



## BRCGS030: BRCGS integrity site visit process

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Document Scope: As part of the BRCGS integrity programme, the BRCGS reserve the right to undertake surveillance activity on site or remotely, to any certificated site either announced or unannounced at the time of the certification audit or anytime thereafter in order to uphold the integrity and ensure confidence in the BRCGS Standards certification schemes.

Change log:

Version no.	Date	Description
4	08/07/2019	New BRCGS logo and footer changed
4.1	10/04/2020	Document numbering convention changed.
5	17/11/2021	General Update including Inclusion of Remote Integrity Review, Process Flow, Communications
6	21/12/2023	Update of process: Reason for visits, notice period and invitation to Certification Bodies of visits, follow up expectations, feedback processes, timelines



### 1. Purpose

As part of the BRCGS Integrity programme, the BRCGS reserve the right to undertake a routine surveillance activity on site or remotely, to any certificated site either announced or unannounced in order to uphold the integrity and ensure confidence in the BRCGS Standards certification schemes. These may occur during the certification audit or anytime thereafter:

- As targeted samples to ensure audits to the BRCGS Standards have been undertaken consistently, effectively and the Certification Body has adhered to BRCGS protocols.
- As targeted samples to ensure sites continue to operate to the principles of the BRCGS Standards programme
- When investigating a feedback report at a site
- When investigating activities of a Certification Body for integrity purposes
- When investigating the effectiveness of a particular auditor
- When investigating industry or regional status in response to specific concerns
- When investigating specific audit elements such as time on site by the Certification Body.

Generally, the integrity site-related activity will be of one day duration (4-8 hours), however maybe of shorter duration when reviewing specific elements such as time on site.

### 2. Selection of site for routine visit

- Generally, within four months of the last BRCGS audit date, wherever possible.
- Covering range of product categories.
- Specific site / audit / report / Certification Body / auditor feedback.
- Sites where zero or few non-conformances have been raised, sites consistently scoring 10 minor non-conformances or sites that have excessive numbers of non-conformances.
- Sites that have a history of switching Certification Body, sites where an auditor has exceeded the 'consecutive audit rule', sites that have a history or recurrence of product recalls.
- Where additional modules are also undertaken.

### 3. Arranging a site visit or remote integrity review

Selection of integrity activity option will be affected by feedback received, location, availability of BRCGS staff, government guidance or another accessibility aspect.

Standard	Integrity Activity (numbered in order of preference)		
	Site Visit Unannounced	Site Visit Announced	Remote Review (announced)
Food Safety	1	2	3
Packaging Materials	1	2	3
Consumer Products	1	2	3
Start!	3	1	2
Storage & Distribution	1	2	3
Agents & Brokers	3	2	1
Gluten-Free	1	2	3
Plant-Based	1	2	3
ETRS	1	2	3

Guidance differs for site visits and remote integrity reviews and at BRCGS sole discretion may include prior information to the Certifying Body with an invitation to attend. The speediness of an appropriate investigative response maintaining confidentiality will be the main consideration in the decision of the visit format.



#### 4. Personnel involved and Communications of Integrity Site Visits

Integrity visits are undertaken by BRCGS team of independent contracted globally-based auditors or BRCGS employees. They comply with BRCGS competence requirements and their competence background is available on request. They can however be viewed on our website [Compliance and integrity | BRCGS](#). Any links to Certification Bodies and/or the site will be declared as required.

Integrity auditors maybe accompanied by other personnel as necessary such as translators, which maybe independent or provided by the Certification Body; and by other personnel for training, assessment or calibration purposes. This activity may include:

- training of new auditors
- witness audits
- witness audits by a specifier where a specifier specific additional audit module is included

##### 4.1 Site visits – unannounced

Where the visit is unannounced, the site will receive no prior notice of the visit.

The Certification Body may be invited to join the visit, but will be made aware of the unannounced, confidential nature and clearly instructed not to make the visit known to the site. BRCGS may require further details from the Certification Body including clear GPS location data. At BRCGS sole discretion, the Certification Body may be given the opportunity to join the visit remotely prior to the start of the audit or anytime during the visit.

Communication with the Certification Body will be around four to six weeks before the planned visit date, where limited information will be provided to the Certification Body such as region of the site to enable logistical arrangements only.

The Certification Body will be informed of the site two weeks prior to the visit date. Where there is evidence of disclosure by the Certification Body of an unannounced visit date, this will be considered as a critical non-conformity during the KPI assessment.

The integrity auditor will provide the site's non conformity sheet both to the site and copied to the Certification Body representative on site, where applicable, and the head office contact on the day of the visit or within 24 hours in exceptional circumstances. Where significant concerns have been raised as to the operation of the site, the integrity auditor shall also copy [BRCGS.integrity@lgcgroup.com](mailto:BRCGS.integrity@lgcgroup.com).

##### 4.2 Site visits – announced

The Certification Body will be invited to join the announced visit and communication with Certification Body will be prior to the planned visit date with an invitation for a representative to attend.

Dates will be confirmed to the site ahead of the audit, which is the responsibility of the Certification Body given that the site is their customer. Announced visits can be notified to the site no more than three working days prior to the audit date, unless regional issues or exceptional circumstances require longer notice and this has been agreed with BRCGS.

Where the site has raised a concern with the audit date, in exceptional circumstances agreement of a mutually agreeable date with BRCGS to allow for the presence of site management will be undertaken. The visit date may not be delayed by more than seven days from the original proposed date.

The details of the personnel who will be present will be submitted to the site along with a proposed outline of the site visit including the time of arrival on site, approximate departure from site and the aspects that will be audited.



### 4.3 Remote integrity review

Communication with the Certification Body will be four to six weeks prior to planned visit date with an invitation for a representative to attend.

Given that the remote integrity review process requires uploading of documentation by the sites, this cannot be undertaken unannounced, and sites are given ten working days notice of the selection for review. This is communicated by the Certification Body. Where the site has raised a concern with the audit date, in exceptional circumstances agreement of a mutually agreeable date with BRCGS to allow for the presence of site management will be undertaken. The visit date may not be delayed by more than seven days from the original proposed date.

Documentation and video recording request is given around five working days prior to the review date. This is undertaken directly by the integrity auditor to the site providing SharePoint link for document upload and Microsoft Teams Meeting link copying the Certification Body representatives.

### 4.4 No notice visits

BRCGS reserves the right to undertake integrity visits without providing the Certification Body any notice or inviting a representative to attend. This may happen where BRCGS have identified the requirement to undertake a visit at short notice, for example (but not limited to) due a significant concern raised by a whistleblower or adverse media attention, or where BRCGS are undertaking an investigation of the Certification Body or a specific auditor.

Where BRCGS undertakes a visit without the Certification Body being present, the requirements of sections 4.1 to 4.3 do not apply and the visit will be managed solely by BRCGS.

BRCGS reserves the right to invite a representative from the Certification Body with short notice for parts of the integrity visit, for example an invite may be sent to join the opening and/or closing meeting remotely.

### 4.5 Refusal of visit by site

Where the integrity visit has been arranged but once on site or connected remotely, the site refuse to allow the visit to be completed as required, the BRCGS auditor shall explain the reasons of the visit to the site and the consequences of refusal to continue. Where completion of the visit cannot be agreed, acknowledgement of the consequences as per appendix 3 shall be received in writing with a representative of the site signing the document.

## 5. Format of Integrity Site Visits

Integrity site visits form a key part of BRCGS Certification Integrity strategy and are used both to provide real information about the current status of the site and a key measure of Certification Body performance through review of the onsite work of their auditors.

Integrity visits shall be an assessment of the site versus the details documented in the BRCGS certification audit report. It shall be an assessment of whether the Certification Body and the auditor has undertaken a robust audit and the resulting report reflects the controls and conditions of the site. The integrity report shall therefore give a view of the content of the BRCGS certification audit report versus objective evidence observed during the integrity visit.



The integrity visit is **NOT** a re-audit of the site. The report is shared with Certification Bodies to provide feedback on how well they and their auditor have met BRCGS expectation as well as how well the site met expectation. Results are reported on BRCGS027 template with the second half of the report giving a balanced view between the findings associated with the site and the BRCGS audit report accuracy and allow Certification Body to action continual improvement where required. The outcome of the visit forms part of the KPI results for Certification Bodies.

Unless carried out for a specific targeted reason such as confirmation of duration on site during the certification audit, the format of the integrity visit is usually one day and shall follow the protocol of a BRCGS certification audit ie:

- Opening meeting To confirm the scope and process of the audit
- Production facility inspection (e.g. site, production and storage) To review practical implementation of the systems
- Discussions with site staff and managers
- Document review to review the documented HACCP and quality management systems
- Vertical audit and traceability challenge
- Final review of findings conducted by the auditor in preparation for the closing meeting
- Closing meeting to review the audit findings with the site

The integrity visit will be a sampling process and will not cover all the requirements of any Standard ref section 7.

## 6. Opening Meeting

Applicable to integrity site visits and remote integrity reviews

- State that the purpose of the visit / review is to confirm the validity of the currently held certificate and to ensure that the previous audit had been completed in line with BRCGS Standards and that it was undertaken consistently, effectively and the Certification Body and Auditor have adhered to BRCGS protocols.
- Integrity auditor introduces themselves and all representatives within attendance and their roles at the visit
- Confirm the visit / review duration
- Confirm that there is no cost to the site.
- Explain all information will be kept confidential and that auditing is a sampling process and that consequently new/additional non-conformities may be raised due to the lapse in time since the original audit. Where documentation and media are uploaded to OneDrive this will be deleted on completion of the review.
- Grade will not be affected, however identification of significant major, critical or fundamental non-conformities may impact the validity of the current certification.
- Explain non-conformity close out procedure as detailed below in Section 6 – Closing Meeting
- Confirm the visit / review plan and that a closing meeting will be held at the end of the visit / review. An indication on timings will be given.
- Confirm with the site whether the scope of the audit has changed since the last BRCGS audit as well as significant changes to process, CCPs, equipment, management etc
- Confirm the site is in full production or has any areas under maintenance or not in production
- Confirm if photographs can be taken during the visit. Confirm the nature of the photos and that they are captured for compliance evidence and will kept confidential. Establish whether these may be with the Certification Body.
- Invite any questions



Where the visit is undertaken unannounced, the audit will begin with the site production facility inspection and this will be expected to commence as soon as possible and no more than 30 minutes of the auditor arriving on site.

## 7. Site Visit / Remote Integrity Review

The integrity auditor is responsible for reviewing the report ahead of the integrity visit and determining which areas should be challenged, which should be spread across all sections of the Standard. The Certification Body will not be informed of which areas are being challenged ahead of the visit.

The requirements that will be reviewed will be influenced by the product or process type or feedback / complaint received regarding the site or Certification Body.

The expectation is that the following applies to all integrity visits

- Where possible, confirm CCP's for the site before site tour.
- Challenge the sites product safety and quality culture.
- Conduct a site review (by video for remote review that will cover all areas or some areas depending on site size or specific to feedback) and include document review and staff interviews, where possible.
- Review a sample of the compliance evidence as noted in current BRCGS audit.
- Where agreed to by the site, the integrity auditor may gather evidence through photographs and gather other objective evidence. This may not be shared with the Certification Body without the explicit agreement of the site.
- Review positive findings and convey non-conformities throughout the audit. Ensure that the site lead is informed of any findings as soon as possible.
- The integrity auditor shall highlight potential non-conformities to the site during the site visit and prior to the closing meeting to ensure these are clear and accurate. The closing meeting is not the time for challenge of non conformities.

## 8. Closing Meeting

Consideration shall be given to the opportunity to invite the Certification Body representative to attend the closing meeting remotely where they have not been able to join the site visit. BRCGS and Certification Bodies understand that connectivity at sites may not always allow this.

- Thank the relevant parties for their openness, assistance and hospitality.
- Reconfirm the scope of the visit / review and briefly summarise the activities that have been completed during the audit
- Review positive findings and convey non-conformities identified during the visit / review
- Confirm the next steps – 28-day communication of corrective action regarding non-conformities to Certification Body
- Confirm that any further action required must be discussed and communicated via the Certification Body
- Confirm that the site has the right to appeal any non conformities which should be made through the BRCGS formal process on [Tell.BRCGS.com](https://www.tellbrcgs.com)



**9. Site non-conformity and corrective action handling**

Where non-conformities are identified, these will need to be closed out in the normal way. The site will have 28 calendar days to provide the Certification Body appropriate evidence. Alternatively, the Certification Body may conduct a site visit to close out these non-conformities. The auditor will discuss these non-conformities and the action that needs to be taken after the visit at the closing meeting. Written details of the non-conformities will be provided to the company within 24 hours of the visit and provided to the Certification Body.

Where issues are identified which may significantly affect the safety or legality of product or affect the integrity of the current certificate, the Certification Body is expected to take appropriate action and the site certification may be suspended or withdrawn, pending a full re-audit by the Certification Body. Action is expected to be confirmed to BRCGS with full justifications within 2 working days of receipt of the sites non conformities.

Where the Certification Body was not in attendance and significant concerns have been raised, the details can be discussed on request with BRCGS and/or the integrity auditor.

Following technical review by BRCGS, there may be a change to the details of the non conformities. This may include, in unlikely events, the raising of additional non conformities. These will be highlighted to the site by BRCGS and an additional 28 days from receipt will be given for action and close out.

**10. Integrity Visit / Review Outcome**

Typed non-conformities and site detail report - (Initial sections 1-4 of the full BRCGS027 report) to be completed by the BRCGS Auditor and provided to the site and Certification Body either on the day of the visit / review or within 24 hours. This may be in local language, if required.

Full BRCGS027 report and relevant Report Review Form - (in English) to be completed for the benefit of feedback to the Certification Body and shall be sent to BRCGS within seven days of the visit / review

Where there have been significant issues, a copy of typed non-conformities and site detail report shall be forwarded to BRCGS Integrity Audit Manager within 24 hours.

The report will be submitted by BRCGS to the Certification Body primary / secondary contact within three working days (target maximum 14 days since the visit).

The Certification Body shall return the completed report with the sites corrective action and their own root cause and corrective actions to identified issues for the Certification Body within 28 days of receipt of the report to [BRCGS.integrity@lgcgroup.com](mailto:BRCGS.integrity@lgcgroup.com)

The report will not be publicly available on the BRCGS Directory but may be supplied to Accreditation Bodies on request.

**11. Integrity Visit Follow Up Expectations**

**11.1 Impact to site certification**

Identified non-conformities shall be actioned within the normal protocol of the Standard (i.e. the company has 28 days to provide appropriate evidence of close out and the Certification Body shall review the information and confirm the continuation of certification). The additional non-conformities raised at the site visit will not affect the current certificated grade. However, if practices are seen that give the Certification Body cause to doubt continued compliance e.g. the identification of major non-conformities or a high number of non-conformities then action on the certificate such as suspension or withdrawal may be expected together with a further partial or full reaudit. The Certification Body shall justify to



BRCGS where such action is not instigated. The outcome is expected to be confirmed to BRCGS within 2 working days of receipt of the site's non conformity report.

Where a critical non-conformity is identified, then the Certification Body shall withdraw the current certificate and the site will be required to undertake another full audit before assessment for certification.

Any challenge to the grading of a critical non-conformity shall therefore be made to BRCGS as soon as possible.

**11.2 The certification audit**

Where issues have been identified with the undertaking of the certification audit, BRCGS expect a thorough investigation by the Certification Body into the issues and a response including a documented root cause.

Where concerns have been highlighted with the work of a specific auditor, this shall include evidence that other relevant audits by that auditor have been reviewed and assessed to determine that there are no concerns with further audits or to confirm that the problems identified are a 'one off'. [Details of investigation shall be included in the returned report](#) within 28 dates with a specified target completion date of a maximum of three months to be agreed with BRCGS. Full details shall be submitted to BRCGS when available.

Consideration shall be given to reviewing work such as the number of audits and outcomes, review of reports, witness details and work history such as complaints. Corrective actions simply stating 'retrained auditor' will not be acceptable without further evidence of review and follow up.

**12. BRCGS Integrity Auditors**

The site visit will be undertaken by auditors experienced in BRCGS certification auditing.

Where it is not possible to identify an auditor independent of any BRCGS approved Certification Body, this will be declared to the Certification Body and site.

The BRCGS nominated auditor shall: -

- Be competent and demonstrably impartial
- Declare to BRCGS any past associations with a BRCGS approved Certification Body as well as potential links with BRCGS certificated sites which may pose a conflict of interest.

Have appropriate experience and qualification within the relevant Standard. Where possible, auditors shall be registered in the product category appropriate to the site being visited or reviewed.

**13. Post Audit Feedback**

BRCGS appreciate feedback on any aspects of the compliance activities undertaken. Feedback and queries can be submitted to the team [BRCGS.integrity@LGCGroup.com](mailto:BRCGS.integrity@LGCGroup.com)

The site has the right to appeal any identified non conformities and this should be made directly to BRCGS within seven calendar days of the integrity visit / review through [Tell.BRCGS.com](mailto:Tell.BRCGS.com). BRCGS target to respond to such appeals is within 30 calendar of receipt. These will be reviewed independently from the integrity auditor with the expertise of the relevant Technical Manager.



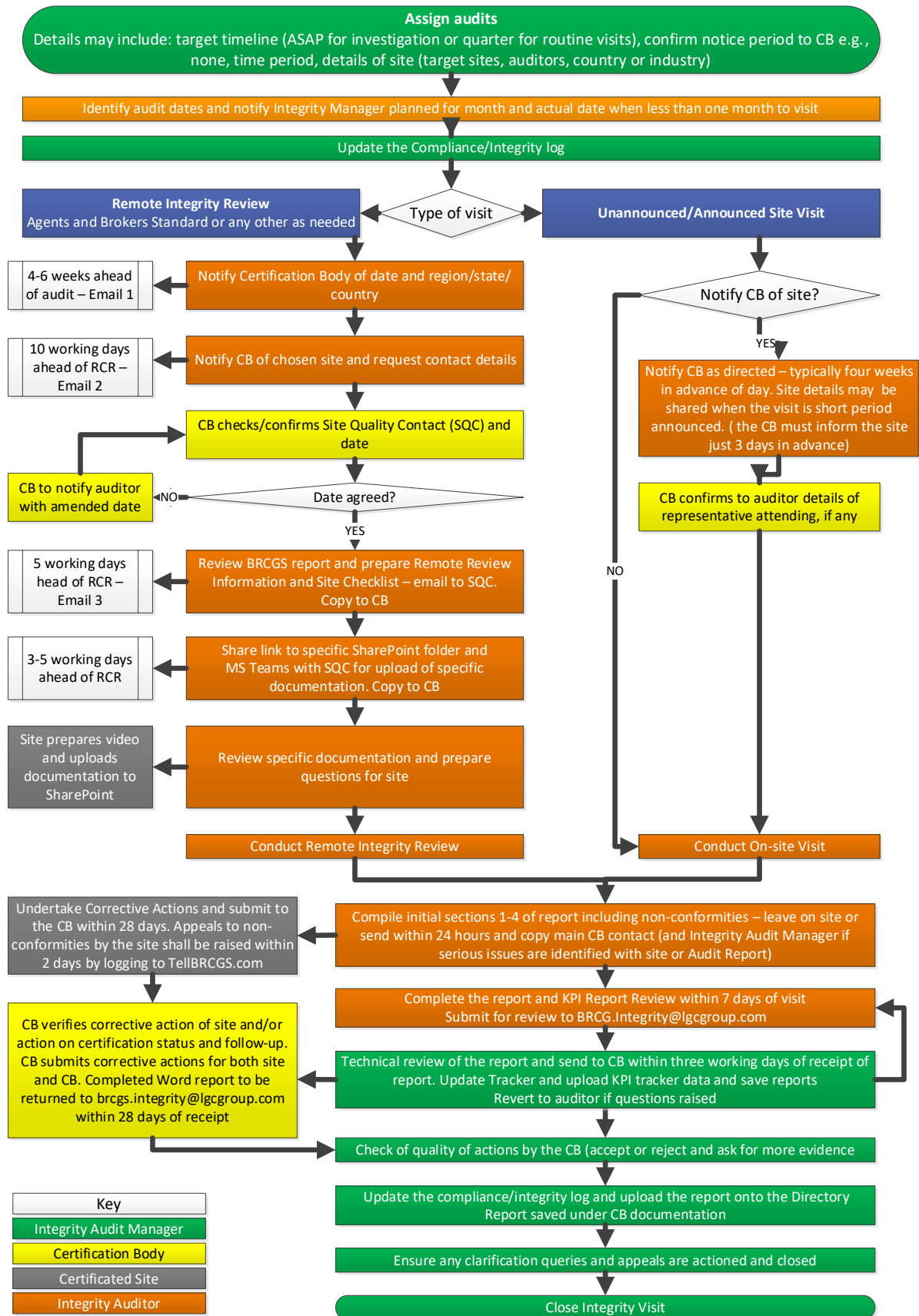


The Certification Body has the right to formally appeal any identified non conformities that have been raised against the Certification Body and this should be made directly to BRCGS within seven calendar days of receiving the integrity visit / review report through Tell.BRCGS.com. BRCGS target to respond to such appeals is within 30 calendar of receipt. These will be reviewed independently from the Integrity team, generally by the Quality Manager.

Complaints regarding the conduct of the BRCGS Integrity auditor shall also be submitted through Tell.BRCGS.com. These will be reviewed independently from the Integrity Team, generally by the Quality Manager.

Note that BRCGS will not formally 'close' any integrity visit as completed with open queries or appeals – this should be noted when considering KPI reporting periods.

## Appendix 1 – Process Flow





**Appendix 2 - Typical Communications**

**Email 1 – Certification Body Remote Integrity Review Notification**

As part of the BRCGS' integrity programme, BRCGS reserve the right to undertake a routine integrity visit to any certificated site either announced or unannounced, or to complete a Remote Integrity Review, in order to uphold the integrity and ensure confidence in the BRCGS certification schemes.

Typically, the visit or review is undertaken within four months of the BRCGS Certification Audit Date, although other dates may be chosen due to feedback.

I am planning to undertake the Remote Integrity Review for a **BRCGS Food Safety** certificated site in **Country** on **Date**. I will accompanied by xxx in the capacity of xxx

The remote process consists of two main stages, firstly a review of documentation provided by the site prior to the review and secondly a remote video-based (via Microsoft Teams) discussion with the site, on the day. Ideally, I would request that you provide a representative of your Certification Body to attend the latter. They can be present on-line or at the site, to suit you.

I will notify you of the specific site chosen around **10** working days before the review date, in order to notify the site that it will be happening on that date and confirm contacts for the review. Five working days prior to the remote review, I will provide a document to yourselves and to the chosen site, including some detailed information on how the process will work, questions for the site, and a request for specific documents to be shared by the site using the BRCGS SharePoint. The site will then need to upload documents two days in advance of the audit in order for my preparation to be completed in time for the day.

If you require any further information at this stage, please do not hesitate to contact me or Ritu Bajaj – Integrity Audit Manager at BRCGS through [BRCGS.integrity@lgcgroup.com](mailto:BRCGS.integrity@lgcgroup.com)



**Email 2 – Remote Integrity Review – Certification Body Site Confirmation Notification**

Accompanied with Review Information sheet and FAQ

Thank you again for your assistance with this process to date.

I am now able to confirm the site details for the Remote Integrity Review on **date**.

The review will be undertaken in **English** and either the site should ensure that there is someone available who is able to communicate in **English** or the Certification Body Representative is able to translate or you may wish for a representative of your Certification Body to be present on site at the time of the review.

I will accompanied by xxx in the capacity of xxx

**Company:** xxxxxxxxxxxxxxxxxxxx

**Site:** xxxxxxxxxxxxxxxx

**Location:** Country

**Site Number:** Directory Code

Action required by the Certification Body. Please can you:-

- 1) Inform the site that they have been randomly selected for a BRCGS remote integrity review, which will take place on the date above. It is strongly suggested that this be by telephone. This process is a mandatory requirement if requested, as defined in the Global Standard and within your contract with the company. Attached is the **Company Information Sheet and FAQ document** ref xx that you may wish to send to the site.
- 2) Confirm with the company/site, the name and email address of the person who will be uploading the documents to me.
- 3) Confirm that the communication has been received and understood by the site team, by telephone. It would be appreciated if you could reply to this email, that you have successfully communicated with the site.
- 4) Confirm who the designated Certification Body representative to attend the remote audit will be. If you wish a representative of the Certification Body to be present at the site, this would be acceptable.
- 5) Send copies of the site application / contract review and any other pre-audit information your auditor was provided with to me.

A significant part of this process is that the site upload selected documentation to a designated secure BRCGS Sharepoint, for review by BRCGS prior to the day, (this will need to be uploaded at least two days prior to the remote audit). In order to facilitate this upload process, I will need to send a link to the sharepoint, to yourselves as the Certification Body, and also to a designated representative of the site.

A short (up to one hour) video presentation of the production facility or selected parts will be requested and will be presented by the company during the review on the day.

Once the contact details have been confirmed, the site (and Certification Body representative) will receive a document that will explain the remote integrity process in detail, along with a list of documents for them to upload around five days before.

For the video conferencing (through Microsoft Teams), I will use the same contacts for yourselves and the site, as for the upload link, unless requested otherwise. If the site require more than one attendee on the review, they will need to send the contact details to allow invitations to be sent.

I look forward to receiving the required information and in the meantime please don't hesitate to contact me should you have any questions.



**Email 3 – Remote Integrity Review – Notification from Integrity Auditor to Site**

Accompanied with documentation request form

You will have received a notification from your Certification Body with regard to the request for a remote integrity review of your site on **Date**. As a reminder, independent audits or reviews by the BRCGS Integrity Team are a mandatory requirement if requested, defined in the contract with your Certification Body and in the relevant BRCGS Global Standard and may be announced or unannounced. **Please reply to this email to confirm that you have received it.**

The review will be in **English and times given will be local times to your site.**

I will accompany by xxx in the capacity of xxx

**Please could you confirm the GPS location of your site for our records? This can be obtained from a smartphone or from Google Maps, for example.**

Please find attached detailed remote integrity review information ref xx. This document includes three parts:-

- 1) An explanation of the purpose of the integrity programme, and the process that we will be followed during the remote integrity review.
- 2) Some questions on the attached form are regarding the business and the BRCGS audit that was conducted. **Please answer these questions and save to the sharepoint link you will be provided with.**
- 3) A list of documentation that must be uploaded to the secure BRCGS sharepoint (a link for this will be sent separately), **by XXam on the DD/MM/YYYY.**

**IMPORTANT - If documentation is not in English, please upload the Microsoft Word versions to enable easy translation, it saves time on the day of the review having to translate them!**

These documents are specific references which are taken from the auditor's report, in order to enable verification of effective review during the audit. **If this is not completed in time this could result in the review being postponed and potential suspension or withdrawal of your certification.**

When uploading the documents to the BRCGS Sharepoint, please can you also upload a completed copy of the attached checklists pages with appropriate reference numbers to documentation.

You are requested to prepare some video footage of some aspects of your facility to fully understand what the auditor viewed on their certification audit. Video footage can be recorded through mobile phone, tablet or camera, whichever is easiest for yourself as long as they are uploaded to your computer or the BRCGS Sharepoint. This will be viewed during the audit through shared screen facility from your computer. Aspects are highlighted in the attached document.

**It is strongly suggested that you have a wired (LAN) internet connection to ensure adequate bandwidth. Wi-Fi connection generally does not enable effective presentation.**

You should discuss this aspect with your IT department and confirm that screen sharing is possible from your computer in advance of the meeting. Special permission may be required from them.

Your Certification Body representative(s), is copied on this email in case you need their support during this process.

On the day of the remote integrity review, via Microsoft Teams, we will have an opening meeting to start the day, as explained in the attached document. You will receive an invitation to this meeting. We may leave and re-join the meeting on the day to study evidence and for breaks. Your Certification Body representatives may also attend these meetings.

If you have any questions, please do not hesitate to ask, and I would be grateful if you could please confirm receipt of this email.

I look forward to speaking to you during the review.



**Email 4 – Site Integrity Visit – Unannounced – Auditor to Certification Body notification**

As part of the BRCGS's Integrity Programme, BRCGS reserve the right to undertake a routine surveillance visit to any certificated site either announced or unannounced in order to uphold the integrity and ensure confidence in the BRCGS certification schemes. The visit is mandatory if requested and is a requirement of certification and should be defined in the contract they have signed with yourselves.

The site in the XX region of XX Country has been selected for an **un**announced site visit on  
XXXXXXXXXXXXXXXXXXXX

Region/City - :

Country :

**Type of visit -**

**Unannounced** - The visit selected is unannounced and the site must **not** be made aware of the unannounced visit which is confidential in nature.

The visit may not encompass all areas of the plant depending on size and complexity of the operation. Estimated time of arrival at the site is XX

If you wish a representative of your Certification Body to attend, please could you confirm the identity of the person who will be attending?

If you require any further information, please do not hesitate to contact myself or Ritu Bajaj, Integrity Audit Manager at the BRCGS via BRCGS.integrity@LGCGroup.com

**Email 5 – Site Integrity Visit – Announced – Certification Body Site Confirmation Notification**

As part of the BRCGSs' compliance programme, BRCGS reserve the right to undertake a routine surveillance visit to any certificated site either announced or unannounced in order to uphold the integrity and ensure confidence in the BRCGS certification schemes. The visit is mandatory if requested and is a requirement of certification and should be defined in the contract they have signed with yourselves.

The site below has been selected for an announced site visit on XXXXXXXXXXXXXXXXXXXX

Company: **Name**

Location: **Country**

BRCGS Reference No.: **XXXXXX**

**Type of visit-**

**Announced** - The visit will be short-period announced and the Certification Body is responsible for notifying the site. This is your responsibility as the company is your client. Notification to the site is a maximum of 3-4 working days prior to the visit. If you could notify the site of the visit at the appropriate time, no earlier than **DD-MM-YYYY (visit date minus 4 days)**, that would be appreciated.

The visit may not encompass all areas of the plant depending on size and complexity of the operation. Estimated time of arrival at the site is 08.30.

If you wish a representative of your Certification Body to attend, please could you confirm the identity of the person who will be attending?

If you require any further information, please do not hesitate to contact myself or Ritu Bajaj, Compliance Manager at the BRCGS.



**Appendix 3**

Refusal of visit by site

**BRCGS Compliance Visit**

According to the accreditation requirements of ISO/IEC 17065 and the protocol of BRCGS under which your site is certificated, you will be under contract with your Certification Body.

This contract includes details of the right of BRCGS to conduct an audit or visit to your site in response to complaints or as part of the routine BRCGS compliance activity to ensure the integrity of the scheme. Such visits may be announced or unannounced.

As outlined within the contract and the protocol of the BRCGS Standard, refusal to complete this audit or visit may affect the status of certification of the site.

Certification is likely to be suspended requiring a further visit. Failure to undertake appropriate action may result in certification withdrawal.

I acknowledge that these consequences have been explained to me.  
I confirm that I do not wish the visit to the site to continue.

.....  
Signed

.....  
Name

.....  
Position

.....  
Company

.....  
BRC Site Code

.....  
Date

BRCGS Auditor signature.....

BRCGS Auditor name.....