Keeping Food Safe, Sustainable and Socially Responsible
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.

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.

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**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

Keeping Food Safe, Sustainable and Socially Responsible
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.

Keeping Food Safe, Sustainable and Socially Responsible
## 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.

<table>
<thead>
<tr>
<th>BSI HACCP &amp; GMP Criteria</th>
<th>Food Safety System Certification – FSSC 22000</th>
<th>BRC Global Standards</th>
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<tbody>
<tr>
<td>A comprehensive HACCP &amp; 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.</td>
<td>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.</td>
<td>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.</td>
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<tr>
<th>Global G.A.P</th>
<th>Gluten-Free Certification Program</th>
<th>SQF – Safe Quality Food</th>
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<tr>
<td>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.</td>
<td>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.</td>
<td>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.</td>
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<tr>
<th>Food Safety Management – ISO 22000</th>
<th>BSI Catering</th>
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<tr>
<td>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.</td>
<td>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.</td>
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## Sustainability

Sustainable practice is the key to growth without compromising resources for the future. 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.

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<td>The most widely used international environmental management standard, ISO 14001 helps organizations reduce environmental impact, business risk and waste.</td>
<td>The latest best practice framework for energy management helps organizations better manage their energy consumption and reduce emissions.</td>
<td>Demonstrating an organization’s leadership in environmental protection, implementation helps manage and reduce water consumption.</td>
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<td>Supports the efforts of organizations to quantify, monitor, report and verify the carbon footprint or neutrality of a product or service.</td>
<td>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.</td>
<td>A management process tool standard which helps trace all materials through production and measures the output in finished products or waste material.</td>
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## 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. Third-party certification can provide confidence that an organization is operating ethically.

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<td>BSI’s SRA processes are conducted in accordance with the globally recognized Global Reporting Initiative guidelines (GRI) and Accountability AA1000 Assurance Standard.</td>
<td>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.</td>
<td>BSCI is a leading business-driven initiative for companies committed to improving working conditions in the global supply chain worldwide.</td>
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<tr>
<th>Responsible Business Alliance (RBA)</th>
<th>SEDEX</th>
<th>SEDEX Members Ethical Trade Audit</th>
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<tr>
<td>RBA members continuously improve the social, environmental and ethical responsibility of their supply chain via leading standards and practices.</td>
<td></td>
<td>The Supplier Ethical Data Exchange (Sedex) helps organizations deliver ethical improvements in their supply chain practices. Depending on your needs, two different levels of ethical trade audits are available.</td>
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Keeping Food Safe, Sustainable and Socially Responsible
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.

**Operational Integrity and Excellence**

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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 chain threats.

**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.

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<th>Understand and prepare</th>
<th>You need to:</th>
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<tr>
<td></td>
<td>• Buy the standard</td>
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<td></td>
<td>• Understand the standard, certification and you business requirements</td>
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<td></td>
<td>• Understand how adopting the system will benefit your business</td>
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<th>See how ready you are</th>
<th>We offer:</th>
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<tbody>
<tr>
<td></td>
<td>• Standard/subscription services</td>
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<tr>
<td></td>
<td>• Information on our website including whitepapers and webinars</td>
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<td></td>
<td>• Food safety training courses</td>
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<th>Review and get certified</th>
<th>You need to:</th>
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<tr>
<td></td>
<td>• Train your team</td>
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<td></td>
<td>• Conduct a gap analysis</td>
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<td></td>
<td>• Understand the standard, certification and your business requirements</td>
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<td>• Food Safety Standards training</td>
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<td></td>
<td>• BSI Gap Analysis</td>
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<td>• BSI Improvement Software aids food safety standard implementation</td>
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Continually improve and make excellence a habit

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<th>Your journey doesn’t stop with certification. We can help you to fine-tune your organization so it performs at its best.</th>
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<tr>
<td>• Celebrate and promote your success – download and use the BSI Assurance Mark to show you are certified.</td>
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<tr>
<td>• BSI training – continue to grow and improve your food safety skills or learn about the value and processes behind our sustainability standards.</td>
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<tr>
<td>• BSI Business Improvement Software will help you to manage systems and drive performance.</td>
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<tr>
<td>• Get your BSI VerifEye Profile</td>
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<tr>
<td>• Your BSI Client Manager will visit you regularly to make sure you remain compliant and support your continual improvement.</td>
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</table>
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.


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

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

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

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.

Keeping Food Safe, Sustainable and Socially Responsible
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 make food sector organizations more resilient, visit bsigroup.co.in or email info.in@bsigroup.com