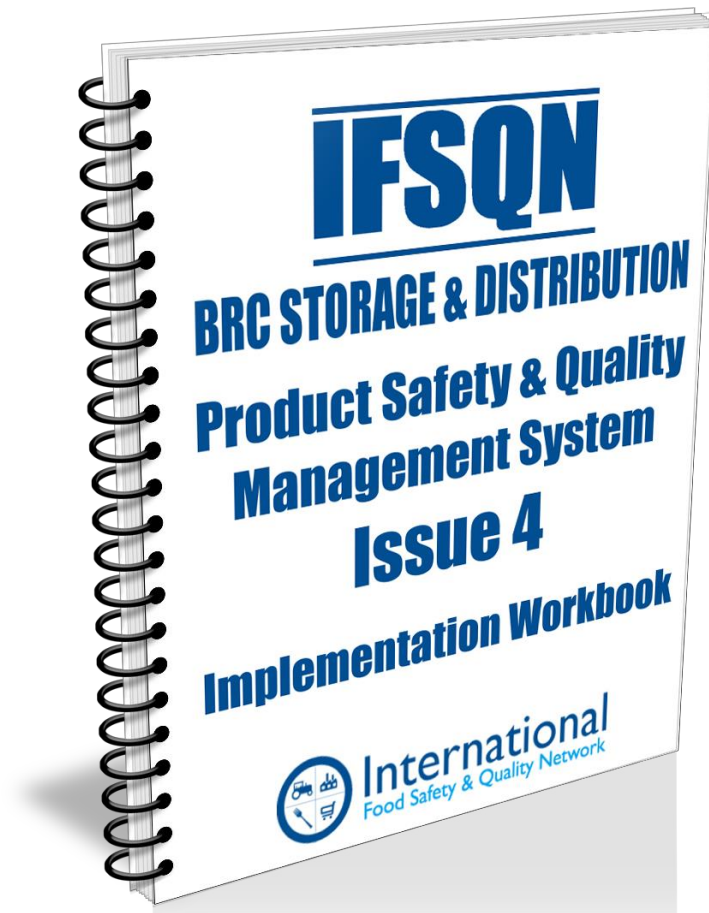


# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook



This workbook is provided to assist in the implementation of your Product Quality & Safety Management System and achieving BRC certification. The workbook is divided into 7 steps that are designed to assist you in implementing your quality & safety management system effectively:

- Step One: Introducing the Storage & Distribution Product Safety & Quality Management System
- Step Two: Senior Management Implementation
- Step Three: Product Safety and Quality Management System Implementation
- Step Four: Prerequisite Programme Implementation
- Step Five: HACCP Implementation
- Step Six: Training
- Step Seven: Final Steps to BRC Certification

Note: The IFSQN BRC Storage and Distribution Quality Management System Package includes a Start Up Guide which should be consulted to guide you through the contents of the package.

# BRC Storage and Distribution Quality and Safety Management System

## Implementation Workbook

### **Step Two: Senior Management Implementation**

A Senior Management Implementation checklist is provided that establishes your Product Safety & Quality Management System (PS&QMS) fundamentals including Safety & Quality Policies and Objectives.

The checklist guides Senior Management:

- ✓ in planning the establishment of the PS&QMS
- ✓ in providing adequate support to establish the PS&QMS
- ✓ in ensuring there is adequate infrastructure and work environment
- ✓ in allocating responsibility and authority

This stage requires the Senior Management to meet and establish the foundations for the Quality Safety Management System:

- ✓ Formulating a checklist of Customer, Regulatory, Statutory and other relevant requirements
- ✓ Decide which requirements the company should address and develop relevant policies.
- ✓ Based on the Quality & Safety Policy Management Policies establish Quality Safety Objectives
- ✓ Define the scope and boundaries of the PS&QMS
- ✓ Plan the establishment of the PS&QMS
- ✓ Provide adequate support to establish the PS&QMS
- ✓ Ensure there is adequate infrastructure and work environment and develop a Corrective Action Plan to rectify shortfalls
- ✓ Allocate responsibility and authority
- ✓ Assess, plan and establish appropriate internal and external communication channels

As a decision has already been made to implement a system compliant with the BRC Global Standard for Storage and Distribution, the Senior Management meeting should also consider the requirements of the Standard which are summarised below and should be read direct from the Standard:

# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

## Senior Management PSQMS Implementation Meeting

Date/Time

Venue

Agenda

1. Formulating a checklist of Customer, Regulatory, Statutory and other relevant requirements
2. Decide which Quality & Safety requirements the company should address and develop relevant policies.
3. Based on the Quality & Safety Policy Management Policies establish Quality & Safety Objectives
4. Define the scope and boundaries of the PSQMS
5. Plan the establishment of the PSQMS
6. Provide adequate support to establish the PSQMS
7. Ensure there is adequate infrastructure and work environment
8. Allocate responsibility and authority
9. Assess, plan and establish appropriate internal and external communication channels
10. Plan to establish a Product Safety & Quality Culture

Attendees:

Senior Management Team		
Job Title	Name	Role in Team
Managing Director		Chairman
General Manager		Deputy Chair
Operations Manager		Operations Reporting
Quality Manager		Product Safety and Quality Reporting
Planning Manager		Planning and Capacity Reporting
Distribution Manager		Distribution Reporting
Maintenance Manager		Services and Engineering Provision
Finance Manager		Financial Reporting
Human Resources Manager		Resource reporting

## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

### Senior Management PSQMS Implementation Checklist

The Senior Management PSQMS Implementation Meeting should follow the guidelines of the Senior Management Implementation Checklist:

Action (i)	Senior management formulate a checklist of Customer, Regulatory, Statutory and other relevant requirements	
	Customer/Regulatory/Statutory/Other	Record Details
	XYZ Customer Requires this	
	BRC Global Standard for Storage & Distribution Issue 4	
	Regulations	
Action (ii)	Senior Management decides which Product Safety & Quality requirements they should address and develop relevant policies.	
	Requirement	Policy Details

## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

Action (ix)	Senior management assess plan and establish appropriate internal and external communication channels	
	Communication required	Details
Action (x)	Plan to establish a Product Safety & Quality Culture	
	Action required	Details
At a later stage, Senior Management will be required to carry out a management review		
After implementation and verification Senior Management take action to continually improve the PSQMS		

# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

The outputs from this meeting will be:

- ✓ Product Safety & Quality Policy
- ✓ Product Safety & Quality Objectives
- ✓ Defined Scope
- ✓ A Developed Project Plan \*
- ✓ Support Plan for Implementation/Training
- ✓ Plans for Infrastructure/Work Environment
- ✓ Allocation of Responsibility/Authority
- ✓ Defined Communication Channels
- ✓ An Action Plan to lead and support a Product Safety & Quality Culture

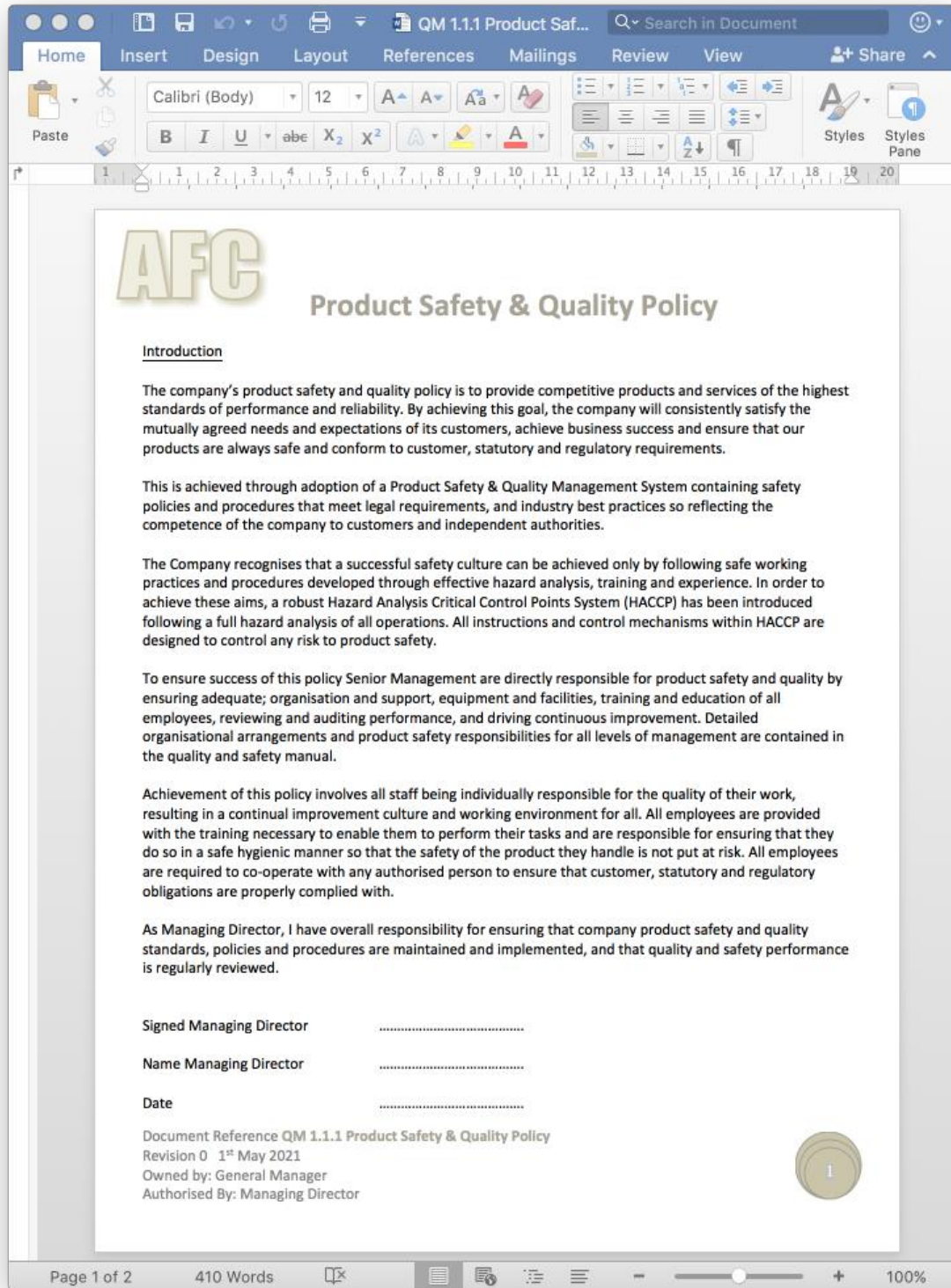
\* Use and Adapt the Implementation Plan Template included in the package

		01-Jun	01-Jul	01-Aug	01-Sep	01-Oct	01-Nov	01-Dec	01-Jan	01-Feb	01-Mar	01-Apr	01-May	01-Jun	01-Jul	01-Aug	01-Sep	01-Oct	01-Nov	01-Dec	01-Jan	01-Feb	01-Mar	01-Apr	01-May
1	<b>BRC STORAGE &amp; DISTRIBUTION IMPLEMENTATION PLAN</b>																								
8	BRC IMPLEMENTATION PLAN																								
9	1 Senior management commitment																								
10	1.1 Senior management commitment and continual improvement																								
11	1.2 Management review																								
12	1.3 Organizational structure, responsibility and management authority																								
13	2 Hazard and risk analysis																								
14	3 Product safety and quality management system																								
15	3.1 General documentation requirements																								
16	3.2 Internal audits																								
17	3.3 Corrective and preventive action																								
18	3.4 Customer contractual arrangements																								
19	3.5 Purchasing																								
20	3.6 Traceability																								
21	3.7 Management of product withdrawal and product recall																								
22	3.8 Incident management and business continuity																								
23	3.9 Control of non-conforming product, damages and returns																								
24	3.10 Complaints handling																								
25	4 Site and building standards																								
26	4.1 Location, perimeter and grounds																								
27	4.2 Site security and product defence																								
28	4.3 Layout, product flow and segregation – product intake, handling, storage and dispatch																								
29	4.4 Fabrication – product intake, handling, storage and dispatch areas																								
30	4.5 Staff facilities																								
31	5 Vehicle operating standards																								
32	5.1 Vehicle standards																								
33	5.2 Vehicle and load security																								
34	5.3 Vehicle management																								
35	5.4 Vehicle temperature controls																								
36	6 Facility management																								
37	6.1 Equipment																								
38	6.2 Maintenance																								
39	6.3 Calibration and control of measuring and monitoring devices																								
40	6.4 Housekeeping and hygiene																								
41	6.5 Waste and waste disposal																								
42	6.6 Pest management																								
43	7 Good operating practices																								
44	7.1 Receipt of goods																								
45	7.2 Product handling																								
46	7.3 Environment control																								
47	7.4 Physical and chemical product contamination risk																								
48	7.5 Stock rotation																								
49	7.6 Product release																								
50	7.7 Management of allergens																								
51	8 Personnel																								
52	8.1 Training and competency																								
53	8.2 Personal hygiene																								
54	9 Handling of open food products																								
55	9.1 Hazard and risk analysis																								
56	9.2 Staff facilities																								
57	9.3 Fabrication – product intake, handling, storage and dispatch areas																								
58	9.4 Maintenance																								
59	9.5 Housekeeping and hygiene																								
60	9.6 Protective clothing																								
61	10 Wholesale requirements																								
62	10.1 General requirements applicable to all wholesalers																								
63	10.2 Branded products																								
64	10.3 Wholesaler-own, wholesaler-exclusive and/or customer-exclusive products																								
65	11 Cross-docking requirements																								
66	11.1 Main certificated site																								
67	11.2 Traceability and mass balance																								
68	11.3 Product handling and returns																								

# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

Senior Management can choose/adapt the templates supplied with the  
system

There are Policy and Objectives Templates





## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

Senior Management provide adequate support to establish the PSQMS

Senior management establish and provide adequate support to establish the PSQMS including the resource required to complete the implementation plan, establish, implement and maintain the Quality & Safety Management System, conduct Internal Audits and Monitor & Measure.

Action (vi)	Senior management provide adequate support to establish the FSMS	
	Resource requirement	Details
	Safety Team Leader	
	Safety Team	
	PS&QMS Steering Group	
	Trainers	
	Internal Auditors	



BRC Storage and Distribution Quality and Safety Management System  
Implementation Workbook

Senior Management Establish Product Safety & Quality Management  
System Steering Group

Quality & Safety Management System Steering Group			
FSMS Team Member	Name	Position	Qualification
PSQMS Team Leader			
PSQMS Assistant Leader			
PSQMS Team Members			

Senior Management Establish a Product Safety Team

Product Safety Team			
Product Safety Team	Name	Position	Qualification

# BRC Storage and Distribution Quality and Safety Management System

## Implementation Workbook

### Senior Management Establish a Product Recall/Crisis Management Team

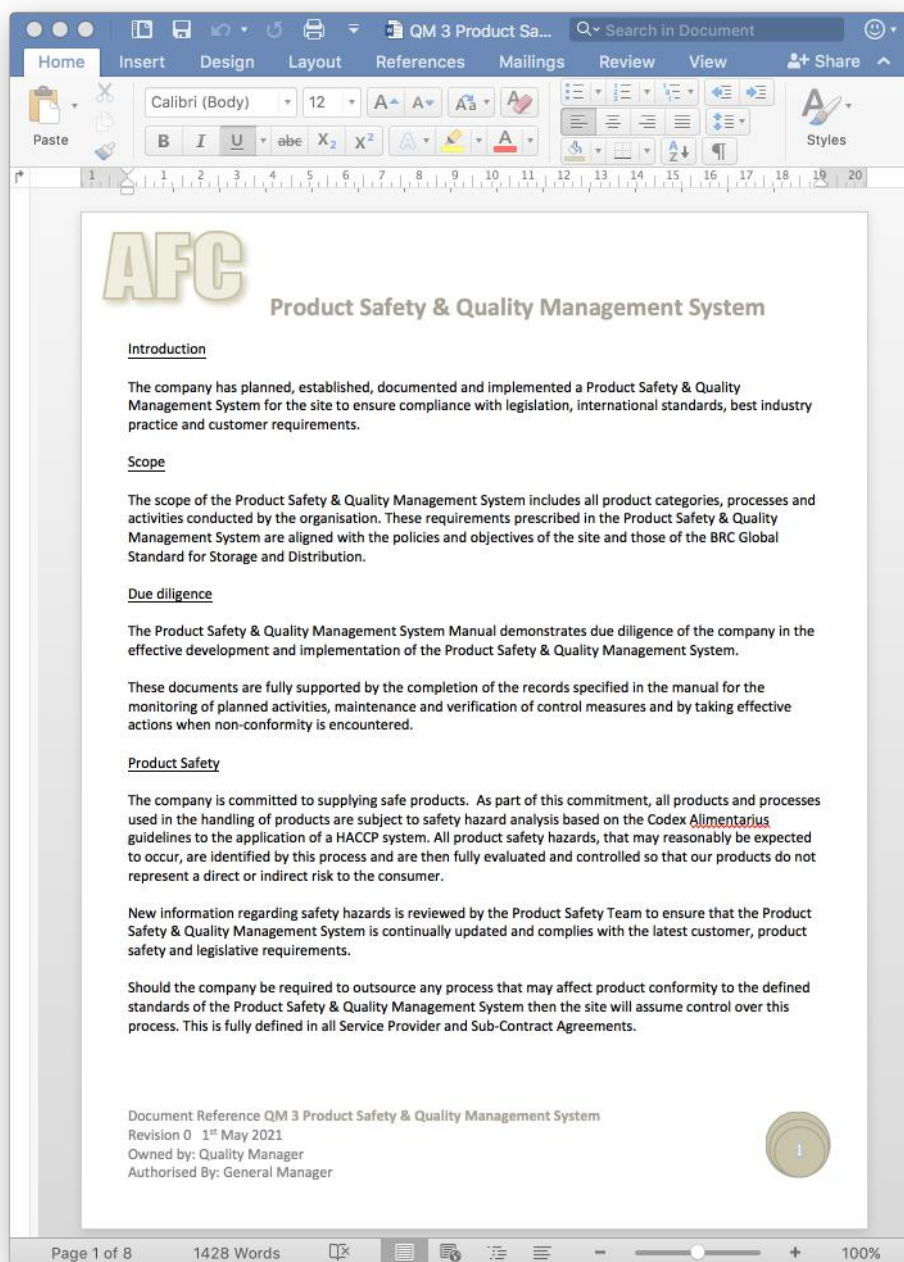
Incident Management Team				
Crisis	Name	Crisis Coordinator	Contact Details	Nominated Deputy
Fire or Managing evacuation				
Utility Supply failure				
IT/Digital Cyber-Security failure/attack	Operations Manager			
Water Supply Contamination				
Breaches of security				
Distribution Failure				
Natural Disaster				
Extortion or Sabotage				
Product quality or safety				

# BRC Storage and Distribution Quality and Safety Management System

## Implementation Workbook

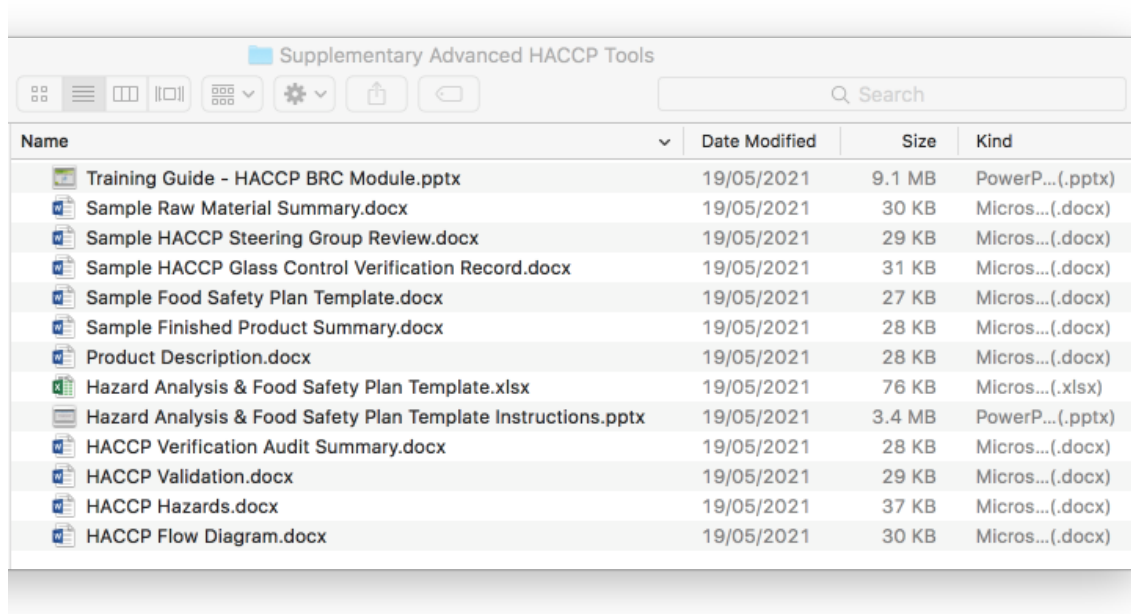
### **Step Three: Product Safety & Quality Management System**

The Product Safety & Quality Management System includes a comprehensive BRC compliant documentation package. At this stage, you can choose to totally implement the procedures supplied or pick those that are applicable to your process. The procedural templates form the foundations of your Product Safety & Quality Management System so you don't have to spend 1,000's of hours writing compliant procedures:



# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

Supplementary Advanced HACCP Tools are included:



Name	Date Modified	Size	Kind
Training Guide - HACCP BRC Module.pptx	19/05/2021	9.1 MB	PowerP...(.pptx)
Sample Raw Material Summary.docx	19/05/2021	30 KB	Micros...(.docx)
Sample HACCP Steering Group Review.docx	19/05/2021	29 KB	Micros...(.docx)
Sample HACCP Glass Control Verification Record.docx	19/05/2021	31 KB	Micros...(.docx)
Sample Food Safety Plan Template.docx	19/05/2021	27 KB	Micros...(.docx)
Sample Finished Product Summary.docx	19/05/2021	28 KB	Micros...(.docx)
Product Description.docx	19/05/2021	28 KB	Micros...(.docx)
Hazard Analysis & Food Safety Plan Template.xlsx	19/05/2021	76 KB	Micros...(.xlsx)
Hazard Analysis & Food Safety Plan Template Instructions.pptx	19/05/2021	3.4 MB	PowerP...(.pptx)
HACCP Verification Audit Summary.docx	19/05/2021	28 KB	Micros...(.docx)
HACCP Validation.docx	19/05/2021	29 KB	Micros...(.docx)
HACCP Hazards.docx	19/05/2021	37 KB	Micros...(.docx)
HACCP Flow Diagram.docx	19/05/2021	30 KB	Micros...(.docx)

The tools include documents, a HACCP Training Presentation for the Product Safety Team and the Hazard Analysis & Food Safety Plan Template and Instructions

## Product Safety (HACCP) Team

A core multidisciplinary team is utilised within the company to develop the Safety and Management System. This core team is supplemented by other staff when specific areas or products are being analysed. The team have knowledge and experience of HACCP, Products, the Process, the Equipment, Hazards and in developing and implementing a safety and quality management system.

### Team Member

Quality Manager  
Operations Manager  
Distribution Manager  
Purchasing Manager

### HACCP Training

Advanced  
Details  
Details  
Details

The team is supplemented by departmental staff who can contribute expert knowledge of their particular areas.

## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

This is carried out using the HACCP decision tree in the Hazard Analysis & Food Safety Plan Template (HACCP Calculator). Hazards identified at critical control points by the decision tree are controlled in the HACCP plan.

The Hazard Analysis & Food Safety Plan Template (HACCP Calculator)  
(See Instructions for full details)

Step No.	Step Name	Hazards Identified	Probability	Severity	Significance	Specific Details about the Hazard	Control Measure	Decision Tree			
								Question 1	Question 2	Question 3	Question 4
1	Delivery	Damage	3	3	9			N			
1	Delivery	Soiling	3	3	9			Y	N	Y	N
1	Delivery	Water Contamination	3	3	9			Y	N	N	
1	Delivery	Hazard	2	3	6						
1	Delivery	Hazard	2	2	4						
1	Delivery	Hazard	1	2	2						
1	Delivery	Hazard	1	1	1						
N	= If control is required at this step for safety then modify step, process or product										

**Question 1 Are control measures in place for this hazard?**

**Question 2 Does the step eliminate or reduce the hazard to an acceptable level?**

**Question 3 Could contamination occur at unacceptable level or increase to unacceptable levels?**

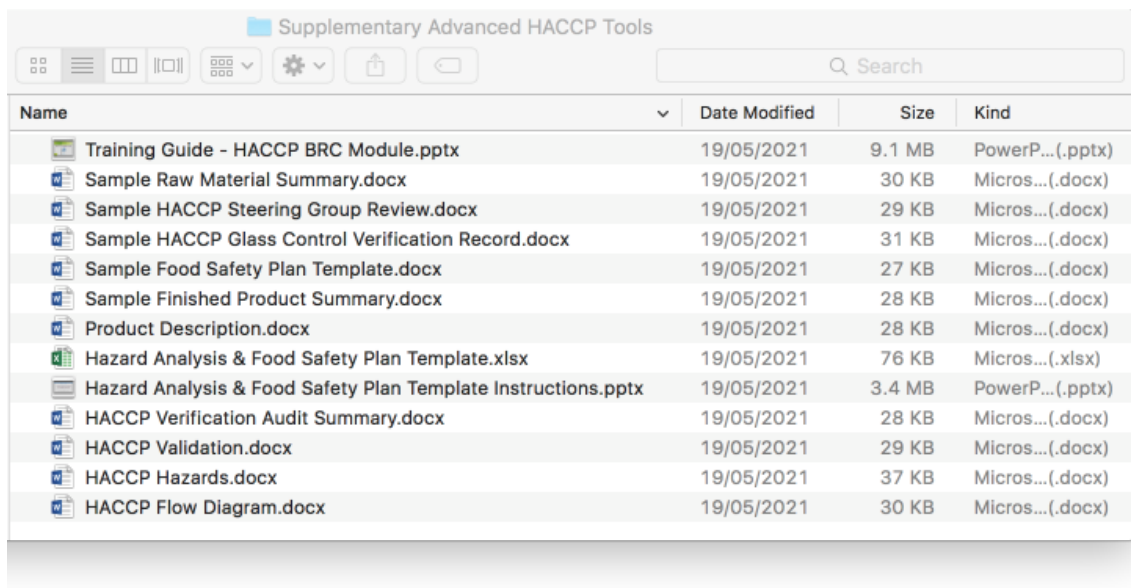
**Question 4 Will a subsequent step eliminate the hazard or reduce it to an acceptable level?**

The Hazard Analysis & Food Safety Plan Template (HACCP Calculator) highlights significant hazards and critical control points in red.

# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

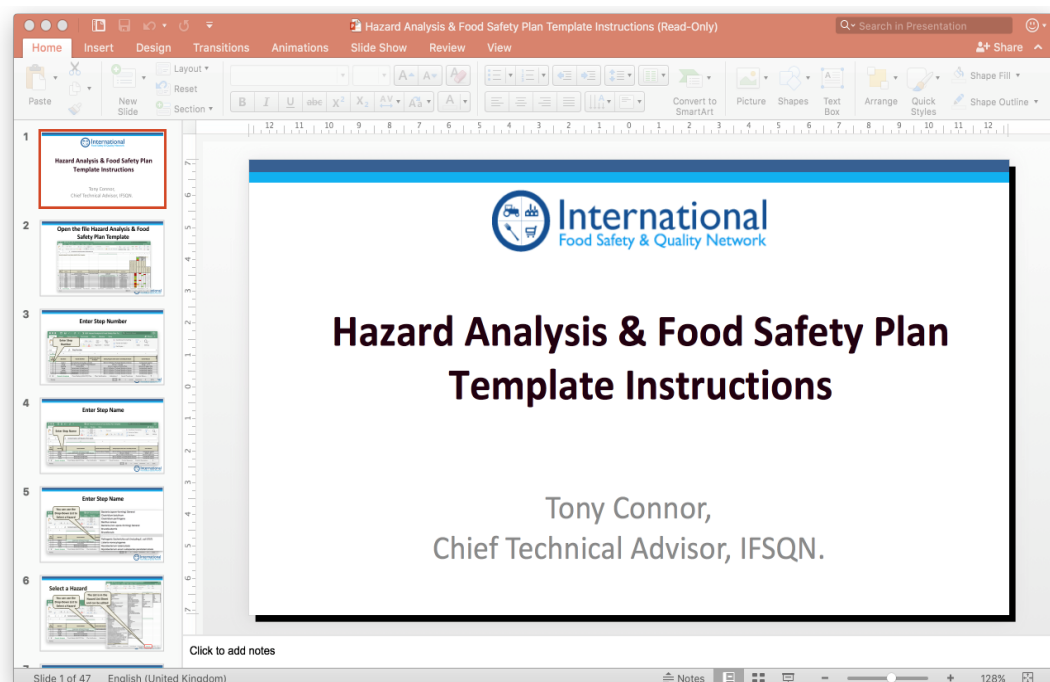
In the case of exceeding CCP limits, procedures and records appropriate to the handling of potentially unsafe products are followed until it is confirmed that they are safe and suitable for release. Where product is not suitable for release then this matter is reported as soon as practically possible to the Safety Representative.

This procedure is supplemented by HACCP documents and tools in the Supplementary Advanced HACCP Tools folder:



Name	Date Modified	Size	Kind
Training Guide - HACCP BRC Module.pptx	19/05/2021	9.1 MB	PowerP... (.pptx)
Sample Raw Material Summary.docx	19/05/2021	30 KB	Micros... (.docx)
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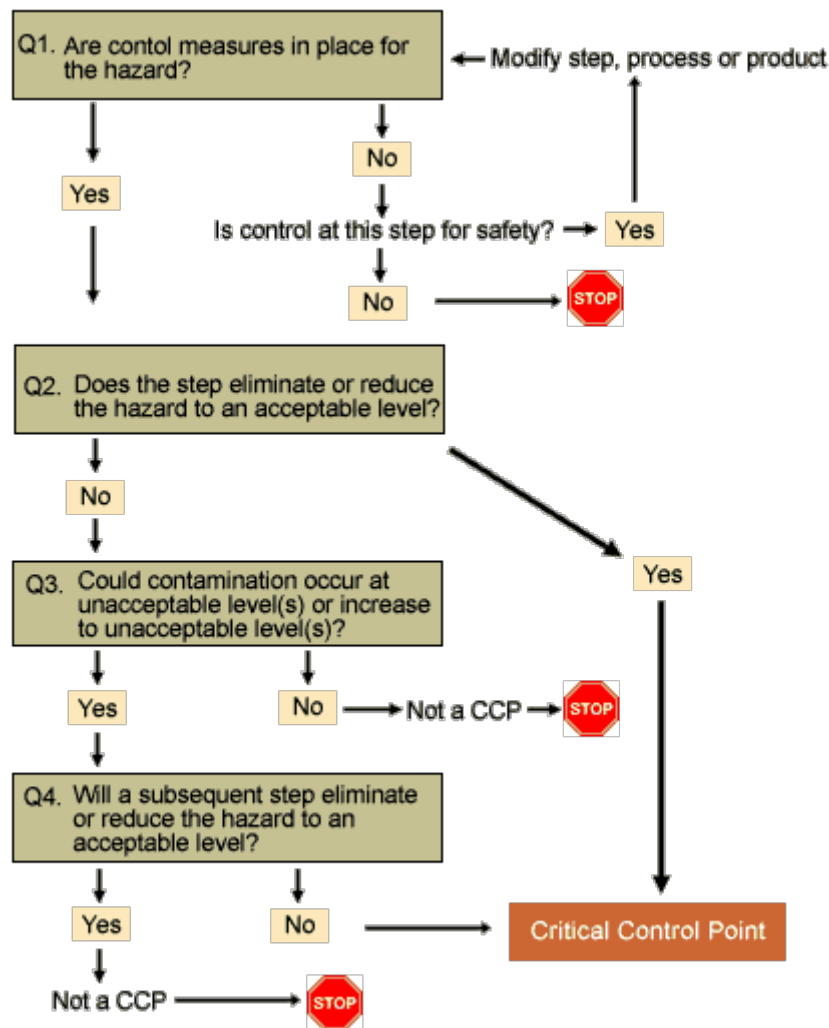
## Follow the Hazard Analysis & Food Safety Plan Template and Instructions



## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

The safety team identify critical control points (CCP)s for each safety hazard

Critical Control Points are established using the decision tree as the latest step in the flow path where controls can be effectively administered for a particular Significant Safety Hazards.





## HACCP Plan

**You will be able to develop a HACCP Plan to control hazards:**

Critical Limits	Monitoring Procedures	Corrective Action	Responsibility	HACCP Record
Minimum / Maximum acceptable levels to ensure condition is in control	<ul style="list-style-type: none"><li>- measurements to be taken (or observations) method of measurement</li><li>- devices used (including applicable calibration procedures)</li><li>- frequency of monitoring</li><li>- responsibility and authority for monitoring and evaluation of the monitoring results</li></ul>	Action to be taken when outside of critical limits to regain control and ensure unsafe product is controlled	Who is taking the action	Where is it recorded

# BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

You can use the Hazard Analysis & Food Safety Plan Template (HACCP Calculator) to assist:

Hazard Analysis & Food Safety (HACCP) Plan Template

Step Number	Step Name	Hazards Identified	Specific Details about the Hazard	Existing Programs which assist in controlling the Hazard	Control Measure
1	Goods In	Contamination with Bacteria from pests	Check for evidence of droppings	7.1 Receipt of goods	Incoming Goods Inspection
2	Storage	Growth of Bacteria due to warm ingredient * TOXIN PRODUCER		7.3 Stock rotation	Storage < 18 °C
3	Repacking	Personal effects		7.4 Physical and chemical product contamination risk	Adherence to Hygiene Policy
4	Storage	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Storage < 5 °C
5	Loading	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Loading Temperature Monitoring
6	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Storage < 18 °C
7	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
8	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
9	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
10	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
11	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
12	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
13	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
14	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection
15	Distribution	Bacteria (spore-forming) General		QM 2.4.5 Verification of Purchased Materials and Services	Incoming Goods Inspection

Hazard Analysis & Food Safety (HACCP) Plan Template

Step Number	Step Name	Hazards Identified	Control Measure
1	Goods In	Contamination with Bacteria from pests	3 3 3 Y Y N Y N
2	Storage	Growth of Bacteria due to warm ingredient * TOXIN PRODUCER	3 3 3 Y Y N Y N
3	Repacking	Personal effects	3 3 3 Y Y N N
4	Storage	Bacteria (spore-forming) General	3 1 3
5	Loading	Bacteria (spore-forming) General	1 3 3
6	Distribution	Bacteria (spore-forming) General	2 2 4
7	Distribution	Bacteria (spore-forming) General	1 1 1
8	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y
9	Distribution	Bacteria (spore-forming) General	3 1 3
10	Distribution	Bacteria (spore-forming) General	3 2 6
11	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y N Y Y
12	Distribution	Bacteria (spore-forming) General	3 3 3 N
13	Distribution	Bacteria (spore-forming) General	2 3 6
14	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y N N
15	Distribution	Bacteria (spore-forming) General	3 1 3
16	Distribution	Bacteria (spore-forming) General	1 3 3
17	Distribution	Bacteria (spore-forming) General	2 2 4
18	Distribution	Bacteria (spore-forming) General	1 1 1
19	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y
20	Distribution	Bacteria (spore-forming) General	3 1 3
21	Distribution	Bacteria (spore-forming) General	3 2 6
22	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y N Y Y
23	Distribution	Bacteria (spore-forming) General	3 3 3 N
24	Distribution	Bacteria (spore-forming) General	2 3 6
25	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y N N
26	Distribution	Bacteria (spore-forming) General	3 1 3
27	Distribution	Bacteria (spore-forming) General	1 3 3
28	Distribution	Bacteria (spore-forming) General	2 2 4
29	Distribution	Bacteria (spore-forming) General	1 1 1
30	Distribution	Bacteria (spore-forming) General	3 3 3 Y Y
31	Distribution	Bacteria (spore-forming) General	3 1 3

**Step Seven: Internal Auditing**

Systems are put in place to verify that the PSQMS is implemented effectively including internal audits

So firstly, make sure that your Internal Auditors are trained. At least one auditor should be a site expert and we recommend that they undertake a recognised Internal Auditor Course.

The Safety Team should define the methods, frequencies and responsibilities for verification activities.

Verification activities should put in place by the Safety Team to confirm the effective operation of the Quality & Safety Management System as well as internal audits verification can be Final Product Inspection and similar activities.

After training the Safety Team Leader should schedule Internal Audits. Refer to our Internal Audits Procedure as a guide.

The Internal Audit Schedule should be planned annually and designed to comprehensively cover all areas of the Quality & Safety Management system including procedures, policies and activities.

The Safety Team Leader should draw up the Internal Audit Schedule based on the following criteria:

- Risk associated with the procedure or activity
- Results of Previous audits
- Number of Corrective Actions raised or outstanding
- Customer Complaint Analysis
- Number of Preventative Actions raised or outstanding
- Results of the Management Review

# BRC Storage and Distribution Quality and Safety Management System


## Implementation Workbook

### The senior management team carry out management reviews

Senior management should review the company management systems, at a minimum, annually to ensure their continuing suitability, adequacy and effectiveness.

The review should include assessing the opportunity for improvements and the need for amendments to the systems. The proceedings of all reviews are to be documented. The review meeting is normally chaired by the most Senior Manager and includes Senior Management from Quality, Operations, Maintenance, Planning, and Distribution departments.

Our system is supplied with QM 1.2 Management Review Procedure and Record which should be used as templates.



## Management Review

**Introduction**

The company has established, documented and implemented a management review system for the site. Regular reviews are conducted to assess the suitability, adequacy and effectiveness of the Safety and Quality Management System with the aim of continually improve site effectiveness at meeting international standards and exceed customer expectations.

**Scope**

The scope of the Management Review includes all activities conducted on site and is as per the requirements of BRC Global Standard for Storage and Distribution.

**Procedure**

Senior management review the company management systems, at a minimum, annually to ensure their continuing suitability, adequacy and effectiveness.


The review includes assessing opportunity for improvements and the need for amendments to the systems. The proceedings of all reviews are documented.

The review meeting is chaired by the Site Director and includes Senior Management from Quality, Operations, Maintenance, Planning, Distribution departments.

Review inputs include:

- Review of the Safety and Quality Policy
- Review of Management Changes
- Minutes and Follow-up actions from previous review meetings
- Outstanding Non-conformances as a result of internal and external audits
- Results of external second and third-party audits
- Trend analysis of Customer and Supplier complaints
- Analysis of the results of verification activities including internal hygiene/housekeeping and Hazard Control plan verification audits
- Quality Key Performance Indicators Review and trend analysis
- Emergencies and Accidents
- Operational performance and product conformity
- Corrective and preventive action status
- Safety incidents including labelling non-conformances, recalls, withdrawals, safety or legal issues

Document Reference Management Review QM 1.1.4  
Revision 1 8<sup>th</sup> January 2017  
Owned by: Quality Manager  
Authorised By: Managing Director



# BRC Storage and Distribution Quality and Safety Management System

## Implementation Workbook

### Senior Management Review Meeting Notification

Date

Time

Venue

Agenda

1. Review of the Safety and Quality Policy
2. Review of Management Changes
3. Minutes and Follow-up actions from previous review meetings
4. Outstanding Non-conformances as a result of internal and external audits
5. Results of external second and third-party audits
6. Trend analysis of Customer and Supplier complaints
7. Analysis of the results of verification activities including internal hygiene and HACCP plan verification audits
8. Quality Key Performance Indicators Review and trend analysis
9. Emergencies and Accidents
10. Process performance and product conformity
11. Corrective and preventive action status
12. Safety incidents including allergen control and labelling, recalls, withdrawals, safety or legal issues
13. Review of planning and development of the processes needed for the realisation of safe products including changes which could affect safety and the HACCP Plan (including legislation changes and scientific information)
14. Review of Food Safety & Quality Culture Planning and effectiveness
15. Changes to policies and objectives
16. Communication activities and effectiveness of communication
17. Results of review and system updating
18. Review of Resources and effectiveness of Training
19. Recommended improvements
20. Customer Feedback and Sales levels are reviewed to give an indication of trends
21. A.O.B

## BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

### Ensure any areas requiring corrective action are addressed

The non-compliances identified in the assessment of compliance with the BRC Standard should be logged by the Product Safety Team Leader and the appropriate corrective action allocated and taken:

Date	BRC Section	Details of Non-Conformance	Identified by:	Corrective Action Required	Responsibility	Target completion Date	Date Completed