



**SGS IS THE WORLD'S LEADING INSPECTION, VERIFICATION, TESTING AND CERTIFICATION COMPANY. RECOGNISED AS THE GLOBAL BENCHMARK FOR QUALITY AND INTEGRITY, SGS EMPLOYS OVER 48 000 PEOPLE AND OPERATES A NETWORK OF MORE THAN 1 000 OFFICES AND LABORATORIES AROUND THE WORLD.**



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Our core abilities build trust between people, companies and governments. When there is trust throughout supply-chains, transactions are simpler and more efficient, margins are higher and distance is no longer an issue. What we do every day is at the cornerstone of constant improvement. It enhances productivity and in a global economy we help speed trade and get products to market faster.

To ensure we continue to do that, we look beyond the obvious and challenge conventional wisdom to create the innovative services and technologies our customers need.

## RESPONDING TO MARKET NEEDS

### INSPECTION

We inspect the quantity and quality of traded goods. This can vary from factory inspection during production to random inspection of final stored products, and from laboratory inspection to on-site inspection at loading and unloading.

### VERIFICATION

Our verification services ensure that products and services comply with global standards and local regulations. Combining global coverage with local knowledge, unrivalled experience and expertise in virtually every industry, we cover the entire supply chain from raw materials to final consumption.

### TESTING

We test product quality and performance against various technical, safety and regulatory standards. To support this, we operate a global network of state-of-the-art laboratories and testing facilities.

### CERTIFICATION

SGS certifies that products, systems or services meet the requirements of standards set by governments, international standardisation bodies or clients. We also help develop customised standards and certify clients against these standards, based on specific competitive needs.



### OUR PEOPLE

The unrivalled expertise, experience and commitment of our people make them our greatest asset. We actively seek out professionals who are specialists in their field and we combine this with a deep understanding of our clients' needs.

## OUR MOST IMPORTANT ASSETS

### OUR EXPERTISE

In the highly specialised fields in which we work there is no substitute for expertise. We combine rigorous training with continuous improvement. We draw on the best thinking available to ensure we are always justified in our claim of being real experts.

### OUR COMMITMENT

Commitment is easy to claim yet hard to put into practice. At SGS we demonstrate our commitment every day. We invest heavily in training people to deliver the best products and services. As a company, we live up to the highest ethical standards. These values are the foundation upon which SGS has built its worldwide reputation as a trustworthy partner.

# WHAT MAKES SGS DIFFERENT?

## WORKING ACROSS INDUSTRIES

SGS provides services across a range of industries from agriculture to automotive, food to forestry and many others. Our specialists are trained in these distinct sectors yet are used to interacting across geographies, markets and cultures, so that we can deliver vertical integration and horizontal cover.

## COVERING SUPPLY CHAINS

Supply and value chains are becoming more complex but also more integrated and are continuously changing. As a consequence, clients are looking for efficient ways to assure the quality, value and origin of goods. SGS services are designed to create greater clarity in all aspects of transactions from raw materials to finished products.

## THINKING GLOBALLY

SGS is a global company with over 1 000 offices worldwide. Our presence helps clients make global decisions and apply global standards. Just as importantly, we have over 48 000 highly skilled employees ready to be where they are needed, when they are needed.

## ACTING LOCALLY

We believe that local clients need local solutions. That's why we have the best local talent and services. They are flexible enough to react to individual needs, but have access to the broadest global tools and networks.

## USING THE RIGHT TECHNOLOGY

Technology itself isn't the answer – it's the right technology that counts. We are constantly renewing our systems and tools to bring better technology systems to the field, to laboratories and into our offices.



## BY ENHANCING QUALITY

To stay competitive, businesses are looking for new and better ways to improve quality and efficiency while at the same time lowering costs. At SGS, we provide a range of flexible services that allow clients to measure and then improve systems, services and processes.

## BY REDUCING RISK

At SGS, we work closely with our clients to ensure the best possible risk-management solutions. We can be their 'eyes and ears' anywhere in the world. By creating trust between all parties, we can help improve margins and make business faster and simpler.

# WHY SGS? DELIVERING A COMPETITIVE EDGE

## BY IMPROVING PRODUCTIVITY

Our core services cut waste and rework; they can also reduce cycle times and optimise inventory. Clients use us to help streamline their processes or they outsource to us to create economies of scale. We can help clients enhance productivity by ensuring that inspection, verification, testing and certification are more streamlined, modular and interconnected.

## BY ENSURING COMPLIANCE

Increasing regulatory requirements are a reality facing all businesses, and the contractual obligations that these entail are often complex. We bring clarity to transactions and facilitate compliance by market, industry, region or between parties. In this way, compliance can translate into market confidence, freeing clients to concentrate on core business needs.

# AGRICULTURAL SERVICES

SGS can trace its origins back to 1878 when the company founders identified a need for traders to be represented at the loading and unloading of ships in docks. To ensure contractual terms were complied with, SGS set up a unique network of specialists and laboratories in major ports. Over time, SGS certificates reflecting weight, number of bags and quality of goods became trusted, representing a guarantee of quality, thus inspiring confidence and triggering payment from the buyer.

Today, Agricultural Services as the global market leader, helps clients move millions of tons of products through the agricultural supply chain and reduces the risks involved in transactions.

## FASTER AND MORE ACCURATE

SGS oversees weighing operations in many ports around the world. In Egypt, SGS now operates the weighing service in the main ports, creating a system that operates to international standards and uses modern techniques such as digital scales and electronic tools to share information and assist speed of trade. As a result, accuracy and speed have improved and the possibility of fraud has been reduced.



## TRADE AND SHIPPING-RELATED SERVICES

### CLEANLINESS INSPECTIONS

Inspection of holds, tanks, containers, railway wagons and on-shore installations, hatch surveys.

### SUPERVISION

Attendance during loading and discharging operations, verification and ascertaining quantity by check-weighing, tally, draft survey and tank measurements.

### SAMPLING

Sampling according to relevant international standards and rules.

### ANALYSIS

In-field and laboratory quality analysis according to international and recognized standards and methods.

### FUMIGATION AND DENATURING

Treatment of infected commodities and denaturing by coloration of bulk cargoes.

### RISK MANAGEMENT

Agricultural Services provides a wide range of services that aim to reduce the risks incurred in this field.

## FULL OUTTURN GUARANTEE (FOG)

SGS pays for any difference in weight between loading and discharge.

## COMPREHENSIVE COVER (FOG + MARINE INSURANCE)

This service offers all the advantages of the FOG Programme in addition to placing marine insurance on behalf of the client, with first class underwriters.

## QUALITY RISK PROTECTION

SGS assumes responsibility for discrepancies in quality as per agreed specifications between loading and discharge.

## GUARANTEE OF REJECTION

SGS assumes the costs incurred by rejection of the goods by an authority at destination up to a limit mutually agreed with client.

## GUARANTEE OF FUMIGATION AND NON RE-INFESTATION

At unloading, SGS carries out fumigation (at no extra cost) in the event of re-infestation during transit.

## COLLATERAL MANAGEMENT SERVICES

These services are one way of securing a loan with physical commodities. To that effect, a collateral management agreement is formed between the financing party, the borrowing party or the owner of the commodities, and SGS, as collateral manager.

## SUPPLY CHAIN MONITORING

### IPP (IDENTITY PRESERVATION PROGRAMME) & TRACEABILITY

This service responds to consumers' demand for information regarding the nature and origin of food products. It also helps us to detect where problems may have occurred in the supply chain by tracing the commodity from origin to destination.

## FOOD/FEED SAFETY

SGS provides certification services (HACCP, GMP, EUREP GAP; supplier audits) to assure food and feed safety from source as well as conducting supplier and/or plant audits.

## OUTSOURCING

### GRADING ON-SITE

SGS takes care of clients' quality concerns by grading and certifying receipts, shipments and advice relating to stock optimization.

### LABORATORY

In our extremely competitive business environment, companies tend to focus more and more on their core activities. Outsourcing lab management helps clients to lower costs and focus attention to core business.

### FORWARDING, WAREHOUSING

Tailored services for clients in selected locations and commodities.

# MINERALS SERVICES

Minerals Services offers services that range from quality and quantity inspection and testing for a vast array of commodities to advanced process control to optimise recovery of metals in processing plants. With unique coverage and a truly global presence, SGS is the leading supplier of innovative, technologically advanced services.

## SGS: A MULTI-FACETED TEAM MEMBER

A major gold company turned to SGS to provide services through the value chain from exploration to trade support. SGS provided a purpose-built laboratory in a remote location to address their analysis needs, which now processes over 6 000 samples per month. SGS was able to increase mine throughput 60% without recourse to new equipment and later doubled throughput at the same plant. As this company grows, they continue to look to SGS to provide them with a comprehensive package of high quality services.



SGS provides reliable, independent testing in the following areas :

- non-ferrous metals and precious minerals
- steel and steel making raw materials
- energy minerals
- fertilizers and dry chemicals
- industrial minerals

## TECHNICAL RISK REDUCTION

### ON-SITE LABORATORIES

On-site laboratories are a key part of our business and with SGS involved in the design, staffing, operation and support of labs, companies can minimise the risk associated with laboratory operations and generate the accurate and reliable data needed to run and optimise plant operations, whilst fulfilling the need to be transparent.

### PILOT PLANTS

Minerals Services' experienced metallurgical professionals have been developing and demonstrating bankable flowsheets and processes for environmentally sustainable metal and mineral extraction processing for 65 years. We confirm and demonstrate flowsheets through bench and pilot scale testing, generating proven flowsheets recognized by the mining, engineering and financial communities to decrease technical or project risk.

## GEOMETALLURGY

Geometallurgy offers an integrated approach to project development and planning as it links primary ore attributes to metallurgical processing and mine economics. Geometallurgy ensures processing challenges are addressed during the design stage. SGS professionals have developed many standard geometallurgy tests including SPI, MFT and the MacPherson mill test.

## PRODUCTION FORECASTING

Geometallurgical technology makes the challenging task of forecasting more achievable; an accurate forecast results in better management of metal sales contracts. It also highlights periods when production will experience challenges, enabling operations to address any problems and minimize risks to productivity and profitability.

## FINANCIAL RISK REDUCTION

The financial risks of trade are significant. We have a range of services designed to reduce these risks and facilitate trading. SGS speeds up this process with e.Certificates - digitalized versions of the paper certificate issued at point of loading. Specifically we offer:

### STOCK MONITORING AND CONTROL

- inventory management
- stock movement monitoring and damage control

### COLLATERAL MANAGEMENT

- monitoring and control of a pledge
- warehousing, warehouse control
- goods receipt and dispatch

### GUARANTEES

- full outturn guarantee for weight
- contained metal guarantee for quality
- rejection guarantees

### DATA HOSTING

- secure, auditable, independent hosting of data
- global web-access to data by stakeholders for queries & reporting
- compilation and standardization of data from various vendors
- data integrity assured

## OPERATIONAL EXPERTISE

### CHEMICAL ANALYSIS (GEOCHEMICAL AND SETTLEMENT / UMPIRE)

Our globally standardized chemical laboratories are ideal for independent analytical services and operate '24/7', 365 days a year. Our on-site laboratories provide mine-site based analytical services to fulfil clients' exploration and production analytical requirements.

### METALLURGICAL SERVICES

SGS provides bankable metallurgical testing at the bench and pilot-scale; process modelling; advanced process control; consulting; outsourced services and in-plant services to the international mining community.

### DIAMOND SERVICES

SGS provides high quality bankable exploration to evaluation-stage service to the international diamond exploration community. Among other services we provide exploration sample processing; indicator mineral selection and grain morphology characterization; microprobe analysis and indicator mineral classification; macro and micro-diamond extraction by caustic fusion; diamond selection, classification and evaluation; petrographic analysis of host rock and xenolith suites and bulk sample processing.

## ON-SITE AND IN-PLANT SERVICES

SGS in-plant services range from short-term consulting to multi-year support contracts. We combine a rigorous technical approach to plant optimization with a practical operational/best operating methodology to help companies achieve the combination of operational parameters to meet production requirements.

## ADVANCED SYSTEMS

SGS offers advanced process control solutions through the implementation of expert systems. Expert system technology is used in process control, plant automation, modelling, simulation and scheduling applications.

## QUALITY AND QUANTITY CONTROL (TRADE AND SHIPPING RELATED SERVICES)

### INSPECTION AND SAMPLING

Our trade support services focus on metal control and risk management and include quantity/quality, verification and guarantee services; supervision, sampling and tallying; pre-loading cargo survey; custom sample preparation services; party and umpire analysis; sampling audits; verification and calibration of weighing systems; precious metal inventory management; mechanical sampling systems.

# OIL, GAS & CHEMICALS SERVICES

**Oil, Gas & Chemicals (OGC) Services is the market leader in independent inspection, testing, verification and specialized technical services to the oil, gas and chemical industries. Alongside its trade-related activity, OGC provides a wide range of services from exploration and production through the midstream to consumption, including blending and cargo treatment services with additives, sample management, static and dynamic calibration, emergency response, logistics and laboratory outsourcing. Contract management services that are undertaken by our plant and terminal operations group help our customers to optimize their own resources.**

**OGC Services is committed to helping customers add value to their goods and operations, maintain their reputation for high quality products and reduce the commercial and environmental risks associated with production, trading, distribution and storage of oil, gas and chemicals.**

## OPTIMISING ASSETS

In Russia and Malaysia OGC Services was awarded pioneering collateral management contracts for oil stored in offshore vessels. As the oil industry had not seen oil pledged as collateral on floating storage before, OGC Services was challenged by the financing bank and other major stakeholders to take responsibility for securitising several hundred thousand tons of oil.

Our procedures allowed oil to be securely delivered to the floating storage from a smaller vessel then held in secure storage in the vessel's tanks. This oil could then be pledged as collateral. When authorised for release, the oil would be delivered to other vessels for delivery to buyers all over the world.



Our services fall into four broad areas:

## INSPECTION, LABORATORY TESTING AND BLENDING

Whenever high value commodities are traded or distributed, it is vital to respect deadlines and meet specifications. SGS laboratories are technologically advanced facilities, staffed all day, every day. This allows us to protect the interests of the parties involved, reduce risk and raise the level of trust. Inspections are made as products are loaded and discharged from ships, rail and road trucks, containers and pipelines and during storage tank transfers. Services are also available to producers in advance of delivery. Samples are tested for internal quality assurance and end control purposes. While the SGS Certificate of Inspection remains the ultimate document to verify the quantity and quality of the custody transfer, clients also receive instant confirmation via e-mail.

We offer:

- representation at site of operation
- monitoring of terminal and vessel operations
- advice on maintenance of cargo integrity
- ship and shore tank and pipeline inspection and calibration
- loss control monitoring and investigation
- condition inspection
- cleanliness inspection
- sampling and measurement
- global fuel studies
- cargo treatment with additives and blending advice and consultancy
- extensive oil, product & chemical analysis
- fuel integrity projects using covert marking technology

## BLENDING AND CARGO TREATMENT SERVICES TO ADD VALUE

We offer petroleum product blending through a global network of blending specialist facilities and experts. This allows clients to make the best use of available components to meet product demand and match specifications at the lowest cost and best added value. In addition, clients can react quickly and positively to any market changes.

Shipboard blending is of particular interest to trading organizations looking to optimise costs. With blending on board, our clients save on shore tank investments and blending installations and are free to choose suppliers from a wide geographic area.

Our cargo treatment services are at the disposal of our customers to help exploit market opportunities by modifying parameters such as cold properties, flow characteristics and lubricity. We can also treat cargoes to reduce the effects of hydrogen sulphide emissions, transforming them into products that are acceptable in the marketplace and that are safe to store and handle.

## OUTSOURCING

Our clients' competitiveness depends upon their ability to deliver quality assured products into the market. It may also depend upon their ability to test those products at a lower cost and to a tighter deadline. Outsourcing laboratory requirements to SGS helps maximise profits or reduce capital outlay. It can also enable clients to use the capital for more productive purposes. Outsourcing is a cost-effective way of enabling companies to concentrate on their core business. To make this decision even easier, we offer expert advice and evaluations on how best to outsource laboratories thanks to our flexible and transparent cost structure.

## OGC SERVICES UPSTREAM

Among the many OGC services to upstream customers, there is one in particular that stands out in its potential to add value and reduce risk. OGC uses leading-edge technology to help clients detect the presence of mercury in oil and gas production. Mercury, a naturally existing element, is inherent in oil and gas. However its presence can cause catastrophic consequences. Mercury is highly corrosive and has been proven to be the cause of many major plant failures, resulting not only in the loss of property and production but also loss of life. OGC provides its customers with crucial detection capabilities and helps them find solutions to remediate the problem thereby maintaining plant security and integrity – thus preventing costly shutdowns.

SGS also applies innovative technology to the upstream. We assist clients with testing such as PVT, GOR, crude assay and LNG in-line sampling which brings added value and competitive advantage with cost effective, fast and reliable data.

# LIFE SCIENCE SERVICES

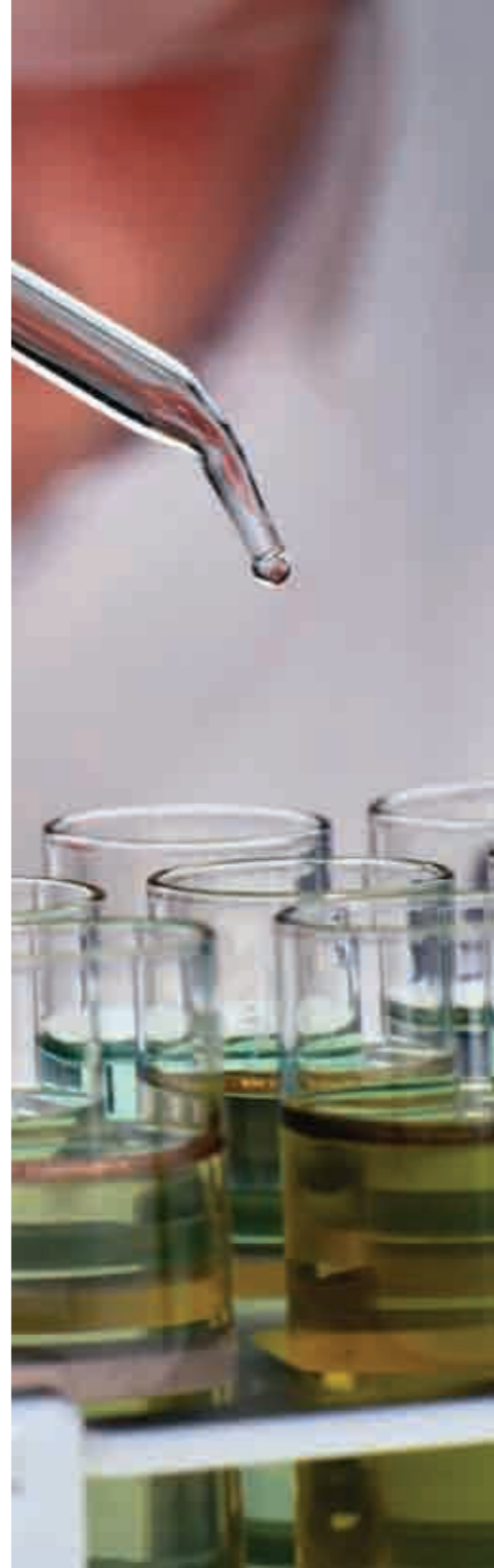
## VOLUNTEERS TO HELP WIN THE RACE

Developing a new drug is often a race against time. Delays in bringing a drug to the market can cost millions of dollars each day. More importantly, these delays can prevent a broader and potentially life-saving choice of treatments being made available to patients. One of the big hurdles in bringing drugs to market is recruitment of subjects for clinical trials. SGS is a specialist in professional recruitment of volunteers for Phase I clinical trials.

Recently a pharmaceutical company was preparing for a clinical trial in which bone marrow samples were to be obtained. Since bone marrow extraction has inherent risks and can be painful, the company was concerned about recruiting participants within the required timeframe. However, the SGS recruitment team managed to gather volunteers in just two weeks.

This was made possible because our dedicated recruitment team specialises in database marketing. They were able to target groups within the volunteer database with a well thought-out message and recruit the best sample for the trial. To ensure this volunteer database delivers results, a promotional mix of direct marketing and advertising is used to maintain high numbers and an optimum sample of candidates. Added to that, our expertise in this particular field of recruiting against subject criteria allows SGS to help in the design of a more practical protocol, without compromising scientific integrity. This significantly raises the chances of success for the trial. The trial in this particular case was a complete success.

**Life Science Services (LSS) is a leading provider of drug development services for Phase I to IV clinical trials, biostatistical management services, regulatory affairs services and bioanalytical laboratory services, in addition to services for the development and approval of agrochemicals, pesticides, biocides and chemicals. LSS also delivers comprehensive, high-quality testing capabilities in microbiology, analytical chemistry, biocompatibility, safety, sterility, method development and stability testing to pharmaceuticals, biotechnology, medical devices, agrochemical, cosmetics and other life science companies worldwide.**



## QUALITY CONTROL TESTING

Our laboratory testing services focus on product characterization, identification of potential contaminants and in vitro and in vivo studies to support clients in qualifying materials used in the supply chain and quality control testing of finished goods. This includes testing of :

- raw materials
- finished goods (final pharmaceutical, medical and cosmetic products and container testing)
- stability
- sterility
- microbiology
- biocompatibility
- development and validation of new test methods
- pre-clinical safety

## AGROCHEMICAL PRODUCT REGISTRATION SERVICES

Deep knowledge about registration requirements forms the basis of our complete range of services for the global pesticide, fertilizer, biocide, chemical and plant production industry.

Our services for crop protection/production and the chemical industry

in general include GLP (Good Laboratory Practice) studies and consultancy on risk assessment and regulatory affairs.

Specifically we provide GLP studies for agrochemicals on:

- method development & validation
- crop residues and environmental fate in the field
- environmental fate in the laboratory
- monitoring of ground- surface water
- degradability and ecotoxicology

For genetically modified crop development on:

- crop equivalence – field
- DNA/protein detection / characterization
- feed/food compositional/ nutritional equivalence testing
- toxicity testing on food/feed/DNA/protein
- crop sampling/homogenization/ shipment

For the development of chemicals on:

- physico-chemical properties
- method development and validation
- environmental fate
- degradability and ecotoxicology

## CLINICAL RESEARCH SERVICES

We provide a consistent service across all locations, working to a single set of quality standards and a single QA system. Our compliance documentation is managed by one team. We run the clinical research process without sacrificing quality, safety or scientific rigour, thus enabling clinical researchers to focus exclusively on their areas of strength and expertise.

### SERVICES INCLUDE:

- Early Stage services (Phase I services)
- Late Stage services (Phase II - IV services)
- data management, statistics and medical writing
- regulatory affairs
- medical affairs
- pharmacovigilance
- personnel outsourcing
- bioanalytical services

### EARLY STAGE

SGS operates its own Phase I centres. These centres have a qualified database of healthy volunteers and special populations. We provide all the necessary safety and medical infrastructure needed to perform Phase I investigations, such as :

- first administration to man
- special population studies (slow metabolizers, menopausal women, renal-impaired,

hepatically impaired, elderly, dialyzed, sterilized women)

- pharmacokinetics/ pharmacodynamic studies
- bioavailability and bioequivalence studies
- combined protocols (single and multiple ascending dose, food study, special population, proof of concept...)
- multiple-dose tolerance studies
- interaction studies (drugs/food)
- radio-labelled marker studies
- vaccine studies
- QTc prolongation
- early proof of concept studies in patients
- micro dosing/imaging studies

### LATE STAGE

We offer a full service in Phase II-IV clinical research from study design to clinical study report. SGS manages clinical trials on behalf of pharmaceutical, biotechnology and medical device companies all over Europe, North America and other regions of the world.

### DATA MANAGEMENT AND STATISTICS

A real challenge in life science is managing huge amounts of data and turning this into valuable information that offers real solutions and knowledge. Our Data Management and Statistics Department delivers trial design and consulting, statistical analysis, data management, and report writing.

## REGULATORY AFFAIRS

Our multidisciplinary, multi-lingual team of experienced regulatory affairs experts is at your disposal for all aspects of your marketing authorization applications for both human and veterinary medicinal products.

## PHARMACOVIGILANCE

We help clients design and conduct studies that measure and document perceived product value to support the decision-making process in drug development strategies, pricing, marketing and evaluations of expected health benefits. Pharmacovigilance, or the spontaneous reporting of adverse drug reactions to the authorities, is a service that SGS offers to its clients, thus proactively avoiding costly setbacks that can threaten both product revenues and reputation.

## BIOANALYTICAL SERVICES

We have GLP-certified bioanalytical laboratories with an international reputation for the assay of drugs and metabolites as well as the conduct of immuno- and biomarker assays in biological samples.

# CONSUMER TESTING SERVICES

Quality expectations and the range of safety requirements our clients must satisfy become more complex every day. To help meet these needs, Consumer Testing Services (CTS) offers a complete range of services for manufacturers, importers, exporters and retailers of consumer products, including laboratory testing, product inspection and consulting, process assessment and technical assistance. CTS helps clients to reduce risk, improve efficiency and ensure compliance to contractual or regulatory requirements in manufacturing sourcing.

Services are available on a global basis for consumer products such as textiles, toys, footwear, hardware, housewares, formulated products, electrical and electronic goods and food. For food, CTS covers the entire food production chain from primary production through food processing, transportation and distribution networks to the final consumer, including services for hotels and restaurants.

## GLOBAL SOURCING

Best Buy is North America's number one speciality retailer of consumer electronics, personal computers, entertainment software and appliances. The company had never worked directly with Chinese manufacturers when they opened a new global sourcing office in Shanghai in 2003. But the benefits of lower product costs can hide two common problems – quality assurance and social compliance by the factories.

In the early days, Best Buy did not realise that there would be so many on-going quality needs. Through in-line inspections and product testing, CTS supported the process of developing product quality standards specifically relevant to Chinese manufacturers of electronic products. Incorporating these standards into operational best practice helped to achieve a sharp reduction in customer return rates.

Being accountable to acceptable health, safety, environmental, and supply chain security criteria is a mandatory for Best Buy and a key part of its Code of Business Ethics. Again the company turned to CTS to carry out factory and supply chain assessments - against a range of international, 3<sup>rd</sup> party and Best Buy's own social governance standards. These investigations identified certain operational practices which were below par. Corrective actions have dramatically improved the social and sustainable working conditions in the factories.

We offer comprehensive services in four main sectors.

### SOFTLINES

Textiles and apparel, home textiles, footwear, accessories, luggage, leather and latex products.

### HARDLINES

Toys and premiums/gifts, houseware, cookware, DIY, hand and power tools, lawn and garden, automotive parts, furniture, sporting goods, home improvement products, formulated and personal care products.

### ELECTRICALS AND ELECTRONICS (E&E)

Lights, audio, video and automotive E&E, household and industrial products, IT, telecommunications, and components.

### FOOD

Animal origin, plant origin, beverages (including water), bakery, meals and animal food.

Our services include:

### TESTING

- materials testing to confirm suitability of raw materials and components
- performance testing to establish conformity to contractual requirements and claimed specifications
- safety testing to reduce liability exposure by assessing product safety following national or international regulations
- restricted substances testing to analyse restricted, hazardous substances
- comparative testing to benchmark one product against similar products in the market
- product certification to certify products against industry standards

### INSPECTION

- Pre-Production, Initial and During Production Checks to inspect available materials and compare production samples for conformity against reference samples and specifications. Corrective actions can be taken before completion of the whole consignment
- Final Random Inspection to inspect statistically all criteria specified in the service instructions such as product appearance, functions, quality, quantity, marking and packing
- Retail Store Check to evaluate product presentation and shelf life, including sample selection for testing

### TECHNICAL ASSISTANCE

- Corporate Social Responsibility Solutions to support retailers and brands to develop their programmes and evaluate social, ethical, environmental compliance throughout the supply chain
- Factory Quality Assessment to evaluate capabilities of a manufacturer to deliver the product quality and quantities within a specified time frame
- Food Safety & Health Assessment to evaluate safety and quality issues during food production and processing
- Regulatory Advisory Service to provide information on regulations, standards and quality specifications for specific products and markets
- Training to educate client staff on quality assurance principles and other relevant topics
- Private Label Support to assist retailers to launch their own product lines



# 360°

To us, 360° represents a full circle.

**The SGS 360-degree approach promotes a fully connected, inter-disciplinary range of business functions that operate most effectively when they connect intelligently across several departments.**

**A 360-degree approach means that our services can be mixed and matched according to client needs, which perfectly suits the constantly changing nature of our customers' markets. Fostering a more cohesive and holistic business methodology also means that information is connected seamlessly.**

**For example, when a German car manufacturer recently called upon us to solve a problem relating to adhesives, it wasn't simply Automotive Services that rose to the challenge. Other business units such as Consumer Testing Services, Oil Gas & Chemicals Services and Systems and Services Certification also became involved in order to effectively and rapidly identify and resolve this manufacturer's elusive problem and allowed us to propose solutions that covered many phases of the supply chain.**

**As part of our commitment to continual improvement and as the global leader in our field, it is natural that we both promote and practice such a fully-integrated and 'joined up' business methodology.**

**SGS successfully manages to seamlessly integrate and call upon different, yet complementary, service areas in order to quickly and effectively resolve diverse challenges.**

## ONE-STOP AUTOMOTIVE SOLUTION CENTRE IN GERMANY

Automotive Services acts as a 'problem-solver' in the automotive industry. We deliver tailored solutions to match the individual needs of clients. We achieve this by drawing on the expertise and experience of the whole SGS company and a powerful ethic of knowledge-sharing across inter-disciplinary teams. An example of this approach can be seen in our work with a German car manufacturer.

Last Point of Rest inspections on exported vehicles uncovered an accumulation of problems including an exceptionally unpleasant odour within the vehicle as well as protection strips that were coming away from the exterior of the car.

This scenario required immediate cross-functional action.

Car Interior Material Testing stepped in to analyse the odour issues using specialised means of detection.

Consumer Testing Services became involved and analysed the surfaces of the protection strip and the epoxy resin, as well as the composition and homogeneous consistency of the adhesive itself. CTS then called upon the experience and knowledge of Oil, Gas & Chemicals Services whose dedicated engineers were able to assist with chemical insight and the reason why the current adhesive was unsuitable.

All of these results, including suggestions for improvement, were collectively reported to the manufacturer. The German manufacturer then initiated an adhesive supplier audit with ISO certification from Systems & Services Certification in order to avoid such issues in the future.

The result was a one-stop solution that dramatically reduced lead times thanks to direct, valuable, and professional feedback from inspection fields into each step of value creation along the production process.

## PARTNERING WITH A MULTINATIONAL TO IMPROVE FOOD SAFETY IN CHINA

With 20 000 supermarket and hypermarkets, Chinese consumers have never had so much choice. The phenomenal growth in retail sales during the last decade, from a negligible standing in the 90's to today, has dramatically increased the number of food safety challenges. China is vast, lacking in a sophisticated logistics infrastructure or skilled labour. It is dominated by highly localized sales channels which increases the number of hazards, health scares and damage to the environment. Meanwhile, consumer awareness and the need for better food hygiene is driving forward the need for quality.

In such a complex market, how is it possible to reduce food product risk throughout the different stages of the supply chain? SGS' efforts with a large supermarket multinational recount how these challenges can be met and overcome, resulting in success.

SGS undertook a multiple service approach when working towards improved food quality systems for this multinational retailer.

A key part of the operation was the inspection checklist; a list of evaluation criteria for the factory, the distribution chain and the retailer's environment. This checklist not only included the retailer's own requirements and Chinese regulatory benchmarks, but went further to incorporate SGS global experience with Chain of Custody concerns such as temperature control and goods yard management. This customised checklist ensured that products and processes were hygiene monitored at multiple points.

These inspections, although thorough, were insufficient on their own and random product testing was necessary. Again, sampling had to occur at multiple supply points to ensure that the microbiological tests covered all critical stages of the supply chain. Sensory evaluation took product evaluation out of the laboratory and into the realm of the consumer – taste, smell and appearance were then assessed.

This individual package of food monitoring and testing services has helped this multinational retailer achieve a high standard of quality control, helping to establish a reputation for superior produce. In turn this has increased brand awareness and facilitated a faster expansion of retail outlets in China.

# 360°

## THE OIL SANDS IN CANADA

SGS is actively contributing to growth in the far North of Alberta, the centre of the Oil Sands region of Canada. Many oil and mining companies are established in the Athabasca region near Fort McMurray and are involved in the extraction and upgrading of bitumen for the production of crude oil. Executed on a major scale, the process involves either surface mining of the oil sands or in-situ extraction of the bitumen. The bitumen is separated from the sand and upgraded, naphtha is added, and synthetic crude oil forms. The crude is transported by pipeline to the markets in the USA. It is estimated that oil production from the oil sands will increase to 3.5m barrels per day by 2015, a significant amount when compared to Saudi Arabia's production of 9.6m barrels per day.

There are many issues associated with this huge growth. The availability of skilled personnel, deficiencies in infrastructure, environmental impact, mining and extractive technologies, quality assurance and quality control to name a few.

SGS has addressed many of these needs by establishing a multi-disciplinary team of professionals in Alberta and acquiring a key supplier of quality services, MRRT, right at the heart of the action.

The team has overall responsibility to ensure that SGS services to Oil Sands are delivered in a first class, seamless fashion to our clients.

The team, made up of members from all over the world, comprises SGS representatives that specialise in:

- mining and process technologies
- technical staffing services
- environmental services including climate change
- oil, gas and chemical services
- industrial services including non-destruction testing
- certification services

The team has enjoyed a number of successes and expects many more. Early success is attributed to the unique way in which SGS has approached the Oil Sands market - as a single coherent entity rather than a collection of businesses.



## SAFE FOOD FOR THE WORLD FROM THAILAND

Producing and processing food in 20 countries around the world is no easy feat for this Thai-based conglomerate. As one of the world's largest food manufacturers and exporters, the company works closely with SGS to meet their stringent food safety objectives and attain their global vision of becoming the most trusted source of food for the world - a truly competitive advantage. In Thailand, the company's focus is on poultry, livestock and aquaculture.

The objective is to produce safe food for consumption as well as meeting all other customer needs. The vision is achievable thanks to this company's strength of operational control at all points in the food supply chain, from animal feedstuffs, management systems, world-class food processing plants to retail distribution channels.

In the pursuit of competitive advantage food safety must not be compromised. This Thai-based company enlisted the help of SGS, who exploited their cross-divisional expertise in fields as diverse as trade assurance, plant inspection and consumer testing to help the company ensure food safety at every step of the business chain.

To meet food safety standards, Consumer Testing Services division delivers testing services from its best-in-class laboratories to the company and its suppliers, helping to ensure product and raw material compliance.

SGS also certifies the processing plants against various food safety schemes (GMP, HACCP, IFS, and BRC) and against other management systems standards (ISO 9001, ISO14001 and ISO18001).

As an additional check, food shipments are occasionally inspected by Trade Assurance Services when requested by retailers and participants in the food distribution channels.

"SGS is a professional service provider, trying to understand customer requirements and not limited to only conservative testing and certification services. SGS has demonstrated that its quality partnership concept can support the customer to enhance its in-house lab capabilities and quality. We appreciate the speed and proactive response that SGS provides," stated the company's Vice President.

**Systems & Services Certification (SSC) has over 80 000 clients worldwide. With the successful delivery of more than 100 000 certificates, SGS is the world's preferred auditing and certifying body.**

**An SGS certificate is recognised globally as a symbol of both compliance with established standards and of business excellence. Those purchasing from an SGS certified company trust that their business will be handled according to the most stringent quality, environmental, security and safety requirements.**

**Beyond certification, we can partner with you to design and provide solutions that increase the quality and efficiency of your business processes. We can offer training, in class or over the Internet to enable you to drive excellence at every level of your organisation.**

**By working proactively with SGS you can have a focused and dynamic approach towards delivering extra value, improved performance and gaining a real competitive edge.**

# SYSTEMS & SERVICES CERTIFICATION



## IMPROVING FOOD SAFETY MANAGEMENT SYSTEMS WITH ISO 22000

A British dairy company with Europe's most advanced skimmed milk powder and butter plant wanted to obtain ISO 22000 certification to further improve its food safety and quality management systems and to increase existing and potential customers' confidence in the company. An important factor in their decision making was that ISO 22000 is widely recognized in their export markets, particularly in EU, Asian and developing countries.

ISO 22000, the international food safety management systems standard can be applied across complex and ever-changing food supply chains.

This universal standard harmonises key requirements and overcomes the difficulties of differing food safety standards by region, country, activity organisation and food-type. ISO 22000 certification simplifies processes, increases efficiency and reduces costs without compromising existing management systems. It incorporates the widely adopted foods safety principles of HACCP, facilitates traceability and clear communication across the supply chain and is fully compatible with the ISO 9001:2000 quality management systems standard.

The company chose SGS to carry out its ISO 22000 assessment. As a result of the audit process, the company became one of the first companies in the UK to receive the ISO 22000 certificate. SGS UK Product Manager and Lead Auditor David Glenister added: "ISO 22000 certification sends a strong message to the food industry and customers of its commitment towards food safety management."

## COMPLIANCE STANDARDS/CERTIFICATION

Auditing and certification for compliance with general standards.

### QUALITY

- ISO 9001

### ENVIRONMENTAL

- ISO 14001
- ISO 14064
- EMAS
- BS 8555

### OCCUPATIONAL HEALTH & SAFETY

- OHSAS 18001
- AS 4801

### SOCIAL ACCOUNTABILITY

- SA 8000

### PERSONNEL / SKILLS CERTIFICATION

- Personnel Certification under ISO 17024

### OTHER COMPLIANCE STANDARDS

- ISO 10002
- ISO 20252

## INDUSTRY-SPECIFIC STANDARDS/CERTIFICATION

Auditing and certification for compliance with industry-specific standards.

### AEROSPACE

- AS/EN 9100, AS 9110, AS 9120
- JISQ 9100

### AUTOMOTIVE

- ISO/TS 16949
- VDA 6.1/6.4
- ISO 15504

### ELECTRONICS & ELECTRICAL

- IECQ HSPM 080000
- ANSI/ESD S20.20-1999
- EuP (CE marking)
- IPC
- EICC

### FOOD

- ISO 22000
- HACCP
- GMP
- EurepGap
- BRC
- IFS
- SQF
- Single Food Management System Audit (single audit covering multiple certificate needs concerning all the standards in the food industry)

### FORESTRY

- Forest Management (FM)
- Chain-of-Custody (COC)
- with FSC or PEFC accreditation

### INFORMATION TECHNOLOGY / SECURITY

- ISO 27001
- ISO 20000
- Tick-IT

### LOGISTICS AND SECURITY

- TAPA
- ISO/PAS 28000, ISO/PAS 28003

### OIL & GAS

- ISO 29001

### TELECOMMUNICATION

- TL 9000

### MEDICAL AND HEALTHCARE

- Healthmark
- GMP

### MEDICAL DEVICES

- ISO 13485
- Regulatory Certification (This list continues to increase)
- Directive 93/42/EEC Annex II,V,VI for CE marking (Europe)
- JPAL (Japan)
- CMDCAS (Canada)
- TCP Programme for ROC (Taiwan)
- FDA Accredited Persons Programme (US)
- Other EC Directives that overlap with Medical Devices e.g. Personal Protective Equipment and Pressure Vessels

### VALUE-ADDED SERVICES

#### SERVICE CERTIFICATION

Service Certification from SGS enables companies to define, roll out and monitor the quality performance criteria defined in their business strategy. The third-party certification helps protect the reputation of brands and leverages the potential for an organisation's continuous improvement, including internal cost control, by providing key stakeholder endorsement of the company's best practices.

The SGS portfolio consists of modular solutions that help ensure

a company and its partners are consistently implementing the highest quality standards.

The QualiCert scheme is the world's most recognised independent official sign of service quality. To date, more than 200 standards have been validated and deployed worldwide. The ServiCert programme provides a package integrating assessment of a company's quality management system against ISO 9001 with a programme of validating the real quality of service delivery against defined objectives.

Over 2 000 major and small international associations, corporations and other service providers have adopted Service certification from SGS to prove and communicate their commitment to provide unsurpassed service to their customers.

#### CUSTOMISED AUDIT SOLUTIONS

SGS can help turn customer driven requirements into an auditable framework to foster performance throughout a company's network, or simply deliver audits on a company's behalf in an independent way. Our portfolio includes:

- Audits against an existing Code of Practice
- Supplier Assessment
- Brand Protection / Mystery Audits
- Distribution Network Integrity Audits (for automotive industry)
- Warranty Audits (for automotive industry)

#### BUSINESS IMPROVEMENT

Progress for ISO 9001 audit scoring solutions from SGS can help an

organisation monitor the performance of quality management systems as a basis for continuous improvement. Whether an organisation is a beginner or experienced in Six Sigma as a continuous improvement method, our Six Sigma Benchmarking Standard™ can help make sure that the improvement projects deliver the desired and sustainable financial results. Six Sigma Programme Certificate™ from SGS sends the strongest and the most transparent signal about the validity of a company's past and current results as well as programmes infrastructure, policies and procedures which drive future results.

#### CORPORATE RESPONSIBILITY

- Sustainability Report Assurance (SRA)
- Supply Chain Audits

#### INTEGRATED MANAGEMENT SYSTEMS

Standards against which a company's management systems may be simultaneously certified through an integrated audit include ISO 9001, ISO 14001, OHSAS 18001, HACCP, ISO 22000, AS 9000, customer service standards, and specific sector or customer requirements.

#### TRAINING

- Awareness/Foundation courses
- Auditor/Lead Auditor Training
- Internal Quality Auditor Training
- Six Sigma training courses

# INDUSTRIAL SERVICES

**Industrial Services is a global service provider for technical verification, inspection, testing and conformity assessment in all industrial markets. Our teams of engineers and technicians ensure that the quality and performance of products or installations meets applicable requirements, whether they are regulatory, voluntary or client specific. We help to improve the integrity, quality and efficiency of equipment, assure safe and healthy working conditions for employees and minimize the environmental impact of industrial activities.**

## OILING THE FLOW

The BTC crude oil pipeline connects the Caspian Sea oil fields with the Mediterranean and its international tanker routes. Industrial Services was contracted to undertake the non-destructive testing of girth welds for a large section of pipeline that runs through Turkey.

Quality and adherence to delivery and installation dates, as well as on-site safety were paramount. This was made more challenging due to the size of the project, its economic and strategic impact and challenging environmental conditions. To control the welding process and ensure smooth work flow it was important that test results were made available to the contractor no later than 24 hours after production of each weld.

Within two months of Industrial Services testing the last weld, the first crude oil reached the port of Ceyhan.



Industrial Services offers a combination of specialized solutions and traditional services focused on the complete asset life cycle of our clients.

During all stages, from design through to procurement, construction and commissioning into operation, SGS offers a comprehensive package of integrated services. These include :

- integrity management and risk-based inspection
- condition monitoring of plant and equipment
- design appraisal for constructions and installations
- recognized certification body services for product and import certification schemes
- project monitoring services for financial institutions, insurance companies, trade companies and investors
- technical staffing services
- technical training

These services are backed by our full range of traditional services :

- traditional non-destructive testing (gamma, x-ray, crawler, UT, MT, PT) and specialized methods such as TOFD, Eddy Current, Corroscan, Guided Wave, MFL and digital RT
- component inspections of boilers, heat exchangers, tanks, pumps and valves, pipes, compressors, turbines, electrical and control equipment
- steel mill, shop and site inspections
- pipeline inspection and testing
- welding and coating inspection
- certification of welding procedures and welder qualifications
- inspections and certification of pressure systems and witnessing of pressure tests
- construction monitoring and testing
- building inspections
- material testing laboratories
- inspections of lifting equipment
- inspections of electrical installations and equipment

## MATERIAL TESTING AND NON-DESTRUCTIVE EXAMINATION

How can you be sure that the quality of a product meets requirements, even below the surface? It is essential to test materials to ensure they meet requirements and standards; we have laboratories and field-testing inspectors located around the world.

## RELIABILITY SERVICES AND INTEGRITY MANAGEMENT

Plant integrity, safety and reliability are major concerns to all plant operators. Equally important is the need to reduce downtime and control maintenance. Assessing installations, analysing the state of assets and interpreting inspection results can help allay these concerns.

## STATUTORY AND VOLUNTARY INSPECTIONS

The inspection market is partially defined by statutory regulations and partially by voluntary inspections driven by clients' QA/QC requirements, often based on (inter-) national standards. First time and

periodical inspections of pressurized equipment and systems, high and low voltage installations, buildings and lifts, lifting and hoisting equipment, other tools and machinery as well as coating systems all belong in the inspection portfolio of SGS Industrial Services.

## SUPPLY CHAIN SERVICES

In our global economy, equipment and parts are produced wherever it makes business sense before being shipped to their final destination. We provide a broad range of supply chain services, helping our customers control the quality of their processes.

## PRODUCT AND IMPORT CERTIFICATION

In order to launch a product on their market, many countries need their products conform to national, regional or international safety standards. We certify our clients' product against all major certification schemes.

## TECHNICAL STAFFING SERVICES

Where can you find the right people for the job? Increasingly, demand for technical skills exceeds supply so clients need effective and specialist recruitment expertise. SGS provides world-class recruitment solutions and maintains an extensive candidate database.

## TECHNICAL CONSULTANCY AND TRAINING SERVICES

The skills needed to work in technical industries are continuously changing and evolving. New techniques are developed, new regulations appear, and new products enter the market. To meet this ever-changing world, SGS offers technical consultancy combined with a series of training courses.

# ENVIRONMENTAL SERVICES

Every day our global ecosystem is affected by natural and man-made activity that pollutes soil, water and air. Pollution affects people everywhere and stands to threaten our global public health if it is not controlled, prevented or stopped. With this in mind, sustainable development is fundamental to us all.

To help governments and industry integrate environmental management into their operations, Environmental Services provides a comprehensive international network of analytical services and is well placed to assist at both a global and local level.

## REMOVING GEOGRAPHY FROM THE EQUATION

A Nordic environmental consultant working for an Indian client company needed to conduct analysis to international standards not available in India. They also required assistance to supervise the sampling and testing process.

By utilising the Group's global network, a point of contact was provided in Finland, local SGS expertise was used in India for sampling and testing, and analysis was undertaken in Belgium and Germany. Together, the SGS team provided the types and quality of testing required to ensure compliance with international standards regardless of the geographical differences between the parties.

There are several factors increasing the pressure on industry and others to comply with environmental requirements:

- economic growth and trends in environmental policy
- execution of new environmental regulations and the will of the authorities to enforce existing environmental regulations
- extension of EU environmental regulations to new member states, the emergence of markets in Asia and Latin America - notably China - aligned to new international trade agreements
- increasing global awareness regarding health and safety and environmental and liability risks

## LABORATORY ANALYTICAL SERVICES

In the laboratory analytical services segment, our competitive advantage is maintained by obtaining the highest-ranking accreditations, continuous improvement on QA/QC protocols, staying ahead of the technology and automation curves, focusing on R&D in terms of pioneering new methodologies, offering fast turnaround of results and providing customers with tailor-made reporting solutions.

Laboratory services are focused on providing analytical testing of a wide range of substances including:

- soils, sediments, sludge and minerals
- water: drinking, surface, sea, ground, sewage and wastewater
- wastes: hazardous and solid, municipal
- air
- oils
- dioxins / furans and dioxins such as PCBs
- asbestos
- Restriction of the use of certain Hazardous Substances (RoHS)

## FIELD-BASED SERVICES

Our field-based services and our technical/compliance consulting services, are built on maintaining a high level of multidisciplinary expertise, the continuous development of new, innovative and standardised global services and delivering the highest level of customer service.

## FIELD SERVICE APPLICATIONS

These services cover sampling and monitoring and include:

- ambient and indoor air, stack emissions and burn tests
- water sampling, monitoring, assessments and modelling
- contaminated site sampling, monitoring and supervision
- waste sampling and studies
- noise and vibration mapping and monitoring
- indoor environmental quality monitoring and studies
- occupational health and safety monitoring
- asbestos identification

## CERTIFICATION SERVICES

- ISO 14001
- EMAS
- Forest Certification

## SPECIALTY SERVICES

- outsourced laboratory management
- environmental data management
- environmental drilling

## CLIMATE CHANGE

The Climate Change Programme facilitates trade of greenhouse gas emissions. SGS services in this sector address mandatory and voluntary reporting of greenhouse gas emissions and promote application of standardized verification procedures. Through multiple accreditations, worldwide coverage and ad-hoc alliances, our Climate Change programme services validate projects, verify and certify actual emissions.

- EU Emission Trading Scheme
- Clean Development Mechanism
- Joint Implementation Projects
- North American Initiatives

# AUTOMOTIVE SERVICES

**Automotive Services focuses on the design, construction and operation of motor vehicle inspection solutions throughout the world. These services are provided to governments, manufacturers, traders, financial institutions and insurance companies across five continents.**

**Automotive Services has two main offerings – statutory vehicle inspection and automotive verification.**

## KEEPING TAXIS WORKING

The Republic of Ireland's Commission for Taxi Regulation recently awarded Automotive Services a major outsourcing contract for inspection services that allowed licensing of small public services vehicles (sPSV). This contract strengthens our position as Ireland's sole tester of private vehicles and helps move the industry towards a one-stop shop arrangement.

These inspection services minimise the number of agencies that commercial drivers of taxis,

Hackney cabs and limousines need to deal with. An integrated database of the sPSV population together with other measures will help enforce regulations.

Automotive Services won the contract due to their deep experience in this area and for demonstrating intelligent application of new technology. For example, an automated booking system is used to manage licence renewals whilst the Internet, SMS and a call centre are used to communicate with drivers.



## FOR GOVERNMENTS

Active on four continents for over 15 years, SGS is a privileged partner with governments. We design and carry out efficient, state-of-the art statutory vehicle inspection programmes regarding vehicle safety and emissions, as well as providing advanced electronic information management systems for vehicle inspection networks.

All of our solutions are adapted to our customers' needs and can effectively serve large and small vehicle populations. In addition to offering a global approach that is adaptable and responsive, we have proven experience in designing and setting-up centralised systems, modernising existing facilities and privatising inspection programmes.

SGS offers real-time transfer of vehicle data and inspection results whether the statutory vehicle inspection or emission control is performed by numerous decentralised stations or by repair and service stations.

When inspecting imported and used vehicles in developing countries, we check the age and roadworthiness of the vehicle to assess its value for customs purposes and ensure that customs duty is not evaded.

SGS Ireland was recently awarded the contract to conduct Driving Tests on behalf of the Department of Transport. This was part of an initiative by the Irish government to reduce waiting times for driving tests which have become a major cause for road safety concern.

Mobile technology was developed by SGS allowing the use of PDA systems to record faults and grade candidates during the exam while ensuring that the content and nature of the driving test is inherently the same as that provided by the Department of Transport directly.

By completion of the contract, SGS will have recruited and trained 30 driving testers and over 45 000 driving tests will be conducted during this time.

## FOR INDUSTRY

### DISTRIBUTION

Motor vehicle manufacturers and distributors, marine insurance companies and ocean carriers use SGS as an independent inspector of vehicles during their lengthy distribution cycles. Working along the supply chain, our Inspection Management System enables us to transmit detailed reports on a vehicle's condition while it is moving along the supply chain. We then convert that data into meaningful information to identify damage trends.

Our Inspection Management System is complemented by Hermes ; our real-time web-based data management system that enables :

- quick and instant claim management
- paperless processing
- dramatic optimisation of the administrative workload
- access to a central database

## REMARKETING INSPECTION

SGS Condition Reports accelerate the sale of vehicles for companies and individuals by improving the level of confidence in the condition of the used car. Our network of independent inspectors provides detailed electronic reports on the condition of any vehicle.

Our services include :

- tracking expiring leases
- contacting lessees to schedule appointments
- dispatching inspectors nationwide
- electronic inspection reports and digital photographs, which help sell vehicles via on-line auctions to car dealers or individuals

## SGS AUDITING SERVICES

This allows companies to demonstrate compliance of a retailer network against a specific code of practice and ensures that the selection process for new dealers is fair, independent and consistent.

Our services include :

- mystery shopping
- 2<sup>nd</sup> party auditing
- supplier assessment programmes

## SGS CERTIFICATION SERVICES

We have developed over 14 standards with the automotive industry. We work with car dealers, car manufacturers and trade associations that carry out with a whole range of activities in the automotive sector, from car dismantling to the sale of new and used vehicles.

# GOVERNMENTS & INSTITUTIONS SERVICES

**Governments & Institutions Services (GIS) provides a wide range of trade verification services that assess compliance with regulatory requirements and enhance government revenue. GIS facilitates trade, supports good governance and promotes sustainable development. Clients include governments and international institutions and private sector industry and trade customers.**

**In recent years, GIS has developed a portfolio of innovative services that draw on GIS core skills such as price verification, independent monitoring and validation of information and that use new technologies and IT systems.**

## **BUILDING THE FUTURE**

At the turn of the century, Madagascar government wished to make changes within its trading and import infrastructure. Authorities also wanted to encourage good corporate governance and discourage unethical practice. Madagascar authorities warmly welcomed the SGS proposal for a new Import Verification Scheme, which offered:

- Secured revenues, thanks to an import verification programme that uses a container-sealing scheme with up-to-date tools and techniques. These include Risk Management and post entry activities such as cargo manifests and container yard information.
- IT transfer of the cargo manifests into Asycuda++ and the re-introduction of customs procedures such as advance notification, selectivity and submission and temporary customs clearance

- An intensive capacity-building programme supported by the World Customs Organisation

Almost four years after the programme was implemented, results have exceeded expectations. Madagascar authorities have been able to:

- secure proper collection of revenues
- undertake much-needed monetary reform
- launch an ambitious two full year tax exemption initiative
- enable Trade Efficiency and Facilitation through a Public Private Partnership featuring container scanners in the major ports that export to US and Europe, non-intrusive verification of containers and deployment of a 'Single Window' application, to be launched April 1<sup>st</sup> 2007

Investors can now benefit from a better-equipped administration and will be encouraged to diversify their interests from the textile industry towards new sectors such as oil, mining, tourism and agriculture.

## **REVENUE ENHANCEMENT**

SGS revenue enhancement programmes help governments in emerging countries secure fiscal revenues from international trade. Import verification programmes, also known as pre-shipment inspection (PSI) have provided a comprehensive solution for more than 40 years. SGS has remained the industry leader during this time and has kept abreast of trade liberalization and the evolution of complex international supply chains.

## **IMPORT VERIFICATION**

Import Verification programmes represent the new and improved generation of traditional PSI. They target the proper identification of goods prior to shipment with regards to quality, quantity, tariff classification, import eligibility and the provision of valuation information for customs purposes.

## **DESTINATION INSPECTION**

Destination Inspection combines trade protection and promotion with consistent customs automation and modernization. Verification and investigation services are carried out on a post-entry basis, information and documentation are exchanged through an electronic interface - thus optimizing customs' resources and enhancing efficiency.

## **CONFORMITY ASSESSMENT**

Conformity Assessment Services aim to protect consumer's health & safety, national security and the environment. They prevent fraudulent practice, deter unfair competition and protect industry from imports of substandard, unsafe or counterfeit goods. These services verify conformity to national or international standards, applicable to both locally produced and imported goods. They facilitate trade as they help solve quality problems - often an obstacle to private sector's access to export markets. They also prevent unscrupulous traders from taking advantage of poor quality control infrastructures.

## **TRADE COMPLIANCE AND SECURITY**

Trade Compliance and Security Services modernise the monitoring and upgrade certification tools available to trade participants. These services validate the measures and systems that companies adopt to comply with trade and supply chain security requirements introduced by governments.

## **TRADE EFFICIENCY: NEW CORE SERVICES**

Building trust between the trade and governments, Governments & Institutions Services offer both parties flexible trade solutions that respond to clients' need for compliance with national and international regulations. The aim is to bridge the gap between

economic policies and the commercial responsibility of enterprises by offering a full range of solutions to stimulate competition and widen access to international markets.

## **VALITRADE**

ValiTrade is a worldwide trade validation package offering support to customs administrations keen to fight valuation fraud and meet the requirements of the WTO Agreement on Customs Valuation. SGS ValuNet™, a valuation risk-management tool, is explicitly designed to investigate declared customs values and build a client-specific reference system fed by reliable information assembled by the SGS global network.

## **TRADENET**

TradeNet is a pure Trade Facilitation solution. It accelerates and secures the supply chain by connecting all operators involved in moving and clearing goods with a common electronic platform. TradeNet (also known as a 'Single Window' system) is flexible and adaptable – it is often deployed by SGS as a package including financing, capacity building, support and maintenance. TradeNet is an ideal product for Public Private Partnerships (PPP).

## **CARGO SCANNING**

Cargo Scanning Services combine non-intrusive inspection with risk management tools to assist

government agencies combat smuggling and duty avoidance. Our unique knowledge of trade information constitutes the core of SGS Profiler™, an automated platform where transactions data are filtered and screened. Profiler™ enables efficient application of selective controls through cargo scanning equipment. SGS services include procurement, installation, operation, complementary financing for Build-Own-Operate (BOT) projects, maintenance of cargo scanning equipment and facilities, as well as capacity building.

## **TRANSIT MONITORING**

Transit Monitoring services facilitate transit operations while offering governments effective control over transit trade. Electronic prenotification/ submission, monitoring and guarantee coverage are the main components of the services to validate the compliance with national and international regulations.

## **AID EFFICIENCY: NEW CORE SERVICES**

Bring improved transparency, accountability and effectiveness in international development assistance.

## **SGS AID MONITORING**

SGS Aid Monitoring Services aim at improved governance in the implementation of both public and

private economic development programmes and projects. They include on-going and ex-post documentary or physical audits of projects and programmes, review of procurement processes and decisions.

## **NGO BENCHMARKING**

NGO Benchmarking assesses NGO performance and accountability levels providing independent third-party proof of operational qualities against a unique Benchmarking Standard. This represents a measurable baseline recognized and accepted by all stakeholders. SGS has designed this service certification standard for NGOs to measure up against a comprehensive set of best practice criteria and focus on opportunities to improve delivery rates.

## **FORESTRY MONITORING**

The Forestry Monitoring Programme independently monitors activities and verifies legal compliance in the forest and timber trade sector. Through public/private partnerships with governments willing to outsource selected functions, SGS can help implement national or regional legal timber validation schemes. Where such schemes are not available, timber companies may call on SGS for independent verification of the legality and traceability of their timber produce.

[WWW.SGS.COM](http://WWW.SGS.COM)

WHEN YOU NEED TO BE SURE

SGS