

## CERTIFICATION TOOLKIT

AVAILABLE TO ALL  
CERTIFICATED SITES:

**BRCGS**

B2B licence to  
use the BRCGS  
logo

**BRCGS** Directory

Maximise online  
exposure to brands  
and specifiers

**BRCGS**  
Technical Support

Connect with our  
experts for  
support

## **BRCGS** Service Package

**Participate**

Free access to an  
extensive technical  
document  
library

**BRCGS** Horizon  
SINGLE LENS

Insight into your  
audit performance



Holistic learning and  
development to drive  
your business  
forward

**BRCGS** Food Safety Culture  
Excellence Basic

Start measuring  
your cultural  
performance

**BRCGS** Ethical Trade  
and Responsible  
Sourcing

Free access to  
essential guidance  
and risk  
management

ONLY AVAILABLE FOR SITES CERTIFICATED TO:

**BRCGS** | Food  
Safety

**BRCGS** | Agents and  
Brokers

**BRCGS** | Storage and  
Distribution

**BRCGS** | Packaging  
Materials

## The BRCGS Service Package Frequently Asked Questions

## Q. What is included in the service package and am I eligible?

All BRCGS certificated sites, regardless of certification standard, have access to the following tools designed to help you make the most of your certification:

- B2B license to use the BRCGS Brand.
- BRCGS Directory Access.
- BRCGS Technical Support at any point in your audit cycle.

In addition, sites that are certificated to one of our GFSI-benchmarked standards (i.e. Food Safety, Agents and Brokers, Storage and Distribution, or Packaging Materials), also get free access to the Service Package which provides the following features:

- Free access to our Food Safety Culture Excellence Basic module.
- Unlimited enrolments for BRCGS Professional.
- Access to our extensive online document library, 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.

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## Q. How do I access these tools?

Following certificate upload to the BRCGS Directory, certificated sites will receive a welcome pack which includes details of how to register. Please note that only eligible certificated sites can access the features exclusive to the service package.

### **B2B license to use BRCGS Brand**

You will need to submit a logo request.

### **BRCGS Directory, Participate and Professional**

The welcome pack contains links to the relevant online registration forms to register for these services.

### **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.

### **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 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/>

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## 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 and the standard for which you are certificated. If you are certificated to the Food Safety, Agents and Brokers, Storage and Distribution, or Packaging Materials Standards you receive the additional products and tools in the Service Package as part of your audit programme. 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 fee is payable to your certification body as part of your audit.



## 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 Service Package provides a set of tools and technical content that enables manufacturers to manage ongoing compliance and to continually improve performance. Eligible 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 and you will lose access to the service package. The service package eligibility renews with your latest successful audit and certification.

## Q. What features can I access if my site is not certificated to one of the GFSI-benchmarked standards (Food Safety, Agents and Brokers, Storage and Distribution, or Packaging Materials)?

Sites that are certificated to a BRCGS Standard other than Food Safety, Agents and Brokers, Storage and Distribution, or Packaging Materials, may access the following elements designed to help sites make the most of the certification:

- B2B license to use the BRCGS Brand
- BRCGS Directory Access
- BRCGS Technical Support at any point in your audit cycle

Only customers that are certificated for the Standards below are eligible for the service package:

- Food Safety
- Agents and Brokers
- Storage and Distribution
- Packaging Materials

## 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 us](#).