

2020 Performance Enhancement Report

Setting new
standards in
training.

BRCS

25
Celebrating 25 years
Science for a safer world

2020 at a glance



“2020 has been a challenging year for everyone, impacting our personal and professional lives in ways we couldn’t have imagined just 12 short months ago. Yet against a backdrop of lockdowns, social distancing and Zoom calls, **we’ve seen how remarkably adaptable and resilient we can all be.**”

Here at BRCGS, **one of the ways we’ve responded is by finding new opportunities to support businesses and deliver high quality standards training.** Dialling up the amount of virtual learning we provide has been key, and the pandemic has accelerated this already fast-growing part of what we do. Virtual events have also played a bigger part in our work than ever before – and look set to stay.

As we look forward to a 2021 and a return to some form of normality, **it’s encouraging to see that the bounceback is already well underway** – both in our organisation and more widely. For our part, we’re well-placed to keep building on our 20 years at the forefront of the global standards industry. Working with our partners around the world, **we’re going to keep giving businesses more and better ways to embed best practice and keep championing quality and safety** in everything they do.”

Michelle Tindale

Global Head of Training & Events



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BRCGS Global Head of Training & Events

The global picture

Our international footprint

340

ATPs globally

9727

Delegates
trained this year

65%

Of courses have
been in-house

60%

Of training has
been virtual

53

Our training has
been delivered
in 53 countries

65

Interactive courses

72

New countries Professionals
enrolled from in 2020



Afghanistan, Albania, American Samoa, Armenia, Bahamas, Bahrain, Bangladesh, Barbados, Bolivia, Bosnia And Herzegovina, Botswana, Brunei Darussalam, Burkina Faso, Cote D'Ivoire, Cabo Verde, Colombia, Costa Rica, El Salvador, Estonia, Faroe Islands, Fiji, Finland, Georgia, Ghana, Guatemala, Honduras, Hong Kong, Isle Of Man, Israel, Japan, Jersey, Jordan, Kiribati, Korea, Kuwait, Lebanon, Liechtenstein, Madagascar, Malawi, Malaysia, Maldives, Malta, Mauritania, Moldova, Mozambique, Myanmar, Namibia, Nauru, Nigeria, Norway, Oman, Pakistan, Panama, Papua New Guinea, Qatar, Rwanda, San Marino, Senegal, Serbia, Sierra Leone, Singapore, Slovenia, Swaziland, Sweden, Tanzania, Tunisia, Uganda, Ukraine, United States Minor Outlying Islands, Uruguay, Uzbekistan, Zimbabwe.

Our most popular courses

- Global standard for Food Safety Issue 8: Sites Training
- Global Standard for Packaging Materials Issue 6: Sites Training
- Global standard for Food Safety Issue 8: Lead Auditor
- Internal Auditor – 2-day

The shift to virtual learning and sharing

A 2020 highlight

This year, with travel hugely limited and technology often providing the only way for us to connect, digital has come into its own in every area of our lives. For us, this has accelerated a process that was already well underway in our approach to developing and delivering training.

Adapting our content and approach

We've redeveloped our courses to make sure they are providing an even better online experience. As well as reframing the content to improve online engagement, we've also adapted our teaching methods so our learners are getting the best out of the virtual classroom environment.

Mobile Microlearning

By developing our mobile-friendly learning option, we've made it easy for people to train on the go. The platform allows learners to target specific skill areas and meet their CPD requirements around their business and personal schedules.

Virtual events

2020 has seen us switch from traditional learning conferences to virtual events. We have had a fantastic year of events and with each new virtual event we have delivered, we have learned. We are so pleased that we have been able to continue these unique learning and networking opportunities so valued by our repeat attendees from all over the world. We look forward to continuing to support our global network with virtual, in person and hybrid events in 2021!

“Absolutely **great virtual experience**. Had a great day, thank you to the team.”

Victoria DuPont, Managing Director/Consultant Auditor, Prima Pass Ltd trading under Prima Packaging Ltd

“**Great format** for the event and informative presentations.”

Alison Cousins, Global Food Training Director, BSI Assurance UK Limited

4

Key events in 2020



1,580

Delegates



60

Attendees from 60 different countries



Our network of Approved Training Partners

This year we've strengthened ties with our many Approved Training Partners and added new partnerships to our network which spans more than 50 countries. Together, we offer a unique opportunity for learners to tap into our expertise in their own language and in a convenient location.

“I really enjoy the value that BRCGS training offers, not only because of the recognition, but also **the value-add that the delegates receive** through training and insight.”

Margaret Balfour, ATP

“From junior to senior levels it is **a joy to see delegates grow in confidence** throughout a course, particularly during auditor courses.”

Ritchie Rackham, ATP

Only the best

We go through a rigorous process to find Approved Training Partners who share our commitment to delivering the highest quality training. Once our training partner joins our scheme we also carry out a range of assessments that includes:

- Data review – including delegate feedback and exam checks
- Training spot checks
- Tracking KPIs such as Demonstrable Evidence of Skills Development & Customer Satisfaction Rate

340

ATPs globally



49

new ATPs in 2020



Kenya, Nigeria

New regions



Building capability with BRCGS Professional

A 2020 highlight

Our learning and development programme, BRCGS Professional, continues to go from strength to strength. In 2020, we welcomed new enrolments from a record-breaking number of new countries around the world and saw the highest number of new graduates from the scheme since it began.

Shaping the future of the Professional programme

In the spirit of continuous improvement that underpins our work, we set up a BRCGS Professional Working Group at the start of 2020. Made up of industry leaders from around the world, it has a mission to ensure the Professional programme evolves to meet the ever-changing needs of business – and to spread awareness of the scheme internationally.

Next-level partnerships

We are extremely proud that Waitrose Partners and Aldi UK&I have demonstrated their commitment to quality and safety by becoming ambassadors for the BRCGS Professional scheme. This new partnership will see us working with both companies to develop the knowledge of their people and their suppliers, equipping them to continuously improve product safety, minimise risk and protect brand reputations.

2,900

Professionals enrolled in 2020



104

Professionals graduated in 2020



13

New countries Professionals graduated from in 2020¹



13

New countries Professionals enrolled from in 2020



BRCGS Professional

¹ Argentina, Brazil, Ivory Coast, Italy, Kuwait, Malaysia, Paraguay, Poland, Saudi Arabia, South Africa, Thailand, Turkey, United Arab Emirates.

“Continual learning and development is important to ensure our industry meets future food safety challenges. Aldi UK and Ireland supports the **BRCGS Professional Programme**, which our technical team has benefited from, and **would recommend this to our suppliers.** The courses we have completed have added to the team’s existing skillset and been immediately applicable to their daily roles **safeguarding food safety and brand protection.**”

David Roos
Quality Assurance Director, Aldi

With you every step of the way

From day one, our goal is to support businesses on their journey to meet the highest global standards, enhance their performance and earn the trust of their customers.

The pathway starts with a simple and accessible route to certification and continues into ongoing learning that will help you develop your safety and quality culture, expand your industry network and develop your own community of standards champions.

Stage 1



The road to certification (Initiation)

- 1 Select training options
- 2 Complete self-assessment
- 3 Book an audit

Stage 2



Building capabilities and insight

(1-4 years)

- Access staff training through Academy and Professional
- Measure and improve behaviour for food and product safety with Food Safety Culture Excellence
- Attend BRCGS events for learning and development
- Benchmark performance with BRCGS Insight

Stage 3



Embedding excellence

(5+ years)

- Rolling out best practice more widely
- Extending certification throughout organisation
- Upskilling teams through the Academy and Professional
- Attend BRCGS events for latest updates
- Enhance performance through digital tools such as Confidential Reporting

Training that sets the standard

For over 20 years, BRCGS has been setting the standard for Global Standards training for businesses through the supply chain. Working together with leading brands and expert partners, we have developed a range of courses that are delivered through our centre of excellence – the BRCGS Academy – and allow you to learn when, where and at a pace that suits you. Activities range from digital and face-to-face training to networking events and BRCGS Professional, our industry-recognised certification scheme.



Virtual classroom

Our virtual classroom allows you to access our classroom courses from anywhere in the world. Courses are held in real-time with the same level of interaction with the trainer you would enjoy in face-to-face training.

E-learning

With our E-learning, you can study at your own pace. Our modules feature video, interactive exercises and quizzes to make the learning experience as engaging as possible.

Classroom training

Our classroom training is delivered face-to-face by an experienced and knowledgeable team who know our standards inside out and know how to make the learning process immersive and enjoyable.

In-house training

With a network of training partners across the globe, we are uniquely placed to deliver training at your premises. As well as allowing employees to focus on company-specific questions, this approach also saves on travel costs.

Bespoke training

Our team can work with yours to develop a tailored training package that is drawn from our portfolio of modules and designed to address specific skills gaps and the standards environment within your organisation.

BRCGS Professional

Recognised by leading brands, BRCGS Professional is our holistic learning programme designed to create the next generation of leaders in Global Standards. It gives you an opportunity to grow your knowledge and develop your career as part of an 9,000-strong community of professionals.

Events

Our events programme is the only networking platform dedicated to food safety and consumer protection. Whether virtual or face-to-face, our events are an opportunity to meet peers from around the industry, share best practice and develop your skills and knowledge.

Looking ahead

Despite the challenges of 2020, there is a real sense of optimism as we look ahead to 2021 and beyond.

One of the big stories of the year is how we have all been forced to embrace technology in so many new ways, and the success of some changes means that the positive effects will be felt even after the pandemic comes to an end. So, one of the legacies of this year is going to be an increase in the proportion of virtual training and events that we deliver – face-to-face learning will always have a place, but for some the virtual option has proved to be a great and lasting fit.

Our focus in this area is on continuing to develop the technology and our digital portfolio so that we can make the online and on-the-move learning experience even more immersive, engaging and powerful.

More generally, we are continuing to study areas of non-conformity and expand the training that we offer. As part of our wider mission to drive up Global Standards, we want to keep making it easier and more enjoyable for people to develop their skills, share knowledge and improve safety and quality for everyone.



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