

Verify & Directory FAQs

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1. How does Verify differ from Audits or the public Directory site?

Verify vs Audits

Verify provides instant access to **Certificate** data for **all BRCGS audited sites**.

Audits provides **full audit report access** but only for audits your company owns - or that have been shared with your account by the owning company.

Verify is self-service tool providing instant results. No action or configuration is required from a third-party permit access to certificate content.

Audits requires action from the audit owning company before content can be accessed.

Verify permits no access to the full audit reports.

Verify vs public Directory

Verify offers access to the following features not available on the public Directory:

- Certificate PDFs
- Notification alerts (coming 2025)
- Results for expired, suspended and revoked status sites
- Export to excel
- Favourite site tagging

A full table of functions by area is available at the foot of this document.

2. How do certificates get added to Verify?

Certificate data and PDF documents are added to Directory/Verify by the certification body that conducted the associated audit.

Only BRCGS approved certification bodies can add or edit content in this manner.

BRCGS certificate content cannot be added or amended by BRCGS or the audited company itself.

3. When do certificates get added to Directory/Verify?

Certification details are added to Directory (& Verify) after the certificate decision has been made by the auditing certification body.

This occurs only after identified non-conformities have been resolved – typically within 39 days of the conclusion of the on-site visit.

The previously issued certificate remain valid until the certification decision is made.

4. How up to date is Verify?

Certification bodies typically update Directory, including Verify, within 24-hours of the certification decision being made.

Verify reflects updates and changes to certificate status in real-time, with no delay between certification body administration and on-screen update.

5. Why is no certificate PDF download available?

Where applicable, on-screen messaging confirms why a PDF cannot be downloaded.

Certificate PDF download is unavailable in the following circumstances:

- The site does not hold 'Certificated' status (as described in the 'Certification Status' column)
- The audit owner has elected to prevent access to their Certificate PDF
- The issuing certification body has yet to add the certificate PDF

In all cases the site's certification status and parameters is reflected in data format on-screen.

6. Why does the content in Verify differ from the information provided by the supplier?

Content in Directory can only be created or edited by the auditing certification body.

Content received from a supplier or site may reflect an earlier version of certification or be issued/edited by an alternative source.

Directory is considered to reflect the accurate and contemporary status of any site audited against a BRCGS Standard.

7. What/where is a BRCGS site code?

All BRCGS audited locations have a permanent, unique identifier 'site code'. Site codes are allocated to a site when the Directory site record is initially created by a CB.

Once issued, the site code remains fixed irrespective of site status or auditing certification body. Site codes are published on all official BRCGS certificates & audit reports.

8. Why is a site code not recognised in Verify?

BRCGS site codes are generated by the Directory when a site record is first created by a certification body. Site codes are fixed, permanent and cannot be edited.

If a supplying site claims to be BRCGS certificated and provides a site code that cannot be located in Directory: either the site code is incorrect or it is not a legitimate BRCGS site code.

9. When will notification emails be activated?

The Verify notification service will be enabled in early 2025 with all users notified.

10. How do we get corrections to our site's data in Verify?

Directory data, including certificate PDF documents, is added and edited exclusively by the auditing certification body.

Any changes to data hosted in Directory must be made by the administrating certification body in arrangement with their audit owning client.

11. We cannot see all of our site's audit report in Directory?

The 'Audits' function in Directory allows users to access full audit reports assigned to the user's Company account as the 'owner' by the issuing certification body.

If an audit record for any particular site is not accessible, please contact the auditing certification body providing your Directory Company ID.

Alternatively, contact BRCGS via the 'Assistance' tool in Directory itself.

12. How do we gain access to a full audit report?

The 'Audits' function allows account holding Users to access any audit report which is:

- Assigned to their company account as the owner by the issuing certification body.
- Shared with their company account by a user associated to the owning company.

If an audit report is not owned by or shared with your company account on Directory, it cannot be accessed.

Audit sharing can be configured by audit owning Companies on request.

13. How do we prevent access to our Certificate PDF?

Audit owning Companies can elect to prevent download or access to their certificate in Verify. This can be configured by opening the associated audit record and utilizing the 'Sharing' option from the Menu function in the top right of the page.

14. How do we get new Directory user accounts?

Directory User accounts for employees of audit owning companies can be created by -

- The auditing certification body on request
- BRCGS on request via this form (for use by BRCGS audited companies only)

15. How can we identify if an audit has been planned for a site?

Verify will display indication of scheduled future audits as part of a later functional update, subject to confirmation.

16. How can we see reasons for certification revocation?

Verify will display an indication of reasons for status revocation as part of a later functional update, subject to confirmation.

17. How can we connect our local platform to Directory/Verify?

Directory and Verify is an API ready platform. Information relating to API services for all functional areas will be released in early 2025.

18. How can we use Verify if we are not a BRCGS audit owning company?

Verify access for companies and commercial entities that are not BRCGS audit owners, will be available on a subscription basis in 2025.

19. Can site results be blocked or hidden in Verify?

Audit owners can elect to prevent access to their certificate PDF, and/or exclude their site name, address & certification data from view using 'Basic' display configuration.

In 'basic' display only the site code and certification status relating to site code are visible.

Records in 'basic' view state cannot be tagged as a favourite and no information describing the identity or location of the site related to the site code is displayed.

Sites cannot have Basic view configuration applied after a revoked certification status has been assigned.

Changes to display configuration in Verify are administrated by the audit owning company and cannot be updated by the auditing certification body.

SERVICE	PUBLIC DIRECTORY	'VERIFY'	'AUDITS'
Site results			
Certificated sites	Yes	Yes	Yes
Expired sites	-	Yes	Yes
Revoked sites	-	Yes	Yes
Document access			
Certificate PDF access	-	Yes	Yes
Certificate data access	Yes	Yes	Yes
Audit report access	-	-	Yes
Archived/historic reports	-	-	Yes
Functions			
Export list option	-	Yes	Yes
'Favourite' site feature	-	Yes	-
Notification alerts	-	2025	Yes
User access & services			
Password protected	-	Yes	Yes
Self-service access	Yes	Yes	Requires audit owner consent
Horizon analytics option	-	Planned	Yes
Supported API option	-	2025	2025