



## The Directory

[www.brcdirectory.com](http://www.brcdirectory.com)

The BRC Global Standards Directory is the official database of all BRC audits.

As your Certification Body, we will add your full audit report document plus your certificate itself to the Directory as a PDF. This will occur soon after the certification decision has been made.

The Directory will notify you by email as soon as your audit report is available. You can then login to the Directory to view, share or download the full audit document.

The Directory also archives all previous audit documents added since 2008.

Your certificate details will be automatically listed on a publicly accessible Directory. If you wish to have your certificate data hidden from public view, please notify us.

We are responsible for maintaining your site name, address, certification content, dates & status.

## Site Code

Each of your audited sites is allocated a unique 7 digit reference number known as a site code which can be found on your audit report and certificate.

Each site code is site specific & remains the same for each audit conducted there, regardless of auditing Certification Body or audit status.

You can locate the listing for any certificated site on the Directory by adding the site code to the *Site Code* search field. If no results are returned for a search, contact the BRC to confirm authenticity.

## Audit Sharing

The Directory allows you to share your audit documents with customers. This includes retailers, manufacturers, suppliers and other specifiers.

As the audit owner, you can create or cancel sharing at any time. All sharing changes take immediate effect.

When audit sharing is set-up, customers will be able to access your full current, archived and future audit documents (as they become available) without any further administration.

**Your suppliers can also share their audit with you on the Directory.** You will be able to access their full audit report and certificate data.

You will be instantly notified if their certification expires or is withdrawn.

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Audit documents shared with you on the Directory cannot be edited by the audit owner. As such, audits obtained via the Directory can be considered as complete and authenticated.

### Supplier Approval Best Practice

To ensure you are receiving authentic & up-to-date certification data, the BRC recommends that you ask your external BRC audited suppliers to share their audits with you via the Directory. If you do still accept audit documents via email, authenticate document content via [www.brcdirectory.com](http://www.brcdirectory.com)

Training literature describing how to access shared audits, and share your own, is available in the **Information** area of the Directory.

The Directory also provides you with a reporting tool, allowing you to export and assess audit data in Microsoft excel.

### BRC Compliance integrity programme



#### Certification Body star rating

BRC assess compliance of your Certification Body to BRC contractual requirements and feedback into a five star performance rating published every six months. This rating reflects the overall management of the BRC certification scheme by the certification body head office, rather than an individual auditor or audit.

#### Feedback

BRC welcome feedback which helps to continually improve the certification scheme. There are several feedback options:

A survey will be sent (via [enquiries@brcglobalstandards.com](mailto:enquiries@brcglobalstandards.com)) following your audit to get your feedback on our performance.

For complaints or appeals, in the first instance you should discuss with us as your Certification Body, however BRC have a formal, confidential complaints system via [enquiries@brcglobalstandards.com](mailto:enquiries@brcglobalstandards.com).

Issues at certificated sites may also be reported via 'Tell BRC' telephone hotline available in English, Spanish, Chinese (+44 (0)207 7175959)

### Auditing the Auditors – ensuring consistent challenging audits

BRC audits your Certification Body:

- auditing of head office process controls
- accompanying an auditor to a site during a BRC audit to see how they work (a 'witness audit')
- sampling of certificated sites by visiting the site to review the details that the auditor has recorded within the audit report. These visits may be announced or unannounced.