



Audit Report

For

Riyadh Naseem Company for Trading

Stage 2

Audit Dates: 13/04/2025 to 16/04/2025

Organization Details

Company:	Riyadh Naseem Company for Trading
Address:	2610 Ibn Majah Al Sulay Dist Building Number 9 Zip code 14256 Additional number 7227 Riyadh KSA
Contact Person:	Omar Ibrahim
Email:	omar.ibrahim@riyadh.com
Audit Criteria:	ISO 9001:2015 / ISO 22000:2018
EA Code:	EA 29, FII
Scope:	TRADING FOR FRUITS AND VEGETABLES
No. of Sites:	1

Sites

Site Name	Location
SAME SITE	SAME LOCATION

Auditors

Auditor Name	Role
Aly Bedway	Team Leader
Mohamed Abdella	Technical Expert

Auditee Members

Auditee Name	Position
Omar Ibrahim	QA & FS manager
Mr. Abdullah Al-Naseem	General Manager
Ms. Sara Al-Qahtani	Procurement Officer
Mr. Faisal Al-Harbi	Warehouse Supervisor
Ms. Layla Al-Dosari	Sales Executive
Mr. Ahmed Al-Mutairi	Logistics Coordinator
Ms. Noor Al-Ghamdi	Accountant / Admin Officer
Ms. Huda Al-Rashid	HR & Admin Supervisor

Mr. Khalid Al-Shammari	IT Support / Document Controller
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No. of Man-Days
3.5

Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.1	Understanding the organization and its context	Context Analysis (RN-01, 01/07/2024): Identified risks (e.g., perishability of berries, delays in KSA custom clearance for Egyptian oranges, competition from local farms). Opportunities: import/export expansion and seasonal promotions.	OK
4.2	Understanding needs of interested parties	Stakeholder Register (RN-02, 03/07/2024): Customers (hotels, retailers), SFDA, Ministry of Commerce, suppliers, logistics partners. Example: SFDA food hygiene requirements reflected in supplier contracts.	OK
4.3	Determining scope of management system	Scope Statement (RN-03, 05/07/2024): "Trading, storage, and distribution of fresh fruits and vegetables" includes cold chain logistics and export to GCC.	OK
4.4	Management system and processes	Process Map & Procedures (RN-04, 06/07/2024): Receiving, storage, order processing, dispatch, complaint/recall. Example: new process for rapid recall of strawberries implemented in June.	OK
5.1	Leadership & commitment	Management Review Minutes (RN-05, 07/07/2024): GM/QA Manager actively lead reviews and weekly safety walks in warehouse. Example: action plan for food safety policy awareness among drivers.	OK
5.2	Policy (QMS & FSMS)	Signed Policy (RN-06, 07/07/2024): Policy includes KSA/GSO hygiene, traceability, and recall. Policy discussed at daily shift meeting and posted in warehouse.	OK
5.3	Roles, responsibilities, authorities	Org Chart & Job Descriptions (RN-07, 08/07/2024): Roles clear: e.g., warehouseman inspects all incoming apples, QA checks all export paperwork.	OK
6.1	Actions to address risks/opportunities	Risk Assessment Log (RN-08, 09/07/2024): Spoilage risk for grapes in summer, risk of pest infestation, risk of truck breakdown. Controls: backup cold storage and contracted pest control.	OK

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6.2	Objectives and planning to achieve them	KPI Log (RN-09, 09/07/2024): Objectives: less than 2% spoilage, 100% SFDA compliance, 95% on-time export. Example: Met all KPIs for Ramadan shipment of cucumbers.	OK
6.3	Planning of changes	Change Management Log (RN-10, 01/07/2024): New supplier from Jordan added after risk review; process for watermelon shipment updated for temperature control.	OK
7.1.1	General resources	Resource Review (RN-11, 06/07/2024): Sufficient coolers, calibrated scales, food-grade crates. Example: Added new delivery van for Riyadh retail contracts.	OK
7.1.2	People	Training Records (RN-12, 07/07/2024): Staff trained in hygiene, SFDA requirements, and allergen handling. Example: refresher for packers before Eid mango peak.	OK
7.1.3	Infrastructure	Asset Register (RN-13, 08/07/2024): Cold storage, temperature loggers, secured warehouse. Example: humidity monitors installed for leafy vegetable storage.	OK
7.1.4	Work environment	Hygiene Inspection (RN-14, 09/07/2024): Clean, ventilated packing area, handwash stations, pest control schedule. Example: deep clean before import of Spanish peaches.	OK
7.1.5.1	Monitoring/measuring resources	Calibration Records (RN-15, 10/07/2024): Scales and thermometers calibrated (Cert #CAL-24-07-001, 02/07/2024). Example: scale check before cherry packing.	OK
7.1.5.2	Measurement traceability	Calibration Certs (RN-16, 10/07/2024): SASO-traceable for all scales and temperature devices. Used at receiving for imported apples.	OK
7.1.5	Monitoring/measurement (FSMS)	Temp Log (RN-17, 10/07/2024): Cold storage checked 3x daily. Example: corrective action taken for temp deviation during power outage.	OK

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7.1.6	Organizational knowledge	SOP Manual (RN-18, 08/07/2024): SOPs for banana ripening, complaint management, export documentation. Example: new import SOP after SFDA update in May.	OK
7.2	Competence	Competency Records (RN-19, 07/07/2024): All staff passed food safety quiz; forklift operators recertified. Example: new QA assistant mentored on SFDA submission process.	OK
7.3	Awareness	Briefing Records (RN-20, 09/07/2024): Staff aware of cold chain, recall, and hygiene rules. Example: all packers cited recall hotline during audit.	OK
7.4	Communication	Meeting Minutes (RN-21, 08/07/2024): SFDA alerts shared by WhatsApp, daily standups in warehouse. Example: immediate action on SFDA alert for pesticide in imported tomatoes.	OK
7.4.1/2/3	Communication (general, external, internal)	Communication Log (RN-22, 09/07/2024): Recall drill email, SFDA notification, and internal WhatsApp group records.	OK
7.5	Documented information	Doc Register (RN-23, 09/07/2024): All delivery, recall, and supplier approval records filed, with digital backup. Example: traceability docs for June export to Bahrain.	OK
8.1	Operational planning & control	Receiving/Sorting SOP (RN-24, 10/07/2024): All incoming shipments logged, fruit/veg sorted and labeled. Example: Egyptian orange batch checked for decay and temp.	OK
8.2	Prerequisite programs (PRPs)	Hygiene & Sanitation Schedules (RN-25, 09/07/2024): Daily cleaning, pest control, PPE checks per GSO 1694/2016.	OK
8.3	Design & development	Not applicable: Company only trades, no product design.	OK

Clause No.	Requirement\Department	Evidence	Result
8.3	Traceability system	Traceability Log (RN-26, 09/07/2024): Each batch labeled by country of origin, date, and supplier. Example: recall of imported apples (05/07/2024) traced within 2 hours.	OK
8.4	Control of external providers	Supplier Approval Records (RN-27, 07/07/2024): All suppliers have SFDA registration and supply certificates. Example: new Jordanian supplier added after audit.	OK
8.4.1/2	Emergency preparedness and response	Emergency Drill Log (RN-28, 06/07/2024): Power outage and product recall drills conducted. Example: full recall of cherry batch simulated.	OK
8.5.1	Preliminary steps for hazard analysis	Hazard Identification Form (RN-37, 08/07/2024): Biological, chemical, physical hazards identified for most key products. However, the hazard identification record for "imported leafy greens" did not fully consider potential pesticide residue and allergen cross-contamination risks, as required by SFDA guidelines. Example: The June 2024 batch of imported lettuce from Spain lacked a documented assessment for potential allergen cross-contact and pesticide residue, which is required under SFDA Food Safety Technical Regulation No. SFDA.FD 3822. Minor NC #2024-01 raised.	NC
8.5.2	Hazard analysis	HACCP Plan (RN-38, 09/07/2024): CCPs set for temperature at receiving; risk matrix for leafy vegetables, grapes, and tomatoes.	OK
8.5.3	Validation of control measures	Validation Records (RN-39, 10/07/2024): Shelf-life test for apples, ATP swab for cleaning validation.	OK
8.5.4	Hazard control plan (HACCP/OPRP)	HACCP Plan (RN-40, 09/07/2024): Plan covers all CCPs, including temp, hygiene, and pest control.	OK
8.6	Updating PRPs & hazard plan	Review Log (RN-41, 10/07/2024): Plans updated after SFDA circular (May 2024) on pesticide residue.	OK

Clause No.	Requirement\Department	Evidence	Result
8.7	Control of monitoring/measuring	Monitoring Log (RN-42, 10/07/2024): CCP data reviewed daily; thermometer checks logged.	OK
8.8	Verification related to PRPs & hazard plan	Verification Reports (RN-43, 09/07/2024): Monthly review of hygiene and CCP records; all issues closed.	OK
8.9.1	Control of nonconformities (general)	NC Log (RN-44, 09/07/2024): Moldy oranges and soft pears rejected and documented.	OK
8.9.2	Corrections	Correction Records (RN-45, 09/07/2024): Mixed apples sorted and relabeled before dispatch.	OK
8.9.3	Corrective actions	CA Register (RN-46, 10/07/2024): Root cause for truck temp deviation found and fixed; driver retrained.	OK
8.9.4	Handling unsafe products	Incident Report (RN-47, 09/07/2024): Suspect cucumbers quarantined pending SFDA testing.	OK
8.9.5	Withdrawal/recall	Recall Drill Report (RN-48, 05/07/2024): Recall drill for imported apples executed; all traced and blocked from sale.	OK
9.1.1	Monitoring, measurement, analysis	KPI & Monitoring Report (RN-49, 09/07/2024): On-time export, spoilage, customer complaints reviewed for Q2 2024.	OK
9.1.2	Analysis and evaluation	Data Analysis (RN-50, 09/07/2024): <1% spoilage, no recalls, complaint trend downwards.	OK
9.1.3	Evaluation of performance	KPI Review (RN-51, 10/07/2024): All targets achieved for last 3 quarters.	OK
9.2	Internal audit	Internal Audit Report (RN-52, 04/07/2024): Full audit of cold chain, traceability; 2 minor NCs (labeling, temp log) closed.	OK
9.3	Management review	Management Review Minutes (RN-05, 07/07/2024): All system elements reviewed; actions assigned for 2024 season.	OK

Clause No.	Requirement\Department	Evidence	Result
10.1	Nonconformity and corrective action	NC/CA Logs (RN-53, 09/07/2024): All NCs (e.g., labeling, hygiene) logged, root cause and closure documented.	OK
10.2	Continual improvement	Improvement Log (RN-54, 10/07/2024): Digital logbooks piloted; new SFDA compliance dashboard implemented.	OK
10.3	Update of management system	System Review (RN-55, 10/07/2024): All procedures updated for new SFDA residue limits and GSO 1694/2016.	OK
8.2	Requirements for products and services (customer communication, review)	Customer Order Review Log (RN-56, 09/04/2025): All customer orders reviewed for quantity, delivery date, and special requirements. Example: Ramadan order from Al-Faisaliah Hotel checked for allergen statement and delivery window.	OK
8.5.1	Control of production and service provision	Production Plan and Daily Dispatch Checklist (RN-57, 13–16/04/2025): All outgoing shipments double-checked for correct product, quantity, and condition. Example: Cucumber shipment to Bahrain verified against order and temperature log.	OK
8.5.2	Identification and traceability	Batch Labeling Records (RN-58, 13/04/2025): All products labeled with batch/date code and country of origin. Example: Strawberries from Egypt labeled and traceable to import documents.	OK
8.5.3	Property belonging to customers or external providers	Customer Property Log (RN-59, 14/04/2025): Customer-supplied crates for export orders are inspected and cleaned before use; supplier's reusable containers tracked. Example: Saudi retail customer crates returned undamaged.	OK
8.5.4	Preservation	Storage SOP (RN-60, 13/04/2025): Temperature, humidity, and handling requirements documented and followed. Example: Mangoes stored at 10°C, humidity controlled, and FIFO applied.	OK

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8.5.5	Post-delivery activities	Customer Feedback Log (RN-61, 15/04/2025): After-sale feedback collected for all major deliveries. Example: Feedback from Riyadh hotel on orange freshness responded to within 1 day.	OK
8.6	Release of products and services	Release Authorization Record (RN-62, 13–16/04/2025): All outgoing batches signed off by QA after final inspection. Example: Lettuce batch to Dammam released after pesticide residue check.	OK
9.1.1	Monitoring, measurement, analysis and evaluation	KPI & Monitoring Report (RN-49, 09/07/2024): On-time delivery, spoilage rates, and customer complaints tracked monthly and analyzed quarterly. Example: April on-time delivery rate 99%.	OK
9.1.2	Customer satisfaction	Customer Satisfaction Survey Summary (RN-63, 10/04/2025): Quarterly survey with hotels, retailers, and wholesalers; 94% satisfaction, main improvement area: packaging feedback.	OK
9.1.3	Analysis and evaluation of data	Data Analysis & Management Review (RN-50, 09/07/2024): Trends in spoilage, complaints, and returns are analyzed; action plans updated in management review. Example: Spoilage rate <1% Q1 2025.	OK

Strength Point

- well documented system
- team competency

Area for Improvement

- Increase food safety training

Observation

NA

Minor NCR

(8.5.1) Hazard identification for imported leafy greens was incomplete regarding pesticide residue and allergen cross-contamination, as required by SFDA.

Major NCR

NA

Team Leader Recommendations

The company provide evidence for effective integrated management system, so the company is recommended for ISO 9001:2015 and ISO 22000:2018 certification

Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

Lead Auditor Name:

Aly Bedway

Signature