

# COMPLETE TRUST

2009

SGS

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FROM **START-UPS** TO **MARKET LEADERS**

FROM **CULTURE** TO **CULTURE**

FROM **INDUSTRY** TO **INDUSTRY**

FROM **FIRST STEPS** TO **FINAL STRIDES**

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FROM  
**ONE EXTREME**



TO  
**THE OTHER**



# SGS MEANS BUSINESS

SGS is the world's leading inspection, verification, testing and certification company. Recognised as the global benchmark for quality and integrity, we employ over 55 000 people and operate a network of more than 1 000 offices and laboratories around the world. We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed.

As the leader in providing specialised business solutions that improve quality, safety and productivity and reduce risk, we help customers navigate an increasingly regulated world. Our independent services add significant value to our customers' operations and ensure business sustainability.

# OUR HISTORY

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Established in 1878, SGS started by offering agricultural inspection services to grain traders in Europe. From those early beginnings, we grew in size and scope as our agricultural inspection services spread around the world. During the mid 20th century, we began to diversify and started offering inspection, testing and verification services across a variety of sectors, including industrial, minerals and oil, gas and chemicals among others. In 1981, the company went public.

The current structure of SGS, consisting of 10 business segments operating across 10 geographical regions, was formed in 2001. From our beginnings in 1878 as a grain inspection house, we have steadily grown into our role as the industry leader. We have done this through continual improvement and innovation and through supporting our customers' operations by reducing risk and improving productivity.

# OUR VISION

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We aim to be the most competitive and the most productive service organisation in the world. Our core competencies in inspection, verification, testing and certification are being continuously improved to be best-in-class. They are at the heart of what we are. Our chosen markets will be solely determined by our ability to be the most competitive and to consistently deliver unequalled service to our customers all over the world.

# OUR VALUES

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We seek to be characterised by our passion, integrity, entrepreneurship and our innovative spirit, as we continually strive to fulfil our vision. These values guide us in all that we do and are the bedrock upon which our organisation is built.

# OUR EXPERTISE AND ACTIVITIES

We help customers all over the world operate in a more sustainable manner by improving quality and productivity, reducing risk, verifying compliance and increasing speed to market. Our range of services cover all industry sectors and touch the products and services that consumers around the world rely on countless times in their everyday lives. From the energy that powers the cars we drive and the homes we live in, from the food on our plates to the clothes on our back, from the quality of the air we breathe to the safety of the pharmaceuticals we take, SGS provides independent services that make a difference in people's lives. At the end of the day, our value lies in what our services make possible for our customers and, ultimately, for their consumers.

## **AGRICULTURAL SERVICES (AGRI)**

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We help ensure the integrity of the food chain by providing services that cover all aspects of the agricultural industry, from helping customers manage crops, seed development and soil testing through to harvesting and moving product through the global supply chain to trade inspection at export or import. Serving all of the major players in the agricultural sector, our services reduce risk and ensure quality and improve productivity.

## **MINERALS SERVICES (MIN)**

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The services we provide range from quality and quantity inspection and testing for a vast array of commodities to advanced services, which optimise the recovery of metals in processing plants. Our customers rely on us to provide them with expert services and advice, which help them gain competitive advantage while reducing risk.

## **OIL, GAS & CHEMICALS SERVICES (OGC)**

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Our robust technology, innovative approach, technical support and dedication to quality and safety bring customers tangible benefits, in both the upstream and downstream sectors. Our global network of offices and laboratories and our dedicated team allow us to respond to customer needs, when and where they occur. This, combined with our reputation for independence, excellence and innovation, have established us as the market leaders in providing services that improve efficiency, reduce risk and deliver competitive advantage.

## **LIFE SCIENCE SERVICES (LSS)**

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Our customers in the pharmaceutical and bio-pharmaceutical industries rely on us to provide them with outsourcing services on both the quality and safety of drug ingredients and the development process – from the early development stages until the commercialisation of finished products. Our Clinical Trials services and Quality Control testing activities help improve efficiency, reduce costs and ensure the safety of pharmaceutical products.

## **CONSUMER TESTING SERVICES (CTS)**

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From textiles to appliances, furniture, food and electronics, our complete range of services ensures the quality and safety of every single kind of consumer product. Our customers in these distinct manufacturing industries rely on our inspection and testing capabilities and laboratories to help them comply with the regulatory requirements governing their products as well as to ensure the integrity of the inputs received from their suppliers and their suppliers' suppliers.

## **SYSTEMS & SERVICES CERTIFICATION (SSC)**

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High performing business processes are at the heart of today's economy. The audit, certification, training and advisory services we provide to our customers allow them to enhance their business processes and get out in front of the issues affecting them. With our services they can deliver extra value, improve quality management and performance, minimise risk and gain a real advantage over the competition.

## **INDUSTRIAL SERVICES (IND)**

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Serving customers in the energy, process and construction industries, our teams of engineers and technical experts ensure that the quality and safety of products or installations meet applicable requirements, whether they are regulatory, voluntary or customer specific. Our goal is to help improve integrity, quality and efficiency and ensure safe and healthy working conditions as well as to minimise the environmental impact of industrial activities.

## **ENVIRONMENTAL SERVICES (ENVI)**

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We support governments and industry in developing sustainable solutions, offering them guidance and assistance in complying with environmental regulations and in assessing their environmental performance. We provide state-of-the-art laboratory and monitoring facilities, with experienced and knowledgeable consultants, together with a comprehensive range of specialised environmental services such as: impact assessments, auditing, training, air and water quality testing and a wide variety of climate change solutions.

## **AUTOMOTIVE SERVICES (AUTO)**

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We help every player in the automotive industry improve performance and reduce risk. Our services focus on the design, construction and operation of motor vehicle inspection solutions throughout the world. Governments, manufacturers and financing and insurance companies, as well as consumers, rely on our independent, accurate and secure solutions to limit damages, improve remarketing of used cars and support road safety.

## **GOVERNMENTS & INSTITUTIONS SERVICES (GIS)**

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We support governments, institutions and partner organisations by verifying trade information, setting up electronic business processing and scanning operations and assessing efficiency and legal compliance in aid delivery schemes and forestry operations. Our commitment is to sustain enforcement of regulations, economic growth, market visibility and accountability for our customers.



FROM  
**SOURCE**



TO  
**SUPPLY**

# SUSTAINABILITY MEANS SUSTAINABILITY

## 2008 FINANCIAL PERFORMANCE

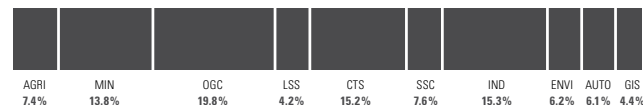
(CHF million)

	2008	Change in %	2007
<b>REVENUE</b>	<b>4 818</b>	10.2	<b>4 372</b>
<b>OPERATING INCOME (BEFORE EXCEPTIONAL ITEMS)</b>	<b>810</b>	13.9	<b>711</b>
<b>PROFIT FROM OPERATING ACTIVITIES (EBIT)</b>	<b>937</b>	35.8	<b>690</b>
<b>PROFIT BEFORE TAXES</b>	<b>933</b>	34.8	<b>692</b>
<b>PROFIT FOR THE YEAR</b>	<b>714</b>	37.3	<b>520</b>
<b>BASIC EARNINGS PER SHARE (IN CHF)</b>	<b>91.08</b>	39.1	<b>65.47</b>
<b>DIVIDENDS PER SHARE (IN CHF)</b>	<b>50.00</b>	42.9	<b>35.00</b>

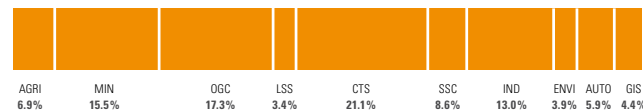
Listed on the SIX Swiss Exchange under the stock symbol SGSN.

## REVENUE AND OPERATING INCOME BY BUSINESS

### REVENUE



### OPERATING INCOME (before exceptionals)



## REVENUE AND OPERATING INCOME BY REGION

### REVENUE



### OPERATING INCOME (before exceptionals)



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WHEN YOU NEED TO BE SURE

**SGS**