



Operational Procedures & BRC Compliance Overview

PackMentor operates in alignment with ISO 9001 Quality Management Principles, FSC Chain of Custody Standards, and BRC Global Standard guidance for packaging materials. While we are not BRC-certified ourselves, our procedures support traceability, hygiene, and quality assurance across all activities—particularly relevant to our role as a secondary, non-food-contact supplier to food-sector clients.

Where BRC-certified production is required, we partner exclusively with trade-only third-party manufacturers who hold current BRC certification. We maintain up-to-date records of their credentials and will provide appropriate documentation upon request to support client audits and regulatory reviews. This approach ensures BRC compliance is upheld without compromising supply chain integrity.

Supplier Management

- Approve and monitor suppliers based on ISO 9001-aligned quality criteria and FSC sourcing requirements.
- Maintain documented evidence of supplier certifications (e.g., BRC, FSC, ISO) where applicable.
- Conduct periodic reviews and risk-based assessments of supplier performance.

Maintenance

- Implement a planned maintenance schedule to ensure equipment reliability and prevent contamination risks.
- Record all maintenance activities in line with traceability and audit-readiness expectations.
- Separate maintenance zones from production areas during servicing.

Cleaning

- Define cleaning frequencies and responsibilities based on risk level and zone classification.
- Use approved cleaning agents and maintain logs in accordance with hygiene protocols.
- Apply visual cues (e.g., color-coded tools) to prevent cross-contamination.



Contamination Control

- Segregate materials and workflows to minimize risk of physical, chemical, or biological contamination.
- Apply BRC-aligned zoning principles, even in non-food-contact areas, to support downstream compliance.
- Document control measures and corrective actions in case of deviation.

Pest Management

- Maintain a proactive pest control program with external contractor support.
- Monitor and document pest activity, corrective actions, and barrier integrity.
- Store materials off the floor and away from walls to reduce harborage risk.

Quality Control

- Conduct in-process and final inspections to verify conformance to specifications.
- Record non-conformances and implement corrective/preventive actions (CAPA) per ISO 9001 methodology.
- Calibrate inspection tools and maintain traceable records.

Dispatch and Transport

- Verify packaging integrity and labelling accuracy prior to dispatch.
- Maintain chain-of-custody documentation, especially for FSC-certified or food-sector-bound goods.
- Use transport methods that protect product integrity and hygiene.

Training

- Deliver role-specific training on hygiene, safety, and quality procedures.
- Maintain training records and competency assessments in line with ISO 9001 and BRC expectations.
- Update training content to reflect procedural or regulatory changes.



Personal Hygiene

- Enforce hygiene protocols including handwashing, PPE use, and illness reporting.
- Provide accessible hygiene stations and visual reminders in relevant zones.
- Monitor compliance and retrain as needed to uphold standards.

Summary of Relevance

- **ISO 9001:** Focuses on quality management, documentation, and continual improvement. Most procedures are relevant, especially Supplier Management, Quality Control, and Training.
- **FSC:** Primarily concerned with material sourcing, traceability, and chain-of-custody. Supplier Management and Dispatch are most critical.
- **BRC Guidance:** Even without certification, aligning with hygiene, contamination control, and pest management helps meet food-sector client expectations.





☒ Tagged Operational Procedures Overview

Aligned with ISO 9001, FSC, and BRC Guidance (non-certified)

Procedure	ISO 9001	FSC	BRC Guidance (Non-Certified)	Notes
Supplier Management	✓ High	✓ High	✓ High	Critical for traceability, approval, and risk-based sourcing.
Maintenance	✓ Medium	✗	✓ Medium	Supports hygiene and equipment integrity; less relevant to FSC.
Cleaning	✓ Medium	✗	✓ High	Key for hygiene zones; especially relevant for food-sector clients.
Contamination Control	✓ High	✗	✓ High	Essential for risk mitigation, even in non-contact packaging.
Pest Management	✓ Medium	✗	✓ High	Required for hygiene assurance in BRC-aligned environments.
Quality Control	✓ High	✓ Medium	✓ Medium	Core to ISO; supports FSC product integrity and BRC expectations.
Dispatch & Transport	✓ High	✓ High	✓ Medium	Chain-of-custody and hygiene during shipment—especially for FSC goods.
Training	✓ High	✓ Medium	✓ Medium	Supports competency and procedural compliance across standards.
Personal Hygiene	✓ Medium	✗	✓ High	Vital for BRC hygiene zones; less relevant to FSC or ISO directly.



❖ Modular Audit Sheet: Operational Procedures

Aligned with ISO 9001, FSC Chain of Custody, and BRC Packaging Guidance (non-certified)

Procedure	Audit Criteria	Frequency	Responsible Role	Tagged Relevance	Notes / Actions
 Supplier Management	Approved vendor list, certifications (ISO, FSC, BRC), Quarterly performance reviews		Procurement Lead	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Ensure food-sector suppliers maintain BRC certification; log updates in CRM.
 Maintenance	Equipment servicing logs, zone separation, hygiene assurance	Monthly / As needed	Facilities Coordinator	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Schedule preventive maintenance; isolate zones during servicing.
 Cleaning	Cleaning schedule, agent approval, tool zoning	Daily / Weekly	Hygiene Supervisor	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Use color-coded tools; log by zone and timestamp.
 Contamination Control	Zoning maps, barrier controls, deviation logs	Ongoing	QA Manager	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Apply BRC-style zoning even in non-contact areas; document corrective actions.
 Pest Management	Contractor reports, internal monitoring, barrier checks	Monthly	Site Manager	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Store materials off-floor; seal entry points; retain contractor logs.
 Quality Control	Inspection records, defect logs, CAPA documentation	Per batch / Weekly	QC Technician	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Calibrate tools; tag FSC materials; escalate



Procedure	Audit Criteria	Frequency	Responsible Role	Tagged Relevance	Notes / Actions
 Dispatch & Transport	Packaging checks, labelling verification, chain-of-custody records	Per shipment	Dispatch Coordinator	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	non-conformances. Use sealed transport for food-sector clients; log FSC tracking codes.
 Training	Training logs, competency assessments, update history	Onboarding / Annual	HR / Training Lead	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Segment training by role; update with procedural changes.
 Personal Hygiene	PPE compliance, handwashing protocols, illness reporting	Daily / Shift start	Hygiene Supervisor	<input checked="" type="checkbox"/> ISO / <input checked="" type="checkbox"/> FSC / <input checked="" type="checkbox"/> BRC	Monitor compliance visually; retrain on lapses; signage in key zones.