SAFEGUARDING THE SUPPLY CHAIN

BRC Global Standards Compliance Programme
2018

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EXECUTIVE SUMMARY

With the reputation as the global market leader in product safety comes responsibility; working with our certification body partners, BRC Global Standards are committed to delivering integrity and high standards of our third-party auditing scheme, giving our customers confidence.

Our compliance activities are comprehensive and the number one priority of our business.

We continue to expand our global team of independent, internationally respected auditors to carry out this work to ensure our network of global certification body partners delivering our certification scheme undertake the highest quality audits around the world.

BRC Global Standards offer six core Standards designed with flexible module 'add-ons' to cater to the variety of stakeholder needs with both announced and unannounced options. This is by a wide-ranging portfolio of training and guidelines for certification bodies, auditors and sites alike to maintain consistency.

The focus on unannounced audits continues to grow, being adopted by an increasing number of stakeholders, accounting for over 32% of food audits in the UK and Europe and 8% in the rest of the world. Through our compliance work, sites certificated to the unannounced scheme have a higher level of confidence in consistently maintaining high operating standards.

Active with GFSI, we have maintained our track record of 'being the first', having been the first GFSI scheme to be benchmarked against GFSI's updated benchmark document version 7.1 for our Global Standards.

We continue with our work of one-day visits to certificated sites which aids as training visits to our BRC Global Standards auditors and certification bodies, as well as emphasising the expectations of BRC Global Standards to sites. In the coming year, we will be increasing the number of witness audits that we carry out, independently to the accreditation process and certification bodies' own management, to measure and report on the high calibre of our auditors.

Maintaining our global presence, we have expanded the staff in our three international offices: London, Chicago and New Delhi. We have also undertaken a comprehensive programme of visiting our international certification bodies and their local operating partners to better understand the global business market, local cultures and

KAREN BETTS
Compliance Manager

the challenges faced in consistently implementing the protocol in the BRC Global Standards in global regions.

This report is driven by our commitment to promote a culture of transparency, communication and feedback. Our aim is to create more secure supply chains worldwide and embed integrity and high standards throughout the retail industry.

We hope you enjoy reading it.

KAREN BETTS
Compliance Manager
BRC Global Standards

INTEGRITY – PROTECTING THE BRAND

About the BRC Global Standards compliance programme

BRC Global Standards' reputation has established the organisation as the global market leader of product safety. Our comprehensive compliance programme ensures the integrity of our schemes and safeguards this market position.

Certification to the BRC Global Standards forms a vital part of a specifier's Quality Assurance system and is often a prerequisite for supply of own-label brands to these customers. BRC Global Standards helps its 27,000+ globally audited sites to ensure brand protection. In addition, it embeds best practice around the world – BRC Global Standards auditors have identified opportunities for improvement through the logging of 185,000 non-conformities in 2017, allowing them to be corrected and ensuring safer supply chains.

Ensuring consistency across the world's largest certification scheme presents a range of challenges. In response to these, BRC Global Standards has increased investment in compliance and expanded its global team of independent, internationally respected auditors.

Compliance lies at the heart of all BRC Global Standards activity. To deliver uniformity throughout the organisation, BRC Global Standards' compliance programme tackles issues using a comprehensive range of initiatives which, together, form our quality assurance process and effect continual improvement:

- Approval system for certification bodies to undertake audits on our behalf on a contractual basis
- Performance review of certification bodies on a 6-monthly basis, according to KPIs, resulting in publicly available comparable star ratings
- Office audit programme of certification bodies and their global partner offices
- Comprehensive requirements for auditors
- Independent BRC Global Standards Compliance visits:
  - Visits to certificated sites
  - Witness audits of auditors
- Formal sanctions processes including suspension and withdrawal of approval for certification bodies and auditors
- Stakeholder feedback processes to gain your perspective on how well we're doing

BRC Global Standards is committed to reducing risk and employs a risk-based approach to planning its compliance activities. This is driven primarily by a combination of client feedback and analysis of data from the BRC Global Standards Directory. Each point is explained in further depth with a commentary on the findings over the following pages.

KPIs

SITE VISITS

COMMITTEES

WITNESS AUDITS

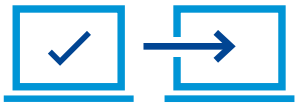
SANCTIONS

DIRECTORY

OFFICE AUDITS

GUIDELINES

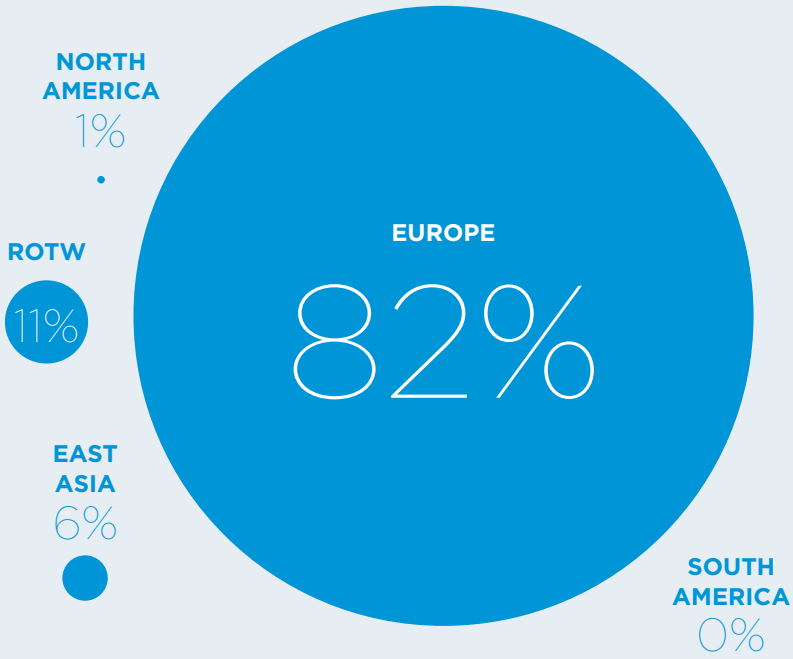
CALIBRATION



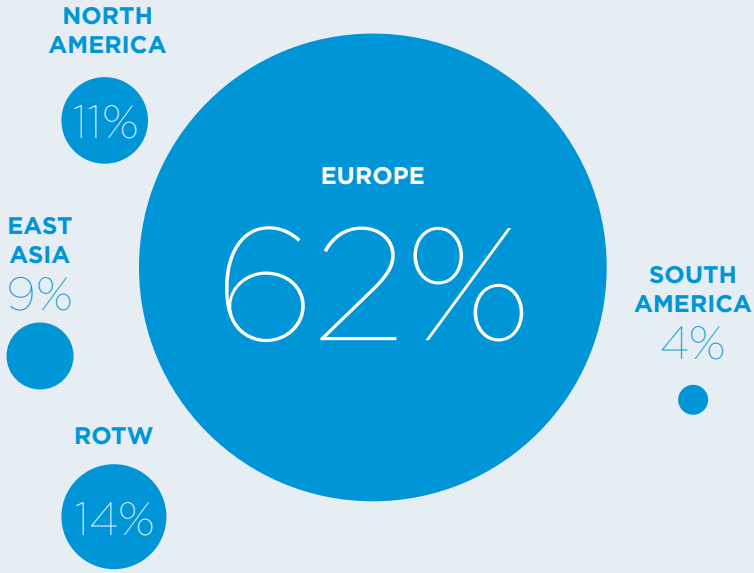
FEEDBACK PROCESSES

BREAKDOWN OF BRC GLOBAL STANDARDS CERTIFICATED SITES WORLDWIDE

TOTAL SITES – 2008

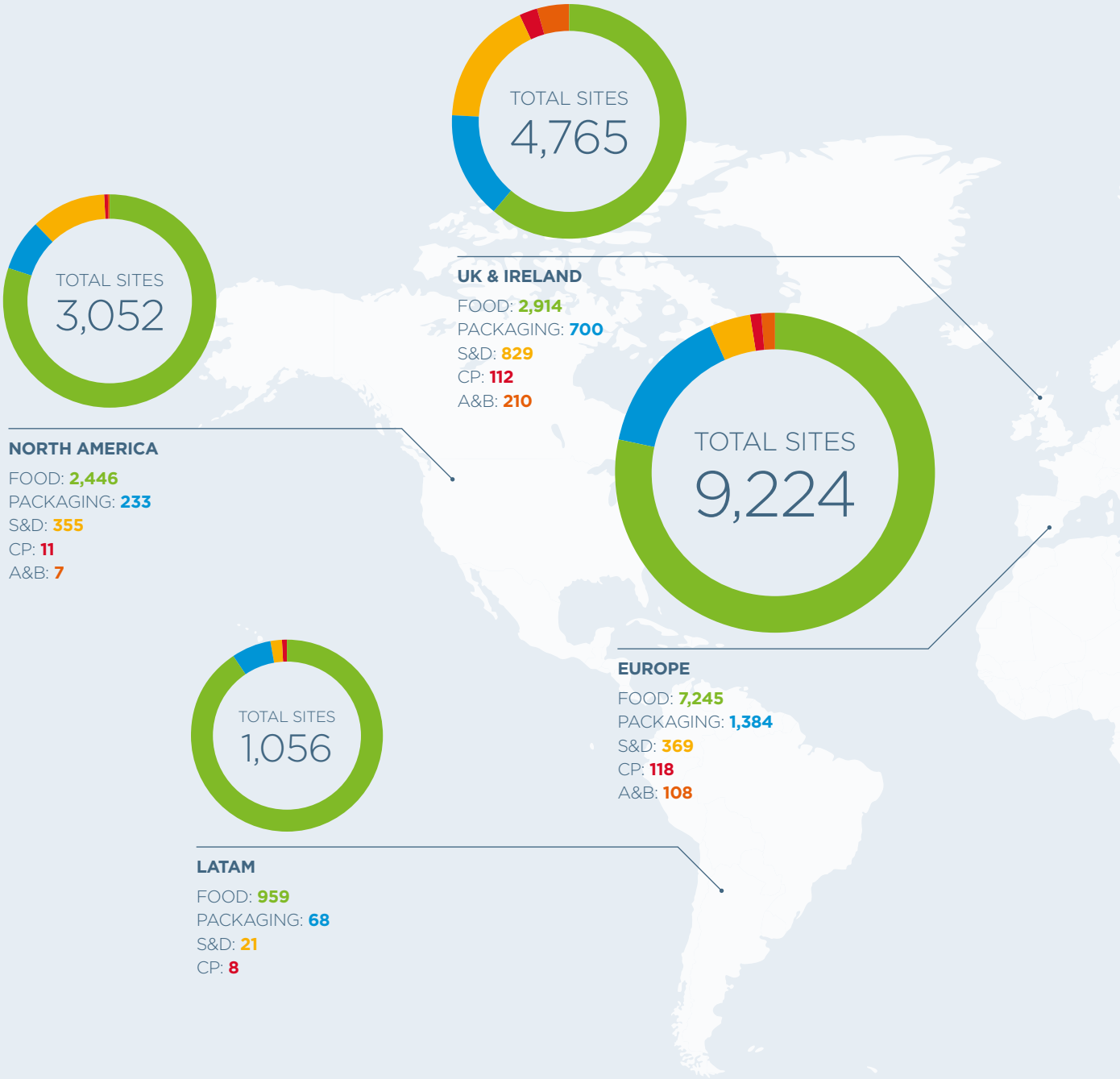


TOTAL SITES – 2018

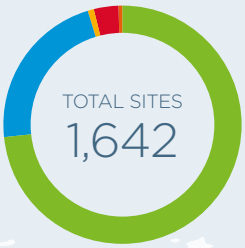


GLOBAL SITE DISTRIBUTION

Total numbers of certificated sites for each BRC Global Standard

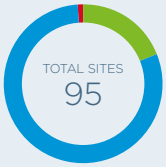


- Food
- Packaging
- Storage & Distribution (S&D)
- Consumer Products (CP)
- Agents & Brokers (A&B)



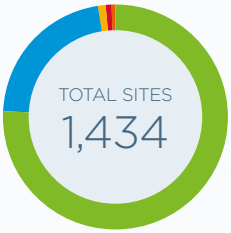
EASTERN EUROPE

FOOD: **1,208**
PACKAGING: **358**
S&D: **16**
CP: **54**
A&B: **6**



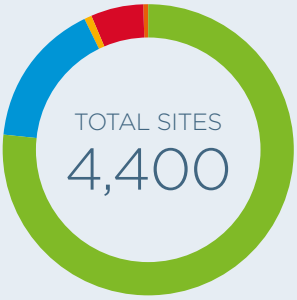
RUSSIA

FOOD: **18**
PACKAGING: **76**
CP: **1**



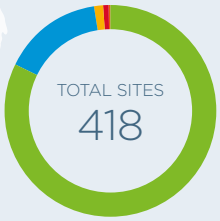
MENA

FOOD: **1,089**
PACKAGING: **311**
S&D: **17**
CP: **12**
A&B: **5**



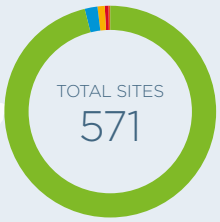
ASIA

FOOD: **3,384**
PACKAGING: **704**
S&D: **34**
CP: **265**
A&B: **13**



AFRICA

FOOD: **344**
PACKAGING: **64**
S&D: **6**
CP: **3**
A&B: **1**



OCEANIA

FOOD: **550**
PACKAGING: **10**
S&D: **7**
CP: **3**
A&B: **1**

WORKING WITH THE BEST CERTIFICATION BODY PARTNERS

Certification bodies are the guardians of BRC Global Standards' auditing, and consequently, its reputation

CERTIFICATION BODY PARTNERS

Having completed our recognition process to become an approved certification body, demonstrating that they can conform to our contractual requirements, accredited certification bodies may undertake audits on our behalf and issue certificates.

The audits are delivered by certification bodies registered and approved by BRC Global Standards. We try to ensure that there are a choice of certification bodies available for sites around the world. Quality and consistency of audit is paramount.

TOTAL CERTIFICATION BODIES OFFERING CERTIFICATION TO BRC GLOBAL STANDARDS

AGENTS & BROKERS

CONSUMER PRODUCTS

STORAGE & DISTRIBUTION

PACKAGING

FOOD

CERTIFICATION BODY KEY PERFORMANCE INDICATORS

BRC Global Standards assesses the certification bodies through five key performance indicators (KPIs). This is to ensure that we only partner with high-performing, compliant organisations. As such, it invests significant resources into these assessments and the insights they deliver.

The BRC Global Standards compliance team monitors certification bodies' performance every six months. Certification bodies are formally rated from one to five stars against five defined criteria.

BRC Global Standards ensures an international presence across all our Standards' competence, working closely with a smaller pool of 68 certification bodies who possess an in-depth understanding of, and focus on, the BRC Global Standards.

AUDIT REPORT QUALITY

Review of sampled reports to ensure they conform to our high standards set by the requirement of our users

AUDITOR MANAGEMENT

Certification bodies shall ensure that each of the 1,750 auditors employed are trained and kept up to date with protocols such as ensuring auditor rotation at a site every three years

COMMUNICATION

Effective and timely communication to the BRC Global Standards team with issues such as complaint investigation

PROTOCOL

Data from the Directory of each of the 27,000+ audits conducted annually is reviewed to ensure they have complied with the audit rule

RESULT SUBMISSION

Results submitted to to the BRC Directory must be in a timely manner with accurate results

CERTIFICATION BODY STAR RATINGS

The star ratings that certification bodies receive are reflections of their head office's overall management of the BRC Global Standards certification scheme, rather than an individual auditor or audit. As part of the review, BRC Global Standards provides detailed feedback on certification bodies' auditing performances, checks audit protocol is met, examines how certification bodies manage their auditors and reviews the quality of communication with clients and BRC Global Standards.

Following the review of our usual 6-monthly KPIs for all our global certification bodies, one international certification body with a European head office was rated 2 stars, and therefore our suspension process was instigated. BRC Global Standards worked closely with the accreditation bodies and the certification body to ensure adequate corrective actions were put in place in order to lift suspension.

Our rigorous KPI process has ensured that 75% of our certification bodies operate at a 5-star rating. BRC Global Standards chooses to publish the results of its certification body KPIs on the BRC Global Standards Directory, www.brcdirectory.com. This enables greater transparency, ensures confidence in the integrity of BRC Global Standards' services and enhances the level of choice available to users of the scheme.

6-month period	Total number of certification bodies	% of 4- and 5-star certification bodies	5 ☆	4 ☆	3 ☆	2 ☆	1 ☆
April – Sept 17	68	93%	51	12	3	1	0
Oct 16 – March 17	69	93%	46	18	3	0	0
Jan – June 16	70	96%	51	16	2	0	0
July – Dec 15	70	96%	42	25	2	0	0
July – Dec 14	74	97%	58	14	0	0	0
July – Dec 13	81	91%	40	34	7	0	0
July – Dec 12	97	77%	54	21	7	1	0
July – Dec 11	98	84%	63	19	3	2	0

BUILDING GLOBAL RELATIONSHIPS

Continuous improvement of local markets

BRC Global Standards is committed to continually improving the work carried out by its partners. We work closely with certification bodies and completed a three-year programme of head office audits in 2016. Two head office audits were completed last year as part of the application process for two new certification bodies.

Our experience has shown us the importance of visiting our partners at their global offices to ensure strong relationships. Therefore, our ongoing strategy is to audit certification body sub office partners at the local regional offices. The audit visits serve to train global staff on BRC Global Standards expectations and requirements, and, in turn, allow us to better understand local market pressures.

To date, we have undertaken 18 visits in 7 countries across 13 different certification bodies – 20% of our partners.

During these audits, BRC Global Standards reviews the certification bodies' own audit records and operational processes. Certification bodies are then expected to analyse the root cause of any non-conformities in their audits and correct these accordingly. BRC Global Standards also shares these results with the relevant accreditation bodies who will follow up findings during their own audits.

The main improvements required from these global partner audits has been:

- ensuring that details of audits are accurately documented and that records are kept
- confirming that the wording of contracts between the certification body and client conforms to the BRC Global Standards protocol
- internal audits across the company group robustly challenge BRC Global Standards activities

Audit findings have driven an update on our contractual requirements with certification bodies.

CB PARTNERS WERE VISITED IN THE FOLLOWING LOCATIONS:

- **2** Eastern Europe
- **3** MENA
- **6** Europe
- **4** Asia
- **3** US

THE BRC GLOBAL STANDARDS DIRECTORY

Audit data from 2008 onwards

The Directory is the official database that stores the results of all BRC audits, including audit reports and certificates. Certificated sites can log on to the Directory to view, download or share their information.

Directory content, however, can only be edited by the certifying body. This means that when sites share audits through the Directory, retailers, customers and supply chain partners can be assured of their authenticity. 8,000+ suppliers have shared their data so far, providing a rich and valuable resource.

The Directory also archives all audit documents added since 2008, delivering a longer-term picture of site performance and trends. This allows retailers and certificated sites to evaluate the progress of current and potential manufacturers within their supply chain. If they wish, however, it is possible for manufacturers to request that information is not displayed publicly. The system also shares certification status changes instantaneously and generates reminder alerts, such as when audits need to be booked.

The Directory contains data on more than 200,000 global audits, representing around 54,000 audit days annually. This extensive knowledge bank provides unparalleled insight into performance trends and behaviours across the industry, with a particular focus on food standards. In an ongoing process to inspire global improvements, BRC Global Standards regularly analyses this data to understand safety issues that affect manufacturers, retailers and consumers. Trending shows 185,000 corrected non-conformities each year.

The Directory is a key tool for managing consistency. It measures certification body and auditor performance, and so allows in-depth management reporting to assess risks and identify auditing inconsistencies that warrant further investigation. In recognition of the Directory's value, not just to BRC Global Standards but to the industry as a whole, BRC Global Standards continually invests in upgrades to the Directory to ensure it delivers the greatest benefits and the richest insight.

Over the next year, a number of innovations will be introduced. These enhancements will enable manufacturers, retailers and their suppliers to efficiently conduct supplier approval administration and analysis from a single web platform.

New tools will include an integrated SAQ tool, supplier document exchange centre and a powerful analytics dashboard for audit performance and risk analysis.

Updates on these projects will be announced through BRC Global Standards' social media channels.

×100

100 BRAND OWNERS

54,000+ UNIQUE VISITORS PER MONTH

27,000+ CERTIFICATED SITES

CONTAINS DATA FROM 200,000+ AUDITS

59,000+ REGISTERED USERS

BRC GLOBAL STANDARDS AUDITING PROGRAMME

How well is our scheme operating in the global marketplace?

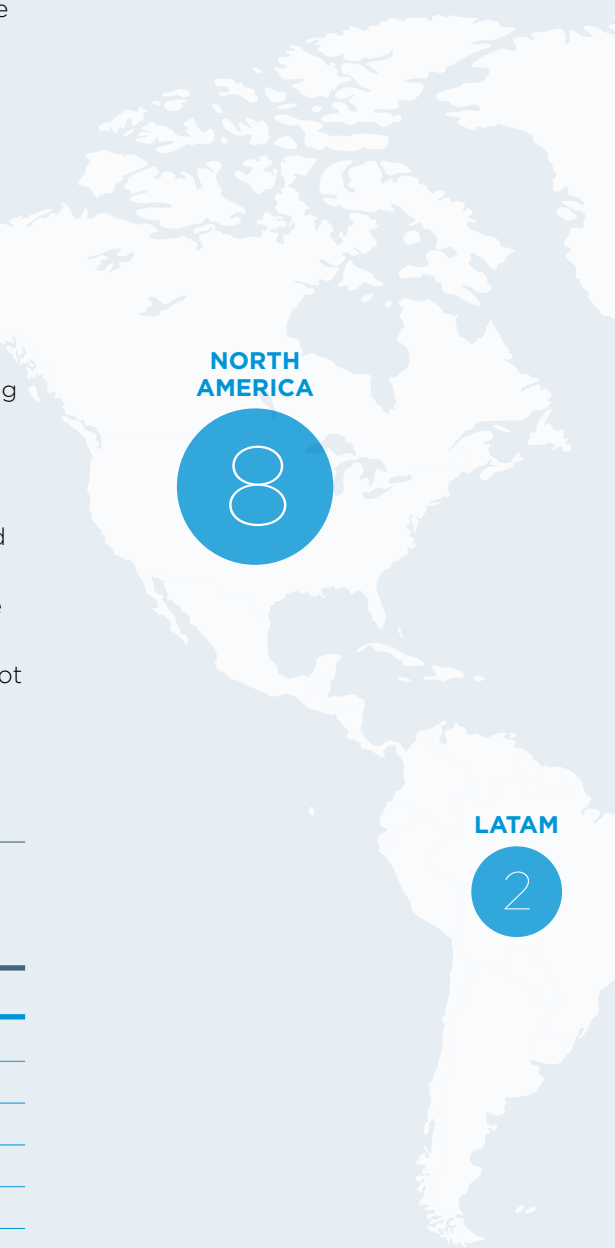
INDEPENDENT VISITS TO CERTIFICATED SITES

BRC Global Standards continues to make a significant investment in the integrity programme, and our resources continue to expand with an increasing number of independent auditors joining our global network.

In order to gain insight on how well our scheme is operating in the global marketplace, BRC Global Standards carries out visits to certificated sites. These involve a one-day audit of certificated sites to review the auditor's findings as documented within the audit report and the site's continuing adherence to the requirements of the Standard. Ninety-one visits were completed in 2017, the majority at food manufacturers, with five at packaging manufacturers and three at storage and distribution certificated sites. The visits were across 28 different countries and monitored the work of 40 different certification bodies.

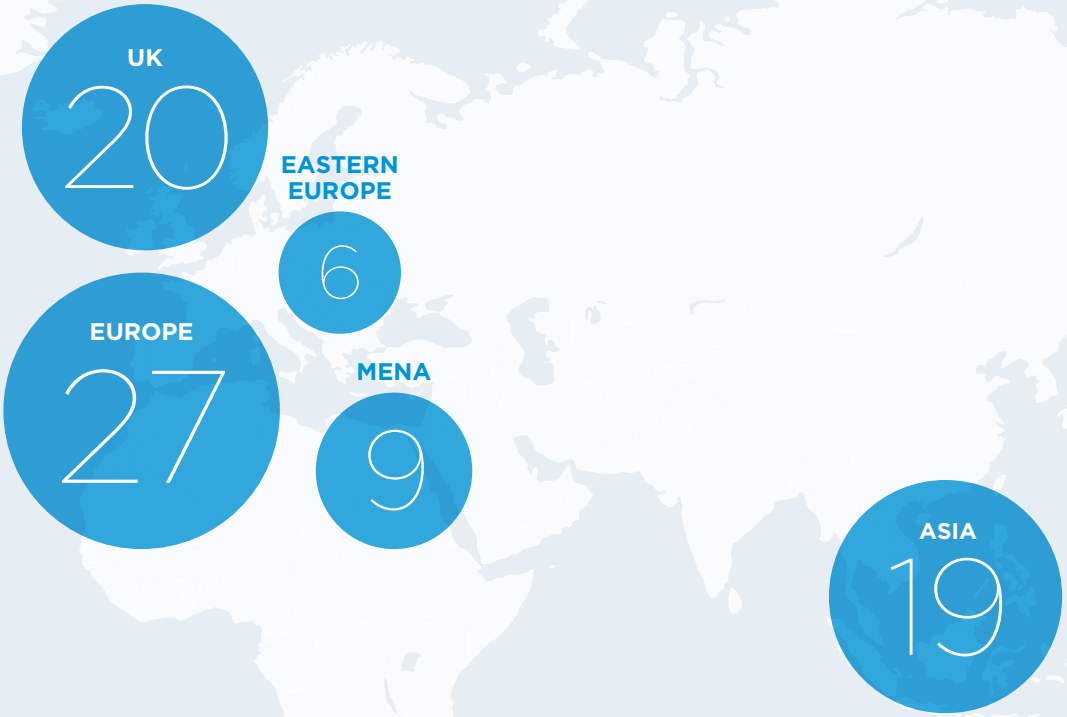
These visits are typically unannounced (56%) within Europe, or announced (44%) at short notice in the rest of the world. On 90% of these visits our compliance auditors were accompanied by certification body representatives. Once audited, the sites need to follow up and correct any identified non-conformities with their certification body to ensure they retain their certificated status. Certification bodies also receive an audit report with any areas requiring improvement.

As a result of these site visits, one certificate was withdrawn by the certification body, and two sites had their certificate suspended pending further action. Two certificates were withdrawn as the compliance audit was refused by the site and this is not permitted under the scheme rules.



TOP 10 NON-CONFORMITIES RAISED ACROSS COMPLIANCE VISITS TO FOOD SITES:

Rank	Requirements	Compliance visits	
		Clause	Saturation
1	Procedures for handling glass	4.9.3.2	30.2%
2	Condition of doors	4.4.9	28.3%
3	Accuracy of HACCP flow chart	2.6.1	24.5%
4	Documented supplier approval	3.5.1.2	22.6%
5	Condition of floors	4.4.2	22.6%
6	Equipment design and construction	4.6.1	20.8%
7	Documented risk assessment for raw materials	3.5.1.1	20.8%
8	Programme of internal audits	3.4.1	20.8%
9	Documented vulnerability assessment	5.4.2	17.0%
10	Pest control survey	4.14.9	17.0%



Our 13 compliance auditors are introduced to you on our website:
www.brcglobalstandards.com/brand-owners/compliance-and-integrity/

WORKING WITH THE BEST AUDITORS

Ensuring consistency and quality throughout the supply chain

AUDITORS

As one of the leading and most respected auditing organisations in the industry, BRC Global Standards is proud of its work to safeguard product and retail standards for manufacturers, retailers and consumers. Auditors ensure consistency and quality, and are instrumental in embedding safety throughout the supply chain.

BRC Global Standards believe we have some of the best auditors in the world. We have rigorous auditor requirements both for initial approval and continual registration.

All our auditors have at least five years' work experience related to their main qualification discipline and possess formal qualification in auditing, as well as Hazard Analysis or HACCP. They will have completed our mandatory training courses, are competent within their relevant product category and have sufficient experience of the particular product and its associated technologies.

BRC Global Standards has developed and continues to develop exams to challenge the competence of auditors in understanding the risks associated with specific food products and process technologies.

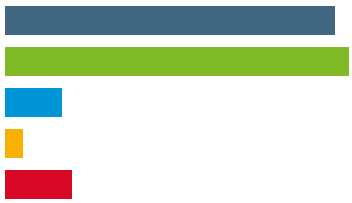
'Witness audits' confirm auditors are able to apply these skills and that they possess the personal characteristics expected – of being ethical, logical, analytical, calm and able to communicate with personnel at all levels.

Certification bodies are required by BRC Global Standards to deliver annual calibration webinars and continual professional development training to their auditors to ensure they stay up to date with industry developments. All certification bodies attend our annual conference, either in Europe or the United States, and cascade the information of our continuing strategies to all personnel. This is supplemented by our regular technical bulletins.

CONTINUAL ASSESSMENT THROUGH WITNESS AUDITS

Auditing skills are continually assessed by a variety of bodies. Witness audits are carried out by the Certification Bodies Accreditation Body. As part of the process for continual accreditation, certification bodies must undertake witness audits of every auditor, typically every two years, and BRC Global Standards also undertake witness audits as part of the compliance activities.

8 CATEGORY EXAMS COVERING 11 FOOD CATEGORIES

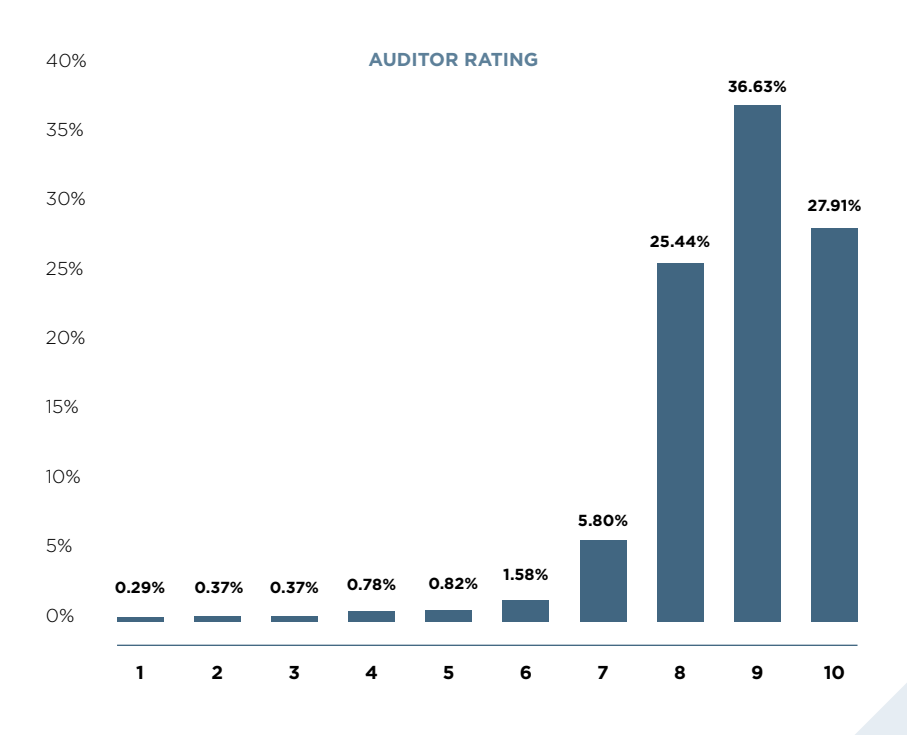


- **1,410** Category exams completed
- **1,470** Food Issue 7 related exams completed
- **242** Packaging & Packaging Materials related exams completed
- **76** Storage & Distribution related exams completed
- **283** Consumer Products related exams completed

STAKEHOLDER FEEDBACK

BRC Global Standards has a number of routes to gain feedback on audit performance, including collaboration with specifiers, surveys by audited sites, and complaints, as well as BRC Global Standards' own compliance activities.

As part of BRC Global Standards' programme to gain insight into the performance of its certification bodies, BRC Global Standards sends feedback surveys to audited sites. These help to uphold excellence and compliance throughout the organisation. The survey results, shown on the right, illustrate that sites primarily consider BRC Global Standards auditors to be of a high calibre – 90% being rated as good to excellent (score of 8-10).



CUSTOMER CHOICE – AUDIT OPTIONS

How our unannounced audits and modules provide continuous assurance

UNANNOUNCED AUDIT OPTIONS

BRC Global Standards was the first GFSI scheme to offer unannounced audits. It provides this audit option across Food, Packaging, and Storage & Distribution Standards as well as the Consumer Products Standard. Uptake of this option continues to increase, with over 32% of food audits in the UK and Europe and 8% in the rest of the world.

TOTAL SITES CERTIFICATED WORLDWIDE

326

TOTAL SITES CERTIFICATED WORLDWIDE

350

ADDITIONAL MODULES

In addition to the core BRC Global Standards, the organisation has also developed a range of modules to add to the normal audit process. These modules offer considerable customer advantages, including:

- reducing the audit burden and cost by including requirements that previously required a separate audit – for example, second-party audits;
- meeting specific geographic or customer needs, for example, when a specifier seeks additional requirements to complement a BRC Global Standards audit; and
- applying particular types of operation or looking in greater detail at a specific market concern, such as gluten free, FSMA or organisational food safety culture

BRC Global Standards now offers 11 additional modules across its Standards. Several of these modules are outlined in more detail here.

FOOD SAFETY MODERNIZATION ACT

The US Food and Drug Administration's Food Safety Modernization Act (FSMA) is the most exhaustive reform of food safety laws in the US in more than 70 years. The Act was signed into law by President Obama on 4 January 2011. Its primary aim is to ensure the US food supply is safe by shifting the focus from responding to contamination to preventing it.

To assist all BRC Global Standards Food certificated sites, BRC Global Standards commissioned The Acheson Group (TAG) to assess the BRC Global Standard for Food Safety Issue 7 against the final rule for Preventative Controls for Human Food. The results of the analysis show that certification to the BRC Global Standard for Food Safety Issue 7 is almost in complete alignment with FSMA requirements. This is the fastest growing module, with 326 sites certificated to this option.

FOOD SAFETY CULTURE EXCELLENCE

Exclusively available for BRC Global Standards certificated sites, the Food Safety Culture Module is an assessment offered as an addition to the annual food safety audit, and provides manufacturers with insight into the culture of their organisation. It is carried out by the certification body at the same time as the audit and involves two questionnaires, both assessing company culture. One is completed by employees, and the other is completed by the external auditor following the audit. Answers are measured across four categories: people, process, purpose and proactivity. These each comprise four dimensions, providing results which are both segmented and overarching. This granular level of detail, provided in an assessment report, makes it easier to interpret the results, draw comparisons between sites, gain greater insight and facilitate continuous improvement.

TOTAL SITES CERTIFICATED WORLDWIDE

198

MEAT SUPPLY CHAIN ASSURANCE

The meat processing industry has been under a higher level of public scrutiny following a series of fraudulent claims relating to meat products, including the substitution of beef by horsemeat in Europe. Customers of meat processing facilities have consequently requested increased transparency of meat supply chains with demonstrable systems of traceability back to slaughter and the verification of authenticity. This has resulted in a significant increase in audits throughout the meat supply chain.

The Meat Supply Chain Assurance Module was developed in response to requests from the meat supply chain and its consumers and was initiated by the British Meat Processors Association (BMPA) to reduce the audit burden on the meat sector.

TOTAL SITES CERTIFICATED WORLDWIDE

71

AOECS GLUTEN-FREE FOODS

This module was developed in association with the Association of European Coeliac Societies (AOECS) to enable food manufacturers to demonstrate to their customers that the products supplied have been formulated, processed and prepared to meet the special dietary needs of people intolerant to gluten, meet legal requirements and are applicable to assurance schemes managed by AOECS. It also enables compliance with the AOECS's Standard for Gluten-free Foods to be assessed at a BRC Global Standard for Food Safety Issue 7 audit.

The module is applicable to manufacturers producing gluten-free food products in accordance with the AOECS Standard for Gluten-Free Foods (see aoecs.org). It applies to foods and drinks for general consumption, and to foods and drinks that have been formulated, processed or prepared to meet the special dietary needs ofpeople intolerant to gluten.

The module may be used globally; however, it was produced with reference to European legislation and the requirements of the AOECS.

TOTAL SITES CERTIFICATED WORLDWIDE

13

AUDITONE

BRC Global Standards developed this module in partnership with the Foundation for Strategic Sourcing (F4SS) as part of the AuditOne Initiative. The module aims to expand the scope of the audit against the BRC Global Standard for Packaging to meet the needs of all brand owners participating in the AuditOne Initiative.

The AuditOne Initiative is intended to drive value in the supply chain through trust, collaboration, inclusion, continuous improvement and openness. It provides an efficient and collaborative way to ensure the quality of raw materials, components and products that will give consumers the positive product experience and safety they deserve.

COMPREHENSIVE SUPPORT

BRC Participate, guidelines and training

BRC PARTICIPATE

BRC Global Standards' information management service is an annual subscription allowing flexible and convenient access to all the BRC Global Standards, Interpretation Guidelines and many other BRC Global Standards publications.

Standards, clause interpretations and additional guidance can be explored through linked content and targeted searching which takes you straight to the relevant information. Participate also includes free access to webinars, case studies, white papers, reports, and an international discussion forum.

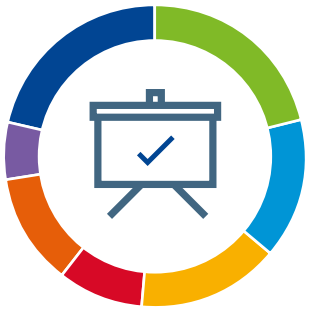
BRC ACADEMY

The BRC Academy is the central provider of training on the BRC Global Standards. The comprehensive range of training courses available ensure auditors, certification bodies, sites and manufacturers have the most complete information and training to audit or implement the BRC Global Standards.

BRC Academy courses provide unparalleled insight, as all training materials are developed in close collaboration with the BRC Global Standards Technical team, who write the Standards. This ensures all key messages are captured and delivered in a way that is engaging and memorable.

BRC Academy trainers are highly experienced practitioners with in-depth knowledge of the BRC Global Standards. The BRC Academy provides the highest level of training, leaving manufacturers, sites, certification bodies and auditors fully equipped to apply or audit the BRC Global Standards with success.

33 TRAINING COURSES



- **7** Food Safety
- **5** Packaging & Packaging Materials
- **5** Storage & Distribution
- **3** Consumer Products
- **4** Agents & Brokers
- **2** Retail
- **7** Product Safety Management

BRC PROFESSIONAL

BRC Global Standards Professional is a learning programme which will give you international recognition for the key skills and knowledge essential for product safety management.

The training was designed by our technical team in response to industry demands for training on the skills necessary to implement effective product safety management.

Details of all our support offerings can be found at **www.brcglobalstandards.com**

BRC E-LEARNING

BRC e-Learning is designed to allow users to choose the courses and content that suit them best. This means auditors, certification bodies, sites and manufacturers can focus their attention on the areas in need of improvement, rather than taking a generic course with only one or two modules relevant to them and their business.

BRC e-Learning offers an ideal way for auditors, certification bodies, sites and manufacturers to derive the greatest possible benefit from training budgets. The modules typically contain advanced learning materials such as videos and interactive exercises, as well as animations, and allow users to learn at their own pace, at the time and place of their choosing.

× 58

Used by delegates in 58 countries, including Iceland, Lebanon, Peru and Senegal

BRC APPROVED TRAINING PARTNERS

The BRC Global Standards Approved Training Partner scheme was created to develop a team of internationally recognised trainers who can deliver BRC Global Standards training courses worldwide. It is now an extensive directory of approved trainers who deliver BRC Global Standards courses globally.

All Approved Training Partners (ATPs) are professional individuals with extensive experience in their specific sector and a thorough understanding of the BRC Global Standards.

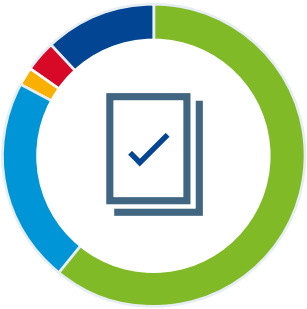
× 227

227 ATPs in 36 countries

BRC BOOKSHOP

The BRC Bookshop enables registered users to order printed copies of the BRC Global Standards, Interpretation Guidelines and many other BRC Global Standards publications.

59 GUIDELINES



- **36** Food Safety
- **13** Packaging & Packaging Materials
- **1** Storage & Distribution
- **2** Consumer Products
- **7** Best Practice Guidelines

BRC EVENTS

BRC Global Standards events offer attendees the opportunity to gain key insights to stay one step ahead of their competitors. In 2017, 616 delegates attended our 5 conferences in Europe and America.

GET IN TOUCH

BRC Global Standards encourages feedback, complaints and comments. In fact, it believes success is partly achieved through the knowledge that complaints provide, offering valuable insight for the organisation to investigate further. To ensure integrity, all complaints are entirely confidential.

When BRC Global Standards receives a complaint, its nature is assessed and action is taken appropriate to the issue, including:

- investigation by the certification body, which may include a site visit
- investigation and follow-up by BRC Global Standards, which may include further training by the certification body
- contacting the site via BRC Global Standards, to gain further information
- a site visit by BRC Global Standards, with any non-conformities followed up by the certifying body, and
- a witness audit of the relevant auditor, conducted by BRC Global Standards

Complaints are always investigated and followed up in order to confirm sites' BRC Global Standards certification status.

If you wish to get in touch with BRC Global Standards:

Use the contact form at:
www.brcglobalstandards.com

Or email us at:
enquiries@brcglobalstandards.com

TELL BRC Global Standards

tellus@brcglobalstandards.com

See anything wrong with a BRC certificated site – tell us.

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