This workbook is provided to assist in the implementation of your BRC 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 BRC Standard for Storage & Distribution
Step Two: Senior Management Implementation
Step Three: Safety and Quality Management 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.
The BRC Implementation Workbook compliments our BRC Storage and Distribution Quality Management System which is an ideal package for organisations looking to meet British Retail Consortium Global Standard for Storage and Distribution.

The Storage and Distribution Quality Management System contains:

- A comprehensive set of over 50 editable System Procedures
- A range of 60 easy to use Record Templates
- HACCP Manual
- BRC Standard for Storage and Distribution Training Module
- A set of quick Gap Analysis Checklists
- Internal Auditor Training
- HACCP Training
- Food Safety Training

As a preliminary to Step 1 we recommend that the you obtain a copy of the current issue of the BRC Global Standard for Storage and Distribution

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Step One: Introduction to the BRC Standard for Storage and Distribution Training

This illustrated and interactive PowerPoint training module presentation will introduce the BRC Standard for Storage and Distribution to the management team and explain how to start the process of implementing a BRC compliant Quality & Safety Management System.

BRC Global Standard for Storage and Distribution

Clause 3.1.3 Record completion and maintenance

Records to demonstrate the effective control of product safety, legality and quality should be maintained.

The records should be legible and genuine, and retained in good condition for an appropriate defined time period.

There should be procedures for the maintenance, storage and retrieval of records.
Step Two: Senior Management Implementation

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

The checklist guides Senior Management:

- in planning the establishment of the QSMS
- in providing adequate support to establish the QSMS
- 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 QSMS
- Plan the establishment of the QSMS
- Provide adequate support to establish the QSMS
- 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:
## Section 1 Senior Management Commitment

**Fundamental:** Senior Management Demonstrate Commitment to meeting the requirements of the BRC Standard including the Provision of Resources, System Review, Documented Continual Improvement & Effective Communication

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>Senior Management document a quality policy statement</td>
</tr>
<tr>
<td>1.1.2</td>
<td>Senior Management provide the necessary human and financial resources</td>
</tr>
<tr>
<td>1.1.3</td>
<td>Objectives are established for product safety, quality and legality</td>
</tr>
<tr>
<td>1.1.4</td>
<td>Management review meetings</td>
</tr>
<tr>
<td>1.1.5</td>
<td>Management review decisions/actions agreed are communicated/implemented</td>
</tr>
<tr>
<td>1.1.6</td>
<td>Communication channels for staff responsible for monitoring compliance with the Standard</td>
</tr>
<tr>
<td>1.1.7</td>
<td>Current version of the Standard available. Site aware of changes to the Standard</td>
</tr>
<tr>
<td>1.1.8</td>
<td>Senior operations manager attends the opening/closing meetings of BRC audit</td>
</tr>
<tr>
<td>1.1.9</td>
<td>Registered with (or approved by) the authority and evidence available</td>
</tr>
<tr>
<td>1.1.10</td>
<td>Announced recertification audits occur on or before the audit due date</td>
</tr>
<tr>
<td>1.1.11</td>
<td>The root causes of any non-conformities identified in previous audit addressed</td>
</tr>
</tbody>
</table>

A meeting should now be co-ordinated involving all the Senior Management Team.
Senior Management FSMS 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 QSMS
5. Plan the establishment of the QSMS
6. Provide adequate support to establish the QSMS
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

Attendees:

<table>
<thead>
<tr>
<th>Senior Management Team</th>
<th>Job Title</th>
<th>Name</th>
<th>Role in Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Director</td>
<td>Site Director</td>
<td>Operations Manager</td>
<td>Quality Manager</td>
</tr>
<tr>
<td>Site Director</td>
<td>Operations Manager</td>
<td>Quality Manager</td>
<td>Safety and Quality Reporting Management Representative</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>Planning Manager</td>
<td>Planning Manager</td>
<td>Planning and Capacity Reporting</td>
</tr>
<tr>
<td>Planning Manager</td>
<td>Distribution Manager</td>
<td>Distribution Manager</td>
<td>Distribution Reporting</td>
</tr>
<tr>
<td>Distribution Manager</td>
<td>Maintenance Manager</td>
<td>Maintenance Manager</td>
<td>Services and Engineering Provision</td>
</tr>
<tr>
<td>Maintenance Manager</td>
<td>Finance Manager</td>
<td>Finance Manager</td>
<td>Financial Reporting</td>
</tr>
<tr>
<td>Finance Manager</td>
<td>Human Resources Manager</td>
<td>Human Resources Manager</td>
<td>Resource reporting</td>
</tr>
<tr>
<td>Process</td>
<td>Responsible Persons</td>
<td>Activity</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| Cleaning and Sanitation       | Supervisor & Operators                   | Ensure end products meet safety objectives  
Ensure end products meet legal and customers’ requirements  
Follow cleaning and sanitation schedules and methods as documented  
Ensure workplace meets environmental safety requirements  
Follow personal hygiene practices as documented |
| Pest Control                  | Internal pest control Executive          | Ensure bait station plan is engaged  
Recording on pest activity and rodent checklist is complete  
Review to analyse infestation trending |
| Education and Training        | HR manager, QC Executive & Operations Manager Supervisor & Operators | Follow standard induction training programmes for new employees  
On-going provision of education and training programmes to all handlers in safety practices.  
Hygiene – Code of Hygiene Practices awareness  
Information update on safety issues |

Senior Management Establish Safety Responsibility & Authority Levels
Step Three: Quality and Safety Management System

Our Quality & Safety Management System contains 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 Quality Safety Management System so you don't have to spend 1,000s of hours writing compliant procedures.
Example Procedures to be edited:

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.

<table>
<thead>
<tr>
<th>Team Member</th>
<th>HACCP Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations Manager</td>
<td>Advanced</td>
</tr>
<tr>
<td>Distribution Manager</td>
<td>Intermediate</td>
</tr>
<tr>
<td>Maintenance Manager</td>
<td>Intermediate</td>
</tr>
</tbody>
</table>

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

HACCP Scope

The HACCP’s contain herein define the potential risks and control measures required to safely pack, store and distribute the following products: (*Enter products here*)
The HACCP Calculator (See calculator guide for full details)

<table>
<thead>
<tr>
<th>Step No.</th>
<th>Step Name</th>
<th>Hazards Identified</th>
<th>Probability</th>
<th>Severity</th>
<th>Specific Details about the Hazard</th>
<th>Control Measure</th>
<th>Question 1</th>
<th>Question 2</th>
<th>Question 3</th>
<th>Question 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Delivery</td>
<td>Damage</td>
<td>3</td>
<td>3</td>
<td>8</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Delivery</td>
<td>Soiling</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>Y N Y N</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Delivery</td>
<td>Water Contamination</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>Y N N</td>
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</tr>
<tr>
<td>1</td>
<td>Delivery</td>
<td>Hazard</td>
<td>2</td>
<td>3</td>
<td>6</td>
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<td></td>
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<td></td>
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</tr>
<tr>
<td>1</td>
<td>Delivery</td>
<td>Hazard</td>
<td>1</td>
<td>2</td>
<td>2</td>
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<tr>
<td>1</td>
<td>Delivery</td>
<td>Hazard</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</tbody>
</table>

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 HACCP Calculator highlights significant hazards and critical control points in red.

**Critical Control Points**

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. For each Critical Control Point the Safety Team identify the appropriate control measure(s) and critical limits for each CCP monitoring procedure. The critical limits are specific for each Significant Hazard identified and where more than one safety hazard has been identified at a CCP then critical limits are established for both hazards and the most stringent limit applied.
Stage 8: Final Steps to BRC Certification

There are a few final steps to achieving BRC Certification:

- Carry out a Senior Management Review
- Carry out an assessment of your system to make sure that it meets the requirements of the BRC Global Standard using our Checklist and a copy of the standard
- Ensure any areas requiring corrective action are addressed
- Choose your Certification Body
- Agree a Contract with a Certification Body
- On-Site Audit
- Audit & Corrective Action Review
- Certification & Issuing of the Audit Report
- Celebrate!
- Communicate your success!
Senior Management Review Meeting Notification

Date

Time

Venue

Agenda

1. Review of the Quality and Safety 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
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. Changes to policies and objectives
15. Communication activities and effectiveness of communication
16. Results of review and system updating
17. Review of Resources and effectiveness of Training
18. Recommended improvements
19. Customer Feedback and Sales levels are reviewed to give an indication of trends
20. A.O.B
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 Safety Team Leader and the appropriate corrective action allocated and taken:

<table>
<thead>
<tr>
<th>Date</th>
<th>BRC Section</th>
<th>Details of Non-Conformance</th>
<th>Identified by:</th>
<th>Corrective Action Required</th>
<th>Responsibility</th>
<th>Target completion Date</th>
<th>Date Completed</th>
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