



## **Frequently Asked Questions (FAQs)**

**Q. How will I receive these extra services?**

A. You will be receiving emails during the next few months where you can select which individual you want on all the available services through an online form. We will set up and send you a welcome email during 2018 in time for August launch

**Q. What happened if my site expires and we cancel certification with BRC Global Standards?**

A. Your services will be affected. Your Participate licence will stop and the new BRC Directory will be reset to the Basic level. All individuals on the professional development programme would lapse at the end of the subscription year (31/07)

**Q. I am a site and my audit is after Aug'18. Can I still get the extra services?**

A. Yes, all sites that are current can get the new services

**Q. My audit was in Jan'18, can I get the extra services?**

A. Yes, all sites that are current can get the new services

**Q. When will the new BRC Directory be launched?**

A. Trace One Network contains the audit module (live Oct) and assessment/knowledge modules (live August). Insight is available from June for certification bodies, then specifiers/suppliers in July.

**Q. Why do I have to pay for the Trace One Network when it doesn't go live until October?**



A. Trace One Network is not strictly part of the service fee. We will be offering all our sites enhanced functionality to the tool. The new service all starts in August so many sites will benefit from an enhanced package for several months before the incremental rise.

**Q. I have already paid for BRC Participate/BRC Global Standards Professional, can I get a refund?**

A. No, but when your current subscription ends we can set you up with a new licence. Unlimited for BRC Global Standards and a single licence for BRC Participate (unless you previously paid for multiple licences in which case we will match that number)

**Q. I need some extra licences?**

A. BRC Global Standards Professional is unlimited so please contact [service@brcglobalstandards.com](mailto:service@brcglobalstandards.com). Additional BRC Participate licences are available to those subscriptions that already had a multi-user licence in place or if you are certified to more than one scheme. Please contact [service@brcglobalstandards.com](mailto:service@brcglobalstandards.com)

**Q. Will BRC Global Standards be communicating the new service to sites?**

A. We will have a series of communications to sites, across all channels, in multiple languages to inform customers of the changes and what they need to do next

**Q. Do I have to take the new service package?**

A. Yes



**Q. What value do I get?**

A. This is the best value GFSI scheme as we are now offering all our content as part of the service fee which will increase as we hyperlink best practice guidance into our standards potentially across multiple languages. Anyone in your team can be on a professional development programme and recognized as one of our “professionals” once all training has been completed. Finally, we have a supply chain management tool that can save you time and money by simply plug-in and start to use set up your suppliers, use assessment tools, knowledge storage for key documents and finally see how you and others perform at audit.

**Q. I only have A&B, Packaging, S&D. What benefit do I get as there is little content of relevance?**

A. Even if you are on these schemes you will always have the standard and the guidelines to hand ready for audit. Over time more relevant content will be available that can help you. In addition, you can manage supply chains in an easier, cost-effective manner. Your entire supply chain, could be managed on this platform.

**Q. Why is Consumer Products not included?**

A. This is a market we need to grow and we currently compete with 1<sup>st</sup>/2<sup>nd</sup> party audits that are often low-cost tick box exercises. To be competitive and to be able to help brand owners transition sites in often emerging and developing markets we have taken the decision to keep the price the same in 2018/2019