## OBJECTIVE:

This SOP outlines how HUB Management will communicate deficiencies and noncompliant situations in the HUB. It is imperative that all HUB Users follow the food safety program. Lack of attention to the good manufacturing practices used at the HUB may result in a food safety hazard and could affect all HUB Users.

## SCOPE:

This SOP is used by Hub Owner to ensure the identification and recording of deficiencies and non­compliant items in the HUB. This SOP ensures that corrective actions are followed. This SOP is organized by prerequisite program suggesting the corrective actions for specific deficiencies in prerequisite programs and HACCP program.

## PROCEDURE

1. HUB Management uses a notebook or record keeping form to record observations. When the HUB Manager observes a deficiency, they will talk to the HUB User. If the situation continues or gets worse a Corrective Action Request may be initiated.
2. The **Hygiene** conduct of HUB Users and HUB employees is observed daily by HUB Manager. Noncompliant personnel hygiene behaviours are reported to HUB User.
3. **Sanitation** deviations are noted on sanitation monitoring records. HUB Users that leave premise area or piece of equipment unclean will be asked to reclean the item. If HUB Sanitation Crew recleans the area the HUB User is charged or fined. If deviation is a recurring situation then a Corrective Action Request will be prepared.
4. **Premises** deviations are noted on monitoring forms. Action taken and date completed is recorded.
5. The **Shipping and Receiving SOP** for the HUB must be followed. Incorrect practices such as poor temperature control of incoming and outgoing materials, cleanliness of truck and allergen control in the receiving and shipping area of HUB are monitored by HUB Management.
6. All **Allergens** in the facility must be identified. If a risk or cross contamination has occurred the HUB User should notify HUB management **immediately and assess** the situation. Affected product should be quarantined for assessment and/or disposed.
7. If scheduled **Preventative Maintenance** tasks are missed it will be noted on the Master Task List.
8. If **Non-Compliant Activity** is a recurring situation, then a Corrective Action Request is issued. This form includes a description of problem, HUB User responsible, root cause analysis, action taken, preventative measures and date of completion.
9. Once per week HUB Management **Reviews** all paperwork to ensure it is complete and noncompliant items are identified if not solved during that week. The HUB Management will schedule regular HUB meetings to discuss deficiencies and continuous improvement activities.

## Related Documents

HUB.PT.REC.14 HUB User GMP Commitment

HUB.PRE.SOP.3 Daily Inspection(monitoring) SOP

HUB.TRS.SOP.20 Receiving and Shipping SOP

HUB.E.SOP.30 Preventive Maintenance Program SOP

HUB.A.SOP.100 Allergen Control SOP

HUB.S.SOP.55 Sanitation SOP

HUB.S.REC.76 Weekly Sanitation Inspection Checklist

HUB.PT.REC.48 HUB User Training Record.

HUB.HP.REC.112 Corrective Action Request