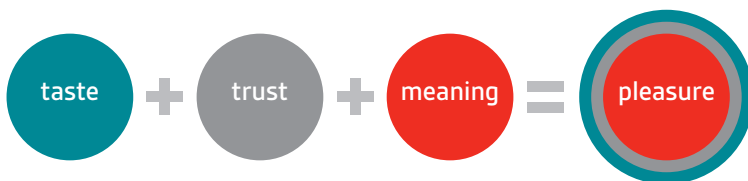


The BSI Kitemark for Food Assurance

Beyond quality is trust



Consumers equate food with pleasure. To be pleasurable food has to taste good, be produced in line with consumers' values and be trusted.



For people to truly enjoy what they're eating and drinking taste is a key consideration, but so is the ability to trust that it's made of what the label says, that it's made where the label says it's made and that it's made ethically and/or with as small of an environmental impact as possible.

To help food sector organizations improve consumers' trust in their products, BSI offers the Kitemark™ Food Assurance programme. The BSI Kitemark is one of the most recognized symbols of quality and trust, offering true value to consumers, businesses and procurement practices.

The BSI Kitemark Food Assurance programme reassures consumers and organizations about a specific characteristic of a product. It ensures a product is produced in compliance with key aspects of what your promise to the consumer is; from purity and origin to environmental and fair production practices.

All of these factors directly affect consumer buying decisions. With food fraud in the headlines and labelling that's becoming more confusing than helpful, sceptical consumers may doubt what they find on the shelves or online.

A Kitemark can help your business build trust and brand value through independent verification that your:

- Product is what you say it is
- Product comes from where you say it does
- Customer promise is genuine

Benefits of certification:

- Increased trust in your products and business
- Improved brand/reputation protection
- Process-driven continual improvement
- Customer retention and loyalty
- Increased sales



The Kitemark for Food Assurance process

Agree protocol for Kitemark programme

Complete and submit application form

Gap assessment (optional)

Agree date for Kitemark site assessment

Install compliance sample testing protocol

VerifEye™ site profile completion

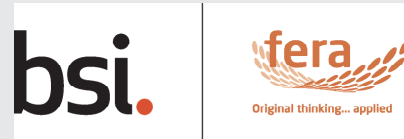
Kitemark licence issue / annual renewal

BSI directory listings



Your Kitemark for Food Assurance includes listings in two BSI directories. Consumers can search our online Kitemark product directory by category, description or your Kitemark number. Additionally, your organization will be listed in our VerifEye™ Directory. Your BSI VerifEye Profile QR code will confirm thirty critical fields of information confirming that your business operates according to your customer promise(s). Your profile can also be used to promote your credentials when establishing relationships with potential new customers.

Science meets standards to deliver trust



With over 100 years of scientific, regulatory and safety support to the food, environmental and regulatory affairs sectors, the scientists at Fera will be part of your Kitemark programme development team and, when applicable, be responsible for the testing procedures to validate your product's claim.

In addition to fundamental discoveries in all major fields of food authenticity, Fera specializes in forensic analysis and interpretation of (bio)chemical constituents in food and feed.

The BSI Mark of Trust

At the very heart of the BSI Mark of Trust is the BSI Kitemark. First used in 1903, the Kitemark is one of the most recognized symbols of quality and trust and offers true value to consumers, businesses and procurement practices.

The BSI Kitemark is a trade mark owned by BSI and was originally only used in the UK, but it is now recognized throughout the world as a mark of quality.

When surveyed, organizations with products that have earned a Kitemark reported the following business benefits*:

- Improved business reputation (77%)
- Improved customer satisfaction (70%)
- Attracted new customers (61%)
- Reduced operational risk (86%)
- Improved internal confidence (81%)
- Improved employee satisfaction (63%)

*Source: BSI product certification customer survey, 2019.



Why BSI?



BSI believes the world deserves safe, sustainable and socially responsible food. We offer a broad range of certification and risk management services to help organizations in the food and retail supply chain mitigate risk, protect their brands and build resilient supply chains.

With 90 offices around the world, we are a leading food safety and certification provider with the capacity and capability to provide integrated services for a wide range of food safety and business improvement standards across the entire food and retail supply chain; including GFSI-recognized standards.

Learn more at bsigroup.com/en-za
E: bsi.za@bsigroup.com