

IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and club

NC No. : 01 of 03

Section : Management

Team Leader : Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 5.3.2

Date of audit : 2020/12/01

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Process of assigning responsibilities and authorities is not effective.

Ex: There is no evidence for assigning of responsibilities for food safety team leader.

.....
Auditor

.....
Team Leader


.....
Auditee

Correction:

Responsibility of food safety team leader has been assigned through Letter by a.m.


.....
Auditee

2021/01/12
.....
Date

Root cause for Non-conformity:

Chief Executive act as DSL is Responsibility given to the Company.


.....
Auditee

2021/01/12
.....
Date

Corrective action:

Date of completion:

In Industrial Responsibility which has impacted
to the Foot Safety management System with
be. a safety paper manual.



Auditee

2021/01/12

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken
is verified, ∴ NC is closed



Auditor

2021-01-18

Date

Effectiveness of corrective action:

Corrective action taken is effective.



Auditor

2022/01/05

Date

**12.01.2021** Mermaid Hotel & Club

Mahawaskaduwa, Kalutara, Sri Lanka Tel: 94 34 2237613, Fax: +94 34 2228572
e-mail: admin@mermaidhotelclub.com web: www.mermaidhotelclub.com

**Mermaid Hotel & Club,
Waskaduwa.**

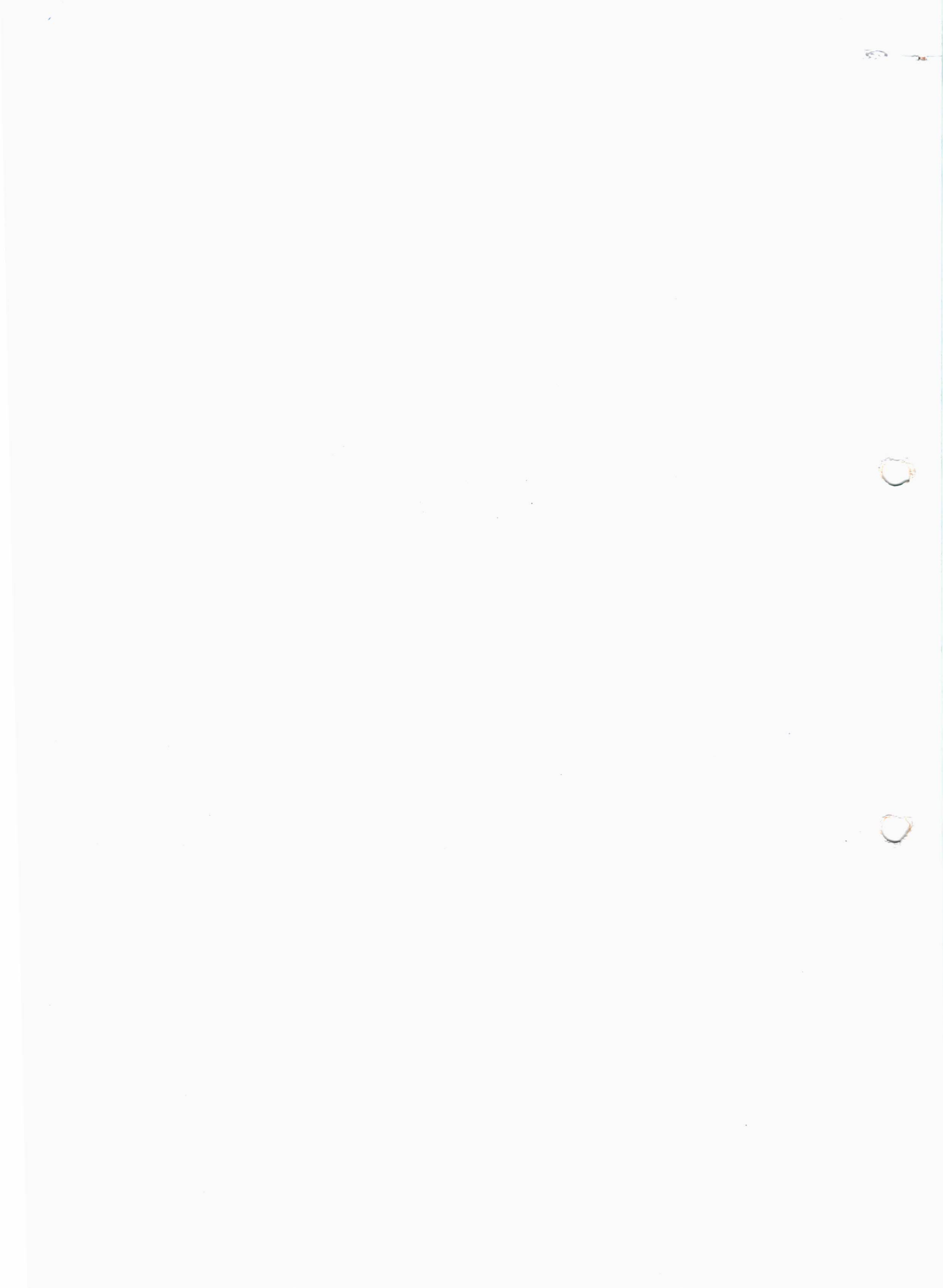
Dear Mr.Dananjaya Thirimanna

Food Safety Team Leader

Please be informed that you have been appointed as food safety team leader of food safety team of Mermaid Hotel & Club since 12.01.2021 Following responsibilities have been assigned to you irrespectively other responsibilities already assigned under the preview of your designation.

- i. Ensure the FSMS is established, implemented, maintained and updated
- ii. Managing and organizing the work of the food safety team
- iii. Ensuring relevant training and competencies for the food safety team
- iv. Reporting to top management on the effectiveness and suitability of the FSMS.

General Managerr





IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and club

NC No. : 02 of 03

Section : Dry stove

Team Leader : Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 8.2.4(b)

Date of audit : 01/12/2020

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Certain packet of herbs is found with fungus at dry stove section, (Bay leaves)

.....
Auditor

.....
Team Leader

.....
Auditee

Correction:

Fungus of packet has been removed & fully inspected & the packet presented in ^{dry} stove has been removed

.....
Auditee

2020/12/02
.....
Date

Root cause for Non-conformity:

the packet of relevant Bay leaves has not been checked by the supplier properly

.....
Auditee

2020/12/02
.....
Date



INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION LIMITED
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
 NON-CONFORMITY REPORT

Corrective action:

Date of completion:

Supplare has been Inderm to Provide Proper Sheet Product

Auditee

2020/12/09

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for the corrective action taken is verified, it is closed,

Auditor

2021-01-18

Date

Effectiveness of corrective action:

Corrective action taken is effective

Auditor

2022/01/05

Date

NC-02



MERMAID Hotel & Club

Mahawaskaduwa, Kalutara, Sri Lanka Tel: 94 34 2237613, Fax: +94 34 2228572
e-mail: admin@mermaidhotelclub.com web: www.mermaidhotelclub.com
02nd December 2020

Mr. Nalin Daminda
Sales Manager
East West foods PVT LTD
297/2 George R. De Silva Mawatha,
Colombo 13

Dear Mr. Nalin,


COMPLAINT - FUNGUS IN BAY LEAVES

It's with regret to inform you, the Inspection Team of INDEXPO had noted that fungus occurred in Bay Leaves 100grms due to packing issue (not sealed properly) which was supplied by your esteemed company.

In additionally while checking it was observed the expiry date mentioned in the pact also have 01 more years' time in hand for future.

I hereby strongly advise you to have more attention in this regard as a customer we do prioritize on expiry date upon purchasing but in hygienically inferior quality of the products might lead serious issues as for been we cater specially foreign as well as local guest.

Treat this as top priority.


Thilani Hathnagoda
Accountant

10-10-10





IND-EXPO CERTIFICATION LIMITED
INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
NON-CONFORMITY REPORT

Name of Organization: Mermaid Hotel and club

NC No. : 03 of 03

Section : ~~8.8.1~~ Management

Team Leader : Aruna Amaradasa

Relevant Standard : ISO 22000:2018

Auditor :

Relevant Clause : 8.8.1

Date of audit : 01/12/2020

Relevant company document :

Non-conformity detected:

Category : Major/Minor

Certain products have not been tested for the verification of food safety management system as per the verification plan.

.....
Auditor

[Signature]
.....
Team Leader

[Signature]
.....
Auditee

Correction:

Sample has been arranged for fasting

[Signature]
.....
Auditee

2020/12/11
.....
Date

Root cause for Non-conformity:

Due to pandemic cond IQ Citi vation Paspart the sample collection date.

[Signature]
.....
Auditee

2020/12/11
.....
Date



INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION LIMITED
 INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME
 NON-CONFORMITY REPORT

Corrective action: Date of completion:
 Indenture testing of powder sample will be
 Shortened in Advance

Auditee

2020/12/11

Date

Verification of corrective action:

NC Closed/Open

Evidence provided for corrective action taken is
 verified. ∴ NC is closed.

Auditor

2021-01-18

Date

Effectiveness of corrective action:

Corrective action taken is effective.

Auditor

2022/01/05

Date


TEST REPORT**Sample No.: SL:FL:2060030180****DATE : 22/12/2020**

JOE No. : 1050224

Report No. :2065032352

DECEMBER

SAMPLE COLLECTED BY SGS LANKA (PVT) LTD, SRI LANKA**SAMPLE IDENTIFIED AS : SOUP**

COMPANY NAME Mermaid Hotel and Club
ADDRESS Mahawaskaduwa
CITY Waskaduwa
COUNTRY Sri Lanka
A/C KALUTARA HOLIDAY RESORTS LTD
SAMPLING METHOD LMIB/TM/SOP/001
SAMPLE DESCRIPTION SAMPLE DESCRIBED BY THE CUSTOMER AS: CREAM OF VEGETABLES SOUP
 COLLECTED FROM: MAIN KITCHEN
 COLLECTED DATE: 11.12.2020
 COLLECTED TIME: 01.00PM
 SAMPLING OFFICER: MR.SAVINDA DEVASIRI
 PREPARATION DATE: 11.12.2020
 COOKING TEMPERATURE: 85°C

SAMPLE CONDITION RECEIVED UNDER CHILLED CONDITION, IN A SEALED STERILIZED POLY BAG
SAMPLE QUANTITY 64g
CUSTOMER APPL NO. DECEMBER
COMMENTS THE SAMPLE COMPLIES WITH THE MICROBIOLOGICAL SPECIFICATIONS ICMSF VOL 8 2011 AND RELEVANT STANDARDS WITH RESPECT TO THE LIMITS STATED PARAMETERS ONLY.
SAMPLE RECEIVED ON 11-December-2020
JOB START DATE 12-December-2020
JOB END DATE 22-December-2020

MICROBIOLOGICAL ANALYSIS STARTED ON: 11 / 12 / 2020 (DISREGARD THE ABOVE SYSTEM DEFAULT "JOB START DATE")

TESTS	PROTOCOL	RESULT	REQUIREMENT/LIMIT	
			MIN	MAX
~ AEROBIC PLATE COUNT (CFU/g) - 30°C	ISO 4833-1: 2013	<10		1 x 10 ⁴
~ COLIFORMS (MPN/g)	ISO 4831: 2006	NOT DETECTED		10
~ E.coli (MPN/g)	ISO 7251: 2005	NOT DETECTED		NONE

**** End of Report ****

Remarks : ~ ISO 17025: 2017 ACCREDITED BY SLAB

Page 1 of 2

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	Chemical Lab	1 st Fl, 141/7A Vauxhall Street.	Colombo -2	Sri Lanka	t+94 (0) 11 539 51 60	f+94 (0) 11 471 78 77	e sgs.lanka@sgs.com
	Regd. Office	3 rd Fl, 140 Vauxhall Street.	Colombo -2	Sri Lanka	t+94 (0) 11 537 62 80	f+94 (0) 11 537 62 81	www.sgs.com



SGS

TEST REPORT


Sample No.: SL:FL:2060030181
DATE : 22/12/2020

JOE No. : 1050224

Report No. :2065032346

DECEMBER

SAMPLE COLLECTED BY SGS LANKA (PVT) LTD, SRI LANKA
SAMPLE IDENTIFIED AS : CAPSICUM

COMPANY NAME Mermaid Hotel and Club
ADDRESS Mahawaskaduwa
CITY Waskaduwa
COUNTRY Sri Lanka

A/C KALUTARA HOLIDAY RESORTS LTD

SAMPLING METHOD LMIB/TM/SOP/001

SAMPLE DESCRIPTION SAMPLE DESCRIBED BY THE CUSTOMER AS: RAW CAPSICUM

COLLECTED FROM: COLD KITCHEN

COLLECTED DATE: 11.12.2020

COLLECTED TIME: 01.08PM

SAMPLING OFFICER: MR.SAVINDA DEVASIRI

RECEIVING DATE: 10.12.2020

STORING TEMPERATURE: CHILLED

SAMPLE CONDITION RECEIVED UNDER CHILLED CONDITION, IN A SEALED STERILIZED POLY BAG

SAMPLE QUANTITY 59g

CUSTOMER APPL NO. DECEMBER

COMMENTS THE SAMPLE COMPLIES WITH THE MICROBIOLOGICAL SPECIFICATIONS ICMSF VOL 8 2011 AND RELEVANT STANDARDS WITH RESPECT TO THE LIMITS STATED PARAMETERS ONLY.

SAMPLE RECEIVED ON 11-December-2020

JOB START DATE 12-December-2020

JOB END DATE 22-December-2020

MICROBIOLOGICAL ANALYSIS STARTED ON: 11 / 12 / 2020 (DISREGARD THE ABOVE SYSTEM DEFAULT "JOB START DATE")

TESTS	PROTOCOL	RESULT	REQUIREMENT/LIMIT	
			MIN	MAX
~ AEROBIC PLATE COUNT (CFU/g) - 30°C	ISO 4833-1: 2013	2.3 x 10 ² ✓		1 x 10 ⁶
~ COLIFORMS (MPN/g)	ISO 4831: 2006	NOT DETECTED ✓		
~ E.coli (MPN/g)	ISO 7251: 2005	NOT DETECTED ✓		10

**** End of Report ****

Remarks : ~ ISO 17025: 2017 ACCREDITED BY SLAB

SGS Lanka (Pvt) Ltd.

Lasantha Abaynaike
Assistant Manager - Microbiology
SGS Lanka (Pvt) Ltd.

Laboratory Manager

Page 1 of 1

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	Regd. Office	3 rd Fl, 140 Vauxhall Street	Colombo -2	Sri Lanka	t +94 (0) 11 537 62 80	f +94 (0) 11 537 62 81	www.sgs.com



SGS

TEST REPORT


Sample No.: SL:FL:2060030182
DATE : 22/12/2020

JOE No. : 1050224

Report No. :2065032348

DECEMBER

SAMPLE COLLECTED BY SGS LANKA (PVT) LTD, SRI LANKA
SAMPLE IDENTIFIED AS : BEEF

COMPANY NAME Mermaid Hotel and Club
ADDRESS Mahawaskaduwa
CITY Waskaduwa
COUNTRY Sri Lanka
A/C KALUTARA HOLIDAY RESORTS LTD
SAMPLING METHOD LMIB/TM/SOP/001
SAMPLE DESCRIPTION SAMPLE DESCRIBED BY THE CUSTOMER AS: RAW BEEF
 COLLECTED FROM: BUTCHERY
 COLLECTED DATE: 11.12.2020
 COLLECTED TIME: 01.12PM
 SAMPLING OFFICER: MR.SAVINDA DEVASIRI
 RECEIVING DATE: 20.10.2020
 SUPPLIER: HUSSAIN DEAN
 STORING TEMPERATURE: CHILLED

SAMPLE CONDITION RECEIVED UNDER FROZEN CONDITION, IN A SEALED STERILIZED POLY BAG
SAMPLE QUANTITY 60g
CUSTOMER APPL NO. DECEMBER
COMMENTS THE SAMPLE COMPLIES WITH THE MICROBIOLOGICAL SPECIFICATIONS ICMSF VOL 8 2011 AND RELEVANT STANDARDS WITH RESPECT TO THE LIMITS STATED PARAMETERS ONLY.
SAMPLE RECEIVED ON 11-December-2020
JOB START DATE 12-December-2020
JOB END DATE 22-December-2020
MICROBIOLOGICAL ANALYSIS STARTED ON: 11 / 12 / 2020 (DISREGARD THE ABOVE SYSTEM DEFAULT "JOB START DATE")

TESTS	PROTOCOL	RESULT	REQUIREMENT/LIMIT	
			MIN	MAX
~ AEROBIC PLATE COUNT (CFU/g) - 30°C	ISO 4833-1: 2013	8.5 x 10 ⁴		1 x 10 ⁵
~ COLIFORMS (MPN/g)	ISO 4831: 2006	46		1 x 10 ³
~ E.coli (MPN/g)	ISO 7251: 2005	15		1 x 10 ²
~ Salmonella spp. in 25g	ISO 6579-1: 2017	ABSENT		NONE

***** End of Report *****

Remarks : Sample provided by the customer hence the authentication of the sample is not known.
 ~ ISO 17025: 2017 ACCREDITED BY SLAB

Page 1 of 2

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Member of the SGS Group (SGS SA)

Company No. PV 19226

**SGS****TEST REPORT****Sample No.: SL:FL:2060030183****DATE : 22/12/2020**

JOE No. : 1050224

Report No. :2065032347

DECEMBER

SAMPLE COLLECTED BY SGS LANKA (PVT) LTD, SRI LANKA

SAMPLE IDENTIFIED AS : CUTTLEFISH

COMPANY NAME Mermaid Hotel and Club
 ADDRESS Mahawaskaduwa
 CITY Waskaduwa
 COUNTRY Sri Lanka
 A/C KALUTARA HOLIDAY RESORTS LTD
 SAMPLING METHOD LMIB/TM/SOP/001
 SAMPLE DESCRIPTION SAMPLE DESCRIBED BY THE CUSTOMER AS: RAW CLEANED CUTTLEFISH
 COLLECTED FROM: BUTCHERY
 COLLECTED DATE: 11.12.2020
 COLLECTED TIME: 01.24PM
 SAMPLING OFFICER: MR.SAVINDA DEVASIRI
 RECEIVING DATE: 01.12.2020
 SUPPLIER: L.W. DE SILVA
 SAMPLE CONDITION RECEIVED UNDER FROZEN CONDITION, IN A SEALED STERILIZED POLY BAG
 SAMPLE QUANTITY 41g
 CUSTOMER APPL NO. DECEMBER
 COMMENTS THE SAMPLE COMPLIES WITH THE MICROBIOLOGICAL SPECIFICATIONS ICMSF VOL 8 2011 AND RELEVANT STANDARDS WITH RESPECT TO THE LIMITS STATED PARAMETERS ONLY.
 SAMPLE RECEIVED ON 11-December-2020
 JOB START DATE 12-December-2020
 JOB END DATE 22-December-2020
 MICROBIOLOGICAL ANALYSIS STARTED ON: 11 / 12 / 2020 (DISREGARD THE ABOVE SYSTEM DEFAULT "JOB START DATE")

TESTS	PROTOCOL	RESULT	REQUIREMENT/LIMIT	
			MIN	MAX
~ AEROBIC PLATE COUNT (CFU/g) - 30°C	ISO 4833-1: 2013	1.6 x 10 ⁴		1 x 10 ⁵
~ COLIFORMS (MPN/g)	ISO 4831: 2006	15		
~ E.coli (MPN/g)	ISO 7251: 2005	NOT DETECTED		NONE

**** End of Report ****

Remarks : ~ ISO 17025: 2017 ACCREDITED BY SLAB

SGS Lanka (Pvt) Ltd.

Lasantha Abaynaike
 Assistant Manager - Microbiology
 SGS Lanka (Pvt) Ltd.


 Laboratory Manager

Page 1 of 1

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NC-3-IV



SGS

TEST REPORT


Sample No.: SL:FL:2060030184
DATE : 22/12/2020

JOE No. : 1050224

Report No. :2065032349

DECEMBER

SAMPLE COLLECTED BY SGS LANKA (PVT) LTD, SRI LANKA
SAMPLE IDENTIFIED AS : MOUSSE

COMPANY NAME Mermaid Hotel and Club
ADDRESS Mahawaskaduwa
CITY Waskaduwa
COUNTRY Sri Lanka
A/C KALUTARA HOLIDAY RESORTS LTD
SAMPLING METHOD LMIB/TM/SOP/001
SAMPLE DESCRIPTION SAMPLE DESCRIBED BY THE CUSTOMER AS: CHOCOLATE MOUSSE
 COLLECTED FROM: PASTRY KITCHEN
 COLLECTED DATE: 11.12.2020
 COLLECTED TIME: 01.32PM
 SAMPLING OFFICER: MR.SAVINDA DEVASIRI
 PREPARATION DATE: 10.12.2020

SAMPLE CONDITION RECEIVED UNDER CHILLED CONDITION, IN A SEALED STERILIZED POLY BAG
SAMPLE QUANTITY 62g
CUSTOMER APPL NO. DECEMBER
COMMENTS THE SAMPLE COMPLIES WITH THE MICROBIOLOGICAL SPECIFICATIONS ICMSF VOL 8 2011 AND RELEVANT STANDARDS WITH RESPECT TO THE LIMITS STATED PARAMETERS ONLY.
SAMPLE RECEIVED ON 11-December-2020
JOB START DATE 12-December-2020
JOB END DATE 22-December-2020

MICROBIOLOGICAL ANALYSIS STARTED ON: 11 / 12 / 2020 (DISREGARD THE ABOVE SYSTEM DEFAULT "JOB START DATE")

TESTS	PROTOCOL	RESULT	REQUIREMENT/LIMIT	
			MIN	MAX
~ AEROBIC PLATE COUNT (CFU/g) - 30°C	ISO 4833-1: 2013	2.5 x 10 ²		1 x 10 ⁴
~ COLIFORMS (MPN/g)	ISO 4831: 2006	0.92		50
~ E.coli (MPN/g)	ISO 7251: 2005	NOT DETECTED		NONE

***** End of Report *****

Remarks : ~ ISO 17025: 2017 ACCREDITED BY SLAB

SGS Lanka (Pvt) Ltd.

 Lasantha Abaynaike
 Assistant Manager – Microbiology
 SGS Lanka (Pvt) Ltd.

Laboratory Manager

Page 1 of 1

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	Chemical Lab	1 st Fl, 141/7A Vauxhall Street.	Colombo-2	Sri Lanka	t +94 (0) 11 539 51 60	f +94 (0) 11 471 78 77	e sgs.lanka@sgs.com
	Regd. Office	3 rd Fl, 140 Vauxhall Street.	Colombo-2	Sri Lanka	t +94 (0) 11 537 62 80	f +94 (0) 11 537 62 81	www.sgs.com

NC-3-V

