BRCGS

# All inclusive service package

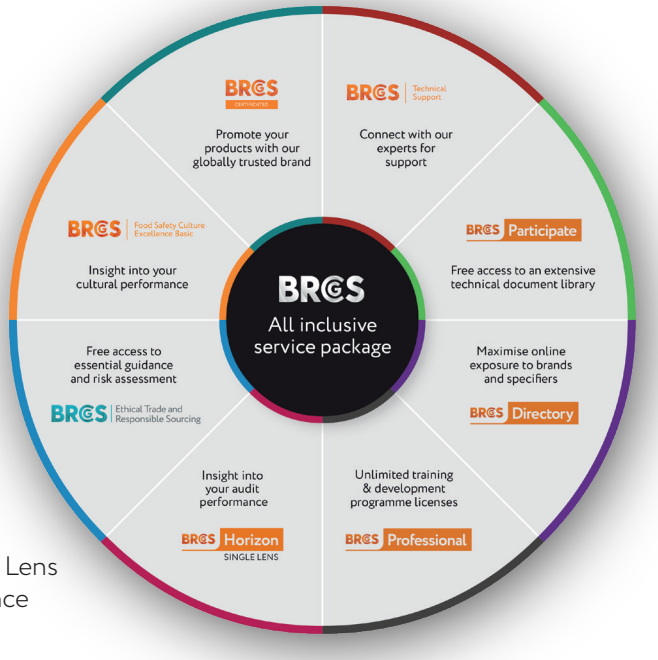
## Frequently Asked Questions

brcgs.com

## Q. What is included in the All Inclusive service package?

The All Inclusive Service Package provides you with the following:

- Free access to our Food Safety Culture Excellence Basic module
- B2B license to use the BRCGS Brand
- BRCGS Directory Access
- BRCGS Technical Support at any point in your audit cycle
- Unlimited enrolments for BRCGS Professional
- Two licenses to BRCGS Participate
- Insight into BRCGS audit history and data through Horizon Single Lens
- Free access to our Ethical Trade and Responsible Sourcing Guidance and Risk Assessment module




## Q. How do I access the tools and services included in the BRCGS service package?

Following certificate upload to the BRCGS Directory, certificated sites will receive a welcome pack which includes details of how to register.

### B2B license to use BRCGS Brand

You will need to submit a logo request.

### BRCGS Directory, Participate and Professional

The welcome pack contains a link to complete an online form to register for these services. All certificated sites have unlimited enrolments for the BRCGS Professional programme. Individuals other than those listed in the online form can enrol here.

### BRCGS Technical Support

If you require any technical support or guidance, our BRCGS Technical Helpline is available to you at any time during your audit cycle and provides quick and easy access to BRCGS experts. You can get in touch by email, telephone or by completing the form on our website.

### Performance Benchmarking

BRCGS Horizon Single Lens – This dashboard can be accessed via the BRCGS Directory.

### Ethical Trade and Responsible Sourcing Guidance and Risk Assessment module

This can be accessed through BRCGS Participate.

### Food Safety Culture Excellence Basic

This free module provides an insight into cultural performance and how to improve it. You can register for this free module here: https://www.brcgs.com/our-standards/food-safety-culture-excellence/help-and-guidance/

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

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 is the service package for?

As a leading brand and consumer protection organisation, BRCGS' certification programmes support quality, safety and operational criteria, and ensure that manufacturers fulfil their legal obligations and provide protection for the end consumer. While certification to BRCGS' Standards is a fundamental requirement, leading retailers, brand owners and food service organisations are always seeking additional ways of gaining supply chain assurance. The All Inclusive Service Package provides a set of tools and technical content that enables manufacturers to manage ongoing compliance and to continually improve performance. BRCGS certificated sites can therefore use these tools to demonstrate their commitment to safety and quality, and to promote their assurance credentials.

## Q. What value do I get?

This is the best value GFSI scheme and this package is provided so that you get the best value from BRCGS, in addition to the management system certification process.

The service package is designed to help your business improve and achieve greater success. Through this service package, we work with you to establish new benchmarks, reach new standards and put in place an enduring framework that will serve you and your brands for years to come.

As brands and major specifiers seek to strengthen their supply chains and build greater resilience into their businesses, these support tools will help you demonstrate to both existing and new customers that you are a best in class supplier.

With the most respected and experienced technical team, no-one offers a more comprehensive package of technical support, all backed by a global network of delivery partners and support professionals working by your side – round the world and round the clock.

## Q. Do any other GFSI CPOs provide a service package?

No.

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

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.

In response to the COVID-19 outbreak, we have introduced new audit options to prevent your certification expiring, see our website for further information.

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

Membership of the BRCGS Professional recognition programme is unlimited for BRCGS certificated sites. If you would like to add additional staff, enrol here.

Additional BRCGS Participate licences are available if you are certificated to more than one standard. Please contact support@brcgs.com for more information.

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

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.

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

Yes.

## Q. Are there any plans to further develop the service package?

Yes. We're constantly innovating to create new tools all designed to support you. We are committed to providing our customers with the best value package to support your continuous improvement, in addition to the management system certification process. For example, we have recently added a new exciting service to the service package, 'Food Safety Culture Excellence Basic', which provides performance insight into your company culture. You can find out more information about this module and sign up on the BRCGS website.