

# Case Study: Technical Services

## BRC Accreditation



# FOOD & DRINK FORUM

## Hat-trick of contacts for Food and Drink Forum member after accreditation support

### In a nutshell...

Derbyshire fruit and vegetable supplier and distributor John Palin Ltd demonstrated the benefit of achieving accreditation by winning three major contracts in less than 18 months after gaining BRC accreditation.

The Food and Drink Forum's technical manager Richard Wigley helped the company to gain BRC in 2009, and has provided continuing support since to ensure the firm remains compliant.

### The background...

John Palin Ltd, based at Tansley near Matlock, has been supplying fruit and vegetables in Derbyshire and beyond for more than 150 years. It supplies to semi-wholesalers, shops, caterers, pubs and restaurants, sandwich manufacturers, prisons and schools within a 150-mile radius, going into counties such as Nottinghamshire, Lincolnshire, Yorkshire, Leicestershire, Staffordshire and Cheshire.

The company realised that it needed to achieve BRC accreditation to be able to compete against its competitors, who all had the standard.

**John Palin**  
FRESH PRODUCE

*"The accreditation has been extremely valuable. We don't think we could have done it without Richard."*

*"Richard's knowledge and expertise was invaluable. We are so pleased that we have won new contracts on the back of gaining BRC."*

**Ann Newton**  
Finance Manager  
John Palin



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### Food and Drink Forum support...

Technical manager Richard Wigley helped John Palin to complete a quality and HACCP manual, audited the company before the BRC audit to ensure the firm was compliant, dealt with technical questions from the auditor on the day of the audit, and carried out some HACCP training at the firm.

### The result ...

The company achieved BRC certification in food storage and distribution to the highest level.

In less than 18 months, John Palin won a contract to supply the Chatsworth Estate, and two contracts in Staffordshire and Derbyshire to supply products to hundreds of schools and social care units.

The contracts for the schools and social care units alone represented approximately £600,000 increase in turnover a year. At the time it allowed the firm to take on four extra staff and buy four additional vehicles.

The company has also secured a place on the NHS Framework and won contracts to supply Sheffield Northern General and Royal Hallamshire as well as Rotherham, Doncaster and South Humber NHS Foundation Trust, Tickhill Hospitals.

With Richard's continuing support, the company has since retained the BRC storage and distribution at the highest level, to include the new product range of dairy, bread and deli produce, as well as being **audited to the new standard issue 2**.

*"The value of gaining accreditation to industry-recognised standards can be immense for a business, and I'm delighted to hear that the work The Food and Drink Forum carried out with John Palin Ltd towards accreditation has helped the company to gain new contracts. Increasingly, large organisations will only do business with firms that have accreditations, so it makes good sense to put the correct systems in place to gain them."*

**Food & Drink Forum  
Technical Manager  
Richard Wigley**

