



# Keeping Food Safe, Sustainable and Socially Responsible



Australia and New Zealand

# Ensure that your food is grown sustainably, processed safely and assured for quality.

As the world's population increases, the quality and sustainability of our food supply must be safeguarded. The world must be supplied with safe, quality food which has been produced sustainably and ethically.

Companies must realize the importance of food safety and sustainability, and ensure compliance to guidelines and regulations. Whether you're a food producer, manufacturer, retailer or supplier, you have a responsibility to ensure that the products you grow or manufacture are of the highest quality.

The benefits are measurable and will:

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

A recent survey by KPMG<sup>1</sup> reported that 58% of executives cite quality as the top attribute when selecting a supplier. This, coupled with the serious implications of quality failures within the food sectors, means that an organization must have robust systems in place to reduce risk and create trust.

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 food sector falls into six key areas:

## Agri-food

Production of plantation crops, horticulture, agriculture and animal farming



## Food Manufacturing

Processing of raw products, packaging and labelling



## Food Service

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





By Royal Charter

# BSI – an industry thought leader

BSI is the world's first National Standards body with over 100 years experience.

BSI has pioneered the development of many of the world's leading standards and we have extensive experience shaping global standards to facilitate trade and improve business.

The majority of the most widely used and implemented international standards were originally shaped by BSI, including ISO 9001 for Quality Management, ISO 14001 for Environmental Management and ISO/IEC 27001 for Information Security Management.

Our standards developers, assessors and trainers include some of the world's leading food safety experts who can enable your business to perform to its potential.

We bring together experts and innovators to tackle the ever-changing issues facing the whole supply chain in the agri-food and food safety sector, who've developed the following initiatives:

- **ISO 22000, the international standard for Food Safety Management**, was based on ISO 9001, the world's most widely adopted standard, originally developed by BSI
- **BSI has led the way with developing pre-requisite programme (PRPs) standards** including PAS 220 – food safety for food manufacturing and PAS 223 – design requirements for food safety in manufacture and provision

of food packaging. Both these documents were used to develop ISO 22002-1 and ISO 22002-4

- **BSI pioneered the development of PAS 85**, a standard for the integrity and traceability of primary products in the agri-food chain
- **BSI pioneered the development of PAS 72**, a specification for responsible fishing and good practice for vessel operators
- **BSI pioneered the development of PAS 96**, guidance for the deterrence, detection and defeat of malicious attack on food and drink and their supply arrangements

With over 2,800 Food and Agriculture standards in our portfolio, we're well positioned to support the industry and supply chain on issues including food safety, food scarcity, sustainability, land usage, energy, water and Corporate Social Responsibility (CSR).

As a Royal Charter company, with 68 offices worldwide, we have the global reach to help any organization, large or small, make a difference not only to their business, but also to secure the sustainability of food production for future generations and improve the well-being of everyone.



With 70 offices servicing 150 countries worldwide, we have the global reach to help any organization, large or small, make a difference

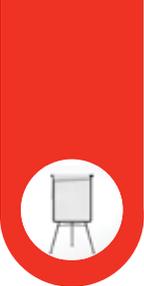
# BSI Solutions



Our range of integrated services can be structured to your specific needs and help you address key food safety, quality, sustainability and general business management concerns:

- Subscription services provide access to a vast body 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 and explains 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 supplier's performance
- Business Improvement Solutions 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.



# BSI Training Academy

## Our expert knowledge means a lot, and when you train with us you benefit from this expertise.

We're one of the world's leading providers of food safety, quality and sustainability training, offering a range of solutions to keep your staff qualified and updated. From understanding the principles and application of HACCP to implementing effective internal audit processes, we'll help you meet customer requirements and ensure your food products are in line with global food safety best practice.





**Agri-food**  
We have a wide range of training courses to help you grow and farm your produce in a sustainable, safe and ethical manner.



**Food Service**  
With our diverse range of Food Service training courses, we can train you to keep the food you serve safe and ensure that your reputation and brand is kept in-tact.



**Wholesale/Export**  
It is imperative that you manage your liability and risk when brokering, exporting and importing goods. We have a number of training courses to help you mitigate risk and manage your supply chain.



**Food Manufacturing**  
From Good Manufacturing Practices to Allergen Management, we have the training solutions to help you ensure the food you manufacture is safe and high quality.



**Logistics and Storage**  
It is vital that the food that you store and transport is handled and kept safely. We have a number of training packages to ensure the safe storage and transportation of food and food by-products.



**Food Retail**  
We have a wide variety of training courses, tailored to all manner of retailers, to ensure that you can easily and effectively source your products and services to supermarkets and grocery stores.



# Food Safety and Quality

## Implement effective food safety and quality management systems to successfully manage your risks and improve quality

Increasing population growth, transcontinental movement of food and changing eating habits are placing huge pressures on the global food sector. Organizations involved in the food supply chain are responsible for sourcing and delivering safe food to the highest quality. Certification to globally recognized standards increases the credibility of an organization.

### Key Facts

- The world's population is predicted to reach 9.6 billion by 2050<sup>1</sup>
- 2 million people, globally, die from diarrhoeal diseases each year, many caused from eating contaminated food<sup>2</sup>
- Food production will need to rise by 60% from 2005-2007 levels by 2050 to keep pace with population growth<sup>3</sup>

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

## BSI Services

<p><b>BSI HACCP &amp; GMP Criteria</b></p> <p>A comprehensive HACCP &amp; GMP criteria for food producers, manufacturers, and food service organizations</p> 	<p><b>FSSC 22000 Food Safety System Certification</b></p> <p>A world-class internationally recognized certification scheme for food safety within the food and beverage manufacturing sector</p> 	<p><b>ISO 22000 Food Safety Management</b></p> <p>An international standard suitable for any food business including producers of equipment, packaging material, cleaning agents, additives and ingredients</p> 	<p><b>SQF Safe Quality Food</b></p> <p>A management system designed to meet the needs of retailers and suppliers worldwide by managing hazards associated with quality and food safety issues</p> 	<p><b>GlobalGAP</b></p> <p>A Good Agricultural Practices (GAP) standard which encourages the adoption of sustainable agriculture and safe use of agrochemicals</p> 	<p><b>BRC Global Standards</b></p> <p>British Retail Consortium standard designed for retailer's supply chains to manage Food Safety and/or Storage and Distribution</p> 	<p><b>PAS 96</b></p> <p>PAS 96 improves the resilience of all parts of your production and supply chain against deliberate attack and addresses specific threat types</p> 
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1 UN  
 2 World Health Organization  
 3 Global Food Safety Initiative (GFSI) recognized standards



# Food Safety and Quality

## Industry Schemes and Programs

### WQA Woolworths Quality Assurance

The WQA suite of standards apply to all suppliers of Woolworths branded food and non-food consumer products covering food safety, quality and ethical practice



### Coles Supplier Program

A supplementary standard to accompany SQF, BRC or Freshcare for suppliers producing Coles branded products



### ALDI Supplier Program

A supplementary standard to accompany any GFSI standards for suppliers producing ALDI branded products



### Costco Supplier Program

A food safety and quality program for suppliers to Costco if not in possession of an acceptable scored/graded SQF, BRC, FSSC 22000, GlobalGAP or IFS certificate



### McDonald's SQMS

A standard applying to companies supplying non-meat products to McDonald's to ensure safe quality products



### Kraft Supplier Quality Expectations

A food safety and quality program applicable to suppliers to meet the requirements of Kraft Foods



### QSRH Supplier Program

The QSRH Supplier Certification Program applies to Australian and International suppliers of food and packaging items to QSR Holdings brands



### Regulatory Audits

State, Territory and Country-based regulatory audits to replace the need for local authorities to conduct audits/inspections against relevant food safety legislation



### Spotless Food Safety Standard for Suppliers

The Spotless Food Safety Standard applies to all approved Spotless food and beverage suppliers for the provision of safe, quality food along the supply chain



### Freshcare Food Safety and Environment

Freshcare is an industry-owned, on-farm assurance program, established and maintained to service the Australian fresh produce industry



### ABWI Certification

The Australian Bottled Water Institute standard/model code for suppliers to demonstrate their bottled water meets safety and quality requirements



### Egg Corp Program

The Australian Egg Corporation assurance program for farm practices related to the rearing of pullets and production of eggs from laying hens



### Feedsafe Program

The Stock Feed Manufacturer's Council of Australia quality assurance accreditation program for the Australian stock feed industry



# Social Responsibility



Demonstrate responsibility through activities that have a positive impact on society and protect human and ethical values.

More now than ever, it is unacceptable to conduct business unethically or act irresponsibly. Organizations are accountable for their actions like never before and need to manage their reputational risk.

## Key Facts

- 60% of the 215 million child laborers work in agriculture with more than half engaged in hazardous work <sup>1</sup>
- 21 million people worldwide are estimated to be victims of forced labor – being in jobs which they are coerced or deceived into and which they cannot leave <sup>2</sup>
- Almost half the world – over 3 billion people – live on less than \$2.50 a day <sup>3</sup>

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.

## BSI Services

### 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.

### Occupational Health & Safety – BS OHSAS 18001 and AS/NZS 4801

Ensuring employee safety is critical and both BS OHSAS 18001 and AS/NZS 4801 provide an occupational health and safety framework that will help identify and mitigate risk, as well as defend and protect your workforce, reputation and brand.

These standards can help organizations:

- Protect against any negative publicity
- Prove transparency, visibility, trust and confidence in reporting through a trusted third party
- Achieve best practice in ethical employment, trading and operation
- Maintain existing business and attract new customers and investors
- Improve relations with workers, trade unions, insurers, bankers, NGOs and customers

# Sustainability



## Sustainable practice is 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. Getting 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.

### Key Facts

- 93% of CEOs regard sustainability as key to the future success of their business<sup>1</sup>
- The environmental impact of doing business costs the global economy £3.1 trillion per annum<sup>2</sup>
- 70% of all extracted freshwater is directed to irrigation to produce food<sup>3</sup>
- Energy costs are forecast to grow by 25% over the next 10 years<sup>4</sup>

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

## BSI Services

### 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 to reduce environmental impact as well as grow.

### Energy Management – ISO 50001

The latest best practice framework for energy management helps organizations better manage and maintain their energy consumption.

### Water Footprint – ISO 14046

A new standard which demonstrates an organization's leadership in environmental protection and helps manage and reduce water consumption.

### Product Carbon Footprint/Carbon Neutrality - PAS 2050/PAS 2060

Helping 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 consistent framework to manage palm oil production as well as the supply chain. BSI is an RSPO approved certification body to conduct assessments to this global framework.

### 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.

These services can help organizations to:

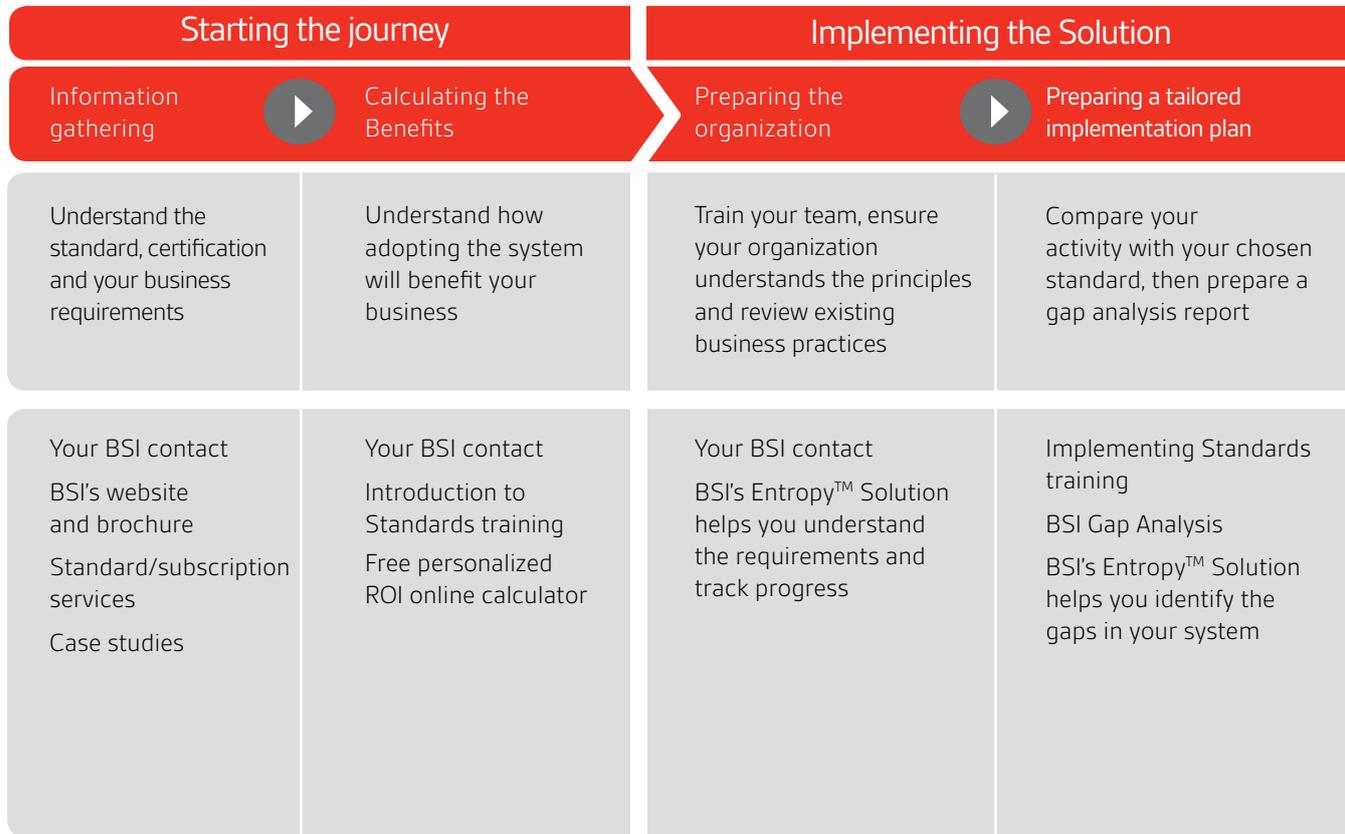
- Identify opportunities to reduce resource usage and operational costs
- Improve green credentials by reducing waste and environmental impact
- Reduce business costs associated with inefficient use of resources, materials and energy

1 UN Global Compact-Accenture CEO study on Sustainability 2013  
2 TEEB National Capital at Risk – Top 100 Externalities for Business April 2013

3 FOA Statistics 2013  
4 US National Intelligence Council Global Trends 2030 Report

# Client Journey

## A simple guide for your journey with BSI



### What our clients say about us...

#### Food manufacturing

"It was remarkable how well BSI were able to apply HACCP requirements to our manufacturing processes. It enabled us to streamline our processes and also ensured that a structure was in place to deal with any potential problems. If there are any customer concerns or problems with batches, HACCP certification has demonstrated that we have the procedures to deal with that, which has really helped."

Managing Director, Preshafood

"Having HACCP certification has given our customers peace of mind that their products have been made and handled correctly, and our kitchen and staff meet best practice standards in everything we do. We've certainly increased our business as a result. The service BSI provide is fantastic. The auditors are very friendly, and give proactive advice and observations that really make a difference. Knowing that we can sort out corrective actions within their timeframe reduces the stress of the audit."

Quality Assurance Manager, Manna From Heaven

"BSI provide auditors with dairy industry knowledge and experience which ensures our major customers are happy and assists our company to achieve a level of continuous improvement and gain value from the process."

Management Systems Manager, Parmalat Australia Ltd.

#### Wholesale/Export

"BSI has been the third party auditors for Sydney Fish Market for over a decade. We've always found the auditors to be highly professional and very knowledgeable in their respective fields. We have found the auditors to be firm but fair and adding value to the overall system improvement process. Over the years Sydney Fish Market has expanded its third party auditing framework from Food Safety to now also cover Workplace Health and Safety (WHS) and Environmental Management areas. We have found the BSI management team very approachable and have successfully used technical team input to help get site improvement plans over the line. All in all it has been a very positive working relationship for many years."

Risk and Compliance Manager, Sydney Fish Market



## Getting certified/assessed

## Making excellence a habit

Running the system



Proving it's working

Looking for opportunities for continual improvement

Review the system to ensure it meets the standard's requirements

BSI will carry out a system and document assessment plus a system effectiveness assessment

Celebrate and promote your certification, then review the systems and processes

Your BSI contact

BSI's Entropy™ Solution helps you effectively manage your systems and drive performance

Client specific audit program provided 2-4 weeks ahead of the audit date to assist with preparation for your audit

BSI Certification Assessment

BSI Action Manager, powered by Entropy™, allows you to track your NCRs and improve your management system

Internal Auditor and Lead Auditor training

BSI's unique client portal helps you to market your success

BSI's unique Excellerator report provides even more detail on the performance of your system

BSI's Entropy™ Solution helps you effectively manage your systems and drive performance

### Food service

"Putting a robust management system in place meant we had to have the right resources available to achieve the outcomes. No team can be effective without the necessary support structure. We have a partner in BSI Group who got to know our business, which has enabled us to achieve our goals quickly and to a high standard. BSI's flexible approach enabled us to build a highly effective improvement system that really works for our business."

**Managing Director, The Compass Group**

"BSI form a critical part of our evaluation process and their attention to detail is second to none. The BSI team offer a personalized service and form a truly elite group of food safety experts who deliver thorough advice to our company - and accurate audits for our Franchisees. I would recommend them to anyone!"

**ROER Manager, Domino's Pizza Enterprises Limited**

### Logistics and storage

"Thanks to the guidance and expertise of BSI, Bidvest Australia Limited has created a fully integrated Quality Management System incorporating best practice concepts covering Quality Assurance, Food Safety & HACCP, Occupational Health & Safety, Environmental Protection, Corporate Governance & Employment Procedures."

**Risk and Compliance Manager – Bidvest Australia**

### Food retail

"BSI offer excellent technical support for continuous improvement of the Metcash Food Safety Programs. With the assistance of BSI, Metcash have built a solid compliance platform for the future."

**Group Food Safety Manager, Metcash Trading Ltd.**

"We're continually targeting new customers, and although we've had ISO 9001 and HACCP certification since the business first opened, there was a roadblock in getting some new clients – we needed one of the Global Food Safety Initiative (GFSI) standards."

**Quality Assurance and Food Safety Manager, Farm Fresh Fine Foods**



# Business Management

Embedding good business practices can be the backbone to creating a more successful business.

From entrepreneurs to established companies, achieving true success is all about how you perform day in, day out and how you manage your risks. An organization's competitiveness and ability to survive is determined by how well it operates.

## Key Facts

- 93% of large organizations and 76% of small businesses had a security breach in 2011 <sup>1</sup>
- 79% think an organization has an ethical duty to fight corruption <sup>2</sup>
- 86% believe business continuity planning improves business resilience <sup>3</sup>
- Effective partnering can reduce overall costs by 20-30% <sup>4</sup>

Embedding standards and best practice into your organization can provide the answer helping to reduce risk, build stakeholder confidence and perform at its best.

## BSI Services

### Quality Management – ISO 9001

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

### Anti-bribery – BS 10500

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

### Information Security – ISO/IEC 27001

An information security management system that enables organizations to effectively secure all financial and confidential data and prove to customers and stakeholders that security is crucial to the way they operate.

### 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 – BS 11000

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.

# Business Management Tools



The right business management tool can maximize your organization's potential.

## BSI Action Manager.

Powered by the Entropy™ Platform, BSI Action Manager is suitable for managing internal and external audits. Automate all of your CAPA findings and action plans in a fully-automated and controlled environment providing visibility and timely follow-up. Some of the benefits are:

- Faster closeout of actions
- Enhanced task management
- Visibility into operations
- Resource and time optimization
- Effective compliance
- Low cost, subscription pricing



## Entropy™ Business Solution.

BSI Entropy™ provides a powerful management solution that significantly reduces the cost and effort needed to proactively manage risk, performance and sustainability activities. Used globally, by companies of all sizes, Entropy provides a number of powerful features that drive continual business improvement throughout your organization. Entropy is composed of five key modules:

- Audit and Compliance Management
- Incident Management
- Risk Management
- Performance Management
- Knowledge Management



## BSOL.

Access thousands of worldwide standards and publications relevant to your business. Some of the benefits are:

- Information accessible directly from the desktop
- Comprehensively maintained, stored and managed for you
- 24/7 instant unlimited access
- Access to draft standards
- Flexible search options
- Daily updating
- "My notifications" - email alert service
- Easy to read results list and summary pages
- Clear and improved quality images using PDF presentation
- Highly flexible subscription options and annual subscription for easy budgeting





# Supply Chain

Successfully manage your supply chain risks by knowing your real suppliers – real people, real production lines and real facilities.

Today we move between domestic, regional and global supply chains which are both more complex and spread over wide 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.

## BSI Services

### Supply Chain Risk Exposure Evaluation Network

The most complete Supply Chain Security, CSR and Environmental intelligence and analysis.

- Proprietary Intelligence
- Supply Chain Risk Analysis
- Global Risk Maps
- Spotlight News
- Country Risks Reports

### Supplier Compliance Manager

Web-based audit solutions platform to identify and manage suppliers profiles, traceability and risk. Manage self assessment, scheduling, audit reporting, CAPA, benchmarking and status reporting.

- Web-Based Automated Supplier Audit Platform
- Risk-Based Supplier Profiles and Ratings
- Supplier Communication Applications
- Manage and Demonstrate Compliance
- Manage Self-Assessments and Audits
- Track Corrective Actions to Closure

### Verifeye

A supply chain verification service enabling organizations to mobilize a network of global in-country experts to undertake on-site audits to validate and report on your suppliers activities, capacity and capabilities.

- Risk-Based Supplier Verification Audits Results infused with Risk Analysis
- Corrective Action Support
- Benchmarking and Performance Improvement



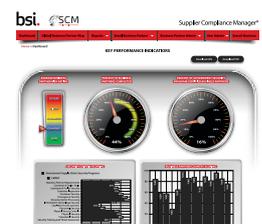
Web based portal with living heat maps to identify country risk for Social, Environmental and Security issues.



--Your Supplier Countries--



Know your suppliers capacity & capability, who are they?, where are they?, can they be trusted?



--Your Supplier Profiles--



On-site verifications based on Client specific protocols & checklist or BSI specific standards.



--Your Key Suppliers--

No.-of-suppliers

QA-spend



# Supply Chain Stress Test

## How would your organization stand up to a stress test on public opinion on your supply chain?

Customers, journalist, directors, NGO's, shareholders and investors are increasingly interested in your supply chain and how you manage your quality, safety, environmental and social issues.

In recent years, international suppliers have sometimes found themselves hitting the headlines – for all the wrong reasons. Having your company aligned to one of these suppliers, or having your reputation damaged due to unforeseen circumstances, is not a risk worth taking. That's why it's imperative to quantify supply chain risk for your team globally, so you can trade with confidence, mitigate risk and build lasting resilience.

### Key Facts

- Global exports of all food types doubled to US\$800 billion in the period 2000-2010 <sup>1</sup>
- 45% of executives lack confidence in their supply chain risk management programmes <sup>2</sup>
- 58% of executives cite quality as the top attribute when selecting a supplier <sup>3</sup>

Managing the supply chain is essential to protecting an organization's brand and corporate reputation.

## Supply Chain Stress Test

1. How many suppliers do you have?

2. How many are direct versus indirect?

3. Do you actively verify your suppliers?

4. Have you conducted risk assessments on all of your suppliers?

5. How many suppliers have you physically visited?

6. What are the issues and where?

7. Does your supply chain adhere to your corporate values?



1 FOA Statistics 2013  
2 Deloitte Survey 2013  
3 KMPG – Consumer executives Top of Mind Survey 2013

Making a decision about food safety, quality and sustainability management is an important commitment. Talk to one of our experts today and tell us what you need. In the meantime, please visit [bsigroup.com/en-au](https://bsigroup.com/en-au) for more information about food safety services at BSI.

**Find out more:**

**Call: 1300 730 134**

**Visit: [bsigroup.com/en-au](https://bsigroup.com/en-au)**