA Step 8 – Principle 3) For each CCP, the appropriate critical limits shall be defined and validated in order to clearly identify when a process is out of control.	A	Number of HACCP plans is 8 and covers all processes and product groups. The CCP's with their critical limits are: CCP 1-thermal processing products, 68 to 72°C in the center of the product and CCP 2-metal detector on the product packaging. All CCP's are validated. Limits are given based on scientific data and best practice.

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2.2.3.8.1	KO	KO N° 2: Specific monitoring procedures shall be established for each CCP to detect any loss of control at that CCP. Records of monitoring shall be maintained for a relevant period. Each defined CCP shall be under control. Monitoring and control of each CCP shall be demonstrated by records. The records shall specify the person responsible as well as the date and result of the monitoring activities.	A	For each CCP a monitoring system is defined continuous. For CCP1 and CCP2 monitoring systems are continuous automatically with records from the devices. For CCP 1-thermal processing products, 68 to 72°C in the center of the product, in the case that product in the center does not has a minimum 68°C, this batch will be keep and marked to final assessment by technologist. Even checking of temperature is continual, during every thermal process, operator also checks temperature by calibrated thermometer and record it. For CCP 2-The metal detector: The metal detector detects the following minimum metal pieces and foreign bodies (Ferro = 2,0 mm; Non ferro= 2,0 mm and stainless steel = 3,0 mm). Monitoring is continual - automatically. In case that finished product has metal, works is stopped and product with metal will be throw away like by-products (confiscate). Records are verified by QAM and Head of production.
2.2.3.8.2		The operative personnel in charge of the monitoring of CCP's shall have received specific training/instruction.	A	No deviation was found-the operative personnel who work on CCP had appropriate training. Assessment and training records show that the competence of personnel engaged in monitoring CCP's is managed. The last training about HACCP and CCP was on 20-6-2015.
2.2.3.8.3		Records of CCP's monitoring shall be checked.	A	Records of CCP's is recorded by operator and checked and verified by shift leader, QAM and Head of production.
2.2.3.8.4		The CP's shall be monitored and this monitoring shall be recorded.	B	Seen monitoring records of CP in Dnevna monitoring lista CP tacaka klanica/pandleraj Z-26, during site visit in area for cutting deboning of meat on one place for keeping knives it was observed that temperature is out of limit of 82 +/-2°C, this was recorded but there was not done corrective action by shift leader.
2.2.3.9		Establish corrective actions (CA Step 10 – Principle 5) In the event that the monitoring indicates that a particular CCP or CP is not under control, adequate corrective actions shall be taken and documented. Such corrective actions shall also take into account any non-conforming products.	A	There are defined procedures on how to act when a critical limit is exceeded. CCP2-metal detector on the product packaging, in case that finished product has metal, automatically production is stopped and in the same time product with metal will be disposed away like by-products (confiscate). CCP1-thermal processing products, 68° to 72°C in the center of the product, in the case that product in the center does not has a minimum 68°C, this batch will be blocked and marked additionally investigated and final assessment will be done by QAM and production manager.
2.2.3.10		Establish verification procedures (CA Step 11 – Principle 6) Procedures of verification shall be established to confirm that the HACCP system is effective. Verification of the HACCP system shall be performed at least once a year. Examples of verification activities include: – internal audits – analysis – sampling – evaluations – complaint by authorities and customers. The results of this verification shall be incorporated into the HACCP system.	A	The procedure of HACCP system verification is documented. The last HACCP system verification is carried out on 20-7-2015., during HACCP team meeting. Verification is done with product analysis and internal audits. Seen Izveštaj sa sastanka HACCP tima.

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2.2.3.11		Establish documentation and record keeping (CA Step 12 – Principle 7) Documentation shall be available covering all processes, procedures, control measures and records. Documentation and record keeping shall be appropriate to the nature and size of the company.	A	A documented procedure exist for the control of documents. Seen the procedure for control of documents in P 01 Upravljanje dokumentima.
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No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
3 Resource Management				
3.1 Human resources management				
3.1.1		All personnel performing work that affects product safety, legality and quality shall have the required competence by education, work experience and/or training, commensurate with their role, based on hazard analysis and assessment of associated risks.	A	All personnel performing work that affects product safety, legality and quality have the required competence by education, work experience and/or training, relatively with their role and based on hazard analysis and assessment of associated risks. Seen training program for 2015. in Godišnji plan obuka Z-15.
3.2 Human resources				
3.2.1 Personnel hygiene				
3.2.1.1		There shall be documented requirements relating to personnel hygiene. These include, as a minimum, the following fields: – protective clothing – hand washing and disinfection – eating and drinking – smoking – actions to be taken in case of cuts or skin abrasions – fingernails, jewellery and personal belongings – hair and beards. The requirements shall be based on hazard analysis and assessment of associated risks in relation to product and process.	A	Requirements relating to personnel hygiene documented in IFS poslovnik QM01. Personnel hygiene rules include: protective clothing, hand washing and disinfection, eating and drinking, smoking, actions to be taken in case of cuts or skin abrasions, fingernails, jewellery and personal belongings, hair and beards.
3.2.1.2	KO	KO N° 3: The requirements for personnel hygiene shall be in place and applied by all relevant personnel, contractors and visitors.	A	Personnel is aware of personal hygiene rules. All persons in factory seen by the auditor acted conform the company rules which are in line with the standard.
3.2.1.3		Compliance with personnel hygiene requirements shall be checked regularly.	A	Compliance with personnel hygiene is checked regularly-every day by visual and by swabs internally and by swabs externally according plan. Seen monitoring of hygiene by ATP and externally swabs report from 8-5-2015., and seen report from daily check in Dnevni izveštaj o higijeni proizvodnog prostora i kruga preduzeca Z-22.
3.2.1.4		Visible jewellery (incl. piercing) and watches shall not be worn. Any exceptions shall have been comprehensively evaluated by hazard analysis and assessment of associated risks in relation to product and process. This shall be effectively managed.	A	The jewellery policy is included in the company rules. No deviations were noticed in the execution.
3.2.1.5		Cuts and skin abrasions shall be covered by a coloured plaster/ bandage (different from the product colour) – containing a metal strip, where appropriate – and in case of hand injuries, in addition to a plaster/bandage, a single use glove shall be worn.	A	Blue colored and metal detectable plasters are available.
3.2.2 Protective clothing for personnel, contractors and visitors				
3.2.2.1		Company procedures shall exist to ensure that all personnel, contractors and visitors are aware of the rules regarding the management of wearing and changing of protective clothing in specified areas in accordance with product requirements.	A	The procedure is documented and is available at the entrance of staff rooms. Details are apply safety footwear, coats, trousers, disposable mob caps, hands washed and sanitized, high care clothing and footwear in designated areas, protective clothing is removed on leaving the production areas .

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3.2.2.2		In work areas where wearing headgear and/or beard snood (coverings) is required, the hair shall be covered completely, so that product contamination is prevented.	D	During site visit in producing area it was observed two workers which do not have hair covered completely and do not wear headgear appropriately, workers do not work with open products.
3.2.2.3		Clearly defined usage rules shall exist for work areas/activities where it is required to wear gloves (coloured differently from the product colour). Compliance with these rules shall be checked on a regular basis.	A	Blue gloves are used.
3.2.2.4		Suitable protective clothing shall be available in sufficient quantity for each employee.	A	The company provides suitable protective clothing for personnel and visitors. Every employee does have 4 sets of clothing.
3.2.2.5		All protective clothing shall be thoroughly and regularly laundered. Hazard analysis and assessment of associated risks, together with consideration given to the processes and products of the company shall determine if clothing shall be washed by a contract laundry, on site laundry or by the employee.	A	Laundry is done internally on daily base and controlled visually. Seen guidelines and training, knowledge assessed in interview with hygienist.
3.2.2.6		Guidelines shall exist for laundering of protective clothing and a procedure shall be in place for checking its cleanliness.	A	Laundry is done internally on daily base and controlled visually. Seen guidelines and training, knowledge assessed in interview with hygienist.
3.2.3 Procedures applicable to infectious diseases				
3.2.3.1		There shall be written and communicated measures for personnel, contractors and visitors to declare any infectious disease which may have an impact on food safety. In case of declaration of infectious disease, actions shall be taken in order to minimize risk of contamination of products.	A	Employees are instructed to report contagious disease. Visitors are being asked to fill in a health questionnaire. Seen records of Hygiene rules and health requirement for visitors, auditor was asked to fill it.
3.3 Training and instruction				
3.3.1		The company shall implement documented training and/or instruction programs with respect to the product requirements and the training needs of the employees based on their job and shall include: – training contents – training frequency – employee's task – languages – qualified trainer/tutor – evaluation methodology.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that in plan is missing language of training, evaluation methodology and that company did not plan to perform training about allergens.
3.3.2		The documented training and/or instruction shall apply to all personnel, including seasonal and temporary workers and employees from external companies, employed in the respective work area. Upon employment, and before commencing work, they shall be trained in accordance with the documented training/instruction programs.	C	Seen training program for year 2015. in Godisnji plan obuke za 2015 Z-15, seen that company did not apply training program for this year to all employees, company do not have evidence from training about CCP for employee Ilija Kapetanovic who is working on filling machine and metal detector where is CCP. During interview with employee good knowledge about CCP monitoring procedure was shown.
3.3.3		Records shall be available of all training/instruction events, stating: – list of participants (this shall include their signature) – date – duration – contents of training – name of trainer/tutor. There shall be a procedure or program in place to prove the effectiveness of the training and/or instruction programs.	D	Seen records from training in Obuke/trening zaposlenih Z-14, last training was about IFS, hazard analysis and food defense performed on 24-7-2015, but from training records it was observed that it is not stated duration of training, name of trainer and there is not proved effectiveness of the training for all training events
3.3.4		The contents of training and/or instruction shall be reviewed and updated regularly and take into account company's specific issues, food safety, food related legal requirements and product/process modifications.	A	Company is performing yearly review of the training program, and this comply to the requirement of the standard.
3.4 Sanitary facilities, equipment for personnel hygiene				

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3.4.1		The company shall provide staff facilities, which shall be proportional in size, equipped for the number of personnel and designed and operated so as to minimise food safety risks. Such facilities shall be kept in clean and good condition.	A	The company provide staff facilities proportional in size for the number of personnel.
3.4.2		The risk of product contamination by foreign material from staff facilities shall be evaluated and minimised. Consideration shall also be given to food brought to work by personnel and personal belongings.	A	The risk of product contamination by foreign material from staff facilities are evaluated and minimized, assessed in Poslovnik IFS QM01 from 5-7-2015.
3.4.3		There shall be in place rules and facilities to ensure the correct management for personnel belongings and for food brought to work by personnel, food coming from dining room and from vending machines. The food shall only be stored and/or used in designated areas.	D	There are given clear rules for personnel belongings and use of food brought to work or from dining room, seen in Poslovnik IFS QM01 from 5-7-2015., but during site visit it was found bottle with juice in wardrobe cabinet.
3.4.4		The company shall provide suitable changing rooms for personnel, contractors and visitors. Where necessary, outdoor clothing and protective clothing shall be stored separately.	A	Changing facilities are adequate and situated correctly. Segregation between private and company clothing is provided.
3.4.5		Toilets shall not have direct access to an area where food products are handled. The toilets shall be equipped with adequate hand washing facilities. Sanitary facilities shall have adequate natural or mechanical ventilation. Mechanical airflow from a contaminated area to a clean area shall be avoided.	A	No deviation was found.
3.4.6		Adequate hand hygiene facilities shall be provided at access points to and within production areas, as well as at staff facilities. Based on hazard analysis and assessment of associated risks, further areas (e.g. packaging area) shall be similarly equipped.	A	Hand hygiene facilities meet the requirements of the IFS standard.
3.4.7		Hand washing facilities shall provide as a minimum: – running potable water at an appropriate temperature – liquid soap – appropriate equipment for hand drying.	A	Hand hygiene facilities provide potable water with appropriate temperature, liquid soap and paper towels.
3.4.8		Where highly perishable food products are handled, the following additional requirements regarding hand hygiene shall also be provided: – hand contact-free fittings – hand disinfection – adequate hygiene equipment – signage highlighting hand hygiene requirements – waste container with hand contact-free opening.	N/A	No high care area present.
3.4.9		Based on hazard analysis and assessment of associated risks, there shall be a program to control effectiveness of hand hygiene.	A	No deviation was found, company take internally ATP swabs and externally swabs by sampling plan seen report from 8-5-2015.
3.4.10		Changing rooms shall be situated so that they allow direct access to the areas where food products are handled. Based on hazard analysis and assessment of associated risks, exceptions shall be justified and managed.	A	Changing facilities are situated correctly- direct access to the areas where food products are handled is allowed.
3.4.11		Where the hazard analysis and assessment of associated risks show the necessity, cleaning facilities shall be available and used for boots, shoes and further protective clothing.	A	Company has cleaning facilities for boots and shoes.

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No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
4 Planning and Production Process				
4.1 Contract agreement				
4.1.1		The requirements which are defined between the contract partners shall be established, agreed upon and reviewed concerning their acceptability before a supply agreement is concluded. All clauses related to quality and food safety shall be known and communicated to each relevant department.	A	All clauses to quality and food (in relation with the contract partners) safety are known and communicated to each relevant department, seen contract number 0477-2010 with Mercator S doo dated 25-11-2013. also conditions for products was seen.
4.1.2		Changes of existing contractual agreements shall be documented and communicated between the contract partners.	A	No deviation was found, changes are communicated on management level.
4.2 Specifications and formulas				
4.2.1 Specifications				
4.2.1.1		Specifications shall be available and in place for all finished products. They shall be up to date, unambiguous and be in compliance with legal and customer requirements.	A	Specifications for all finished products are available. They are unambiguous and in compliance with legal requirements. Seen specifications Proizvodjacka specifikacija br 13, Proizvodjacka specifikacija br 29, Proizvodjacka specifikacija br 87 for products on which was checked traceability.
4.2.1.2	KO	KO N° 4: Specifications shall be available and in place for all raw materials (raw materials/ ingredients, additives, packaging materials, rework). Specifications shall be up to date, unambiguous and be in compliance with legal requirements and, if existing, with customer requirements.	B	Assessed specifications for raw materials, packaging materials, ingredients and additives in Opis sirovine i materijala, seen for starch, soy protein, dextroze, Sofos 7S, nitrite salt, caragenan, colour Karo, transport packages with five layers, foil S typ more layer high barrier thermo bags, foil type BS-M on base of PA/PE. During traceability check it was observed that there is not existing specifications for all raw materials which are coming internally from slaughtering area or are prepared as half product in producing area, for such type of materials company have working orders where can be traced all component parts of such half products.
4.2.1.3		Where required by customers, product specifications shall be formally agreed.	A	Product specifications and other customer requirements are formally agreed, evidence seen for specifications, seen in contract with customer Mercator S doo.
4.2.1.4		Specifications and/or their contents shall be provided in the relevant location and accessible to all relevant personnel.	A	The content of specifications is accessible to all relevant personnel and provided in the relevant areas.
4.2.1.5		There shall be a procedure for the creation, the modification and approval of specifications for all parts of the process, which shall include the preliminary acceptance of the customer, if specifications have been agreed with customers.	A	Specifications for all finished products are available. They are unambiguous and in compliance with legal requirements. Seen specifications Proizvodjacka specifikacija br 13, Proizvodjacka specifikacija br 29, Proizvodjacka specifikacija br 87 for products on which was checked traceability.
4.2.1.6		The specification control procedure shall include the update of finished product specification in case of any modification: – of raw material – of formula/recipe – of process with influence on the final products – of packaging with influence on the final products.	A	No deviation was found, seen P 01-Upravljanje dokumentima, specifications are under responsibilities of HACCP team leader.

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4.2.2 Formula/recipes				
4.2.2.1	KO	KO N° 5: Where there are customer agreements in relation to the product formula/recipe and technological requirements, these shall be complied with.	A	During the audit a traceability trail was executed for the following product Koko pileca pariska kobasica fino usitnjena barena kobasica od pileceg mesa 1,6kg lot 110049643 working order 5050 with shelf life 27-9-2015, Alpska kobasica 2,0kg lot 110228895 working order 5097 shelf life 29-9-2015 and Dimljeni svinjski vrat lot 110229270 working order 5054 shelf life 15-9-2015. No deviations spotted in the related specification, recipe and work instructions.
4.3 Product development/Product modification/Modification of production processes				
4.3.1		A procedure for product development shall be in place which incorporates the hazard analysis principles, in accordance with the HACCP system.	A	A procedure for product development is documented in P-27 Procedura za razvoj.
4.3.2		Product formulation, manufacturing processes, process parameters and the fulfilment of product requirements shall be established and shall have been assured by factory trials and product testing.	A	Validation and test runs are part of the procedure. Product development report seen for development of new product meat for Mercator S doo, seen Projektni zadatak Z-74 and Plan realizacije projekta Z-76.
4.3.3		Shelf life tests or adequate processes shall be carried out and consideration given to product formulation, packaging, manufacturing and declared conditions; "Use by" or "Best before" dates shall be established accordingly.	A	Shelf life is assessed and verified by organoleptic/microbiological/chemical testing in the beginning, middle and on the end of shelf life. Organoleptic internally testing is done every week for every lot. Seen records from external analysis for meat, Izveštaj o ispitivanju broj 7771 from 14-7-2015.
4.3.4		When establishing and validating the shelf life of the product (including long shelf life product i.e. labelled with a "best before date"), the results of organoleptic tests shall also be taken into account.	A	When establishing and validating the shelf life of the product the results of organoleptic tests are also taken into account. Seen report from validation of shelf life Izveštaj o rezultatu studije održivosti za sveže junece meso and Izveštaj o rezultatu studije održivosti za cajna kobasica from Institut za higijenu i tehnologiju mesa Beograd.
4.3.5		Product development shall consider the results of organoleptic assessments.	A	Seen results of organoleptic assessments. Shelf life testing and organoleptic evaluation are part of the procedure. Shelf life is assessed and verified by organoleptic, the company leave sample from each LOT, and perform organoleptic test internally.
4.3.6		A process shall be in place to ensure that labelling complies with current legislation of destination country and customer requirements.	A	No deviation was found
4.3.7		Recommendations for preparation and/or use of the food products shall be established. Where appropriate, customer requirements shall be included.	A	Documented procedure and final sign is done by HACCP team leader and General manager.
4.3.8		The company shall demonstrate through studies and/or perform relevant tests in order to validate nutritional information or claims which are mentioned on labelling. This applies both for a new product and during all its period of sale.	N/A	There are no product claims.
4.3.9		The progress and results of product development shall be properly recorded.	A	Documented by procedure, progress can be seen in Plan realizacije projekta Z-76 and final sign is done by HACCP team leader and General manager.
4.3.10		The company shall ensure that in the event of changes to product formulation, including rework and packaging material, process characteristics are reviewed in order to assure that product requirements are complied with.	A	No deviation was found.

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4.4 Purchasing				
4.4.1		The company shall control purchasing processes to ensure that all externally sourced materials and services, which have an impact on food safety and quality, conform to requirements. Where a company chooses to outsource any process that may have an impact on food safety and quality, the company shall ensure control over such processes. Control of such outsourced processes shall be identified and documented within the food safety and quality management system.	A	Purchasing processes are controlled by procedure p-15 Plan kontrole sirovine i dobavljacka, materials are controlled on the reception. Seen list from assessment of suppliers and list of approved suppliers in Z-11 Lista proverenih dobavljacka.
4.4.2		There shall be a procedure for approval and monitoring of suppliers (internal and external), outsourced production or part of it.	A	Assessed documented supplier approval procedure for purchasing and register of approved suppliers. Suppliers are categorized into risk levels and approved through following mechanisms: questionnaire for suppliers. Seen questionnaire for suppliers of materials and seen procedure of assessment of service suppliers. Final approval is done by General Manager. No outsourced processes.
4.4.3		The approval and monitoring procedure shall contain clear assessment criteria such as: audits, certificates of analysis, supplier reliability and complaints, as well as required performance standards.	A	The approval and monitoring procedure contains clear assessment criteria such as: quality management system, hygiene conformity, quality, traceability, price, the way of payment, delivery schedules, quality of incoming deliveries.
4.4.4		The results of suppliers' assessments shall be reviewed regularly and this review shall be based on hazard analysis and assessment of associated risks. There shall be records of the reviews and of the actions taken as a consequence of assessment.	A	There is done assessment of service supplier like-consultancy, pest controller, maintenance of cooling devices, laboratory service.
4.4.5		The purchased products shall be checked in accordance with the existing specifications and their authenticity, based on hazard analysis and assessment of associated risks. The schedule of these checks shall, as a minimum, take into account the following criteria; product requirements, supplier status (according to its assessment) and impact of the purchased products on the finished product. The origin shall be additionally checked, if mentioned in the specification.	A	Acceptance and release is based on visual inspection, certificates of analysis, certificates of conformance. Control of incoming goods is in accordance with the procedure.
4.4.6		The purchased services shall be checked in accordance with the existing specifications. The schedule of these checks shall at least take into account the following items: service requirements, supplier status (according to its assessment) and impact of the service on the finished product.	A	Procedure for approval and monitoring of suppliers of service is available. There is an appropriate contract with the suppliers of services; food safety aspects are taken into account. Auditor saw contract with pest control company.
4.5 Product packaging				
4.5.1		Based on hazard analysis, assessment of associated risks and intended use, the company shall determine the key parameters for the packaging material.	A	For packaging materials Certificates of Conformity are present. Auditor verified following materials: foil for vacuum packaging, transport cardboard boxes, S type more layers high barrier thermo bags and film, wraps, bags. The supplier is made aware of the intended use of the packaging material.
4.5.2		Detailed specifications shall exist for all packaging materials which comply with the current relevant legislation.	A	Detailed specifications exist for all packaging materials which comply with the current relevant legislation. Seen Opis sirovine i repromaterijala for: transport cardboard boxes, S type more layers high barrier thermo bags and film, wraps, bags, clips etc.

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4.5.3		For all packaging material which could have an influence on products, certificates of conformity shall exist which comply with current legal requirements. In the event that no specific legal requirements are applicable, evidence shall be available to demonstrate that packaging material is suitable for use. This applies for packaging material which could have an influence on raw materials, semi-processed and finished products.	A	For all packaging material which have an influence on products, certificates of conformity exists which comply with current legal requirements. Seen analysis results for BS-M more layer barriere foil on base of PA/PE foil from 3-3-2015. from external laboratory.
4.5.4		Based on hazard analysis and assessment of associated risks, the company shall verify the suitability of the packaging material for each relevant product (e.g. organoleptic tests, storage tests, chemical analysis, migration tests).	A	Based on hazard analysis and assessment of associated risks, the company verifies the suitability of the packaging material for each relevant product, by organoleptic, storage, chemical and migration tests.
4.5.5		The company shall ensure that the packaging used corresponds to the product being packed. The use of correct packaging shall be regularly checked and checks shall be documented.	A	Company ensures that the packaging used corresponds to the product being packed.
4.5.6		Labelling information shall be legible, indelible and shall comply with agreed customer product specifications. This shall be regularly checked and checks shall be documented.	A	No deviation was found.
4.6 Factory location				
4.6.1		The company shall investigate to what extent the factory environment (e.g. ground, air) may have an adverse impact on product safety and product quality. Where it is established product safety and quality could be compromised, appropriate measures shall be established. The effectiveness of the established measures shall be periodically reviewed (examples: extremely dusty air, strong smells).	A	Site is suitable for the production of food, in good repair and well maintained. No risks from local activities.
4.7 Factory Exterior				
4.7.1		The factory exterior shall be maintained to be clean and tidy.	A	The condition of the surrounding area is fine. This is checked during internal audit and hygiene inspection.
4.7.2		All external areas of the factory shall be maintained in good condition. Where natural drainage is inadequate, a suitable drainage system shall be installed.	A	External areas are well maintained and external traffic routes are paved and in good condition.
4.7.3		Outdoor storage shall be kept to a minimum. Where goods are stored outside, hazard analysis and assessment of associated risks shall be undertaken in order to ensure that there is no risk of contamination or adverse effect on quality and food safety.	N/A	No outside storage.
4.8 Plant layout and process flows				
4.8.1		Plans clearly describing internal flows of finished products, packaging materials, raw materials, waste, personnel, water, etc. shall be in place. A site map covering all buildings of the facility shall be available.	B	Seen plans with internal flow in Situacioni plan kretanja, sirovina, zaposlenih i gotovih proizvoda from 30-6-2015., but it was observed that there is missing description for packaging materials and waste.
4.8.2		The process flow, from receipt of goods to dispatch, shall be in place so that contamination of raw materials, packaging, semi-processed and finished products is avoided. The risk of cross-contamination shall be minimised through effective measures.	A	The process flow, from receipt of goods to dispatch is in place so that contamination of raw materials, packaging, semi-processed and finished products is avoided.
4.8.3		In case of microbiologically sensitive production areas, these shall be operated and monitored to ensure product safety is not compromised.	N/A	No high care area required.
4.8.4		Laboratory facilities and in-process controls shall not affect the product safety.	A	Laboratory facilities and in-process controls do not affect the product safety.

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4.9 Constructional requirements for production				
4.9.1 Constructional requirements				
4.9.1.1		Rooms where food products are prepared, treated, processed and stored shall be designed and constructed so that food safety is ensured.	A	In area where food products are prepared, treated, processed and stored hygiene is ensured.
4.9.2 Walls				
4.9.2.1		Walls shall be designed and constructed to prevent the accumulation of dirt, to reduce condensation and mould growth, and to facilitate cleaning.	A	Walls, floors and ceilings are in good condition, suitable and clean. Water goes directly into the drains and floors do have adequate falls.
4.9.2.2		The surfaces of walls shall be in a good condition and easy to clean; they shall be impervious and wear-resistant.	C	During site visit in slaughtering room before cooling chamber seen wall where paint is peeling, also seen in cooling chamber for pig carcasses, on wall in expedition place of meat that on wall ceramic tiles are damaged.
4.9.2.3		The junctions between walls, floors and ceilings shall be designed to facilitate cleaning.	D	Seen that junctions between wall and stairs on the entrance for workers to the production is not adequate and do not facilitate cleaning, also seen one part of damaged junctions in production room.
4.9.3 Floors				
4.9.3.1		Floor covering shall be designed to meet production requirements and shall be in good condition and easy to clean. Surfaces shall be impervious and wear-resistant.	A	No deviations noticed during site inspection.
4.9.3.2		The hygienic disposal of waste water shall be ensured. Drainage systems shall be easy to clean and designed to minimise the risk of product contamination (e.g. ingress of pests, etc.).	A	No non-conformities were noticed with respect to the drainage.
4.9.3.3		Water or other liquids shall reach drainage without difficulties, using appropriate measures. Puddles shall be avoided.	D	In producing area it was observed not adequate floor tiles and damaged tiles what was cause of puddles of water, company has investment plan for repair of floor and additionally has been organized hygienist in every shift to remove water from puddles.
4.9.3.4		In food handling areas, machinery and piping shall be arranged so that waste water, if possible, goes directly into a drain.	A	No deviation found according this requirement, process waste goes directly into a drainage.
4.9.4 Ceilings/Overheads				
4.9.4.1		Ceilings (or, where no ceilings exist, the inside of roofs) and overhead fixtures (incl. piping, cableway, lamps etc.) shall be constructed to minimise the accumulation of dirt and shall not pose any risk of physical and/or microbiological contamination.	A	No deviation was found according this requirement.
4.9.4.2		Where false ceilings are used, an access to the void shall be provided in order to facilitate cleaning, maintenance and inspections for pest control.	A	No deviation was found according this requirement.
4.9.5 Windows and other openings				
4.9.5.1		Windows and other openings shall be designed and constructed to avoid the accumulation of dirt and shall be maintained in good condition.	A	Windows are clean and closed. Windows to be opened / ventilation openings are screened by fences.
4.9.5.2		Where there is risk of contamination, windows and roof glazing shall remain closed and fixed during production.	A	No deviations was found.

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4.9.5.3		Where windows and roof glazing are designed to be opened for ventilation purposes, they shall be fitted with easily removable, good condition pest screens or other measures in order to avoid any contamination.	A	Where needed adequate pest screens are provided.
4.9.5.4		In areas where unpackaged product is handled, windows shall be protected against breakage.	A	Windows are protected against breakage in whole factory, no deviations was noticed during site inspection.
4.9.6 Doors and gates				
4.9.6.1		Doors and gates shall be in good condition (e.g. no splintering parts, flaking paints or corrosion) and easy to clean.	A	Doors are in good condition and clean.
4.9.6.2		External doors and gates shall be constructed to prevent the ingress of pests; if possible, they shall be self-closing.	D	Doors are in good condition, self closing and clean, but during site visit seen door on expedition area for meat that are not constructed adequate and on one side do not prevent from ingress of pests
4.9.7 Lighting				
4.9.7.1		All working areas shall have adequate lighting.	A	The lighting was adequate for the work areas.
4.9.7.2		All lighting equipment shall be protected by shatter proof covers and installed to minimise the risk of breakage.	C	All lighting equipment is covered and protected against breakage but it was observed that covers are dirty on some lighting equipment in room in front of expedition of meat and in cutting and deboning meat area.
4.9.8 Air conditioning/Ventilation				
4.9.8.1		Adequate natural and/or artificial ventilation shall exist in all areas.	A	No excessive formation of dust or condensation observed.
4.9.8.2		If ventilation equipment are installed, filters and other components which require cleaning or replacement shall be easily accessible.	N/A	No ventilation equipment is installed.
4.9.8.3		Air conditioning equipment and artificially generated airflow shall not lead to any product safety or quality risks.	A	No deviation was found.
4.9.8.4		Dust extraction equipment shall be installed in areas where considerable amounts of dust are generated.	N/A	No dust extraction equipment is installed.
4.9.9 Water supply				
4.9.9.1		Water which is used as ingredient in the production process, or for cleaning, shall be of potable quality and supplied in sufficient quantity; this also applies to steam and ice used within the production area. A supply of potable water shall be available at all times.	A	Potable water in sufficient amount available. It is obtained from mains. Samples are analysed twice time per month and additionally ice is analysed once time per month, all according micro/chemical parameters and results are conform legal requirements. Seen report from accredited laboratory Zavod za javno zdravlje Valjevo, no UP 1681 from 7-7-2015. seen lay out of sampling places and sampling plan of water. Analysis of free chlorine is done every day - internally.
4.9.9.2		Recycled water which is used in the process shall not pose a contamination risk. The water shall comply with applicable legal requirements for potable water; records of compliance testing shall be available.	N/A	In the process recycled water is not used.
4.9.9.3		The quality of water, steam or ice shall be monitored following a risk based sampling plan.	A	Samples are analysed 2 times per month, micro/chemical, results are conform with legal requirements, the last analyse was on 7-7-2015. seen report UP1681 from Zavod za javno zdravlje Valjevo.

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4.9.9.4		Non-potable water shall be transported in separate, properly marked piping. Such piping shall not be connected to the drinking water system, or allow the possibility of reflux to contaminate potable water sources or the factory environment.	A	The company has two separated piping systems.
4.9.10 Compressed air				
4.9.10.1		The quality of compressed air that comes in direct contact with food or primary packaging material shall be monitored based on hazard analysis and assessment of associated risks.	A	Air, gases and steam are neither in direct contact with product nor used as ingredients.
4.9.10.2		Compressed air shall not pose a risk of contamination.	A	No deviations was found.
4.10 Cleaning and disinfection				
4.10.1		Based on hazard analysis and assessment of associated risks, cleaning and disinfection schedules shall be available and implemented. These shall specify: – objectives – responsibilities – the products used and their instructions for use – the areas to be cleaned and/or disinfected – cleaning frequency – documentation requirements – hazard symbols (if necessary).	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. Cleaning and disinfection actions are documented in Evidencija sprovedenih ciscenja for each part of the company. It was observed that document is to general and it is not specified which part was cleaned is it wall, floor, ceiling, lighting equipment, door, window or machine. Document only write general slaughtering area or producing area and there is hard to verify and document cleaning activities. Company verify cleaning by visual and by swabs.
4.10.2		Cleaning and disinfection schedules shall be implemented and documented.	C	Seen documented cleaning schedules in Plan ciscenja/odrzavanja fabrike. During site visit it was observed good hygiene standards but seen wall which was dirty in room for cutting and deboning of meat, by cleaning plans wall must be cleaned daily, cleaning plans are not fully implemented and are not detailed enough.
4.10.3		Only qualified personnel shall be allowed to undertake cleaning and disinfection. The personnel shall be trained and retrained to carry out the cleaning schedules.	A	Cleaning is executed by trained personnel. Seen training records of operator in production from 18-7-2015.
4.10.4		The effectiveness and safety of the cleaning and disinfection measures, based on hazard analysis and assessment of associated risks, shall be verified and documented according to a sampling schedule by using appropriate procedures. Resultant corrective actions shall be documented.	A	Cleaning and disinfection actions are documented in Evidencija sprovedenih ciscenja for each part of the company. Company verify cleaning by visual and by swabs, seen report from 8-5-2015 and daily check in Dnevni izveštaj o higijeni proizvoda prostorija i kruga preduzeæa Z-22.
4.10.5		Cleaning and disinfection schedules shall be reviewed and modified, if necessary, in the event of a change to product, process or cleaning equipment.	A	Acceptable levels of cleanliness are defined and validated by swabs-ATP before every start of producing (by random) internally every day and externally once time per a month, also visually checks are performed by Head of production every day. Seen report on the numbers and results of analysis Izveštaj o analizi trendova ATP uzetih briseva u periodu 2015., seen reports from daily visual checks from July 2015. and external swabs from 8-5-2015. Results are analyzed on trends – they made a chart-results are acceptable.
4.10.6		The intended use of cleaning utensils shall be clearly identified. Cleaning utensils shall be used in a way to avoid contamination.	A	No deviation was found-the intended use of cleaning utensils are clearly identified.

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4.10.7		Current material safety data sheets (MSDS) and instructions for use shall be available for chemicals and cleaning agents. Personnel responsible for cleaning shall be able to demonstrate their knowledge of such instructions, which shall be always available on site.	A	Assessed current material safety data sheets (MSDS) and instructions for use for chemicals and cleaning agents. Seen for cleaning agents ALKOPEN, SANIGOL 100, EXCELLENT.
4.10.8		Cleaning chemicals shall be clearly labelled, used and stored appropriately, to avoid contamination.	A	Cleaning chemicals are clearly labeled, used and stored appropriately. Also seen the list of chemicals which the company use for cleaning in Z 46 Lista odobrenih sredstava za održavanje higijene.
4.10.9		Cleaning activities shall be carried out in periods of non-production. If this is not possible, these operations shall be controlled as to not affect the product.	A	No deviation was found-cleaning activities are carried out in periods of non-productions.
4.10.10		Where a company hires a third-party service provider for cleaning and disinfection activities, all requirements specified within section 4.10 shall be clearly defined in the respective contract.	N/A	No use of third-party service for cleaning and disinfection activities.
4.11 Waste disposal				
4.11.1		A waste management procedure shall exist and shall be implemented to avoid cross contamination.	A	Company has organized waste management in way that cross contamination is prevented, all waste is collected from production area in one area for waste, each animal waste is sorted and collected in separate area from where is collected by company which is appointed for that.
4.11.2		All current legal requirements for waste disposal shall be met.	A	The production waste is collected by a municipal company.
4.11.3		Food waste and other waste shall be removed as quickly as possible from areas where food is handled. The accumulation of waste shall be avoided.	A	The accumulation of waste is prevented, sufficient waste deposits are available throughout the production area. Food waste is removed by authorized company seen documents.
4.11.4		Waste collection containers shall be clearly marked, suitably designed, in good state of repair, easy to clean, and where necessary disinfected.	A	Waste containers and waste areas meet the requirements of the standard.
4.11.5		Waste collection rooms and containers (incl. compactors) shall be designed to be kept clean to minimise pest attraction.	A	Waste containers and waste areas meet the requirements of the standard.
4.11.6		Waste shall be collected in separate containers in accordance with the intended means of disposal. Such waste shall be disposed by authorised third parties only. Records of waste disposal shall be kept by the company.	A	The meat waste is collected in containers with clear red mark, it is stored in separate chamber (refrigerator). Other waste (municipal waste) is collected in outdoor container.
4.12 Risk of foreign material, metal, broken glass and wood				
4.12.1	KO	KO N° 6: Based on hazard analysis and assessment of associated risks, procedures shall be in place to avoid contamination with foreign material. Contaminated products shall be treated as non-conforming products.	A	The risks from chemical, physical or taint contamination are identified. Control measures for e.g. preventing foreign materials are implemented by means of visual control and by metal detectors. Well, hazards from external bodies such as metal, wood, plastic are detected and procedures are in place. Seen instruction for managing with foreign bodies, instruction for usage of metal detectors and, register of checking of glass and metal parts of machines.

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4.12.2		In all areas, e.g. handling of raw materials, processing, packing and storage, where hazard analysis and assessment of associated risks have identified the potential for product contamination, the use of wood shall be excluded. Where the use of wood cannot be avoided, the risk shall be controlled and the wood shall be in good order and clean.	B	Company is using wooden pallets, which are inspected, only in storage area, during site visit in technologist room in slaughtering area it was seen information panel of wood and cork with pins what is not appropriate and is not controlled in register.
4.12.3		Where metal- and/or other foreign material detectors are required, they shall be installed to ensure maximum efficiency of detection, in order to avoid subsequent contamination. Detectors shall be subjected to regular maintenance to avoid malfunction.	A	Placement of foreign body detectors that are identified as CCP's are properly placed after filling before packaging of sausages, or after filling in vacuum packages, the company control every packaging (every finished product).
4.12.4		Potentially contaminated products shall be isolated. Access and actions for further handling or checking for these isolated products shall be carried out only by authorised personnel according to defined procedures. After this check, contaminated products shall be treated as non-conforming products.	A	Potentially contaminated products are isolated in the covered stainless container. Handling these products are described in documented procedure P- 06 Upravljanje neusaglašenostima.
4.12.5		The appropriate accuracy of detectors shall be specified. Checks of proper function of detectors shall be carried out regularly. In case of malfunction or failure of a metal and/or foreign material detector, corrective actions shall be defined, implemented and documented.	A	The metal detector detects the following minimum metal pieces for sausages: Ferro = 2.0 mm; non ferro = 2 mm; stainless steel = 3 mm; for sausages and vacuum packaging. Monitoring takes place three time in shift worker who works on CCP (metal detector) checks work of detector by ethalons. In case that finished product has metal, automatically be pushed on side and in the same time, works be stopped, and product be analysed again till the moment when metal will be founded.
4.12.6		In cases where special equipment or methods are used to detect foreign material, these shall be properly validated and maintained.	A	Methods which are used to detect foreign materials are validated, metal detecting devices are maintained seen plan.
4.12.7		In all areas, e.g. handling of raw materials, processing, packing and storage, where hazard analysis and assessment of associated risks have identified a potential product contamination, the presence of glass and brittle material shall be excluded. Where the presence of glass or brittle plastic cannot be avoided, appropriate measures shall be in place to protect against breakage.	A	Glass is excluded in open product areas. Glass in producing area and in storage is protected by foil. Seen instruction for managing with glass Upravljanja staklom i tvrdom plastikom U-31.
4.12.8		All stationary objects made of or incorporating glass or brittle material present in areas of handling of raw materials, processing, packing and storage shall be listed in a specific register, including details of their exact location. An assessment of the condition of objects on the register shall be performed on a regular basis and recorded. Frequency of this check shall be justified by documents.	A	The glass handling procedure is documented in Upravljanja staklom i tvrdom plastikom U-31. The glass register Registar stakla i tvrde plastike-cek lista Z-47 is checked frequency once per week. No glass incidents till now.
4.12.9		Breakages of glass and brittle material shall be recorded. Exceptions shall be justified and documented.	C	Seen register of glass and brittle materials, Registar stakla i tvrde plastike-cek lista Z-47 where are documented checking of condition and breakages, but it was assessed that there are not listed all plastic tools which are used in company.
4.12.10		Procedures shall be in place describing the measures to be taken in case of breakage of glass and/or brittle material. Such measures shall include identifying the scope of goods to be isolated, specifying authorised personnel, cleaning the production environment and release of production line for continued production.	A	The glass handling procedure is documented in Upravljanja staklom i tvrdom plastikom U-31. The glass register is checked seen Registar stakla i tvrde plastike cek lista Z-47.

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4.12.11		Based on hazard analysis and assessment of associated risks, preventive measures shall be in place for handling of glass packaging, glass containers or other kinds of containers in the production process (turn over, blow, rinse, etc.). After this process step there shall be no further risk of contamination.	N/A	No glass, cans or other rigid packaging used.
4.12.12		Where visual inspection is used to detect foreign material, the employees shall be trained and operative change shall be performed at an appropriate frequency to maximise effectiveness of process.	C	Company additionally to metal detector which is used perform visual inspection of tools from machine and this checks are recorded, during assessment of records it was observed that not all knives and tools are registered and inspected, company is using high quality knives which are resistant against breakage. Operators are trained for performing visual inspection, seen records from 26-6-2015.
4.13 Pest monitoring/Pest control				
4.13.1		The company shall have a pest control system in place which is in compliance with local legal requirements, taking into account, as a minimum: – the factory environment (potential pests) – site plan with area for application (bait map) – identification of the baits on site – responsibilities, in-house/external – used products/agents and their instructions for use and safety – the frequency of inspections. The pest control system shall be based on hazard analysis and assessment of associated risks.	A	Pest control is operated by an external pest controller Veterinarski centar Valjevo doo. Pest inspection is carried out 12 times per year. The pest program includes control of rodents and insects. The inspection reflects all activities of the site.
4.13.2		The company shall have qualified and trained in-house staff and/or employ the services of a qualified external provider. Where an external provider is used, the activities required on site shall be specified in a written contract.	A	Pest control is operated by an external pest controller Veterinarski centar Valjevo doo. Inspection is performed for 12 times per year (every month). The inspection implies check of all baits, assessment on pest ingress in the facilities and integrity of the building regarding pest ingress. Corrective actions regarding pest activity were taken. Seen license and certificates for pest company.
4.13.3		Pest control inspections and resulting actions shall be documented. Implementation of actions shall be monitored and recorded.	A	Actions in the event of pest activity were sufficient. Recommendations on prevention/hygiene aspects are carried out in a timely manner. Trend analyse is done – no higher infestation during year.
4.13.4		Baits, traps and insect exterminators shall be functioning, shall be in sufficient numbers and shall be placed in an appropriate position. They shall be constructed and positioned as not to cause any contamination risk.	C	Seen lay out with position of baits, traps and insect exterminators in scheme from 28-7-2015., company have baits around the buildings and traps with glue inside of the objects, baits are not around the fence. Also company have only three insect exterminator what was seen during site visit and it was observed that this is not sufficient number.
4.13.5		Incoming deliveries shall be checked on arrival for the presence of pests. Any infestation shall be documented and control measures taken.	A	No deviation was found.
4.13.6		The effectiveness of the pest control shall be monitored with the help of regular trend analyses.	A	No deviation was found. Trend analyse is done seen trend for pests no higher infestation. About flies the company counting them also every months and perform trend analysis.
4.14 Receipt of goods and storage				

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4.14.1		All incoming goods, including packaging materials and labels, shall be checked for conformity against specifications and to a determined inspection plan. The inspection plan shall be risk based. Test results shall be documented.	A	Checks of received and dispatched goods are recorded. Traceability is part of this checks.
4.14.2		The storage conditions of raw materials, semi-processed and finished products as well as packaging shall in each case correspond to product requirements (e.g. refrigeration, protective covers) and shall not be detrimental to other products.	A	Protective covers and refrigeration are conform.
4.14.3		Raw materials, packaging, semi-processed and finished products shall be stored so as to minimise the risk of cross contamination.	A	The storage conditions are specified in the relevant documents. In practice suitable storage facilities are observed monitored by adequate measures. All goods is stored as to minimize the risk of cross contamination.
4.14.4		Appropriate storage facilities shall be available for the management and storage of working materials, process aids, and additives. The personnel responsible for the management of storage facilities shall be trained.	A	Appropriate storage facilities are available for the management and storage of working materials, process aids, and additives. The personnel responsible for the management of storage facilities are trained.
4.14.5		All products shall be clearly identified. Use of products shall be undertaken in accordance with the principles of First In/First Out and/or First Expired/First Out.	A	All products are clearly identified. The company respect FIFO and FEFO principle
4.14.6		Where a company hires a third-party storage service provider, the service provider shall be subject to IFS Logistics requirements. If the third party service provider is not certified to IFS Logistics, all relevant requirements equivalent to the company's own warehousing practices shall be fulfilled and this shall be clearly defined in the respective contract.	N/A	No third-party storage service provider.
4.15 Transport				
4.15.1		Before loading transport vehicles, their condition (e.g. absence of strange smells, high dust load, adverse humidity, pests, mould) shall be checked and action taken, if necessary.	A	Before loading transport vehicles, their condition (e.g. absence of strange smells, high dust load, adverse humidity, pests, mold) has been checked and action are taken, if necessary.
4.15.2		Procedures to prevent contamination during transport shall be implemented (food/non-food/different categories of goods).	A	Vehicles are inspected before loading on following aspects hygiene and temperature. Inspection records are maintained. Transport procedures to maintain product safety and quality are implemented and documented in Zapis o izvršenom pranju i dezinfekciji vozila hladnjaka Z- 14 and Zapis o kontroli temperature u dostavnom vozilu Z - 39, seen for transport vehicle plate number UB 002 ŠG. Vehicles are maintained.
4.15.3		Where goods must be transported at certain temperatures, before loading, the temperature inside the vehicle shall be checked and documented.	A	Before loading, the temperature inside the vehicle is checked and documented. Seen Zapis o kontroli temperature u dostavnom vozilu Z - 39, seen for transport vehicle plate number UB 002 ŠG. Vehicles are maintained.
4.15.4		Where goods must be transported at certain temperatures, maintaining the adequate range of temperatures during transport shall be ensured and documented.	A	Product temperature monitoring during transport is recorded. Driver read and record temperature in the beginning, during the transport and in the end of the transport. Seen Zapis o kontroli temperature u dostavnom vozilu Z - 39, seen for transport vehicle plate number UB 002 ŠG. Vehicles are maintained, and temperature recording is manual, but done it enough effectively-seen records.

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4.15.5		Adequate hygienic requirements for all transport vehicles and equipment used for loading/unloading (e.g. hoses of silo installations) shall exist. There shall be records of the measures taken.	A	Adequate hygienic requirements for transport vehicles and equipment exist, procedure is implemented and records are available from checking of hygiene. Well, procedures to maintain product safety and quality during storage, dispatch and transport, like temperature and hygiene checks, are in place.
4.15.6		Loading and unloading areas shall have equipment in place to protect transported products from external influences.	A	Loading and unloading area are conform to the requirement of the standard.
4.15.7		Where a company hires a third-party transport service provider, all the requirements specified within section 4.15 shall be clearly defined in the respective contract or the service provider shall be subject to IFS Logistics requirements.	N/A	Third-party transport service provider is not used.
4.15.8		Security of transport vehicles shall be appropriately maintained.	A	Security of transport vehicles is appropriately maintained.
4.16 Maintenance and repair				
4.16.1		An adequate system of maintenance shall be in place, maintained and documented, covering all critical equipment (incl. transport) for compliance with product requirements. This applies both for internal and external maintenance activities.	A	Maintenance and inspections of relevant equipment are planned and recorded, seen procedure P 13 proces održavanja sa planom kontrolisanja. Verified for transport vehicle and for cutter, for filling machine for meat and vacuum packaging machine, seen Karton tehnološke i merne opreme Z-49.
4.16.2		Product requirements and prevention of contamination shall be ensured during and after maintenance and repair work. Records of maintenance and repair work and of corrective actions taken shall be kept.	A	After maintenance activities, there is an appropriate procedure to release the line before start-up. Responsible person is maintenance operator and shift leader.
4.16.3		All materials used for maintenance and repair shall be fit for the intended use.	A	All materials used for maintenance and repair are fit for the intended use, seen certificates.
4.16.4		Failures of plant and equipment (incl. transport) covered by the maintenance system shall be documented and reviewed with a view to adapting the maintenance system.	A	The company has cards for every equipment where they write every repairing, seen Karton tehnološke i merne opreme Z-49 for filling machine, cutter, vacuum packaging machine. All equipments are registered and fit for use. There is adequate preventive maintenance plan and the document where the company write all intervene repairing.
4.16.5		Temporary repairs shall be carried out so that product requirements are not affected. Such work shall be documented and a short-term deadline set for eliminating the fault.	D	Seen some temporary repairs with glue tape over door in smoking area what was not documented and was not set date for elimination of fault, there was no risk for product contamination.
4.16.6		Where a company hires a third-party maintenance and repair service provider, all the company specified requirements regarding material and equipment shall be clearly defined, documented and maintained.	N/A	The company does not hire third party service provider.
4.17 Equipment				
4.17.1		Equipment shall be suitably designed and specified for the intended use. Before commissioning, it shall be verified that the product requirements are complied with.	A	Equipment are suitably designed and specified for the intended use

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4.17.2		For all equipment and tools with direct food contact, certificates of conformity shall exist which confirm compliance with current legal requirements. In case no specific legal requirements are applicable, evidence shall be available to demonstrate that all equipment and tools are suitable for use. This applies for all equipment and tools in direct contact with raw materials, semi-processed and finished products.	A	For all equipment and tools with direct food contact, certificates of conformity exists which confirm compliance with current legal requirements. Also seen manual handling instructions for Multivac C560.
4.17.3		Equipment shall be designed and located so that cleaning and maintenance operations can be effectively performed.	A	Equipment is appropriately designed and can be cleaned effectively. This is taken into consideration when new equipment is designed and installed.
4.17.4		The company shall ensure that all product equipment is in good condition without any negative influence on food safety.	A	No deviations noticed on the equipment.
4.17.5		The company shall ensure that in the event of changes to processing methods and equipment, process characteristics are reviewed in order to assure that product requirements are complied with.	A	No deviation was found.
4.18 Traceability (including GMOs and allergens)				
4.18.1	KO	KO N° 7: A traceability system shall be in place which enables the identification of product lots and their relation to batches of raw materials, packaging in direct contact with food, packaging intended or expected to be in direct contact with food. The traceability system shall incorporate all relevant receiving processing and distribution records. Traceability shall be ensured and documented until delivery to the customer.	A	A system is in place for traceability. This includes traceability of primary packaging materials, raw materials, semi-finished products, and finished products. Traceability is maintained by a paper system and software for invoices and order from customers.
4.18.2		Downstream traceability records (from production sites to the customers) shall be available. The timeframe for producing these records for review shall be compliant with customer's requirements.	A	No deviations was found, traceability records heavy lot number of products and quantity, traceability is checked during audit on products chosen by auditor: Koko pileca pariska kobasica fino usitnjena barena kobasica od pileceg mesa 1,6kg lot 110049643 working order 5050 with shelf life 27-9-2015, Alpska kobasica 2,0kg lot 110228895 working order 5097 with shelf life 29-9-2015 and Dimljeni svinjski vrat lot 110229270 working order 5054 shelf life 5054.
4.18.3		Traceability shall be in place to identify the relationship between batches of final products and their labels.	A	No deviation was found.
4.18.4		The traceability system shall be tested on a periodic basis - at least annually and each time traceability system changes. The test shall verify upstream and downstream traceability (from delivered products to raw materials, and vice versa), including quantity checking. Test results shall be recorded.	A	Frequency of traceability test is twice time per year, before management review. Last traceability test is dated 29-7-2015. During the audit a traceability trail was performed on following products chosen by the auditor: Koko pileca pariska kobasica fino usitnjena barena kobasica od pileceg mesa 1,6kg lot 110049643 working order 5050 with shelf life 27-9-2015, Alpska kobasica 2,0kg lot 110228895 working order 5097 with shelf life 29-9-2015 and Dimljeni svinjski vrat lot 110229270 working order 5054 shelf life 5054. This test was carried out in two directions and did include quantity control.
4.18.5		Traceability shall be ensured at all stages, including work in progress, post treatment and rework.	A	Traceability of rework is in place and maintained by lot numbers and shelf life which are given to rework and semi processed products. Lot numbers and quantity of rework can be traced in work orders.

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4.18.6		Labelling of semi-finished or finished product lots shall be made at the time when the goods are directly packed to ensure a clear traceability of goods. Where goods are labelled at a later time, the temporarily stored goods shall have been provided with a specific lot labelling. The shelf life (e.g. best before date) of the labelled goods shall be calculated from the original production batch.	A	Labeling product lots is made at the time when the goods are directly packed.
4.18.7		If required by customer, identified samples representative for the manufacturing lot shall be stored appropriately and kept until expiration of the "Use by" or "Best before date" of the finished product and if necessary for a determined period beyond this date.	A	Labeling product lots is made at the time when the goods are directly packed.
4.19 Genetically modified organisms (GMOs)				
4.19.1		For products being delivered to customers and/or countries with GMO requirements, the company shall have in place systems and procedures to allow the identification of products consisting of GMOs, containing GMOs or produced from GMOs, including food ingredients, additives and flavouring(s).	N/A	Company does not work with GMO products.
4.19.2		Raw material specifications and delivery documents identifying products consisting of, being made from, or containing GMOs shall be available. The assurances concerning the GMO status of the raw materials shall be agreed by contract with the supplier or the relevant technical documents shall specify the GMO status. The company shall maintain a continuously updated listing of all GMO raw materials used at its premises, which also identifies all blends and formulas to which such GMO raw materials are added.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.19.3		There shall be adequate procedures to ensure that where products consisting of or containing GMOs are manufactured, contamination of non-GMO products is avoided. Adequate control measures shall be in place to avoid GMO cross contamination. The effectiveness of these procedures shall be monitored by testing.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.19.4		Finished products containing GMOs or labelled as not containing GMOs shall be declared in accordance with current legal requirements. Delivery documents shall include the corresponding reference to GMOs.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.19.5		Customer requirements concerning the GMO status of products shall be clearly implemented by the company.	N/A	The company does not work with products consisting of, containing or produced with GMOs
4.20 Allergens and specific conditions of production				
4.20.1		Raw material specifications identifying allergens requiring declaration that are relevant to the country of sale of the finished product shall be available. The company shall maintain a continuously up to date listing of all raw materials containing allergens used at its premises, which also identifies all blends and formulas to which such raw materials containing allergens are added.	A	Seen overview of allergen-containing materials as well as a procedure which contains all allergens that the company shall detect respect law. The following allergens are present in the company: soy. Control measures are taken through segregation, logistical planning and cleaning.
4.20.2		The manufacturing of products which contain allergens requiring declaration shall be carried out as to ensure cross contamination is minimised as far as possible.	A	Production containing allergens are done separately from other planned production, allergens are declared on the labels of those product which contain it. All allergens are identified in certain productions.

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4.20.3		Finished products containing allergens requiring declaration shall be declared in accordance with current legal requirements. For the adventitious or unintentional presence, the labelling of legally declared allergens and traces shall be based on hazard analysis and assessment of associated risks.	A	Allergens, soy, are declared on the packaging, the company has analyzed/updated the allergen risks of raw materials. End products containing allergens are labelled according legal requirements.
4.20.4		Where customers specifically require that products are "free from" certain substances or ingredients (e.g. gluten, pork, etc.), or that certain methods of treatment or production are excluded, verifiable procedures shall be in place.	N/A	No allergen claims used.

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No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
5 Measurements, Analysis, Improvements				
5.1 Internal audits				
5.1.1	KO	KO N° 8: Effective internal audits shall be conducted according to a defined agreed audit program and shall cover at least all requirements of the IFS Standard. Scope and frequency of internal audits shall be determined by hazard analysis and assessment of associated risks. This is also applicable for off site storage locations owned or rented by the company.	A	The food safety and quality management system are audited internally twice time per year. The audit planning for this year is documented in Z 01 Godišnji plan internih provera. Auditor assessed report of internal audit from 23-7-2015.
5.1.2		Internal audits of activities which are critical to food safety and product specifications shall be carried out at least once a year.	A	Audits that the company has identified as critical are production and storage and are audited for twice time per year. During internal audit, even production is critical area, the company is auditing whole factory.
5.1.3		The auditors shall be competent and independent from the audited department.	A	Internal audits are done by the external consultant Danica Eror, seen certificate from education.
5.1.4		Audit results shall be communicated to the senior management and to responsible persons of concerned department. Necessary corrective actions and a schedule for implementation shall be determined and documented and communicated to every relevant person.	A	Corrective actions are defined including timescale and responsible person. Seen record from internal audits performed by external auditor including corrective action which the company started after that as well as verification. During audit with external auditor which was on 23-7-2015 it was found 5 non-conformities. For example seen corrective action for NC form internal audit: number 01 no verification of flow diagram for cooked sausages, corrective action was performing on site verification of flow diagram by members of HACCP team; number 02 wearing of gloves was not described in hygiene instruction U 13, corrective action was change of instruction. Completion of corrective actions is verified by IFS representative.
5.1.5		It shall be documented how and when the corrective actions resulting from the internal audits shall be verified.	A	How the company manage with nonconformities and how to start and close them is described in procedure for corrective measures P 05 Korektivne mere and in Zahtev za korektivne/preventivne mere Z 09, all corrective measures are registered in Pregled mera. All corrective actions are documented and verified by HACCP team leader.
5.2 Site factory inspections				
5.2.1		Factory inspections shall be planned and carried out (e.g. product control, hygiene, foreign material hazards, personnel hygiene and housekeeping). The frequency of inspections in every area (including outdoor areas) and every single activity shall be based on hazard analysis and assessment of associated risks and on the history of previous experience.	A	The frequency of internal audits is based on a risk assessment, also factory inspection is done every months by Head of production, IFS representative and General manager. The scope includes all aspects of the quality system, all departments, buildings and infrastructure. An up to date internal audit plan is available. Audits are done according plan of audits. Results of internal audits are reported. Corrective actions are defined including timescale and responsible person.
5.3 Process validation and control				

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5.3.1		The criteria for process validation and control shall be clearly defined.	A	The criteria for process validation and control are clearly defined. Seen U 15 Plan samokontrole, Z 34 Dnevna monitoring lista komora za hlađenje/skladištenje, Z 26 Dnevna monitoring lista CP klanica.
5.3.2		In circumstances where the control of process and working environment parameters (temperature, time, pressure, chemical properties etc.) is essential to ensure the product requirements, such parameters shall be monitored and recorded continuously and/or at appropriate intervals.	A	Process monitoring checks conducted include that all relevant process parameters are monitored at appropriate intervals-during producing every hour, parameters are time, temperature. An in-line alert system exist for temperature in cooling chambers, cooking chambers, fermentation room, smoking chambers.
5.3.3		All rework operations shall be validated, monitored and documented. These operations shall not affect the product requirements.	A	All rework operation are validated, performed under control and documented. Seen work order where rework is documented, also by quantity and lot number it is documented in records, checked during traceability test.
5.3.4		There shall be appropriate procedures for prompt notification, recording and monitoring of equipment malfunction and process deviations.	A	In case of equipment failure corrective actions are taken such as putting on hold of products, repairing and decision about product. Defined trough operational instructions and in procedure P 06 Upravljanje neusaglašenostima.
5.3.5		Process validation shall be performed using the collected data that is relevant for product safety and the processes. If substantial modifications occur, a revalidation shall be carried out.	A	Process validation is performed for example on cooking and smoking chambers or on vacuum packaging control seals of packaging and content of oxygen inside the packaging, responsible Head of production.

5.4 Calibration, adjustment and checking of measuring

5.4.1		The company shall identify the measuring and monitoring devices required to ensure compliance with product requirements. These devices shall be recorded on a document and clearly identified.	D	Company have register of calibration equipment but it was assessed that not all equipment is registered, missing thermometers, also it was seen that weighing devices are not clearly identified by place where are used and also it is not stated calibration status on this record.
5.4.2		All measuring devices shall be checked, adjusted and calibrated, under a monitoring system, at specified intervals and in accordance with defined recognised standard/methods. The results of the checks, adjustments and calibrations shall be documented. Where necessary, corrective actions on devices and, if necessary, on process and products shall be carried out.	A	All measuring devices are checked, adjusted and calibrated, under a monitoring system, at specified intervals and in accordance with defined recognized standard/methods. The results of the checks, adjustments and calibrations are documented. Seen plan for calibration register of calibrating devices and record fro each device in Karton tehnološke i merne opreme z 49.
5.4.3		All measuring devices shall be used exclusively for their defined purpose. Where the results of measurements indicate a malfunction, the device in question shall be immediately repaired or replaced.	A	No deviation was found all measuring devices are used for their defined purpose.
5.4.4		The calibration status of the measuring devices shall be clearly identified (labelling at the machine or on a list of test devices).	A	The calibration status of the measuring equipment is clearly identified at the machines with a label, seen calibration status of weighing device Shollex CAS and Shollex SHYH and thermometer with liquid filling TLOS SL 1108600247/08.

5.5 Quantity checking (quantity control/filling quantities)

5.5.1		The frequency and methodology of quantity checking shall be determined so that the legal requirements and customer specifications, or if appropriate, guidelines for nominal quantity are met.	A	A well documented system for quantity control is in place. This is based on nominal weight. Checks are done per every batch. All checks seen were OK.
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5.5.2		A procedure shall exist to define compliance criteria for lot quantity checking. This procedure shall also, among others, take into consideration the tare, the density and other critical attributes.	A	A procedure exist which define compliance criteria for lot quantity checking. This procedure take into consideration the tare and the density.
5.5.3		Checks shall be implemented and recorded, according to a sampling plan which ensures a proper representation of the manufacturing lot.	A	Checks are implemented and recorded, according to a sampling plan which ensures a proper representation of the manufacturing lot.
5.5.4		Results of these checks shall be compliant with defined criteria for all products ready to be delivered.	A	Results of these checks are compliant with defined criteria for all products ready to be delivered.
5.5.5		For purchased, already pre-packed products from third parties, there shall be evidence about the compliance with the legal requirements for nominal quantity.	N/A	Company do not have such type of products.
5.5.6		If applicable, all equipment used for final checking shall be legally approved.	A	Equipment is legally approved.
5.6 Product analysis				
5.6.1		There shall be procedures ensuring that all specified product requirements are met, including legal requirements and specifications. Microbiological, physical and chemical analysis required for that purpose shall be performed internally and/or subcontracted.	A	Laboratory testing is scheduled based on risk assessment, all testing and inspection schedule which is present is for monitoring product conformance. A external laboratory is performing product tests. Laboratory testing is scheduled based on risk assessment for finished products: seen plan of analys Godišnji plan uzorkovanja za 2015. Z 42 and results of microbiological and chemical analysis for products used for traceability test during audit. Seen also analyse of raw materials (meat) on Trichinella, Cl. Perfringens, Cl. Botulinum, St. Aureus, E. coli, Listera m., Salmonella sp., pesticides, Cd, Pb, dioxine.
5.6.2		Analyses, which are relevant for food safety, shall preferably be performed by laboratories having appropriate accredited programs/methods (ISO 17025). If the analyses are performed by a factory internal or a laboratory not having appropriate accredited programs/methods, the results shall be verified on a regular basis by laboratories accredited on these programs/methods (ISO 17025).	A	The lab is ISO 17025 accredited for the assessed analyses.
5.6.3		Procedures shall exist which ensure the reliability of the internal analysis results on the basis of official recognised analysis methods. This shall be demonstrated by ring tests or other proficiency tests.	A	Internal analysis of the Trichinella are made every day for every animal in slaughtering department.
5.6.4		A test plan shall be drawn up for internal and external analysis, based on hazard analysis and assessment of associated risks, which covers raw materials, semi-processed and finished products as well as processing equipment and packaging materials, and where necessary environmental tests. The test results shall be documented.	A	A testing program for products and environment is in place. Methods, frequency and specified limits are documented. Auditor saw testing program for products, packaging materials, water and this was found to be conform. Seen Godišnji plan uzorkovanja za 2015. z 42.
5.6.5		Results of analysis shall be evaluated promptly. Appropriate corrective measures shall be introduced for any unsatisfactory results. The analytical results shall be reviewed regularly in order to identify trends. Trends indicating potential unsatisfactory results shall be taken into consideration.	A	Results of analysis are evaluated the company identify trends twice time per year for management review.
5.6.6		Where internal analysis is undertaken, qualified and trained personnel shall be in place, as well as appropriate equipment and premises.	A	Personnel are trained to perform organoleptic tests, tests of seals and Trichinella monitoring.

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5.6.7		For verification of finished product quality, internal organoleptic tests shall be carried out regularly. These tests shall be in accordance with specifications and related to the impact on respective parameters of product characteristic. The results of these tests shall be documented.	A	Organoleptic tests are done every day for every product seen report from testing of Cajna kobasica on 10-6-2015.
5.6.8		Based on hazard analysis, assessment of associated risks and on any internal or external information on product risks which may have an impact on food safety and/or quality (incl. adulteration and fraud), the company shall update its control plan and/ or take any appropriate measure to control impact on finished products.	A	Risks with impact on food safety, quality (including adulteration and fraud) are determined. Examples of risks covered: foreign bodies, microbiology risk, Trichinella. To be sure, that product can be used till the moment which the company put in the label, the company also has been analysed products for defined shelf life seen report from external laboratory.
5.7 Product quarantine (blocking/hold) and product release				
5.7.1		A procedure shall be in place, based on hazard analysis and assessment of associated risks, for the quarantine (blocking/ hold) and release of all raw materials, semi-processed and finished products and packaging materials. The procedure shall ensure that only products and materials conforming to product requirements are processed and dispatched.	A	No positive release required. Releasing of finished products is documented. Head of production is responsible for releasing of finished products.
5.8 Management of complaints from authorities and customers				
5.8.1		A system shall be in place for the management of product complaints.	A	Complaints are recorded, investigated and root cause analysis is applied where possible. Appropriate actions are identified. The auditor assessed that this year there was seven complaints from customers related to quality there was no complaints related to food safety. There were no complaints from the authorities. Level of complaints related to foreign materials found in the finished products is zero. This concerned the following foreign materials: not found foreign materials. Corrective and preventive actions are defined. Procedure for management of complaints is in place seen Reklamacije kupaca P-07. All complaints were handled conform procedure and standard.
5.8.2		All complaints shall be assessed by competent staff. Where it is justified appropriate actions shall be taken immediately, if necessary.	A	Complaints are evaluated by IFS representative, Production Manager and General manager actions are implemented.
5.8.3		Complaints shall be analysed with a view to implementing preventive actions which avoid the recurrence of the nonconformity.	A	Trend analyses on complaints are done for every month and analysed on management review. Corrective actions are planned and/or implemented for every complaint which the company receive by email, fax or by phone.
5.8.4		The results of complaint data analysis shall be made available to the relevant responsible persons and to the senior management.	A	Complaints are evaluated by HACCP team and adequate actions are implemented. Trend analyses on complaints are done for every month and analysed on management review. Corrective actions are planned and/or implemented for every complaint which the company receive by email, fax or by phone.
5.9 Management of incidents, product withdrawal, product recall				

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5.9.1		A documented procedure shall be defined for management of incidents and of potential emergency situations that impact food safety, legality and quality. This procedure shall be implemented and maintained. This includes as a minimum: the nomination and training of a crisis team, an alert contact list, sources of legal advice (if necessary), contacts availability, customer information, and a communication plan, including information to consumers.	A	Procedure is documented in P 25 Procedura upravljanja kriznim situacijama and in working instruction U 10 Uputstvo za reagovanje u slučaju opasnosti. The crisis team with contact details and contact list of institutions to be informed in case of incidents are assessed.
5.9.2	KO	KO N° 9: There shall be an effective procedure for the withdrawal and recall of all products, which ensures that involved customers are informed, as soon as possible. This procedure shall include a clear assignment of responsibilities.	A	There is a documented procedure for recall/withdrawal P 25 Procedura upravljanja kriznim situacijama and instruction U 10 Uputstvo za reagovanje u slučaju opasnosti all conform to the requirements of the standard. Till now there were no recalls or withdrawals, procedure was tested on 23-7-2015.
5.9.3		Updated emergency contact details (such as names and phone numbers of suppliers, customers and competent authorities) shall be available. A person of the company, who has the authority to initiate the incident management process, shall be permanently available.	A	Emergency contact person: Predrag Damjanovic, mobile phone + 381 0608371043.
5.9.4		The feasibility, effectiveness and timeliness of implementation of the withdrawal procedure shall be subject to regular internal testing, based on hazard analysis and assessment of associated risks but carried out at least once a year. This shall be carried out in a manner to ensure the effective implementation and operation of the procedure.	A	Recall and Withdrawal procedures are tested twice time per year, before management review. Last test was performed on 23-7-2015. with following conclusion test is successful, complete trace for recall and informing of customers is done in less than 4 hours, all product from one lot can be traced and company have contacts of all customers. Recommendation was done to try to improve the system and improve overview of delivery documents.
5.10 Management of non-conformities and non-conforming products				
5.10.1		A procedure shall exist for the management of all non-conforming raw materials, semi-finished and finished products, processing equipment and packaging materials. This shall include, as a minimum: – isolation/quarantine procedures – hazard analysis and assessment of associated risks – identification (e.g. labelling) – decision about the further use (e.g. release, rework/post treatment, blocking, quarantine, rejection/disposal).	A	A documented procedure for managing non-conform product exists, P 06 Upravljanje neusaglašenostima, for identification and isolation of non-conforming products. Non-conforming product is identified by visual and using metal detector. Release of non-conforming product is approved by HACCP team leader. Product is inspected by the responsible on the line; non conform product is reworked or, when reworking is not possible (eg. product contaminated because fallen on the ground) is identified and destined as nonconforming. This procedure encompasses all elements of the standard. Effectivity was demonstrated by review of the following non-conform situation assessed internally in the company site visit it was found that workers do not properly wear working clothes and that some have jewellery, company after that start corrective measures in way of education and daily inspection of personnel hygiene and fulfillment of rules. Seen record of education of employees and records from corrective actions.
5.10.2		The responsibilities for the management of non-conforming products shall be clearly identified. The procedure for the management of non-conforming products shall be understood by all relevant employees.	A	The procedure for the management of non-conforming products is documented in p 06 Upravljanje neusaglašenostima. The responsibility are clearly identified in job descriptions.

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5.10.3		Where non-conformities are present, immediate corrections shall be taken to ensure that product requirements are complied with.	A	No deviations found. All non-conformities are recorded and registered seen Pregled mera Z 08 where NC can be checked by date by source, by status.
5.10.4		Out of specification, final packaged products or packaging materials, both related to private labels, shall not be placed in the market under the label concerned. Exceptions shall be agreed in writing with the contract partners.	A	No deviation was found.
5.11 Corrective actions				
5.11.1		A procedure shall be in place for the recording and analysis of the non-conformities with the objective to avoid recurrences by preventive actions and/or corrective actions.	A	Documented procedure for managing with non-conformities and for corrective and preventive actions seen in P 06 Upravljanje neusaglašenostima and P 04 Preventivne mere and P 05 Korektivne mere.
5.11.2	KO	KO N° 10: Corrective actions shall be clearly formulated, documented and undertaken, as soon as possible to avoid further occurrence of non-conformity. The responsibilities and the timescales for corrective action shall be clearly defined. The documentation shall be securely stored, and easily accessible.	A	Seen register of all corrective measures in Pregled mera Z 08 and records for corrective measures in zahtev za korektivna / preventivna mera z 09. Assessed two NCs found during internal audit (it was topic during MR) from 23-7-2015.: number 01 no verification of flow diagram for cooked sausages, corrective action was performing on site verification of flow diagram by members of HACCP team; number 02 wearing of gloves was not described in hygiene instruction U 13, corrective action was change of instruction and education of workers. Completion of corrective actions is verified by IFS representative. Also seen other corrective actions for non-conformities during the year found in site visit and after complaints.
5.11.3		The performance of the implemented corrective actions shall be documented and the effectiveness shall be checked.	D	Company have documented each non-conformity and corrective actions in Zahtev za korektivne/preventivne mere Z-09 and have overview of all corrective actions in Pregled mera Z-08, but it was observed that it is missing and it is not documented checking of effectiveness on documents Zahtev za korektivne/preventivne mere Z-09. All assessed corrective actions was closed and finished and one was still in progress.

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No.	Level	Requirement set out in the IFS Food	Rating	Observation auditor
6 Food Defense and External Inspections				
6.1 Defense assessment				
6.1.1		Responsibilities for food defense shall be clearly defined. Those responsible shall be key staff or shall have access to the top management team. Sufficient knowledge in this area shall be demonstrated.	A	Responsibilities for food defense are clearly defined in Poslovnik IFS QM01 from 5-7-2015, responsible for food defense is Predrag Damjanovic. Employees are trained and in interview has showed good knowledge about food defense
6.1.2		A food defense hazard analysis and assessment of associated risks shall have been performed and documented. Based on this assessment, and based on the legal requirements, areas critical to security shall be identified. Food defense hazard analysis and assessment of associated risks shall be conducted annually or upon changes that affect food integrity. An appropriate alert system shall be defined and periodically tested for effectiveness.	A	A food defense hazard analysis is performed and documented in Analiza rizika zaštite hrane Z-90, critical areas are live animal keeping area, slaughtering area, production area and storage area, assessment of food defense associated risks is done on 20-7-2015.
6.1.3		If legislation makes registration or on-site inspections necessary, evidence shall be provided.	N/A	No Food Defense regulations existing in Serbia and where the products are sold: Serbia, Montenegro, Bosnia and Hercegovina and Macedonia.
6.2 Site Security				
6.2.1		Based on a hazard analysis and assessment of associated risks, identified areas critical to security shall be adequately protected to prevent unauthorized access. Access points shall be controlled.	A	Access to the site is regulated by security service, fence around the site and video surveillance system. Security service is controlling access 24 hours daily, visitors are checked and registered. Visitors and contractors are included in the access policy. The security procedure is documented.
6.2.2		Procedures shall be in place to prevent tampering and/or allow identification of signs of tampering.	A	Procedures are described in Poslovnik IFS QM01 from 5-7-2015
6.3 Personnel and Visitor Security				
6.3.1		Visitor policy shall contain aspects of food defense plan. Delivery and loading staff in contact with the product shall be identified and shall respect the access rules of the company. Visitors and external service providers shall be identified in areas with product storage and shall be registered at the time of access. They should be informed about the site policies and their access controlled accordingly.	A	Visitors are included, delivery and loading staff are identified and introduced with company rules and described in procedure Poslovnik IFS QM01 from 5-7-2015.
6.3.2		All employees shall be trained in food defense with respect to the product requirements and the training needs of the employees or when significant program changes occur. The training sessions shall be documented. Employee hiring and employment termination practices shall consider security aspects as permitted by law	A	Described in procedure Poslovnik IFS QM01 from 5-7-2015. When hiring employee company consider food defense program and do the checks of new worker, all personnel are trained according procedure, seen record from 24-7-2015.
6.4 External Inspections				
6.4.1		A documented procedure shall exist for managing external inspections and regulatory visits. Relevant personnel shall be trained to execute the procedure.	N/A	Company does not export to USA.

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7. Explanations regarding the audit report

Evaluation of requirements

Result	Explanation	Points
A	Full compliance	20 points
B (deviation)	Almost full compliance	15 points
KO requirement scored with a B	Almost full compliance	15 points
C (deviation)	Small part of the requirement has been implemented	5 points
D (deviation)	Requirement has not been implemented	-20 points
Major	When there is a substantial failure to meet the requirements of the Standard, which includes food safety and/or the legal requirements of the production and destination countries. A major can also be given when the identified non-conformity can lead to a serious health hazard. A major can be given to any requirement which is not defined as KO.	15 % of the possible total amount of points is subtracted.
KO requirement scored with a D	The KO requirement has not been Implemented.	50 % of the possible total amount of points is subtracted.
N/A	Not applicable. Requirement not applicable for a company.	N/A requirements will be excluded from the final scoring.

Audit Report of Zemljoradnicka zadruga Trlic

Scoring and awarding of certificates

Audit result	Status	Action company	Report from	Certificate
At least 1 KO scored with D	Not approved	Actions and new initial audit to be agreed upon.	Report gives status	No
> 1 Major and/or < 75 %	Not approved	Actions and new initial audit to be agreed upon.	Report gives status	No
Max 1 Major and ≥ 75 %	Not approved unless further actions taken and validated after follow-up audit.	Send completed action plan within 2 weeks of receiving the preliminary report. Follow-up audit max. 6 months after the audit date.	Report including action plan gives status.	Certificate at foundation level, if the major non-conformity is finally solved as controlled during the follow-up audit.
Total score is ≥ 75 % and < 95 %	Approved at foundation IFS Food level after receipt of the action plan.	Send completed action plan within 2 weeks of receiving the preliminary report.	Report including action plan gives status.	Yes, certificate at foundation level, 12 months validity.
Total score is ≥ 95 %	Approved at higher IFS Food level after receipt of the action plan.	Send completed action plan within 2 weeks of receiving the preliminary report.	Report including action plan gives status.	Yes, certificate at higher level, 12 months validity.