

2021 Performance Enhancement Report

Delivering world-renowned expertise straight to your business

BRCGS

[brcgs.com](https://www.brcgs.com)

Welcome to the BRCGS Performance Enhancement Report 2021

Wherever you are in the world, 2021 has certainly been another challenging year for many, both professionally and personally. When I wrote the introduction for last year's report I spoke about resilience, agility and flexibility. I had no idea that I would need to reiterate a lot of those concepts again this year. However, there is one new concept to add this year and that is the need to consider living and working in our new hybrid world. Like most businesses, our new challenge is to determine what exactly that means and what skills we need to really excel in this new operating model we have found ourselves in.

I would like to take this opportunity to say a heartfelt thank you to my team within Performance Enhancement, who have yet again stepped-up and gone the extra mile. I would also like to thank everyone at BRCGS and our parent company LGC for putting in place a variety of support mechanisms to support us through the challenges of recent times. Not forgetting our army of Delivery Partners... Thank you for making our work so enjoyable, challenging and fun!

I am sure further challenges lie ahead of us in 2022 but I know it will also bring many opportunities and I look forward to linking hands to support our customers wherever they may be.

“We don't grow when things are easy; we grow when we face challenges”

Michelle Tindale

Director of Performance Enhancement



2021 Activity

10384
delegates trained

79%
of training
conducted in 2021
was delivered
virtually

“So much of your presentation was just what I needed to boost my change in mindset and working practices. **I just wanted to let you know how much I appreciated your structured approach** to such a wide topic with some fantastic take aways which I can put into practice.”

Most popular courses

- Global Standard for Food Safety Issue 8: Lead Auditor Training
- Global Standard for Food Safety Issue 8: Sites Training
- Internal Auditor Training

1755
courses delivered across
47 countries

48%
has been delivered
as an in house /
private course

2020 Vs. 2021		
	2020	2021
Number of delegates trained	7961	10384
No of exams taken		8028
Number of enrolled BRCGS Professionals worldwide	9964	12,041
Number of qualified BRCGS Professionals worldwide	207	450

“**I enjoyed the course and learned a lot from it.** The content is was well organised and focused on practical situations.”

BRCGS Events

Delivering events in a hybrid world presents many challenges from finding the right platform to deliver our events virtually, to quickly upskilling the events staff to be able to build and work with the event platforms. With us all suffering from 'Zoom' and 'Teams' fatigue, we also need to consider the best way to keep delegates engaged and ensure our community and partners are connected, whilst delivering content that reflects the challenges and opportunities of today's food safety industry. We can't wait for 2022 and to be in person again....

Our supporters



FOOD SAFETY EUROPE 2021

FOOD SAFETY AMERICAS 2021

"It was fantastically organized. I can't see how to improve it except the Glass Wine in the evening."

"Event was excellent throughout, so good to be able to still have the conference even though it was remotely delivered - made sure that everyone was updated and kept safe - fantastic effort from all involved. Many thanks. Roll on Food Safety Europe!"

"Fantastic platform and great delivery by the BRCGS team, it exceeded my expectations!"

"Overall, a very slick, well-produced event, particularly the multi-presenter sessions."

BRCGS

Professional

In our increasingly complex and uncertain world professional development has never been more important. The expansion and development of the BRCGS Professional scheme during 2021 has played a critical role in mitigating supply chain risk and contributing to brand and consumer protection globally. The BRCGS Professional Graduate community grew by over 100% and we now have more qualified BRCGS Professionals working in certificated sites than ever before. The number of individuals enrolled on to the scheme also grew to over 11,500, with enrolled Professionals now in over 6700 different BRCGS certificated sites.

We embarked on new global partnerships which have seen the likes of Waitrose & Partners and Aldi (UK), TAB Gıda (Turkey) and Want-Want Group (China) partner with BRCGS to become Ambassadors of the BRCGS Professional scheme. These organisations have made a commitment to develop their own employees and improve product safety management practice within their respective organisations. In addition, they have sought to improve product safety management within their supplier network through enhanced supplier relationships and the promotion of the BRCGS Professional scheme as a benchmark of quality and expertise. We have also developed new global partnerships with delivery partners to help promote and grow the Professional scheme in key regions such as Spain and Italy and with the support of our Approved Training Partner network we trained over 750 BRCGS Professionals during 2021.

To support BRCGS' strategic aim of being customer led, 2021 saw the development of the BRCGS Professional global working group – made up of members from multiple global regions working in organisations who have implemented a range of BRCGS Global Standards. The aim of the group is to advise BRCGS on the strategic direction of the scheme to ensure that it continues to deliver value for stakeholders at all levels.

During 2021 we also launched our first ever BRCGS Professional networking event. This was a significant development in bringing BRCGS Professionals together face-to-face after what has been a challenge 2 years full of pandemic related restrictions. This event was the first step in a programme designed to bring together the physical community of BRCGS Professionals from all over the world, allowing BRCGS Professionals to build new relationships, develop professional connections and expand their network of Product Safety experts to share industry best practice.



Professional working group

- Working group consists of members from all over the world.
- Identifying future competencies required for BRCGS Professionals
- Supporting the development of new BRCGS training content such as our new course An approach to Product Safety Culture
- Make recommendations for the development of the BRCGS Professional scheme, including senior Professional development pathways and Student Professional.
- Supporting the development of leadership programme for Professionals
- Promoting the scheme and developing the global community



Content Development

We are adapting our solutions to provide creative and flexible solutions for our customers, learners and trainers.

We are developing agile content to suit the needs of our audiences. Having a modular approach to our courses equips our trainers and customers to have a bespoke solution to adapt to training needs.

We are providing digital solutions to accommodate self-paced mobile learning for continual personal and professional development.

We are collaborating with industry subject matter experts including our Approved Training Partners, to deliver translated content to meet the industry demand and we welcome future partnering with industry experts.

We are implementing this blend of an agile approach, digital solutions and subject matter expert collaborations to our content pipeline including the upcoming BRCGS Global Standard for Food Safety Issue 9.

We are looking forward to further collaborations with experts and colleagues across LGC Assure to provide learning opportunities which support intelligent assurance.



Compliance

We've launched our compliance program early this year and our partners have been exceptional in cooperating with us.

We are aiming to send to ATP's individual results on KPI's by end of year.

We are currently doing a full review on the compliance program and will be discussing with our trainers any relevant changes and proposed actions for improvement on the overall scheme.

Throughout the course of the year we have completed:



27 SPOT-CHECKS
(COURSE OBSERVATIONS)



15 PEER REVIEWS



MONTHLY CHECK ON
INVIGILATION DATA



ANALYSIS ON
FEEDBACK REPORT



What does the future look like?

As we take steps toward moving back into what appears to be a more familiar world, certainly in some regions, we must still exercise a degree of caution. The need for contingency plans and an agile approach to work remains, and this also applies to professional development. Over the last two years we have all had to upskill in a myriad of different ways, and that challenge will continue for some time to come. One of the benefits we have enjoyed is the ability to access information and events at a time and place of our choosing. This newfound flexibility provides exciting and interesting opportunities for us and our global network of Approved Training Partners (ATPs) to ensure we can continue to support BRCGS Academy customers in the most personalised way possible. The skills and knowledge we need in the current world we live and work in are constantly changing and expanding and we look forward to ensuring we can meet those needs of our learners.

In addition, we cannot wait to share with you the learning and professional development opportunities presented by the formation of LGC Assure. Working together with colleagues from our sister brands, in 2021 we aim to bring you new holistic learning and development opportunities within assurance.



The year ahead for the Performance Enhancement Team is one that will bring experimentation, questioning, reflection, listening and the space to make mistakes along the way – if you can't make mistakes, you can't make decisions and you cannot move forward.



Michelle Tindale
Director of Performance Enhancement

“The challenge of the unknown future is so much more exciting than the stories of the accomplished past”
Simon Sinek



Let's keep in touch

Keep up to date with the latest news and information

SUBSCRIBE TO OUR NEWSLETTER



brcgs.com

BRCGS