General
Bureau Veritas Certification offers certification audits as described in the relevant BRCGS Global Standards current version covering, respectively: Food Safety, Packaging, Storage and Distribution, Agents and Brokers. Some specific requirements for additional audit modules in accordance with the protocol of those modules shall be respected if required.

To achieve their certificate of approval the client must demonstrate compliance to all sections of the relevant standard, including the introduction and protocol sections. The client must also allow access to Bureau Veritas Certification to enable audit of their systems and premises as necessary. The client shall make available to BRCGS all documents in relation to the audit upon request.

The certificate of approval awarded by Bureau Veritas Certification covers only to products and any recent quality issued, withdrawal or customer complaints, and relevant performance data.

The management organization chart and key contacts

The list of products or products group included within the audit scope

Typical shift patterns (e.g. night-time manufacture or where production processes are not carried out each day)

Production schedules, to allow audits to cover relevant processes

Any requested exclusions from the scope of the audit

Supplementary documents needed for BRCGS Food/Packaging

- Background and structure of the company
- A summary of the site’s critical control points (CCPs)
- A description of any special handling requirements (e.g. for allergens, claims or other certifications)
- A description of the site and building information
- An outline of any outsourced processes
- Any repetitive quality issues, withdrawals or customer complaints, and other relevant performance data
- An outline of operational controls, such as internal audits, testing and traceability

Supplementary documents needed for BRCGS S&D

- Number of vehicles in operation and when vehicles will be on site

Supplementary documents needed for BRCGS A&B

- Overview of the company’s operation, including office locations
- International range of company activities
- Summary hazards and risk analysis
- Any recent quality issues, withdrawals or customer complaints, and other relevant performance data

Where the site was certified by a different Bureau Veritas Certification body then the site shall provide a copy of the previous audit report

Issuance of Certificates of Approval
Certificates of Approval can only be granted and issued as and when all corrective actions agreed between the client and the lead auditor have been completed. Failing this, Bureau Veritas Certification reserve the right to re-audit the premises at the client costs. The certificate of Approval issued does not exempt the client from their legal obligations in respect of the services and products evaluated. A policy document explaining how to use Bureau Veritas Certification and relevant Accreditation Body logos is available on request.

Any failure to follow these guidelines may result in the certificate of Approval being withdrawn and/or legal action being taken.

Re-audit
Re-audits shall be carried out at a frequency determined as specified in the relevant Standard. Bureau Veritas Certification will contact the Company to arrange a date (except for unannounced audit) for the re-audit before the audit deadline. It remains the client responsibility to have the audit done within appropriate window.

Witnessed audit
The client authorises Bureau Veritas Certification to bring in additional participants (at no extra cost for the client) to the audit as follow:
- A Bureau Veritas Certification auditor in progress of qualification
- A Bureau Veritas Certification personnel supervising the lead auditor as part of usual shadow audit programme
- An accreditation body auditor supervising the lead auditor as part of usual accreditation programme
- A BRCGS representative supervising the lead auditor as part of BRCGS’s integrity programme
- A witness audit by a specifier where a specifier specific additional audit module is included. Refusing such arrangements may result in the certificate of Approval being withdrawn and/or legal action being taken.

Audit by the BRCGS
The client authorises BRCGS to carry out further audits to validate continued certification. These visits may be announced or unannounced and will follow the same rules as Bureau Veritas Certification audits for closing of non-conformities. Refusing such audits may result in the certificate of Approval being withdrawn and/or legal action being taken.

Incident notification
The client shall notify within 3 working days in writing Bureau Veritas Certification of any impending prosecution with respect to product safety or legality, a public product recall or change of circumstances that may affect the validity of continuing certification. Bureau Veritas Certification will assess the situation and may proceed to an extra audit at client cost or a suspension or withdrawal of the certificate of approval. In case of adverse publicity or Government intervention, Bureau Veritas Certification will notify BRCGS.

Observations, general remarks and non-conformities will be identified and discussed if and when they arise during the audit. The lead auditor will prepare and present to the client’s management a report of the audit, their findings, the scope of audit and seek agreement on the nature of any corrective actions to be taken, where necessary. If a follow-up audit is necessary these will be subject to an additional fee. The audit is performed following the rules of confidentiality.
Withdrawal of the Certificate of Approval
Bureau Veritas Certification reserves the right to withdraw the certificate of Approval at any time. If such actions are deemed necessary the client will be fully briefed and given as much notice as is practical. The client will be given every possible opportunity to take corrective action before a final decision is taken on what action Bureau Veritas Certification should take. Bureau Veritas Certification reserves the right to publish the fact that such action has been taken.

Appeals, Disputes and Complaints

The client should appeal or dispute against the decisions of Bureau Veritas Certification in accordance with the Bureau Veritas Certification appeals procedure within 7 calendar days of receipt of the certification decision. Appeals will be finalised within 30 calendar days of receipt. Bureau Veritas Certification complaint procedure is available on request from the clients local office. In the event of an unsuccessful appeal, Bureau Veritas Certification has the right to charge costs for conducting the appeal.