



## Frequently asked questions (FAQs)

**Q. How will I receive the extra services included in the new BRCGS service package?**

A. Certificated sites will be prompted to complete an online form selecting which individuals you want to be able to access the available services once your certification has been uploaded to the BRCGS Directory.

For sites certificated on or before 1 August 2018, you should have already received email correspondence prompting you to complete an online form selecting which individuals you want to be able to access the available services. Please contact us at [support@brcgs.com](mailto:support@brcgs.com) if you have not yet completed this process.

**Q. Is the service package offered on an annual basis, or is it linked to our site audit?**

A. The service package is directly linked with your audit. As part of your certification programme you receive the additional products and tools outlined on the [Service Package](#) page of our website. The products and tools included in the service package are subject to change over time.

Though most sites would expect to be certificated on an annual basis, where re-audit is required sooner, your service package would renew with your latest successful audit and certification.

The service package fee is payable to your certification body as part of your audit. It is not an annual fee.

**Q. What happens if my site's certification expires and we don't undergo a new BRCGS audit to become certificated again?**

A. Your services will be affected. Your BRCGS Participate licences will stop and the new BRCGS Directory will be reset to the Basic level. The membership of all individuals from your site on the BRCGS Professional recognition programme will lapse.



**Q. I've already paid for BRCGS Participate/BRCGS Professional, can I get a refund on my subscription/membership?**

A. No, but when your current subscription and/or membership ends we can set you up with a new one.

BRCGS certificated sites are eligible for unlimited BRCGS Professional memberships. Sites are eligible for two single licences for BRCGS Participate (unless you previously paid for a multi-user licence, in which case we will match that number).

**Q. What if I need extra memberships or licences?**

A. Membership of the BRCGS Professional recognition programme is unlimited for staff from BRCGS certificated sites. Please contact [support@brcgs.com](mailto:support@brcgs.com) if you want to register more individuals for the programme.

Additional BRCGS Participate licences are available to those subscribers that already had a multi-user licence in place, or if you are certificated to more than one scheme. Please contact [support@brcgs.com](mailto:support@brcgs.com) for more information.

For sites certificated on or after 1 August 2019, the service package will include two BRCGS Participate licenses as standard.

**Q. Are BRCGS communicating the new service package to sites?**

A. A series of communications have been issued to sites across all channels in multiple languages to inform them of the changes and what they need to do next. If you have not received any of these communications, please contact [support@brcgs.com](mailto:support@brcgs.com).

Information is also being provided through our global network of certification bodies.

**Q. Do I have to take the new service package?**

A. Yes.



## Q. What value do I get?

A. This is the best value GFSI scheme, as we are now offering all our content as part of the service package. This content will increase as we hyperlink best practice guidance into our Standards, potentially across multiple languages.

BRCGS certification gives you access to our Compliance and Technical teams; gives you licence to use the BRCGS logo; and acts as a licence to trade with your customers.

Anyone in your team can be a member of the BRCGS Professional development programme and become recognised as a BRCGS Professional once all training has been completed.

The Risk Assessment part of our new Ethical Trade and Responsible Sourcing Standard is also included in the service package. The new Standard was published on 1 August 2019 and will come into effect on 1 February 2020.

Finally, we have a supply chain management tool that can save you time and money. Simply sign up and start to use it with your suppliers. The tool includes an assessment module, knowledge storage for key documents, and can let you see how you and others perform at audit.

## Q. How can I use the BRCGS logo?

A. Information on how certificated sites can use BRCGS logos can be found [on our website](#).

If your site wishes to use the logo or has any questions regarding the use of the BRCGS Certificated Site Logo please contact [submissions@brcgs.com](mailto:submissions@brcgs.com).



**Q. I only have certification to the Global Standards for Agents and Brokers, Packaging Materials, and Storage and Distribution. What benefit do I get as there is little content of relevance?**

A. Even if you're on these schemes you will always have the Standard and the guidelines to hand ready for audit. Over time more relevant content will be available that can help you.

In addition, you can manage supply chains in an easier, more cost-effective manner. Your entire supply chain could be managed on this platform.

**Q. Are sites certificated to the *START!* Standard eligible for the service package?**

A. Yes.

**Q. Why are sites certificated to the Global Standard for Consumer Products not included in the change to the BRCGS service package?**

A. This is a market we need to grow, and we currently compete with first- and second-party audits that are often low-cost, tick-box exercises. To be competitive and to be able to help brand owners/specifiers transition sites in often emerging and developing markets we have taken the decision to keep the price for certification to the Consumer Products Standard the same in 2019/2020.

**Q. Where can I find more information on the Ethical Trade and Responsible Sourcing Standard?**

A. Please [visit our website](#) for the most up-to-date information on our new Standard.