


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

Company Name:	Neal's Yard Creamery	STS Approval:	No
Site Address:	Caeperty Farm Arthur's Stone Lane Dorstone Hereford HR3 6AX	SALSA Auditor:	Jayne Hickinbotham
Supplier ID:	857	Audit Date:	03 06 2021
Scope:	Manufacture, maturation and packing of yoghurt and soft and semi soft cheese, herb enrobed Perroche and organic crème fraiche made from pasteurised cows and goats milk		
Recommendation:	Recommended with no Action Plan required		
		Audit ID:	14705

SECTION 1 - PREREQUISITE CONTROLS
1.1.1
Fully Compliant

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

1.1.1
Fully Compliant

The business shall have a training procedure with a documented plan and records to demonstrate that the training is appropriate, effective and can provide evidence of competency. All staff should be adequately trained to carry out their specific job function.

1.1.2
Fully Compliant

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

1.1.3**Fully Compliant**

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

1.1.4**Fully Compliant**

All personnel shall be adequately supervised throughout the working period.

1.1.5c**Fully Compliant**

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

1.2.1**Fully Compliant**

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

1.2.1**Fully Compliant**

Suitable workwear shall be worn by employees, visitors, contractors working in, or entering handling/storage areas.

1.2.2**Fully Compliant**

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

1.2.3**Fully Compliant**

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

1.2.3**Fully Compliant**

Where product packaging is damaged and food is no longer enclosed (spillage), the company approved clothing must not be a source of cross contamination for products.

1.2.4**Fully Compliant**

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

1.2.4**Fully Compliant**

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

1.2.5**Fully Compliant**

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

1.2.5**Fully Compliant**

All hair, including beards and moustaches, shall be fully contained to prevent packed product being contaminated in handling/storage areas.

1.2.6**Fully Compliant**

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

1.2.6**Fully Compliant**

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

1.2.7**Fully Compliant**

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

1.2.8**Fully Compliant**

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

1.2.9**Fully Compliant**

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

1.2.10**Fully Compliant**

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

1.2.10**Fully Compliant**

Strong perfume or aftershave shall not be worn; fingernails shall be kept short and clean. False fingernails and false eye lashes shall not be permitted.

1.2.11**Fully Compliant**

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

1.2.12c**Fully Compliant**

Areas where tasting is allowed shall be clearly identified

1.3.1**Fully Compliant**

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

1.3.1**Fully Compliant**

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

1.3.2**Fully Compliant**

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

1.3.2**Fully Compliant**

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

1.3.3**Fully Compliant**

The effectiveness of cleaning shall be routinely checked and documented.

1.3.4**Fully Compliant**

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

1.3.4**Fully Compliant**

Cleaning and disinfecting processes shall not compromise the safety of the packed products.

1.3.5**Partially Compliant - for Improvement**

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

Comments:
Only safety data sheets are held on site. 'Fit for purpose' and correct use can be validated by the container labels.

1.4.1**Fully Compliant**

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

1.4.1**Fully Compliant**

The site layout and activities shall be mapped to demonstrate how the potential for the unintended physical, chemical, microbiological or allergen contamination of packed products has been controlled.

1.4.2**Fully Compliant**

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

1.4.2**Fully Compliant**

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

1.4.3**Fully Compliant**

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

1.4.4**Fully Compliant**

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

1.4.5**Fully Compliant**

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

1.4.6**Fully Compliant**

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

1.4.7**Fully Compliant**

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

1.4.8c**Fully Compliant**

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

1.4.9c**Fully Compliant**

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

1.4.10c**Fully Compliant**

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

1.4.11c**Fully Compliant**

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

1.5.1**Fully Compliant**

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

1.5.1**Fully Compliant**

All process controls shall be documented and monitored to ensure goods are consistently in compliance with the requirements of the written specification.

1.5.2**Fully Compliant**

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

1.5.2**Fully Compliant**

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

1.5.3**Fully Compliant**

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

1.5.4**Fully Compliant**

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

1.5.4**Fully Compliant**

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

1.5.5**Fully Compliant**

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

1.5.6**Fully Compliant**

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

1.5.7**Fully Compliant**

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

1.5.8c

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

Fully Compliant

Comments:

1.5.9c

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

Fully Compliant**1.5.10c**

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

Fully Compliant**1.5.11c**

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

Fully Compliant

Comments:

1.5.12c

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

Fully Compliant**1.5.13c**

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

Fully Compliant

Comments:

1.6.1

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

Fully Compliant

1.6.2

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

Partially Compliant - for Improvement**Comments:**

A 'Conformity Sheet', citing a batch number BB 6.2.20 which does not correlate with the last batch delivered, has been supplied by a new supplier of rennet. No specification is available.

1.6.2

The business shall ensure that specifications are held for all products supplied and are regularly reviewed.

Fully Compliant**1.6.3**

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

Fully Compliant**1.6.3**

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

Fully Compliant**1.6.4**

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

Fully Compliant**1.6.4**

The business shall perform a risk assessment on all brokered, stored and/or distributed products in relation to adulteration or substitution. The findings shall be documented and appropriate controls and procedures implemented.

Fully Compliant**1.6.5**

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

Fully Compliant**Comments:**

1.6.6c**Fully Compliant**

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

1.6.7c**Fully Compliant**

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

Comments:

1.6.8c**Fully Compliant**

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

Comments:

1.6.9c**Fully Compliant**

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

1.6.10c**Fully Compliant**

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

Comments:

1.6.11c**Fully Compliant**

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

Comments:

1.6.12c**Fully Compliant**

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

1.7.1**Fully Compliant**

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

1.7.2**Fully Compliant**

All process controls shall be documented and monitored to ensure goods are consistently in compliance with the requirements of the written specification.

1.8.1**Fully Compliant**

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

1.8.2**Fully Compliant**

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

1.8.3**Fully Compliant**

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

1.9.1**Fully Compliant**

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

1.9.2**Fully Compliant**

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

1.9.3**Fully Compliant**

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

1.9.4**Fully Compliant**

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

1.9.5**Fully Compliant**

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

1.9.6**Fully Compliant**

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

1.9.7**Fully Compliant**

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

1.10.1**Fully Compliant**

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

1.11.1**Fully Compliant**

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

1.11.2**Fully Compliant**

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

1.11.2**Fully Compliant**

The business shall ensure that the safety, legality and quality of packed product is not jeopardised during maintenance operations.

1.11.3**Fully Compliant**

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

1.11.3**Fully Compliant**

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

1.12.1**Fully Compliant**

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

1.12.2**Fully Compliant**

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

1.13.1**Fully Compliant**

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

1.13.2**Fully Compliant**

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

1.13.3**Fully Compliant**

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

1.13.4**Fully Compliant**

Procedures for managing the security of the vehicle & load during transit, and where appropriate during loading and unloading, shall be documented and understood by drivers and delivery staff.

1.14.1**Fully Compliant**

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

1.14.1**Fully Compliant**

The minimum durability (shelf-life) applied to products shall be determined by the supplier, documented in the product specification and checked using appropriate verification techniques. Where microbiological and/or chemical risks are identified for the product, there shall be an appropriate testing programme. Accredited laboratories shall be used for all tests which are critical to product safety or legality.

STATEMENT OF INTENT: SECTION 1 - PREREQUISITE CONTROLS

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

Has Statement of Intent been met? Yes
Justification:

Neals Yard Creamery was one of the first cheesemakers to join the SALSA scheme. At this point in the business, NYC consider that they have one of the best teams they have ever had in production and this was reflected in excellent practices, interview responses and observations in all aspects.

SECTION 2 - HACCP
2.1**Fully Compliant**

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

2.2**Fully Compliant**

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

2.2**Fully Compliant**

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

2.3**Fully Compliant**

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

2.4**Fully Compliant**

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

2.5**Fully Compliant**

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

2.6**Fully Compliant**

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

2.7**Fully Compliant**

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

2.8 **Fully Compliant**

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

2.9 **Fully Compliant**

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

2.10 **Fully Compliant**

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

2.11 **Fully Compliant**

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

2.12 **Fully Compliant**

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

2.13 **Fully Compliant**

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

2.13 **Fully Compliant**

At all times during handling and storage activities, at least one person shall be present who can demonstrate understanding in HACCP principles, the controls, corrective actions and food safety consequences.

2.14**Fully Compliant**

The business management should be aware of all the food standards, legal regulations and industry codes of practice applying to their process, product or product category they trade, handle, store and/or distribute and also of their intended consumers and customer base.

2.14c**Fully Compliant**

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

Comments:

STATEMENT OF INTENT: SECTION 2 - HACCP

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

Has Statement of Intent been met? Yes
Justification:
 Well-established for all products and reflecting very relevant dairy technical detail.

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

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

Comments:

3.1.1**Fully Compliant**

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

3.1.2**Fully Compliant**

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

3.2.1**Fully Compliant**

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

3.3.1**Fully Compliant**

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

3.3.1**Fully Compliant**

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

3.4.1**Fully Compliant**

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

Comments:

3.4.1**Fully Compliant**

The business shall have a documented procedure and records to identify and trace all products, including printed packaging, from supplier to goods receipt and through to the point of despatch and, where appropriate, delivery to known customers and vice versa.

3.4.2**Fully Compliant**

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

3.4.2**Fully Compliant**

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

3.4.3**Fully Compliant**

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

Comments:

3.4.3**Fully Compliant**

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

3.5.1**Fully Compliant**

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

3.5.2**Fully Compliant**

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

3.5.3**Fully Compliant**

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

3.6.1**Fully Compliant**

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

3.7.1**Fully Compliant**

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

3.7.2**Fully Compliant**

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

3.8.1

Fully Compliant

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

3.8.1

Fully Compliant

Customer specifications and contracts for products and services shall cover items relevant for food safety and legality, be agreed and regularly reviewed.

3.8.2

Fully Compliant

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

3.8.2

Fully Compliant

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

3.9.1

Fully Compliant

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

STATEMENT OF INTENT: SECTION 3 - MANAGEMENT SYSTEMS & DOCUMENTATION

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

Has Statement of Intent been met? Yes

Justification:

This aspect of the business can now be fully appreciated as additional admin support in the office (accounts, orders, invoicing etc) allows the proprietor to focus on the administration of operations and quality systems. Retrieval of certain documentation was more immediate.

SECTION 4 - PREMISES

4.1

Fully Compliant

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

4.1 Fully Compliant

The handling / storage site shall be registered with or approved by the site's Local Authority(ies). Documented Local Authority reports shall be made available and held on file for inspection. A procurement business shall be able to demonstrate they are running as a legitimate food business operator.

4.2 Fully Compliant

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

4.2 Fully Compliant

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

4.3 Fully Compliant

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

4.3 Fully Compliant

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

4.4 Fully Compliant

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

Comments:

4.4 Fully Compliant

Security measures and/or practices shall be in place to ensure only authorised personnel have access to handling and storage areas on site. Where digital records that demonstrate food safety and legality are used, businesses shall have a system in place to protect these records in case of digital failure and digital cyber security attacks.

4.5 Fully Compliant

Suitable and sufficient hand cleaning facilities shall be provided.

4.6 Fully Compliant

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

4.6 Fully Compliant

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

4.7 Fully Compliant

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

4.7 Fully Compliant

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

4.8 Fully Compliant

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

4.9 Fully Compliant

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

4.9 Fully Compliant

Building services, such as ventilation, compressed air, cooling systems shall be sound, fit for purpose and regularly maintained.

STATEMENT OF INTENT: SECTION 4 - PREMISES

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

Has Statement of Intent been met? Yes
Justification:

The older building, housing office, production and staff facilities has undergone redecoration. No maintenance issues were seen.

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

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

5.1.2c**Fully Compliant**

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

5.1.3c**Fully Compliant**

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

5.1.4c**Fully Compliant**

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

5.1.5c**Fully Compliant**

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

5.2.1c**Fully Compliant**

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

5.2.2c**Fully Compliant**

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

5.2.3c**Fully Compliant**

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

Comments:

5.2.4c**Fully Compliant**

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

5.2.5c**Fully Compliant**

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

5.2.6c**Fully Compliant**

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

5.2.7c**Fully Compliant**

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

5.3.1c**Fully Compliant**

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

5.3.2c**Fully Compliant**

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

5.4.1c**Fully Compliant**

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

Comments:**5.5.1c****Fully Compliant**

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

5.5.2c**Fully Compliant**

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

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

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

Has Statement of Intent been met? Yes
Justification:

As stated in 1 above, the company now has a formidably competent team in production and in admin and this reflects in the Company's overall high performance identified in today's audit responses and increased sales.



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

Details

Supplier Name:	Neal's Yard Creamery	Auditor Name:	Jayne Hickinbotham	Hours Spent in Production Area:	1
Supplier Contact:	Charlie Westhead	Date:	03 06 2021	Production Witnessed:	Milk delivery, moulding up, packing and pottig up, cleaning and water tank
Site Address:	Caeperty Farm Arthur's Stone Lane Dorstone Hereford HR3 6AX	Start Time:	09:30	Finish Time:	16:00

Scope

Manufacture, maturation and packing of yoghurt and soft and semi soft cheese, herb enrobed Perroche and organic crème fraiche made from pasteurised cows and goats milk

Overview

Neals Yard Creamery is experiencing business benefits from additional demand for products made by 4 well-trained committed staff. All products are now made from pasteurised milk. The dairy technical knowledge and awareness is reflected year on year in the Food Safety Systems Review which is undertaken by the proprietor. Two minor improvements were identified.

Recommendation

Recommended with no Action Plan required

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

Date for Action Plan Return:

N/A

1.3.5 PCI

Comments: Only safety data sheets are held on site. 'Fit for purpose' and correct use can be validated by the container labels.

Action Required by Auditor:

The company would benefit from obtaining product technical or information sheets which detail nature and application of the chemical not just the hazardous contents.

Improvements Made:

1.6.2 PCI

Comments: A 'Conformity Sheet', citing a batch number BB 6.2.20 which does not correlate with the last batch delivered, has been supplied by a new supplier of rennet. No specification is available.

Action Required by Auditor:

The company is to request C of As with relevant batch numbers supplied and a current specification. A response from the European supplier may not be received within 28 days so an improvement has been raised rather than an action.

Improvements Made: