

Broj ugovora/ Contract numbers:	UG-18-041/	EA scope: EA 27	Broj certifikata/ Cert. number.: 14741
Poduzeće/ Organization:	VODOOPSKRBA I ODVODNJA ZAGREBAČKE ŽUPANIJE d.o.o.		
Adresa/Address:	Koledovčina ul. 1, 10000, Zagreb, Croatia		
Norma/ Standards:	HACCP		
Predstavnik poduzeća /Company representatives:	Ivica Kudelić, tehnički direktor technical director Ivka Crnogaj, voditelj laboratorija i HACCP tima Head of laboratory and HACCP team leader		
Broj auditiranih lokacija/ Visited sites:	5	Datum audita/ Audit date:	19.-20.04.2018.
Efektivan broj zaposlenih/ Effective number of employees:	60	Broj smjena/ Number of shifts:	1
Vodeći auditor/ Lead auditor:	Marjeta Miholić Jelić	Auditor/i: Auditor/s:	
<p>Prilikom dostave pismenog izvještaja s audita izjavljujemo da su sudionici audita bili obaviješteni o obavezama auditora certifikacijskog tijela o apsolutnoj nepristranosti i privatnosti, a nakon provedbe audita o povjerljivosti. With the in writing delivered audit announcement the audit participants were informed about the obligation of the auditor/ auditors of the certification body to absolute impartiality and privacy, while and after the auditing activity for confidentiality.</p>			

Izveštaj s certifikacijskog audita/ Report certification audit:	<input checked="" type="checkbox"/>	Broj audit dana/ Number of audit days: 2.00
Izveštaj s nadzornog audita/: Report surveillance audit	<input type="checkbox"/> s1 <input type="checkbox"/> s2	Broj audit dana/ Number of audit days:
Izveštaj s re-certifikacijskog audita/: Report recertification audit	<input type="checkbox"/>	Broj audit dana/ Number of audit days:

1. Ciljevi audita/ Audit objectives:

Ciljevi audita su/ The objectives of the audit are:

- **potvrditi, da je sustav upravljanja u skladu sa svim relevantnim zahtjevima norme/**
to confirm, that the management system conforms to all relevant requirements of the standard;
- **potvrditi, da je organizacija učinkovito implementirala opisan sustav upravljanja/**
to confirm, that the organization has effectively implemented the described management system;
- **potvrditi, da je sustavom upravljanja moguće postići ciljeve navedene u Politici poduzeća/**
to confirm, that the management system is able to achieve the objectives of the enterprise policy.

2. Opseg certifikacije (područje djelovanja) Scope of certification (field of activity)

Opseg sustava upravljanja – hrvatski/ Scope management system - Croatian:	Zahvaćanje, obrada i isporuka vode za ljudsku potrošnju
Opseg sustava upravljanja – engleski/ Scope management system - English:	<i>Pumping, treatment and delivery of water for human consumption</i>
Broj proizvodnih linija: Number of production lines	Nije primjenjivo/ Not applicable
EA code:	EA 27
Isključenja (samo za ISO 9001): Exclusions (only for ISO 9001):	-
Broj originalnih certifikata: The number of the original certificates:	1 certifikat na engleskom jeziku, 1 na hrvatskom jeziku 1 certificate in English, 1 certificate in Croatian
Logo tvrtke na certifikatu: Logo of company on certificate:	Da/ Yes

3. Rezultati audita i pronalasci/Current findings and assessments

Auditor/Auditori su proveli proces orijentirajući audit na značajna obilježja, rizike i/ili ciljeve.

Metode audita su intervjui, promatranja i pregled dokumenata i zapisa.

The auditor/auditors conducted a process oriented audit with focus on significant features, risks and/or objectives. The audit methods were interviews, observations and review of documents and records.

Audit je proveden prema prethodno dostavljenom planu audita poduzeću. Audit tim potvrđuje da je organizacija uspostavila i održava sustav upravljanja koji ispunjava zahtjeve i principe norme koji omogućuje organizaciji sustavno ispunjavanje bitnih zahtjeva vlastite Politike za proizvod i uslugu.

The audit was performed according to the previous audit program submitted to the company. The audit team confirmed that the organization has set up and maintains a management system, which meets the requirements and the principle of the standard which enables the organization to systematically meet the relevant requirements of its own policy for products and services.

DA (yes) NE (no)

Broj pronalaska/ Number of assessment detected:	00 velika nesukladnost main deviations	00 nesukladnost deviations	01 preporuka observation
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Auditor/auditori preporučuju temeljem pronalazaka dobivenih provedbom audita da će organizaciji certifikat biti:

The auditor/auditors recommended based on the findings which could be obtained during the audit that the certification of the organization will be:

<input checked="" type="checkbox"/> izdan issued	<input type="checkbox"/> produljen continuing	<input type="checkbox"/> odbijen refused	<input type="checkbox"/> Suspendiran do provedbe odgovarajućih korektivnih mjera Suspended until sufficient corrective measures are given.
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Auditor: release Lead Auditor: Marjeta Miholić Jeić	Datum: date 30.04.2018	Potpis: signature 
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4. Organizacijske promjene/ Organisational change

Ovo je certifikacijski audit.

This is certification audit.

5. Rezultati prethodnog audita/ Results of the previous audit

Pronalasci s prethodnog audita su provjereni. Utvrđeno je sljedeće:
The assessments from the previous audit were checked. The following findings were obtained:

- Sve nesukladnosti/primjedbe uočene tijekom prošlog audita su otklonjene i potvrđena je učinkovitost provedenih mjera (zabilješke odjeljak 9).**
All deviations/observations detected during the last audit have been corrected, and the effectiveness of these measures was confirmed (remarks see section 9).
- Nesukladnosti/primjedbe uočene tijekom prošlog audita nisu adekvatno otklonjene. Odgovarajuće točke su zabilježene kao nove nesukladnosti u ovom izvještaju.**
The deviations/observations detected during the last audit were not adequately executed. Appropriate points were recorded as new deviations in this report.
- Nije primjenjivo (Prva certifikacija – nije bilo nesukladnosti/primjedbi)**
Not applicable (First certification – or there was no deviation/observation).

6. Pronalasci/ Audit findings

Dokumentacija sustava zadovoljava zahtjeve norme i dovoljno je detaljna kako bi pridonijela provedbi i održavanju sustava.

The system documentation meets the requirements of the standard and is detailed enough to support the implementation and maintenance of the system

DA (yes) NE (no)

Organizacija je pokazala učinkovitu implementaciju, održavanje i poboljšanje svojega sustava upravljanja te je u mogućnosti ostvariti svoje ciljeve.

The organization has demonstrated the effective implementation, maintenance and improvement of their management system and is able to achieve their objectives

DA (yes) NE (no)

Organizacija može pokazati da je uspostavila odgovarajuće ciljeve i da je njihova implementacija nadzirana i bazirana detaljno na kvantitativnim karakteristikama.

The organization can demonstrate that it has formulated appropriate objectives and their implementation is monitored in detail based on characteristic quantities

DA (yes) NE (no)

Interni audit je proveden i pokazuje uspješnost u odnosu na održavanje i poboljšavanje sustava upravljanja.

The internal audits are carried out and show efficacy in relation to the maintenance and improvement of the management system

DA (yes) NE (no)

Upravina ocjena koristi se za dokazivanje primjerenosti i učinkovitosti sustava upravljanja.

The management review will be used to demonstrate the adequacy and effectiveness of the management system

DA (yes) NE (no)

Tijekom audita može se dokazati da su zahtjevi norme ispunjeni.

During the audit, it could be demonstrated that the standard requirements are met

DA (yes) NE (no)

Pritužbe se rješavanju u skladu s QSZ-specifikacijama. Korištenje certifikacijskih markica i certifikata je ispravno i u skladu sa smjernicama QSZ.

Complaints are dealt with in accordance with the QSZ-specifications. The use of the certification mark and the certificate is correct and conforms to the guidelines of QSZ

N/A DA (yes) NE (no)

7. Verificirani dokumenti/Verified documents

Upravina ocjena/ Management review:	Ocjena sustava 17.04.2018. Management review 17.04.2018.
Organigram	Sistematizacija radnih mjesta od 28.2.2018 Organizacijska shema od 28.2.2018
Interni audit/ Internal Audits:	Izveštaj s internog audita 16.04.2018. (skupni) Internal audit report from 16.04.2018.
Zakoni & Evidencije norme/ Law & standards evidence	Popis osnovne zakonske regulative 1.12.2017. Zakon o hrani 81/13, 14/14, 30/15; Zakon o vodi za ljudsku ljudsku potrošnju NN 56/13, 64/15, 104/17 Pravilnik o parametrima sukladnosti, metodama analize, monitoringu i planovima sigurnosti vode za ljudsku potrošnju te načinu vođenja registra pravnih osoba koje obavljaju djelatnost javne vodoopskrbe NN 125/17 Pravilnik o sanitarno tehničkim i higijenskim te drugim uvjetima koje moraju ispunjavati vodoopskibni objekti 44/14 Uredba o standardu kakvoće voda NN 73/2013 List of external documents updated 1.12.2017. Law on Food 81/13, 14/14, 30/15; Law on water for human consumption NN 56/13, 64/15, 104/17 Law on compliance parameters and methods of analysis of water for human consumption NN 125/17 Rules on technical sanitary and hygienic and other conditions to be met by water supply facilities 44/14 Regulation on water quality standards NN 73/2013
Dokumentacija sustava upravljanja/ Management system documentation	HACCP studija 1.12.2017. verzija 1(HACCP plan je dio HACCP studije) Politika zdravstvene ispravnosti, verzija 1/ 1.12.2017. Popis dokumenata 1.12.2017. HACCP study ver. 1 from 1.12.2017. (HACCP plan is part of HACCP study) Food safety policy ver. 1/ 1.12.2017. List of documents 1.12.2017.

8. Općeniti dojam i moguća poboljšanja/ General comments and possible improvements

Pozitivne točke/ Positive points

Uključenost uprave i svih rukovodnih djelatnika u unapređenju učinkovitosti HACCP sustava
 Velika ulaganja u infrastrukturu.
 Stručni djelatnici, svjesni važnosti svoje uloge u održavanju HACCP sustava
 Vrlo dobro dokumentiran sustav.
 Temeljito odrađeni interni auditi.

The involvement of management and all management personnel in improving the efficiency of the HACCP system
 Large investments in infrastructure.
 Professional employees, aware of the importance of their role in maintaining the HACCP system
 Very well-documented system.
 Thoroughly conducted internal audits.

9. Nesukladnosti/Preporuke (Deviations/Observations)

Komentari za otklanjanje nesukladnosti/preporuke s prethodnog audita

Comments for completion of the deviations/observations from the previous audit

Nesukladnost Nije bilo

Deviation x: None

Preporuka 1/ -

Observation 1:

Veća nesukladnost s trenutnog audita/Main deviations from the current audit

Veća nesukladnost

Main deviation x:

Nesukladnost s trenutnog audita

Tijekom audita pregledana je dokumentacija i zapisi na temelju uzorka. Postoji mogućnost da postoje nesukladnosti koje nisu uočene zbog principa auditiranja koji se temelji na uzorku

Throughout the audit documents and records are examined on a sample basis. There is a possibility that there are nonconformities that are not observed because of the principles of auditing that is based on the sample.

Nesukladnost

Deviation x:

Preporuke s trenutnog audita/Observations from the current audit

Preporuka 1/
Observation 1:

POSTUPCI OPOZIVA; HACCP; 5.8

Dokumentirati proceduru obavješćavanja u kriznim situacijama u isporuci vode između VIO Zagreb i VIO Zagrebačke županije.

RECALL PROCEDURES; HACCP; 5.8

Document the crisis alerting procedure in the supply of water between VIO Zagreb and VIO of Zagreb County.

Regulacija nesukladnosti:

Veća nesukladnost: Zahtjevi cijelih dijelova standarda ili vlastite dokumentacije upravljanja kvalitetom što je temelj audita, a nisu izrađeni ili organizacija sustavno ne provodi jednu ili više aktivnosti koju zahtjeva norma ili dokumentacija upravljanja kvalitetom.

Nesukladnost: Kompletna suglasnost s cijelim dijelom standarda ili vlastite dokumentacije sustava upravljanja nije utvrđena, ali na temelju objektivnih dokaza sukladnost proizvoda nije ugrožena

Primjedba: Napomena za dodatne mogućnosti s namjerom poboljšanja sustava upravljanja

Veća nesukladnost i nesukladnost moraju biti ispravljene prema određenom vremenskom okviru; primjedbe su preporuke auditora za poboljšanje sustava

Regulation of Deviations

Main deviation: Requirements of whole sections of the standard or the own quality management documentation, which is basic of the audit, are not worked on, or the organisation does systematically not use one or several activities of the required standard or the quality management documentation.

Deviation: Complete agreement of entire sections of the standard or the own quality management documentation was not determined, but on the basis of an objective proof the conformity of the product is not endangered

Observation: Remarks over additional possibilities attend to improve the management system.

Main deviations and deviations must be corrected in a certain timetable; observations are recommendations of the auditors to improve the system.

10. Datum sljedećeg audita/Date for the next audit

Za sljedeći nadzorni audit koji je potrebno provesti sljedeće godine, predlaže se najkasnije datum do **16.04.2019.** Ured će Vas kontaktirati prije navedenog termina radi potvrde dogovorenog datuma.

Područja na koja će se usmjeriti sljedeći audit:

- Nadzor nad sustavom
- Realizacija ciljeva i planova

For the next surveillance audit which needs to be implemented next year, it is proposed to be no later than 16.04.2019. The office will contact you before this date in order to confirm the agreed date.

Areas on which will be focus on the next audit:

- System monitoring
- Realization of goals and plans

11. Lista sudionika (uvodni i završni sastanak)/List of participants (opening and closing meeting)

Ime i prezime Name	Funkcija Position	Uvodni sastanak Opening meeting	Audit audit	Završni sastanak Closing meeting
Ivica Kudelić	Tehnički direktor Technical director	X		X
Ivka Crnogaj	Voditelj laboratorija i Voditelj HACCP tima Head of laboratory and HACCP team leader	X	X	X
Milivoj Dobraš	Rukovoditelj PJ Vrbovec Manager PJ Vrbovec		X	
Tomislav Kazanec	Operater za proizvodnju vode PJ Vrbovec Water Production Operator PJ Vrbovec		X	
Zdravka Pankretić	Rukovoditelj PJ Zelina Manager PJ Zelina		X	
Marijan Šeb	Voditelj vodoopskrbe i odvodnje PJ Zelina Head of the Water and Sewer PJ Zelina		X	
Vjekoslav Broz	Rukovoditelj PJ Ivanić Grad Manager PJ Ivanić Grad		X	
Ivan Delinić	Voditelj vodoopskrbe i odvodnje PJ Ivanić Grad Head of the Water and Sewer PJ Ivanić Grad		X	
Stanko Slišković	Rukovoditelj PJ Dugo Selo Manager PJ Dugo Selo		X	
Viktor Hrastović	Voditelj vodoopskrbe i odvodnje PJ Dugo Selo Head of the Water and Sewer PJ Dugo Selo		X	

12. Relevant audit procedures

The verified processes, procedures and functions are described in detail in the audit program and the audit planning matrix. The processes were audited by sampling with the following results based on the documents listed below.

DOCUMENTATION REQUIREMENTS
<p>Quality manual Process: Management, HACCP team / HACCP study ver. 1/ 1.12.2017.</p> <p>HACCP system documentation was developed, covering all locations and processes of water treatment in the company: Dugo Selo Workplace Unit, Sveti Ivan Zelina Work Unit, Ivanić Grad Working Unit, Vrbovec Work Unit. HACCP study and Food safety policy were established. HACCP study contains all the elements required by HACCP (Codex Alimentarius).</p> <p>Evidence: HACCP study, edition 1 from 1.12.2017 Food safety policy 1/1.12.2017.</p>
<p>Control of documents Process: Management, HACCP team / HACCP study ver. 1/ 1.12.2017.</p> <p>Procedure for document and records management is part of HACCP study. Approval of the appropriateness of the documents prior to distribution to the point of use</p> <ul style="list-style-type: none"> - Review and updating and re-approval of documents - Ensures labelling of changes and the status of the current versions of documents - Ensures the availability of appropriate version of documents on-site - Ensures that documents of external origin which have been identified as needed by the company are labelled - Prevention of inadvertent application of outdated documents and their appropriate marking. <p>There is structure of documentation defined according to which the documentation is divided into three levels: 1st LEVEL: Safety Policy and objectives; HACCP team management manual 2nd LEVEL: Regulations and Procedures 3rd LEVEL: Work instructions forms and records Documentation of management system is maintained in printed form.</p> <p>In places of use was seen last edition of the documents listed in the List of documents</p> <p>Evidence: Procedure for document and records management is part of HACCP study ver. 1/ 1.12.2017. List of documents 1.12.2017.</p>
<p>Control of records Process: Management / HACCP team leader</p> <p>Procedure for document and records management is part of HACCP study ver. 1/ 1.12.2017. It determines the forms of supervision required for labelling, storage, protection, retrieval, retention time and availability of records.</p> <p>Evidence: HACCP study ver. 1/ 1.12.2017. List of documents 1.12.2017.</p>
<p>Additional information/statements Process:</p> <p>Evidence:</p>
MANGEMENT RESPONSIBILITY

Management commitment

Process: Management, HACCP team leader/ HACCP study ver. 1/ 1.12.2017.

There is a clear commitment of the Management for the development and implementation of HACCP system through:
Published Food safety policy, Established objectives and provision of resources for ensuring compliance with the standards and regulations.

Vodoopskrba i odvodnja Zagrebačke županije procures already processed water from Vodoopskrba i odvodnja, Zagreb with which it has concluded a cooperation agreement.

Evidence:

The contract for the supply of drinking water between VIO d.o.o. Zagreb and VIOŽŽ - // 7.12.015. No. TM-98/2015.

Legal compliance/regulatory requirements

Process: HACCP team leader

The company is in compliance with all the requirements of legislation related to food safety, occupational safety and environmental protection.

Monitoring legal regulations is performed by Head of the HACCP team, reviewing web sites of the Official Gazette.

During 2017 HACCP system audit was carried out at all locations of VIO ŽŽ d.o.o. by the Ministry of Health of the Republic of Croatia.

Action plans for eliminating non-compliance have been developed.

Most of the non-compliance is already solved.

The contract for sampling and analysis of water from the ZZJZ, Zagreb County was concluded.

Evidence:

List of legal regulations is updated 1.12.2017.

Workplace risk assessment by ISKRA-S, Zagreb; October 2017 NO. 19 / 1.1.17-PR

Work unit Dugo Selo:

HACCP system audit by Ministry of Health 27.10.2017.

Action plan / realization until 18.4.2018.

Service contract testing of the safety of water for 2018. 23.02.2018. No. 01-18-52 / 1

Sampling program for period 1.1.2018. - 31.12.2018. agreed with ZZJZ

Test report dated 3.4.2018. No. 00683/18 / 24632/10 samples of ZJZJZ

Work unit Ivanić Grad:

HACCP System Audit Report by Ministry of Health 31.10.2017.

Evidence of Determination of Nonconformity 22.1.2018.

Work unit Zelina:

HACCP system audit by Ministry of Health 31.10.2017.

Action Plan 31.10.2017. In the phase of obtaining a solution from the ministry for the use of chemicals.

Record of the Inspection of the State Office for Metrology - Measurements 29.3.2018.

Work Unit Vrbovec:

HACCP System Report by Ministry of Health 27.10.2017.

Water Test Report dated 16.4.2018. No. 00617/18 / (24561) from ZZJZ of the Zagreb County

C analysis (manganese, ammonium, iron) Test report 15.1.2018. No. 02581/17 (23584).

Food safety policy

Process: Management / HACCP team leader

New Food safety policy is appropriate with purpose of the organization, communicated with employees and other stakeholders.

Policy is communicated with all employees.

Policy is appropriate to objectives and intentions of organisation.

Employees know and understand Policy; Checked in conversation with the staff of operations.

Evidence:
 Food safety policy 1/1.12.2017.

HACCP management system planning

not audited/reason:

Process: Management / HACCP team leader

Planning HACCP system is carried out through the adoption of business plans, procurement plans, plan of training, verification and validation plans, plans of internal and external control, internal audit plans, plans of preliminary measures (cleaning, DDD measures, maintenance, measurement equipment, etc...)

Evidence:
 Objectives of HACCP system for 2018/ 1.12.2017.
 Investment Plan for 2018.
 Health Check Plan for Water Consumption 01 / 01.12.2017.
 Sampling plan for basic internal analysis 01 / 01.12.2017.

HACCP objectives

Process: Management / HACCP team leader

The most important goals are to reduce water losses in the network, reconstructing the existing ones and building a new network, equipping the new laboratory.

Evidence:
 Objectives of HACCP system for 2017/2018. 1.12.2017.
 Investment Plan for 2018.

Responsibility and authority, HACCP team manager

Process: Management / HACCP team leader

Responsibilities and authorities of employees are listed in the HACCP study and employment contracts.
 All employees are aware of their responsibilities and authorities.
 The obligations of members of the HACCP team and employees in HACCP study.

Evidence:
 Rulebook on Labor - 11.7.2017. 238 / V 164-17-1170 GD
 Rulebook on Amendments to the Rules of Procedure of 28 February 2018
 Decision on Appointment 24.10.2017. HACCP team

Internal / external communication

not audited/reason:

Process: Management / HACCP team leader

It is defined who is authorized for communication with external institutions (Director).

Evidence:
 The obligations of members of the HACCP team and employees in HACCP study.

Emergency preparedness and response

Process: HACCP team leader

Each work unit has created an Operational Plan for Intervention Measures for Outbreaks and Sudden Water Pollution.
 Each work unit has conducted an exercise in the event of an emergency situation of water pollution.

Evidence:
 Operational plan in case of emergency situations and unexpected water pollution (water distribution) October 2017. IVANIĆ GRAD
 Record of made exercises in the case of environmental incident 15.3.2018 (IVANIĆ GRAD)

Operational plan in case of emergency situations and unexpected water pollution (water distribution) 1.12. 2017. ZELINA
 Record of made exercises in the case of environmental incident 20.3.2018 (ZELINA)

Work instructions (RU) in the case of a ruptured pipeline ver. 1 // 1.12.2017.
 Instructions for the use of protective masks ver. 1 // 1.12.2017.

Instructions for all participants in an accident with chlorine ver. 1 // 1.12.2017.
Instructions in leakage ver. ver. 1 // 1.12.2017.
Instructions on decontamination and providing first aid and medical aid ver. ver. 1 // 1.12.2017.

Management review

Process: Management / HACCP team leader

Evidence:

Management review 17.04.2018.

The assessment included all input and output data determined by the present standard in all work units.

It has been assessed:

Customer satisfaction, customer complaints.

Traceability

Nonconformity

Recall

Good hygienic practice

Analysis of implemented goals, for 2017

Management is conducting management review of system once a year.

During the review there are determined the existence of possible needs for change and examined suggested solutions.

Additional information/statements

Process:

Evidence:

RESOURCE MANAGEMENT

Human resources

not audited/reason:

Process: Management / HACCP team leader

All employees are aware of their responsibility for the realization of the objectives and processes.

Reviewed Sanitary booklets of all employees. Medical examinations are conducted regularly.

All employees are trained to work in a safe manner.

All employees are educated according to the needs of the job.

Records of internal training are made.

Evidence:

The plan of training of employees for 1.12.2017.

Work instructions for employee behavior during work 1.12.2017.

Work instructions for clothing and footwear removal 1.12.2017.

Training Record for HACCP Team 22.3.2018. introductory and HACCP documentation

DUGO SELO:

Internal Training of Workers 19.02.2018. Dugo Selo.

Health Worker Statement 28.2.2018.

Certificate on performed Hygiene Minimum - Kovačić Matej from 3.4.2018.- ZZJZ

The sanitary booklet was extended by all the employees on 21st October 2017.

IVANIĆ

Record on internal education 17.4.2018. (measurement of residual chlorine concentration for plumbing) (2)

Internal education 6.3.2018. about SSOP for 5 plumbers.

Visitor Records for 2018

Employee Statement on Obligation to Apply Changes in Health Care 18.12.2017. (14 employees)

Confirmation on Hygiene Minimum / Tomislav Sruc /28.11.2017.

Confirmation for Topolovac Tihomir / 16.4.2018. about sanitary inspection.

Certificate of course on toxicology for Mladen Miljan from 31.1.2017. No. 128266 of Croatian Institute of Toxicology.

Certificate on the Toxicology Course for Slobodan Ganić No 138010. /8.3.2018.

Certificate of Tihomir Topolovac Toxicology Course No. 138011 /8.3.2018.

Training on hazardous chemicals (17 workers)

Responsible person handling hazardous chemicals Ivka Crnogaj No. 101508; Toxicology Certification of 9.7.2013.
Record on Assessment of Workers' Ability to Work Safely Tomislav Struk No. 15 / 16-1-2018-OBZNR // 23.2.2018.
The Certificate of Health Care Capacity is valid until 20.11.2019. // NO. 3440-2017. From Specialist Medical Practice

Elin:

Marijan Šeb confirms the hygienic minimum certificate 28.1.2017. - 28.11.2021.
Certificate on the implemented hygiene minimum for Hrvoje Košćević 28.11.2017. - 28.11.2021.
5 workers have a laid out course of toxicology
Employee Statement on Obligation to Report a Health Condition (10 workers) 18.12.2017.

VRBOVEC:

Sanitary booklet extended on March 19th, 2018. / Marijan Beksec
Confirmation on hygiene minimum for worker Fiket Željko 1.10.2015. PHI
Certificate on the Toxicology Course for Worker Marijan Beksec of 29.10.2015 / No. 120090
Tomislav toxicology course certificate 2.6.2017. 132101
Record on Internal Training on HACCP / 17.4.2018.

Infrastructure

not audited/reason:

Process: HACCP team leader / Water treatment

For all maintenances there are service reports from external companies and internal records of maintenance.
Records of service of equipment by authorized repairers are held by the HACCP team leader.
All the necessary infrastructure maintenance instructions are made.

Evidence:

Preventive Maintenance Plan 1.12.2017.
All the machines and devices meet the requirements.
Operating instructions for washing and disinfecting tanks or portable tanks. 01/12/2017.
Operating Instructions for Washing Pipelines 1.12.2017.

DUGO SELO:

Evidence of water supply facilities washing.
Maintenance Plan and Evidence of Sanitary and Preventive Inspection of Water Facility VS Martin Breg / 16.2.2018.
Record on maintenance of electric wardrobe 28.2.2018. "Motor Techniques"
Pipeline Drainage Plan and Record dated 28 March 2018. to 10 locations

IVANIĆ

Clearing Plan 1.12.2017.
Pipeline Drainage Schedule 1.12.2017.
Food grade lubricant FUCHS lubricants - CASSIDA FM GREASE HD2 are used for pump maintenance.
A record of examining and testing the application that must complete a workplace with the computer. 09/03/2018. / 015 / 01-2-2018-
FIZ microclimate, noise, lighting.

ZELINA

Test report 9.4.2018. 00733/18 (24692) distribution system ZELINA.
Verification of implemented DDD measures 5.12.2017.
Internal measurable control of DDD moms for 2018.
Deratization and Disinfection performed by Zagreb's Ecological Sanitary Hygienic Service d.o.o. NO. 2285-2017.
Pipeline Drainage Schedule and Record 14.3.2018.
Water purification station Biškupec, Zelina 1.12.2017.
Clearing Records April 2018 /
Plan washer reservoirs 12.01.2017.

Work environment

not audited/reason:

Process: Water treatment

Tidiness of space is reviewed and all facilities are regularly maintained.
The working environment is appropriate activities and meets the hygiene rules.

DDD measures carried out by authorized company Škarda sanitary protection Ltd.

Evidence:

Plan and program implementation DDD measures,.

Additional information/statements

Process:

Evidence:

PLANNING AND REALIZATION OF SAFE PRODUCTS

Prerequisite programmes (PRPs)

Process: HACCP team leader

DDD measures by authorised company "ŠKARDA - sanitary protection"
 Implementation of DDD measures carried out according to the Plan.
 All planned records are regularly filled.

Evidence:

Plan and program of implementation of DDD measures (2018)
 Scheme of setting boxes is given in the Plan of DDD measures for 2018.

Records:

Reviewed the records washing water tanks.

Working instructions:

Working instructions for the cleaning and disinfection of tanks
 Working instructions for washing water supply facilities and pipelines
 Working instructions for behaviour of employees during work
 Working instructions for storing clothes and footwear of employees
 Standard sanitary operating procedures (SSOP) are part of HACCP study

Dugo Selo:

Certification of implemented DDD measures / Škarda sanitary protection d.o.o. from 3.4.2018. P-040-2018
 Certification of implemented DDD measures No. 00472211 on 2 waterfalls and 3 hydrostatic units of 17.4.2018.

Ivanic:

Clearing note for 1st Mj. 2018th
 Record of implemented DDD measures from ŠKARDA sanitary protection from 19.4.2018. PS Vukovarska. PS SOBOČANI.
 Outbound Water Service Log 01/2018. from 12.4.2018.
 Record of water wash from 26.10.2017. BEDROOMS - internal washing

VRBOVEC:

Verification from Veterinarska stanica Vrbovec about implemented DDD measures 26.1.2018.

Preliminary steps to enable hazard analysis (HACCP team, Product characteristics, Flow diagrams)

Process: HACCP team leader

Evidence:

HACCP study 1.12.2017. ver. 1
 Appointment of HACCP team 24.10.2017.
 Flow charts are checked and verified HACCP study 1.12.2017. ver. 1
 There was described the product and the way of water treatment in HACCP study 1.12.2017. ver. 1

Hazard analysis (Hazard identification and determination)

Process: HACCP team leader

Evidence:

Risk analysis 1.12.2017. in HACCP study.

Establishing the operational prerequisite programmes

Process: HACCP team leader

Evidence:
HACCP study 1.12.2017. ver. 1

Procedures:
Instruction on procedures of worker on duty during a tour of water tanks 1.12.2017.
Procedures on the purging, processing, disinfection and distribution of water 1.12.2017.

DUGO SELO:
KT1 - water filtration / chlorine concentration control according to the sampling program and sampling plan for the basic internal analysis of water consumption from the distribution system / once a week and monthly external control. Record of residual chlorine control - 0.5 mg Cl₂ / L from 29.3.2018 / limit below 0.5 mg. (0.09-0.12mg)
KT2 - danger of excessive chlorine concentration
KT3 - water delivery to pipes / Check the water from the tank if it is to be used. Pipeline Drainage Schedule and Records - KT3 Records.

VRBOVEC:
KT1 - water drainage, filter demanganization, ammonia, iron
KKT1 - ammonia lag - biological filter.
KKT 2 - disinfection of water at the exit from the NaOCl pool
KT4 - while the water intake of NaClO₂ is introduced
Once a week ammonia is controlled - 0.10 mg / l, 1.3.2018.
Daily% Cl, 18.4.2018.

HACCP plan/ Identification of critical control points/ Determination of critical limits/System for the monitoring

Process: HACCP team leader

Reports on the internal laboratory results in 2017. All samples are compliant with the parameters
Internally, the laboratory performs weekly control: microbiological and chemical (chlorine concentration).
Monthly performed a analysis in independent authorized laboratoriju Institute of Public Health of the Zagreb County.

Evidence:
HACCP plan 1.12.2017. ver 1.
1 CCP – disinfection of water.
System of control of CCP is telemetry monitored
The process of disinfection and distribution of water 1/1.12.2017.

IVANIĆ:
Records of control on CCP point:
The plan of establishing the safety of water
Test results
Work diary
Records at KKT1
The results of the analysis report analysis
Laboratory books - daily internal analysis
Calendar of events

Besides controlling the CCP (amounts of residual chlorine) there are monitored and recorded data on water flows, trends, pump operation, the water level in the water tank.
Record on the control of the CCP telemetry tracking of charts.
Internal analysis in the laboratory are kept in the Diary of work (form)
Records of internal analysis of complete basic analysis amonijak, nitriti, nitrati, kloridi is kept work diary and Laboratory books (with the results, testing)

DUGO SELO:
Placement sampling for basic internal analysis - 1.12.2017.
Sample and Measurement of Chlorine - 7.2.2018.

IVANIĆ:
Monitoring system% C1 is telemetry over SCADA.
The process of chlorination is done automatically by switching telemetric monitoring and alarm for the concentration of chlorine in the air.

ZELINA:

CI control is performed via SCADA system /

Record of chlorine disinfection control from 18.4.2018. every three hours measurement. Klora, OB-07

VRBOVEC:

SCADA is supervised by the system

Updating of preliminary information and documents specifying the PRPs and the HACCP plan

Process: HACCP team leader

Evidence:

HACCP plan ver. 1 1.12.2017.

The new flow charts 1/12/2017. verified

Verification planning

Process: HACCP team leader

Evidence:

Plan of establishing the health safety of water for human consumption 1.12.2017.

Verification plan is contained in the HACCP study.

Traceability system

Process: HACCP team leader

Traceability is ensured with CHLORINE RECORDS i.e. keeping lot numbers and date of accession of new bottle into dosing system.

Evidence:

Traceability is fully ensured in all work units.

IVANIĆ: Records of date, operator's name, lot number of bottles. Despatch of bottles of liquid chlorine from GESTA Ltd. Varazdin and the transport documents.

VRBOVEC: Chemicals are purchased from 3M d.o.o. (HCl, NaOCl, tableted salt). For each delivery, HCl Analytical Report No. 05/2017-AL, 6.9.2017 is obtained. / LOT 1808NK74 of Cemtra d.o.o. 09/04/2017. OT-731 9.4.2018. start date of use.

Amon reagent reagents OT -725 / 6.4.2018. tablets (ammonia)

Analytical Report 06/2017-AL 6.9.2017. sodium chlorite.

Control of nonconformity

not audited/reason:

Process: HACCP team leader

Customer complaints - there were recorded about complaints from customers.

There was reviewed communication with the consumer.

There was sent a response to the consumer in due time and was made an analysis of the water samples in own laboratory.

Deviations of water were not recorded.

Evidence:

The records of determining noncompliance - form.

Records of consumer complaints.

Records of consumer complaints

The records of determining non-compliance of the product / state / process

Procedure:

The procedure for managing nonconformities 1.12.2017.

Corrective actions

not audited/reason:

Process: HACCP team leader

Evidence:

ZELINA:

Corrective measure after analysis of ZZJZ

Evidence of determination of nonconformity 9.3.2018.

A corrective measure was the abolition of the pond on 20 March 2018.

Microbiological report from ZZJZ dated 16.4.2018. No.00811 / 18 (24820) container

The microbiological report of ZZJZ 16.4.2018. (24822) Water in the Network - Distribution System.

Handling of potentially unsafe products

not audited/reason:

Process: HACCP team leader

Non of the non-compliances does not related to microbiological analytical reports of microbiological testing.
 All complaints are properly handled and resolved.

Evidence:

Recording data notification 01 / 01.12.2017. procedure

The records of determining non-compliance of the product / state / process to be completed and for unsatisfactory results analysis

Withdrawals

not audited/reason:

Process: HACCP team leader

Operational plan for emergency situations and accidental water pollution (distribution of water) in all work units.
 The record held exercises in all work units.
 There was no need to initiate the procedure Operational Plan.

Evidence:

Additional information/statements

Process:

Evidence:

PLANNING OF MEASURES

Validation of control measure combinations

Process: HACCP team leader

Statutory regulated water analysis is carried out by an accredited laboratory ZZJZ Zagreb County.
 All analyses are regularly. The Plan for establishing the health safety was made for 2018.

Evidence:

Plan for establishing the health safety of water for human consumption ver. 1 / 1.12.2017 (sampling plan for internal and external analysis)

External analysis is made once a month (A analysis).

HACCP validation report dated 4.4.2018.

Control of monitoring and measuring

not applicable/reason:

not audited/reason:

Process: Water treatment / Delivery

Plan verify the correctness of measuring equipment is respected.

Evidence:

List of measuring equipment lists have been updated for all work units.

Verification plan of the correctness of measuring equipment for 2018.

IVANIĆ:

Calibration records:

Spectrophotometer / calibration certificate No 8516 / 27.10.2017. valid until 27.10.21018. (JOS d.o.o. spectrum)

VAGE for Measurement Test Report No. No. 36. And 37./ of 18.1.2018. / TECHNICAL UNICOMP, Zagreb) serial number 23.

Validity period 23.3.2019.

ZELINA:

Measurement Checks Plan dated January 23, 2018

Calibration Report Chlorine Transducer Chlorine, Pocket Colorimeter II. 23.1.2018.- 22.1.2019. Control matik.

Calibration report CS Biškupec dated 22 January 2018. No. 2201 / 2018-1-RC

Constrolmatik ABW / Chlorine analyzer controlmatik 1032C.

VRBOVEC:

Calibration calibration recorder Multivision LOVIBOND / multidirect transmitters - S / N 16/5931 13.4.2018. 3M d.o.o. V. Gorica. No. 1304/18.



Internal audits Process: HACCP team leader Evidence: Internal audit report from 16. 04. 2018 Nonconformities were not found. Verficiation HACCP report 16.4.2018.	<input type="checkbox"/> not audited/reason:
Evaluation of individual verification results Process: HACCP team leader Evidence: All records are regularly verified by the authorized person. HACCP team leader regularly verifies and properly manages and keeps all necessary records.	<input type="checkbox"/> not audited/reason:
Improvement Process: HACCP team leader Evidence: Improvements are implemented with the realization of objectives and implementation of corrective actions and training of staff. The quality of water has improved greatly since the water is purchased from another source.	<input type="checkbox"/> not audited/reason:
Additional information/statements Process: Evidence:	