

# BRCGS

3 questions with our supporter



Lloyd's  
Register

Lloyd's Register  
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FOOD  
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EUROPE  
2021





## 3 questions with our supporter Lloyd's Register

We caught up with Stephen Sanderson, Global Agriculture Technical Director at Lloyd's Register to find out what you can expect from the leading service provider of food safety certification and customised assurance solutions at this year's virtual event.

### Stephen, what are three principles that you apply to your business relationships?

"True partnership is number one. We endeavour to create a long-term relationship with a client, through collaboration, honesty and a desire to improve the integrity of their brand or to help them focus on a particular area that's needed.

We've been recognised for our deep sector expertise. One compliment we often get is that we're not just providing a certification service, we're providing a partnership to look for the right solution. We can access sector or segment experts to support your requirements. That's one thing we've tried to enhance. We've brought in experts from primary production through to processing, retail and hospitality.

And, the third principle is innovation. We're not trying to do things how they've always been done. It's a case of finding new opportunities to seek solutions to your challenges. Not just doing a tick-box exercise – that's not our style! It's really bringing together the collaboration and partnership, the sector-specific expertise, and combining that with the adoption of technology to find something that will work for you – that's unique and specific to your requirements. Remote assessments have been a success in that way. We've taken tried and tested processes that LR had been using in other sectors and have adapted them for auditing the food sector. It was a quick turnaround that helped our customers to protect the integrity of their brands and minimise disruption this year."

### Can you tell us about a time when you've gone above and beyond for a customer or partner?

"We have an attitude that we can do it. So, if you are facing a challenge, we will endeavour to work with you to find a solution.

We had a situation where there was a breakdown at a meat processing site due to a fire, that meant the deviation of supply to another processing site, which wasn't certified to conduct those activities. We were quick to collaborate with the stakeholders to allow for a rapid turnaround, so that the site could be inspected within three days. Had we not done that; it could have caused significant disruption – not only for the supply to the retailer but also backing up to create a welfare issue for the supplying farms.

We will always use our network to support our customers, so if we have a sector specialist that could be relevant, we'll bring in that experience and expertise to help. Whether you're a large or small organisation, we'll provide that same opportunity."



For more information, email [events@brcgs.com](mailto:events@brcgs.com)



## How will you make your mark at the Food Safety Europe Virtual Event?

"Well, the first thing to say is that we're not there to sell. We're taking a different stance now, which is surprising to some people. We're there to meet people and to listen.

We've been through a significant period of challenge and change, which will accelerate into 2021. We've learned a lot from the experiences during the COVID-19 pandemic and have piloted new technologies, which will create a different environment from an auditing perspective. There's also Brexit and the uncertainty that's prevailing. We expect that they'll be a lot of conversation around that because of the significant, and hopefully not detrimental, effect that it will have on supply both in and out of the UK.

My session will aim to say don't forget about the primary producer. It's going to be a massive impact for primary production and there's a need to understand what the supply chain can do to strengthen the integrity of their brand, so they can achieve a premium in the marketplace. Key to this will be collaboration between processors, retailers and primary producers, so that we can have a common goal to produce food to a very high standard and achieve a premium for that product. For me, that's paramount.

I'm a passionate protector of supply chain integrity. I've farmed myself and I realise the importance of having your products sold at a premium. You need to understand the pains at each stage of the supply chain and the only way to do that is to listen and engage.

What we really want is to have a conversation. Come and tell us about your challenges, your pains, and let's see if we can help you find a solution.

You can see Stephen's presentation 'Food Safety in Primary Production – working in partnership to protect your brand' at 1.30pm on 28 January 2021 at the Food Safety Europe Virtual Event. The LR Food team would love to have a chat with you in the virtual exhibition space. We look forward to seeing you there."

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## About BRCGS

BRCGS is a leading brand and consumer protection organisation, used by over 29,000 certificated suppliers over 130 countries, with certification issued through a global network of accredited certification bodies.

BRCGS' Standards guarantee the standardisation of quality, safety and operational criteria and ensure that manufacturers fulfil their legal obligations and provide protection for the end consumer.

Certification to BRCGS' Standards is now often a fundamental requirement of leading retailers, manufacturers, and food service organisations.

Thank you for your consideration.  
For more information,  
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