



# Keeping Food Safe, Sustainable and Socially Responsible



# Managing your food safety and quality risks is the path for successful business now

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 in a sustainable and ethically responsible way.

Whether you are 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. Companies must realize the importance of food safety and sustainability, and ensure compliance to guidelines and regulations.

The benefits are measurable and will:

- **Drive growth**, improve trust and protect against reputational risk
- **Provide reassurance** to key stakeholders that food safety risks are being mitigated
- **Protect your supply chain** with third party verification
- **Protect 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 improve 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 6 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, for example ISO 9001 for Quality Management, ISO 14001 for Environmental Management and ISO/IEC 27001 for Information Security.

Our standards developers, assessors and trainers include some of the world's leading food safety experts who can assist your business.

We bring together experts and innovators to tackle the ever-changing issues facing the whole supply chain in the agri-food and food safety sectors and have led all these initiatives:

- **ISO 22000 the international standard for Food Safety Management** was based on ISO 9001, the world's most widely adopted standard which was 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 & Agri standards in our portfolio, we are well positioned to support the industry and supply chain challenges which include food safety, food scarcity, sustainability, land usage, energy, water and CSR issues.

As a Royal Charter company, with 65 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.



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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 general business management concerns:

- 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 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 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.

# 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 paramount 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.

### British Standards Online - BSOL

Instant access to over 55,000 British, European and International standards, 24/7.

These services can help organizations to:

- Identify and manage current and future risk throughout your business and supply chain
- Demonstrate compliance and gain status as preferred supplier
- Gain stakeholder and customer trust that data is protected

<sup>1</sup> PWC Information Security Breaches Survey – April 2012  
<sup>2</sup> Transparency International 'Putting corruption out of business' survey 2011

<sup>3</sup> CMI Report 2013  
<sup>4</sup> Institute of Collaborative Working

# Food Safety and Quality



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

Increasing population growth, trans-continental 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 die from diarrhoeal disease each year globally, many acquired 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

### BSI HACCP Criteria

A comprehensive HACCP 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.



### GLOBALG.A.P.

These standards for Good Agricultural Practices (GAP), encourages the adoption of commercially viable farm assurance schemes that promote sustainable and safe agriculture and the minimization of agro-chemical inputs.



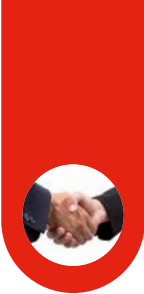
### SQF (Safe Quality Food)

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.

# Client Journey



A simple guide for your Food Safety Management journey with BSI

	Understanding		Implementing the solution		Getting certified/assessed		Making excellence a habit
Step	Information gathering	Calculating the benefits	Preparing the organization	Preparing a tailored implementation plan	Running the system	Proving it's working	Looking for opportunities for continual improvement
Action	Understand the standard, certification and your business requirements	Understand how adopting the system will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with your chosen standard, then prepare a gap analysis report	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
BSI services to help you	Your BSI contact BSI's website and brochure Food Safety Standard/subscription services Case studies	Your BSI contact Food Safety training courses Free personalised ROI online calculator	Your BSI contact BSI's Entropy™ Software helps you understand the requirements and track progress	'Food Safety Standards' training BSI Gap Analysis BSI's Entropy™ Software helps you identify the gaps in your system	Your BSI contact BSI's Entropy™ Software 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	'Food Safety Management Systems 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™ Software helps you effectively manage your systems and drive performance

## 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."

**George Passas**, 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,"

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

## Food manufacturing

"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."

**Patrice Whitehouse**, Management Systems Manager, Parmalat Australia Ltd.

## Logistics and storage

"Thanks to the guidance & 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"

**David Leibowitz**, Risk & Compliance Manager – Bidvest Australia

## Food service

"BSI form a critical part of our evaluation process and their attention to detail is second to none. The BSI team offer a personalised 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!"

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

# Supply Chain



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

Today we move from domestic to regional and then 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.

### 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.

### BSI Services

#### 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, environmental and CSR. SCREEN helps organizations to identify and understand their supply chain threats.

### 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.

These services can help organizations to:

- Mitigate supply chain risks
- Protect brand and corporate reputation
- Provide assurance to key stakeholders that suppliers are being managed effectively

Find out more at  
[www.supplychainsecurity.com](http://www.supplychainsecurity.com)



# 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:

How many suppliers do you have?

How many are direct versus indirect?

Do you actively verify your suppliers?

Have you conducted risk assessments on all your suppliers?

How many have you physically visited?

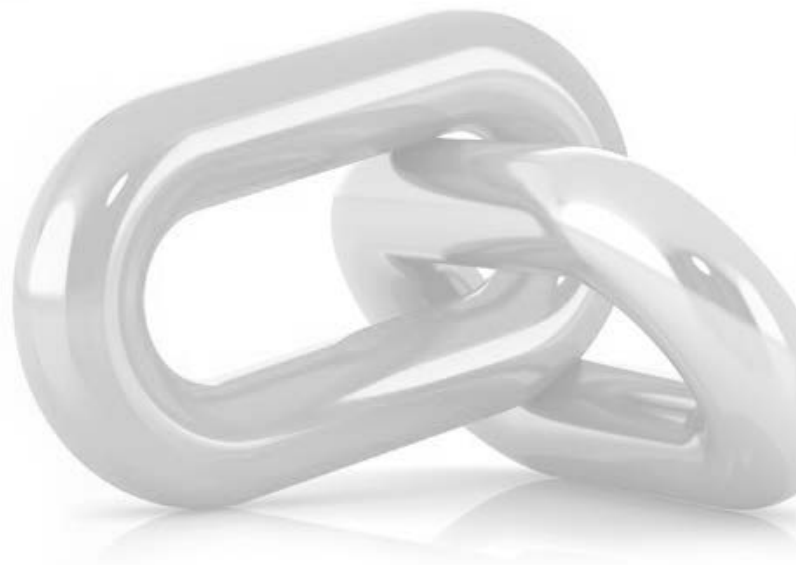
What are the issues and where?

What improvements have you made?

Does your supply chain adhere to your corporate values?

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.



# 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 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.

# 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 labourers 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 labour – 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

Ensuring employee safety is critical and BS OHSAS 18001 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.

These standards can help organizations:

- Protect against any negative publicity
- Prove transparency, visibility, trust and confidence in reporting through a trusted 3rd 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.



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