Keeping Food Safe, Sustainable and Socially Responsible

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Resilience in the food sector

As the world's population increases, the quality and sustainability of our food supply must be safeguarded. The world needs food that's been produced in an environmentally sustainable and ethically responsible way.
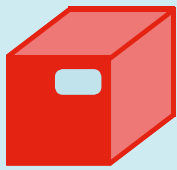
Food producers, manufacturers, retailers and ingredient suppliers have a responsibility to ensure that their products are safe and of the highest quality. In today's age of rapid globalization, changing consumer requirements and challenges associated with sustainability, food fraud, regulations and global supply chains, companies are faced with complex challenges in trying to live up to this responsibility and ensure compliance to guidelines and regulations.

Building a resilient organization—by evaluating and evolving your products, processes and people—can help any business in the food supply chain achieve safety and sustainability goals while simultaneously protecting themselves from threats. Creating an organization that can stand the test of time involves considering the efficacy and sustainability of your operations, the supply chain that provides the resources you need and how all the information that supports the continuity of both is protected and managed.

BSI's Organizational Resilience model is made up of three elements and three domains...
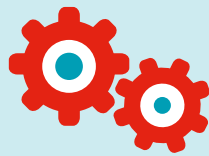
Organizational Resilience

By working with organizations to nurture their products, processes and people, we help food organizations across the food supply chain become more resilient.

Product

Being resilient means an organization's capabilities and products/services meet market needs and comply with regulations; both today and tomorrow. To stay ahead of the competition a truly resilient business innovates—creating new food products and markets—to differentiate their offering.

Process

Resilient organizations ensure consistency through the strength and reliability of their processes, while still leaving scope for innovation and creativity. Business-critical processes in the management of areas such as food safety and quality, environment, health and safety, information security and business continuity must be robust and compliant, both within an organization and also throughout its supply chain.

People

Customer expectations and employee engagement are aligned in resilient organizations. From farm workers to retail food cashiers, when people feel valued, levels of engagement and contribution rise. The development of a culture where suggestions are as welcome as rules and feedback is not just gathered but acted on, is critical to resilience as it nurtures a workplace where levels of morale, wellbeing and retention are high.

Primary production

Production of plantation crops, horticulture, agriculture and animal farming

Food Manufacturing

Processing of raw products, packaging and labelling

Food Services

Meals prepared outside the home including fast food chains, hotels, restaurants, catering and institutions
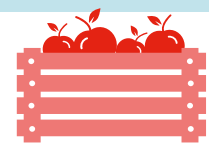
Food Retail

Supermarkets and retail food outlets

Logistics and Storage

Warehousing, transportation, cold storage and logistics of raw materials and food products

Wholesale/Export

Brokers, co-packers, co-operatives and group procurement

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BSI Solutions

Our range of integrated services can be structured to your specific needs and help you address key food safety, quality, sustainability and build resilience within your organization:

- Standards and subscription services provide access to an enviable source of knowledge through standards and publications including access to over 1,800 food industry and 1,000 agricultural related standards

- Training introduces you to standards, explaining how to implement and audit against them

- Independent certification and verification proves you're compliant to your stakeholders

- 2nd party verification audits, including the supply chain tool BSI VerifEye, helps protect and improve your suppliers performance

- Business Improvement Software powered by Entropy™ helps you effectively manage your systems and processes to drive performance

Using our decades of experience and innovative development in this field, our expert teams can work with you to identify and share the key standards which address your concerns. Best practice is underpinned by embedding the right disciplines within your organization, which can be achieved through management systems training, certification and verification.

The BSI services outlined in this brochure address the fundamental issues facing food producers, manufacturers, suppliers and retailers today and into the foreseeable future.

The benefits of Organizational Resilience

Resilient organizations can prosper and thrive; even during challenging times. Building resilience requires careful consideration of your operations, supply chain and how valuable information is managed and protected. The journey to Organization Resilience is unique for every organization, but the overarching benefits are measurable and will:

- Drive growth, improve trust and protect against reputational risk
- Provide reassurance to key stakeholders that food safety and business risks are being mitigated
- Protect your supply chain with third-party verification
- Protect brand and corporate reputation
- Reduce costs and improve efficiency

Operational Resilience

Delivers improvements across your products/services and processes to meet the evolving needs of your customers as well as improving how you govern your business and value your people.

Information Resilience

Safeguards your information – from patented formulations and recipes to customer and employee data – and infrastructure against internal and external threats.

Supply Chain Resilience

Protects the health and safety of your customers, your reputation and your bottom line by ensuring you're using suppliers you can trust to help deliver your products to market.

Operational Resilience

Food Safety and Quality

Escalating population growth, the globalization of supply chains, economic pressures and increasingly complex consumer eating habits are creating complicated and often conflicting pressures on the global food sector. Certification to globally recognized standards increases the resilience and credibility of an organization.

BSI HACCP & GMP Criteria

A comprehensive HACCP & GMP criteria for food producers, manufacturers and food service organizations demonstrating a system of food safety controls covering biological, chemical and physical hazards as well as good manufacturing practices.

Food Safety System Certification – FSSC 22000

This internationally recognized scheme was developed for the certification of food safety systems of organizations in the food chain and food packaging material manufacturing industries.

BRC Global Standards

These standards assure the standardization of quality, safety and operational criteria and ensures that manufacturers fulfil their legal obligations and provide protection for the end consumer.

Global G.A.P

These standards for Good Agricultural Practices (GAP) encourage the adoption of commercially viable farm assurance schemes that promote sustainable and safe agriculture and the minimization of agrochemical inputs.

Gluten-Free Certification Program

Certification allows manufacturers and brand owners a straight-forward way of proving to consumers that they produce safe, reliable, gluten-free products, via ethical manufacturing practices.

SQF – Safe Quality Food

SQF provides independent certification that a product, process or service complies with international and domestic food safety regulations, and enables a supplier to provide assurances that food has been produced, prepared and handled according to the highest possible standards.

Food Safety Management – ISO 22000

This international standard is suitable for any food business including inter-related organizations such as producers of equipment, packaging material, cleaning agents, additives and ingredients integrating their quality management and food safety systems.

BSI Catering

Designed specifically for catering organizations, the BSI Catering Scheme is designed to meet the food safety needs of the food services industry. It can be adapted to suit local food safety regulations and its catering focus eliminates the often challenging and inapplicable requirements of broader standards that apply to food manufacturers and processors.

Sustainability

Sustainable practice is the key to growth without compromising resources for the future. With the world's population increasing, the pressure on the environment and its natural resources is growing. Achieving transparency in your organization to measure and report on consumption of natural resources will help you assess the role you are playing in key environmental issues.

Management systems can help an organization fully evaluate its performance and demonstrate leadership and credibility to employees, key stakeholders and customers.

Environmental Management Systems – ISO 14001

The first and most established international standard for environmental management, originally developed by BSI in 1992. This international standard can help organizations reduce environmental impact, business risk and waste.

Energy Management – ISO 50001

The latest best practice framework for energy management helps organizations better manage their energy consumption and reduce emissions

Water Footprint – ISO 14046

Demonstrating an organization's leadership in environmental protection, implementation helps manage and reduce water consumption.

Product Carbon Footprint/Carbon Neutrality – PAS 2050/PAS 2060

Supports the efforts of organizations to quantify, monitor, report and verify the carbon footprint or neutrality of a product or service.

Roundtable on Sustainable Palm Oil – RSPO

RSPO is a set of standards to manage palm oil production and the supply chain. BSI is accredited globally to provide both the RSPO Principals and Criteria and RSPO Supply Chain certifications.

Material Flow Cost Accounting (MFCA) – ISO 14051

A management process tool standard which helps trace all materials through production and measures the output in finished products or waste material. It provides a framework which helps develop an integrated approach to optimizing the use of materials.

Social Responsibility

Demonstrating responsibility through activities that have a positive impact on society and protect human and ethical values have become expected business conduct. Organizations are accountable for their actions like never before and need to manage their reputational risk.

Corporate Social Responsibility (CSR) is about taking responsibility for the organization's supply chain actions and ensuring a positive impact on society. Third-party certification can provide confidence that an organization is operating ethically.

Sustainable Report Assurance – SRA

BSI's SRA processes are conducted in accordance with the globally recognized Global Reporting Initiative guidelines (GRI) and Accountability AA1000 Assurance Standard.

Social Accountability – SA 8000

SA 8000 is the most widely recognized global standard for managing human rights and provides a framework for organizations to develop, maintain and apply socially acceptable practices in the workplace.

Business Social Compliance Initiative – BSCI

BSCI is a leading business-driven initiative for companies committed to improving working conditions in the global supply chain worldwide.

Operational Integrity and Excellence

The quality of the services or products an organization provides to its customers is most often tied to the quality of its processes. Whether an organization deals with delivering food across continents or into consumers' shopping carts, maintaining customer loyalty in today's online world—where events and opinions can be shared in seconds and go viral just as quickly—can be a puzzle with many complex pieces. Not only does how you deliver your product or service matter, all of the pieces supporting that production also have to be taken into consideration to avoid damaging your reputation.

Quality Management – ISO 9001

The world's most widely recognized quality management standard which outlines ways to achieve consistent performance and service.

Anti-bribery – ISO 37001

A best practice framework to manage bribery risks and help put adequate procedures in place to protect your organization and help fulfil your regulatory requirements.

Business Continuity Management – ISO 22301

An international standard which allows organizations to identify potential threats to their business and make sure they have the capacity to deal with unexpected disruption.

Collaborative Business Relationships – ISO 44001

A framework for collaborative business relationships to help companies develop and manage their interactions with other organizations for maximum benefit to all.

Asset Management – ISO 55001

A new international standard which focuses on the effective and efficient management of assets including usage and return from an asset while potentially lowering the overall cost of ownership or management.

British Standards Online – BSOL

Providing access to a comprehensive library of over 90,000 internationally recognized standards, BSOL is an online standards database that makes using standards easier and more cost-effective.

Occupational Health & Safety – ISO 45001

Ensuring employee safety is critical and ISO 45001 provides an occupational health and safety framework that will help identify and mitigate risk as well as defend and protect your workforce, reputation and brand.

Supply Chain Resilience

Today we move from domestic to regional and then global supply chains which are more complex and spread over long distances. As a result the definition of quality has moved to include environmental, social, ethical and security issues. Reputational risk is becoming increasingly important as transparency and globalization accelerates.

Delivered by BSI Professional Services, our supply chain solutions can help protect your business, your brand and your customers.

Supply Chain Solutions – Suppliers Verification and Risk Assessment

An intelligence based approach from BSI can help an organization manage its supply chain risk and protect its brand reputation. It leverages standards, risk evaluation tools, verification and supply chain tools to help clients identify and manage their supply chain and thus mitigate risks.

BSI Supplier Verification Audits

On-site profile validation and verification audits based on BSI or client requirements.

SCREEN Intelligence

A comprehensive supply chain intelligence tool including living country heat maps covering security, food fraud vulnerability environmental and CSR. SCREEN helps organizations to identify and understand their supply chainthreats.
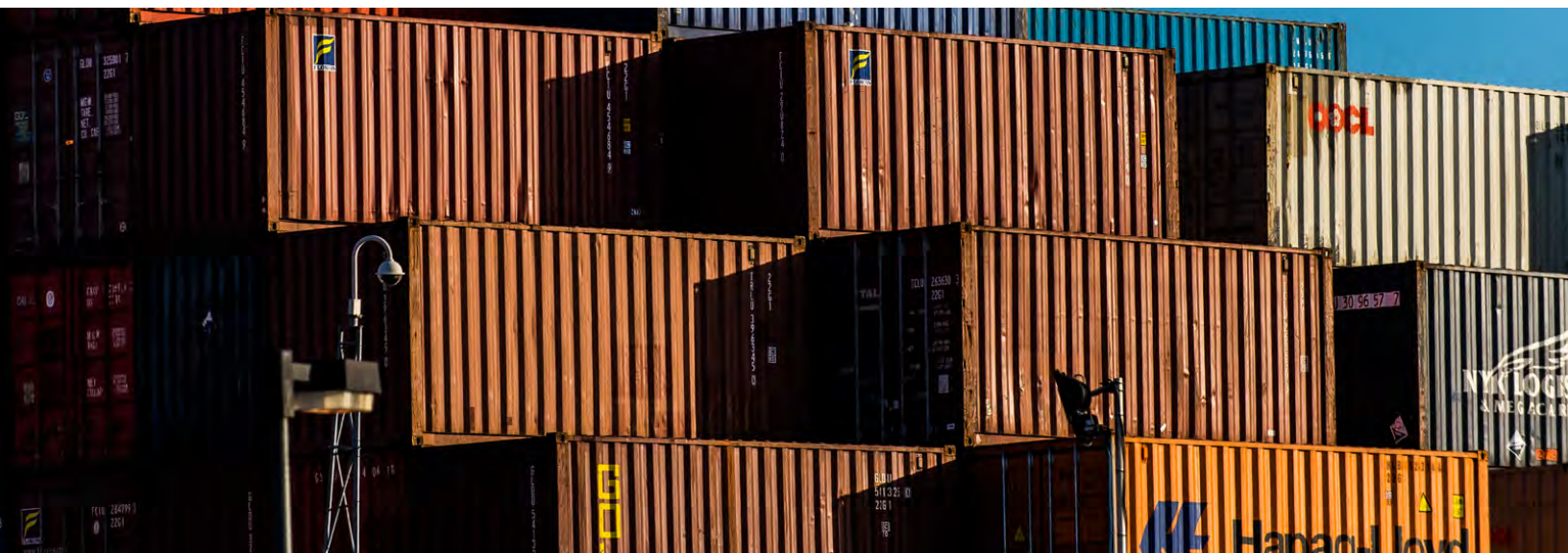
BSI VerifEye™ Profile

Providing greater visibility and traceability, a trusted BSI VerifEye profile turns certifications, site photos, and business credentials into a positive marketing tool, providing trust and confidence.

Supplier Compliance Manager (SCM) Platform

A web-based tool designed to facilitate and automate mandatory supplier risk assessments. Manage supplier self-assessment and on-site supplier qualification and verification programmes including on-boarding, scheduling, reporting, corrective and preventive action management and benchmarking.

Supplier Advisory Services

Offering technical advice and information on supply chain risk, programme set-up and design.

Information Resilience

In today's world, organizations must be trusted to safeguard sensitive information. A resilient organization has to manage its information—physical, digital and intellectual property—throughout its lifecycle; from source to destruction. By adopting information-security-minded practices, your staff and stakeholders are still able to gather, store or access the information they need securely and effectively.

Information Security Management – ISO/IEC 27001

An excellent framework to help organizations manage and protect information assets so that they remain safe and secure. ISO/IEC 27001 helps organizations continually review and refine how this is done, not only for today, but also for the future.

Information Security Management in the Cloud – ISO/IEC 27017
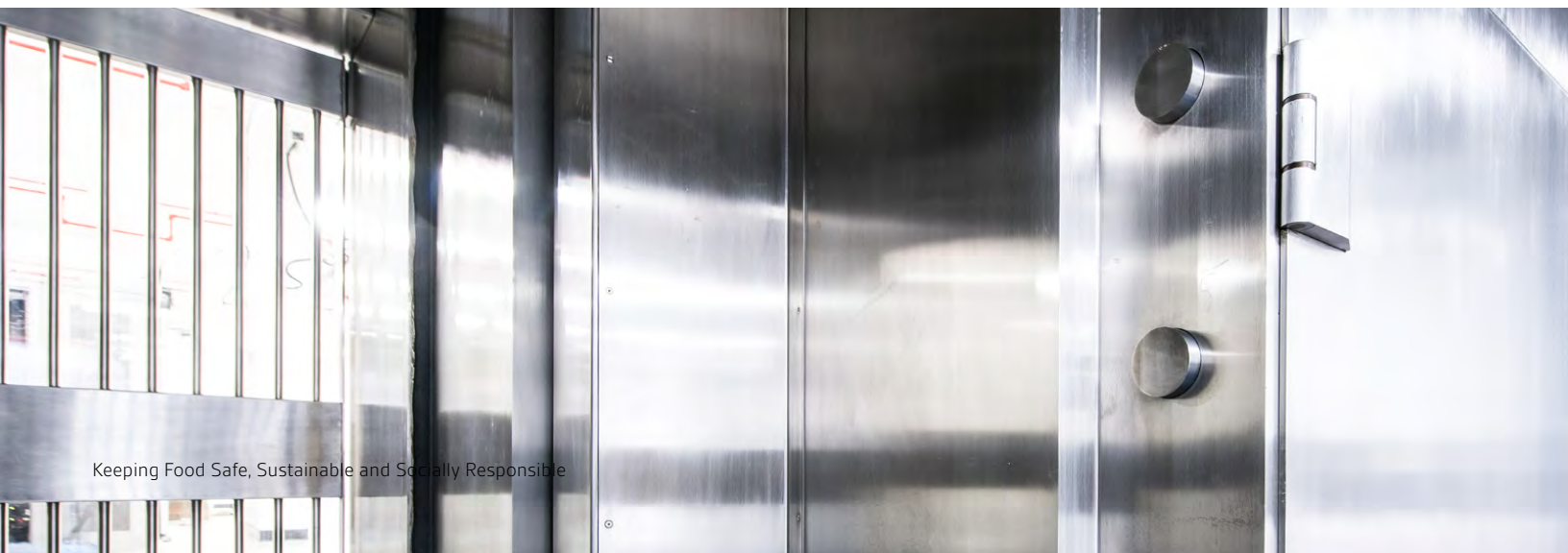
Extending many of the controls established and implemented with ISO/IEC 27001 as well as some additional ones, ISO/IEC 27017 protects the information stored and/or shared via cloud-based services.

Information Technology Management – ISO/IEC 20000

IT services need to be cost effective, reliable, consistent and efficient. This balance can be achieved with ISO/IEC 20000 whether IT service management is internal or outsourced. It brings organizations up to ITIL standard so that IT services deliver exactly what's needed.

CSA Star – Cloud Security

The implementation of CSA STAR, in addition to a compliant ISO/IEC 27001 information security management system allows organizations to put controls in place to protect business critical information.

The customer journey to Resilience

Adopting standards can seem intimidating, but it doesn't have to be. We help our clients on every step of the journey.

You need to:

We offer:

Understand and prepare

You need to:
- Buy the standard
- Understand the standard, certification and you business requirements
- Understand how adopting the system will benefit your business

We offer:
- Standard/subscription services
- Information on our website including whitepapers and webinars
- Food safety training courses

See how ready you are

You need to:
- Train your team
- Conduct a gap analysis
- Understand the standard, certification and your business requirements

We offer:
- Food Safety Standards training
- BSI Gap Analysis
- BSI Improvement Software aids food safety standard implementation

Review and get certified

You need to:
- Review your system against the requirements of the standard
- Contact us to book your certification assessment
- Ensure all the right people are available and prepared for the audit visit(s)

We offer:
- Food Safety Management Systems Lead Auditor training
- Certification assessments
- Business Improvement Software that helps you effectively manage your system

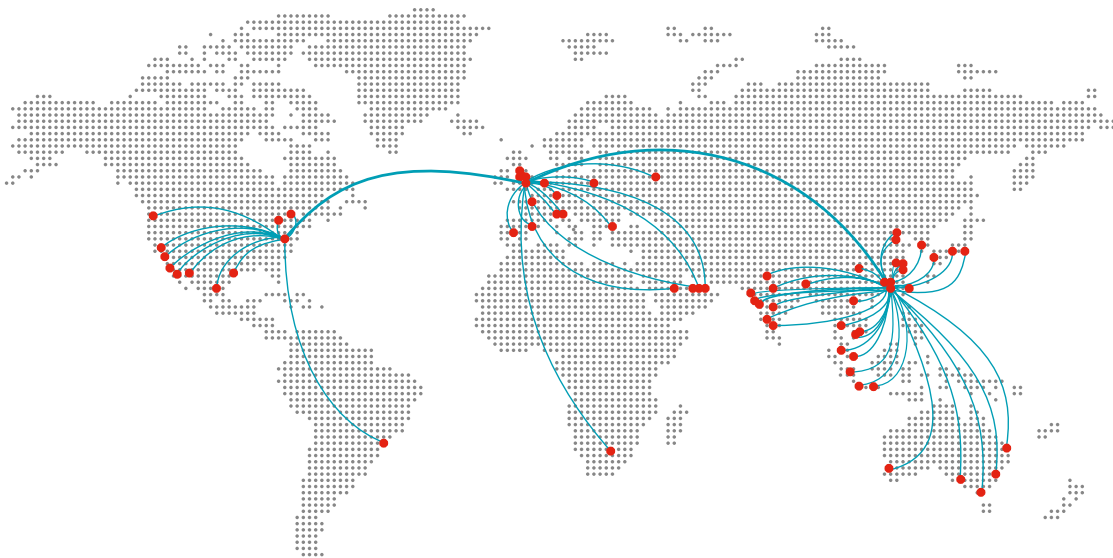## Continually improve and make excellence a habit

Your journey doesn't stop with certification. We can help you to fine-tune your organization so it performs at its best.

- Celebrate and promote your success – download and use the BSI Assurance Mark to show you are certified.
- BSI training - continue to grow and improve your food safety skills or learn about the value and processes behind our sustainability standards.

- BSI Business Improvement Software will help you to manage systems and drive performance.
- Get your BSI VerifEye Profile
- Your BSI Client Manager will visit you regularly to make sure you remain compliant and support your continual improvement.
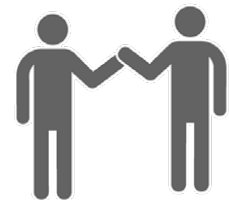
About BSI

BSI, by Royal Charter, is the business standards company that helps organizations all over the world make excellence a habit through standards creation, system certification, supplier verification and training activities that help organizations manage risk, reduce costs and ensure sustainability.

As the world's most experienced Standards Body and founding member of ISO, BSI leads the way in originating many of the world's most recognized standards, including ISO 9001 – Quality Management, ISO 14001 – Environmental Management, ISO 45001 – Health & Safety Management, ISO 22301 – Business Continuity Management, ISO 27001 – Information Security, ISO 50001 – Energy Management, ISO 14046 – Water Footprinting and ISO 45001 – Anti-bribery.
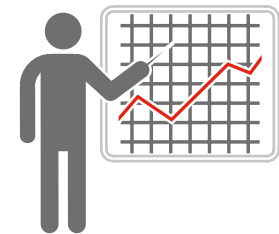
11,500
industry experts dedicated to your success

80,000
Customers worldwide:

Training
Last year we provided training to 134,000 people.

Certification
- 191,000 audit days delivered last year
- 130 food auditors globally
- Ranked 1st in North America and UK

Standards
Providing access to 90,000 international standards, with over 2,800 in our food portfolio alone, BSI supports the global food sector from farm to fork.

Product certification

92% Of the world's top 25 global medical device manufactures trust BSI as their notified body for CE marking certification to access global markets.

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Why BSI?

We believe the world should be supplied quality food that is both safe and sustainable. We're a leading food safety certification provider with extensive auditing for a wide range of food safety and business standards across the entire food and beverage supply chain – including Global Food Safety Initiative (GFSI) recognized standards.

Our services for the food sector include certification, training, assessment and supply chain solutions. Combined, they can help assure your customers and make your organization more resilient by enabling you to manage the risks and opportunities associated with your products, processes, people and respective supply chains.

With over 2,800 food and agri-food standards in our portfolio, we are well positioned to support the industry and the challenges faced by the supply chain including food safety, food security, sustainability, land usage, energy, water, business risk and corporate social responsibility issues.

Our products and services

We provide a unique range of complementary products and services, managed through our three business streams: Knowledge, Assurance and Compliance.

Knowledge

The core of our business centres on the knowledge that we create and impart to our clients. In the standards arena we continue to build our reputation as an expert body, bringing together experts from industry to shape standards at local, regional and international levels. In fact, BSI originally created eight of the world's top ten management system standards.

Assurance

Independent assessment of the conformity of a process or product to a particular standard ensures that our clients perform to a high level of excellence. We train our clients in world-class implementation and auditing techniques to ensure they maximize the benefits of our standards.

Compliance

To experience real, long-term benefits, our clients need to ensure ongoing compliance to a regulation, market need or standard so that it becomes an embedded habit. We provide a range of services and differentiated management tools which help facilitate this process.

For more information on how we can help you with food safety management, visit

bsigroup.com/en-US/

Toll-free: **+ 01 800 217 1390**

or email **inquiry.msamericas@bsigroup.com**

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