INTERNAL AUDIT REPORT			
Name of the Organization	Hook General Trading L. L. C.	**Date**	27-06-2026
Audited By	Sreelekshmi Sreedharan (Splendid QC)	**Purpose**	ISO 22000: 2018 Surveillance

Company Legal Name	Hook General Trading L. L. C.
Registered Office Address	Store 31, Asayel St, Al Qouz 3, Dubai
Tel / Fax No	042982728
Auditor	Sreelekshmi Sreedharan
Auditee/ Contact Person	Daisy Lou Sabang
Mobile	0561696240
Position of contact person	Admin
Standard(s) applied for	ISO 22000: 2018
Scope	Purchasing, Receiving, Storage, Cutting, De boning, Marinating, Mincing, Repackaging, Labelling and Distribution of Fresh, Chilled & Frozen Meat and Poultry Products.

Particulates	Observation & Recommendation
Legal identity & Applicable Legislation	• Trade license number: 796879 • Valid until: 18/ 12/ 2026
Municipality Inspection & Corrective Action	• The Dubai Municipality inspection report is available, with an inspection grade of B and an inspection date of 27, April, 2025. Findings were found closed.
Foodwatch	• The DMChecked amount account of PIC Ms. Daisy was found to be active.
4. Context of the organization:	• Procedure for the context of the organization is provided in HGT/FSMS/COO. • The scope of the Food Safety Management System is described as: Purchasing, Receiving, Storage, Cutting, Deboning, Marinating, Mincing, Repackaging, Labelling, and Distribution of Fresh, Chilled, and Frozen Meat and Poultry Products — on page 5 of document HGT/FSMS/M. • The organization chart (HGT/FSMS/OC) was available and verified and its found updated.
5. Leadership:	• The Food Safety Policy of Hook General Trading is documented in document no. HGT/FSMS/P-01. The policy was approved by the CEO, Mr. Abdul Azeez, on 10/03/2024 and is posted on the noticeboard. • The Food Allergen Policy (HGT/FSMS/P-02) and the Personal Hygiene Policy (HGT/FSMS/P-03) were available and verified. • The composition and roles of the Food Safety Team are documented in document no. HGT-FSMS-FST, it's found accurate. • Job descriptions were available for the positions listed in the organization chart, but it should be updated according to new organizational structure of the facility • Ms. Daisy is appointed as the Food Safety Team Leader (Ref: HGT-FSMS-LET).

6. Planning:	• The documented Internal and External Issues Risk Assessment, along with the corresponding plan to address identified risks and capitalize on opportunities, has been verified and is referenced in document no. HGT/FSMS/ROA. • Climate change should be included under Risks and Opportunities (Ref: HGT-FSMS-ROA). • The FSMS objectives were verified (Ref: HGT-FSMS-FSO). • The Planning of Changes procedure is available (Ref: HGT/FSMS/MOC).
7. Support:	• Top management has determined and provided the resources needed for the establishment, implementation, maintenance, updating, and continual improvement of the FSMS. • The procedure for External and Internal Communication is available (Ref: HGT/FSMS/IEC). • The Approved Service Providers List was not available. • Control of Documented Information, referenced in document no. HGT/FSMS/COD, was verified. • Control of Externally Provided Products and Services (Supplier Approval Programme) is referenced in document HGT/FSMS/SAP and includes references for all externally provided services. • The Master List of FSMS Procedures (HGT-FSMS-MLP), Master List of FSMS Documents (HGT-FSMS-MLD), and Master List of FSMS Forms (HGT-FSMS-F-01) were verified. • The procedure for Competence and Awareness was verified (Ref: HGT/FSMS/CAA).
8. Operation :	Procedure for establishing Prerequisite Programmes (PRPs) is referenced in document HGT-FSMS-PRP. • Dubai Municipality-approved premise layout was available for verification. **Cleaning and Disinfection** • List of chemicals was available. However, MSDS also available and DM approval were verified expired.

	• Chemical handling training was scheduled for 29 July 2026. Cleaning schedule not available, format was available. **Training and Competency** • Training, Competency, and Awareness procedures are established. Verified training records: • The Food Safety Team consists of four members**.** • **ISO 22000:2018 Awareness Training:** • Training certificates were verified for Mohammad Abostet and Ms. Daisy. • Two team members, Rania Sabour and Mousa Alahmad, have not completed the ISO 22000:2018 Awareness Training. • **HACCP Level 3 Training**: Certificate for Ms. Daisy, issued on 20-June-2023 (Qualification No. 603/2231/7). • **Basic Food Safety Training** scheduled on 27-06-2026 • **PIC Training**: Ms. Daisy is the designated PIC with a valid certificate until 02-July-2027. Recommendation: Appoint an additional PIC, as Ms. Daisy is not always on-site. • Training plan was available and records for On-the-Job Training were not available. **Pest Control** • Pest control is outsourced to Rentokil NPC. Signed contract is valid until 22-Nov-2026. • Last service: 02-03-2026; • MSDS and DM approval wasp available for insecticide DEMAND CS. • Bait map available, dated 25-Jan-2023. • PCO cards were available for technician Mr. Kumara Swami **Water Tank Cleaning** • Water tank cleaning contract was not available for verification. • PIC stated it is the building owner's responsibility, but no documentation was provided to support this.

	Waste Management • The waste management contract with Arabian Green Waste Management expired on 31 May 2025 and has not been renewed. **Product Information** • Shelf life approval was available (as per GSO 150-2007). • Label approval was not available. **Personal Hygiene** • List of employees was available. • Occupational Health Cards (OHCs): o Verified for Imran Khan (exp. 19-05-2027) and Hamid (exp. 15-05-2027) o Renewal of Occupational Health Cards is pending for **20 food handlers**. • Visitor records were not maintained. • Employee sickness records: According to the Person in Charge (PIC), no employee sickness cases have been reported. • Return-to-work questionnaires were not maintained. **Storage of food materials** • Live cockroaches were found inside operation area. • Floor damage was observed on multiple areas. **Calibration** o Vehicle Chiller: Certificates verified, expired 13-06-2026. o Freezers and chillers were found with calibration stickers indicating a calibration date of 08 May 2026**.** However, the corresponding calibration certificates were not available for verification. o Digital thermometers are currently not available on site.

	Supplier Control and Purchasing • Approved supplier list includes five suppliers. • No supporting documents (trade licenses, FSMS certificates) were provided. • No recent supplier audits or supplier evaluations were conducted. **Equipment and Facility Maintenance** • Equipment list was not available. • No annual maintenance contracts (AMCs) or preventive maintenance plans were available. • Breakdown maintenance report was available and verified for for forklifts Migration Certificate • Migration certificate for food contact materials (cling film, aluminum foil, wooden spoons, plastic cutlery, and packaging materials) was not available. • A valid migration certificate should be maintained for all food contact materials. Vehicle list and Foodstuff Distribution Permission • Not available. **Product Description and Hazard Control** • Product description available (Ref: HGT/FSMS/PDI). Characteristics of raw materials and contact materials were not available • Flow diagrams and process descriptions documented in HGT/FSMS/PFD; on-site confirmation available in HGT/FSMS/FDO. • Procedures for hazard control (Ref: HGT/FSMS/HAZ) and risk management (Ref: HGT/FSMS/RA) were verified. o Risk matrix should be updated in HGT/FSMS/RA. o Hazard assessment needs revision as per the decision tree in HGT/FSMS/HAZ. • Hazard control plan (CCP/OPRP) is documented and verified: o HGT/FSMS/CCP & HGT/FSMS/OPRP

	CCP, OPRP & PRP Monitoring Records • Goods receiving record: Available (System) • Personal hygiene record: Available. • Cleaning records: Available. • Temperature monitoring: available • Vehicle temperature monitoring: not available. **Validation and Verification** • Validation and verification procedure is available (Ref: HGT/FSMS/VAL). **Corrective Actions and Non-Conformance** • Corrective action procedure verified (Ref: HGT/FSMS/CCA). • Procedure for handling and disposition of nonconforming products available (Ref: HGT/FSMS/NCP). **Verification of HACCP Plan** • Microbial sampling is scheduled annually. The last sampling was conducted on 12 May 2026, and the report is currently pending. **Customer Handling and Feedback** • Customer handling procedure available (Ref: HGT/FSMS/CUS). • No customer feedback was collected. • No Customer complaints recorded as per the PIC. **Traceability and Emergency Preparedness** • Procedures for traceability (HGT/FSMS/TRP) and emergency preparedness (HGT/FSMS/EPR) are available and verified. • Product traceability and mock recall exercises were not conducted.

9. Performance evaluation	• The Audit Plan for the year 2026 was not available. • Hook General Trading has implemented an Internal Audit procedure, referenced in document no. HGT-FSMS-IA, to assess the effectiveness of systems and procedures critical to product quality, legality, and safety within the FSMS. Internal audits are scheduled as per the frequency detailed in the procedure, which is once a year. • A Management Review Meeting was not conducted in the past year, although the procedure specifies an annual frequency. • The procedure for the Management Review Meeting was verified (Ref: HGT-FSMS-MRM).
10. Improvement	• The procedures for Handling of Potentially Unsafe Products and Corrective Action are documented (Ref: HGT/FSMS/NCP and HGT/FSMS/CCA). Each deviation from the stipulated quality and food safety plan is addressed and investigated for root cause to prevent recurrence.

Nonconformities are categorized the grade in to; **A** = Major Non- nonconformity**; B** = Minor Non- nonconformity**; C** = Observation

No	Details of nonconformity	Grade
1.	Live cockroaches were found inside the operation area.	A
2.	ISO 22000:2018 Awareness Training was not completed by two team members (Rania Sabour and Mousa Alahmad).	B
3.	Product traceability and mock recall exercises were not conducted.	B
4.	Management review meeting was not conducted in the past year.	B
5.	Approved supplier supporting documents (trade licenses and FSMS certificates) were not provided.	B
6.	No supplier audits or supplier evaluations were conducted within last two years.	B
7.	Water tank cleaning contract was not available.	B
8.	Waste management contract with Arabian Green Waste Management expired on 31 May 2025 and has not been renewed.	B
9.	Product label approval was not available.	B
10.	Vehicle chiller calibration certificate was found expired (13-06-2026).	B
11.	Vehicle list and Foodstuff Distribution Permission were not available for verification.	B
12.	Vehicle temperature monitoring records were not available.	B
13.	Digital thermometers were not available on site.	B
14.	Floor damage was observed in multiple areas.	C
15.	Visitor records were not maintained.	C
16.	Return-to-work questionnaires were not maintained.	C
17.	Cleaning and Disinfection: MSDS documents and Dubai Municipality approvals were found expired.	C
18.	Cleaning schedule was not available.	C
19.	On-the-job training records were not available.	C
20.	Calibration certificates for freezers and chillers were not available despite calibration stickers being present.	C
21.	Approved Service Providers List was not available.	C
22.	Equipment list was not available.	C
23.	No annual maintenance contracts (AMCs) or preventive maintenance plans were available.	C
24.	Migration certificates for food contact materials were not available.	C
25.	No customer feedback was collected.	C