

SMART



OUR BUSINESS



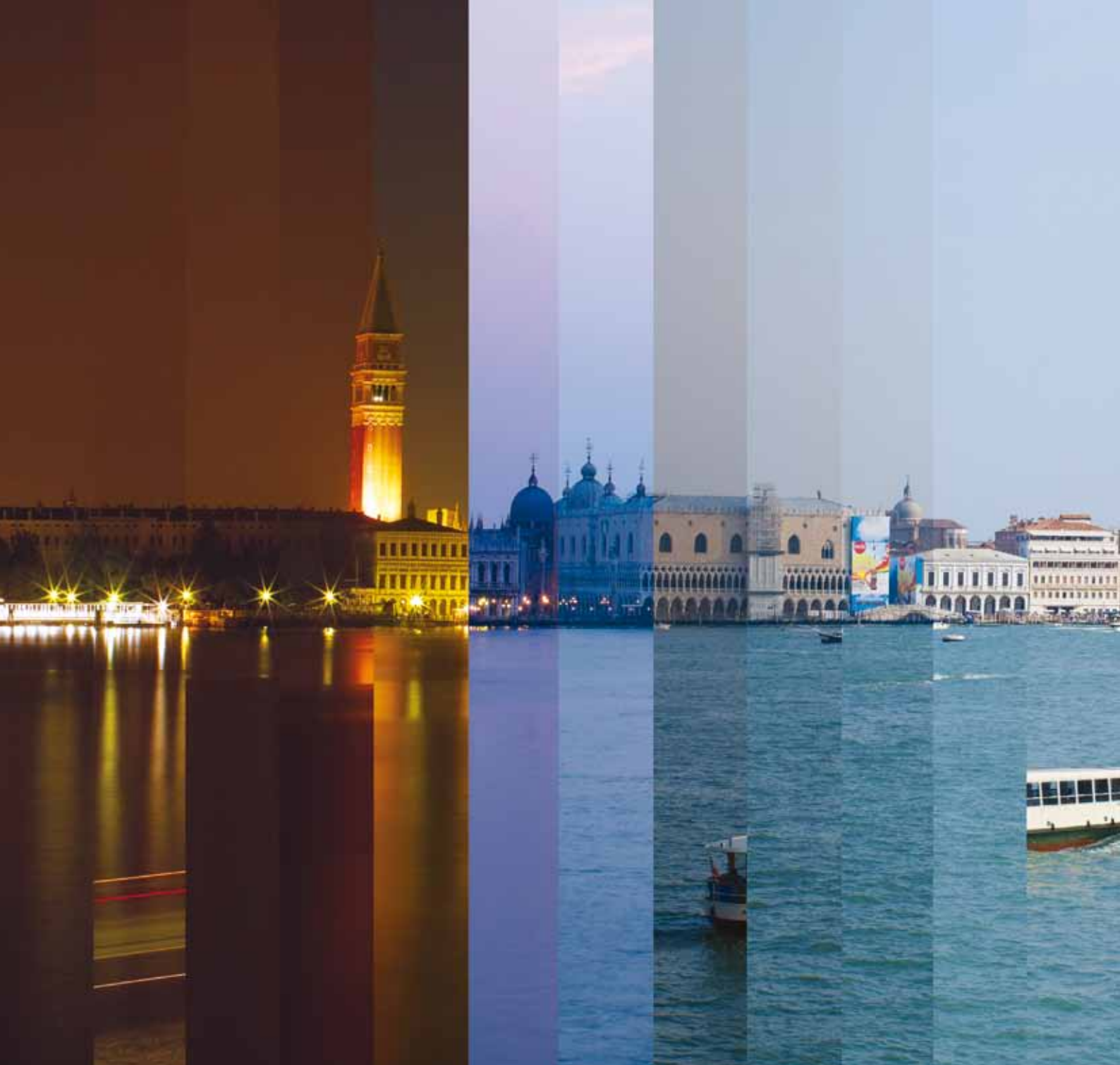
As the world's leading inspection, verification, testing and certification company, we provide competitive advantage, drive sustainability and deliver trust.

Recognised as the global benchmark for quality and integrity, we employ over 70 000 people and operate a network of more than 1 350 offices and laboratories around the world.

**24 HOURS
A DAY
7 DAYS
A WEEK
12 MONTHS
A YEAR**

We are continually pushing ourselves to deliver innovative services and solutions that help our customers move their businesses forward.

08:00





OUR VISION

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

We seek to be epitomised 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.

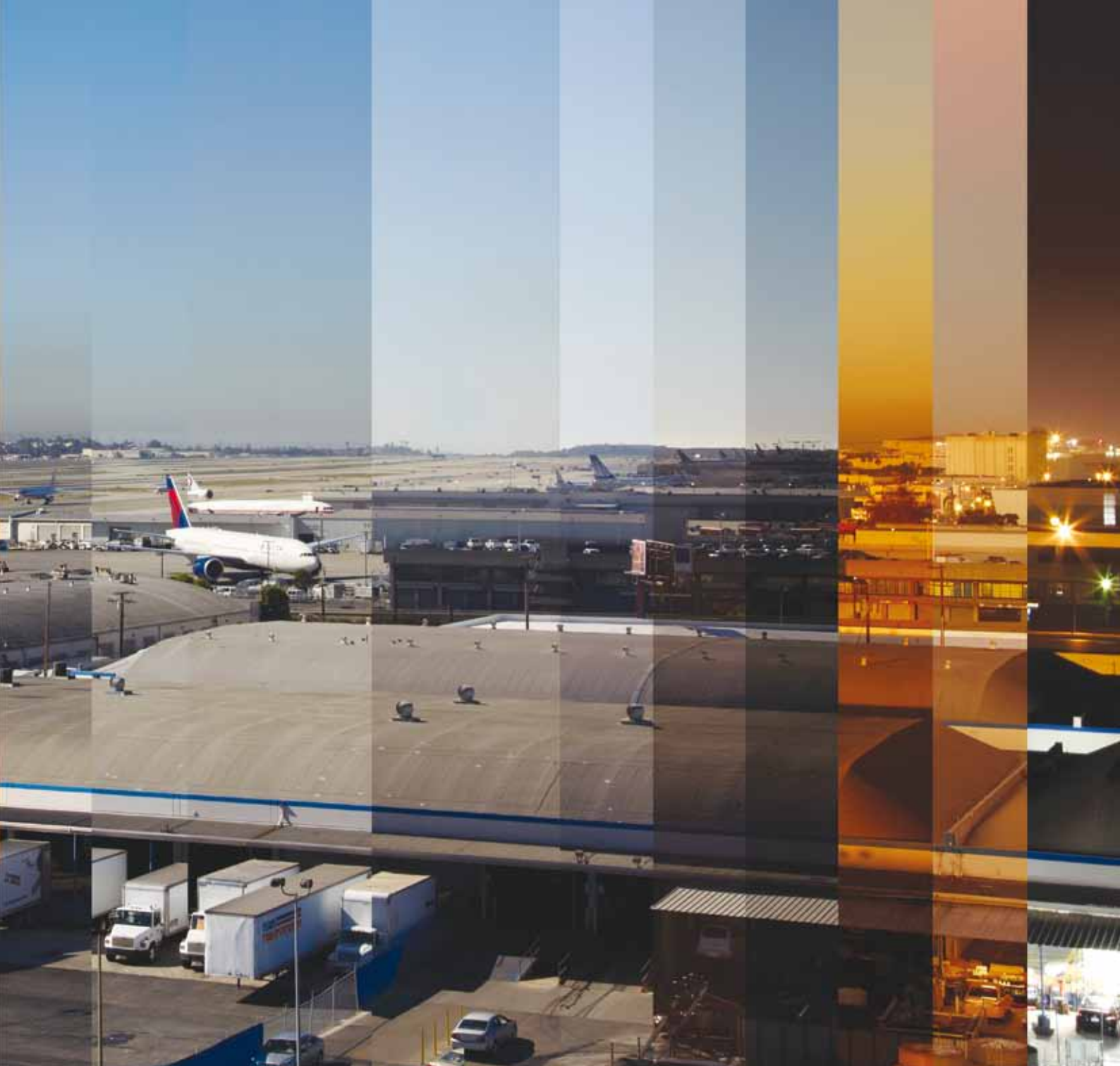
Many of our customers work day and night to provide market leading solutions and exceed growing consumer demands. Our unrivalled global network and proven expertise enables SGS to help all businesses run like clockwork. We deliver business benefits that help our customers increase their sustainability, productivity, quality, safety, efficiency, trust and speed to market at the same time as reducing their risks. These benefits are the same whichever industry or organisation we are partnering. Innovation is central to everything we do at SGS and working smarter is a key factor in our on-going success.



Christopher Kirk
Chief Executive Officer



18:00



**IT'S EVERY
STAGE
OF BIOFUELS
PRODUCTION
THAT COUNTS,
NOT JUST
THE END RESULT**

Every organisation throughout the biofuels value chain has to prove that its operations are sustainable and that any material it introduces comes from sustainable sources too. SGS brings together a unique set of competencies and coverage to deliver the sustainability and reliability assurances needed by industry, government and the public.

Over recent years biofuels have received increasing international attention from a wide variety of stakeholders. They are now considered a suitable low-carbon alternative to traditional fossil fuels for powering vehicles, fuelling planes and heating buildings. In 2009, the European Union introduced the Renewable Energy Directive (RED) including ambitious targets for member states. The Directive also details the sustainability requirements that biofuels must meet to count towards the targets. As a result, organisations operating in the EU have to prove their biofuels are produced sustainably and adhere to the criteria specified. SGS plays a fundamental role, verifying and certifying the industry's sustainability at every stage of the value chain.

A number of certification schemes have been developed and in July 2011 the EU approved seven as meeting the RED sustainability requirements. Offering all available schemes, SGS partners with individual operators, assesses their needs and certifies their activities against the most appropriate option. This could be one of the EU ratified schemes or a voluntary scheme developed specifically to meet their needs. Sweden based Lantmannen Agroetanol came to SGS for help ensuring the transparency and sustainability of its operations and

its compliance with the EU RED. With sustainability a long-term business goal, Lantmannen Agroetanol was confident its operations would only need aligning, auditing and certifying to provide the evidence needed. SGS supported Lantmannen Agroetanol by developing a customised audit, analysing every stage of production and assisting with the challenge of proving the 5 000 Swedish farmers harvesting raw product meet the specific land use criteria. As with many of the sustainability criteria this was evidenced through expert knowledge and a document based procedure, but also required farmer self-assessment. Biofuels organisations developing sustainability and carbon management systems, such as Lantmannen Agroetanol, find that SGS's expertise is invaluable. With support from SGS, staff are educated and the chain-of-custody mass balance system is implemented effectively. SGS also performs environmental testing and greenhouse gas emissions analyses.

Forthcoming increases in aviation fuel taxes have led airline operators to move towards introducing Biojet fuels for commercial flights. As with all biofuels, proving sustainability through the entire value chain is a necessity, but when it comes to aviation fuel, the industry support SGS delivers goes far beyond

this. Passenger safety is paramount and innovative jet fuel requires extensive testing to ensure risks are minimised. Biojet fuel is developed from a narrow range of feedstock and its near zero sulphur content, while environmentally beneficial, does introduce a difficulty that SGS monitors and controls. Sulphur in traditional crude oil based jet fuel works as a lubricant in engines, so when it is not present in a Biojet fuel, another lubricant is required. SGS removes the risk by adding lubricants to Biojet fuel and blending it with traditional aviation kerosene, to achieve a safe mixture. Through fuel testing services SGS ensures the blend meets the appropriate international standard and also assesses other important factors that affect its quality, such as stability and conductivity. It is through SGS's precise testing to the agreed international norms that confidence in Biojet fuel is achieved and the expectations of stakeholders and the public for a high quality, safe and environmentally friendly fuel are met.

SGS proves biofuels are sustainable and develops trust and confidence in Biojet as a low-carbon aviation fuel.

02:00





**THE DAYS
OF CANARIES
ARE LONG GONE –
MODERN MINES
RELY ON RIGOROUS
SAFETY SYSTEMS**

Australia is the world's largest exporter of coal. In 2010, Australia exported 31% of the global coal market, with the mining sector driving both the Australian economy and its global competitiveness. Coal is found in every Australian state, it is generally thermal coal but large reserves of coking coal are also mined in Queensland, as well as smaller coking coal mines in New South Wales. Much of the coking coal exported from Australia is destined for China and developing countries in the Asia region. There is a huge demand from China for bulk mineral commodities and with coking coal being essential for steel production, the growing industrial market is hungry for more.

While this booming industry brings with it many economic benefits it also brings risks. Over decades the Australian mining sector has strived to be at the forefront of safety, protecting its labour force with stringent regulations and enforcement. Labour costs are high and preventable accidents are considered unacceptable. As a result, this industry is highly technologically advanced automating manual tasks where possible to remove danger. All major global coking coal mining companies hold significant positions in the Australian market and come to SGS for diversified and safety focused services.

SGS has played an important role in the industry for decades. Many mining companies depend on SGS to provide independent high quality coal analysis that supports their entire exploration, mining and export operations. Now, as demand from Asia increases, organisations are targeting higher and higher export volumes. As well as testing and analysing mined products through both onsite and regional laboratories, SGS is on hand to provide superintendence and ship surveillance. All operators recognise the array of services SGS delivers and the exceptional levels of safety maintained throughout. This is supported by the web-based 'safeSTAX', an SGS designed safety management software system and safety training programme. Organisations need to be sure they act as responsible employers and consistently meet safety regulations. SGS assesses environments and recommends improvements, delivering ISO certification on a broad range of industry audits, environmental protection testing and transparency across the value chain.

BHP Billiton Mitsubishi Alliance (BMA) is Australia's largest coal producing company, accounting for more than one quarter of all Australia's coal exports. SGS is contracted to provide services to BMA covering coal bore core analysis during exploration, sampling, preparation and export superintendence. Each service is delivered in conjunction with highly developed safety systems drawing on SGS's extensive health and safety auditing and certification experience. Operators such as BMA choose SGS because they value the SGS safety-driven approach. In response to BMA's needs, SGS is increasing its laboratory network with state-of-the-art multipurpose laboratories in Brisbane and Mackay. The ability to adapt to meet the exacting needs of customers along with effective communication channels makes SGS the outsource partner of choice for the coal mining industry.

When the risks are high, customers depend on SGS to ensure safety is paramount across all activities to protect their employees and reputations.

SGS partners the coal mining industry providing extensive analysis, sampling and superintendence to drive productivity and speed to market. Visible safety procedures are central to all SGS activities and key performance indicators for safety are welcomed by organisations operating in these high-risk environments.



05:00



**TRUST
COMES FROM
TRANSPARENT
ENVIRONMENTAL
IMPACT
EVALUATIONS**

Alberta, a province in Western Canada, has the world's third largest oil reserves, after Saudi Arabia and Venezuela. This mainly untapped oil sands reserve could be part of the answer to global oil demand for decades. However, oil sand deposits are unconventional and the oil is difficult to extract. Environmental risks are considerable: tailings ponds, emissions, energy and water use are all major concerns. As technology has advanced, the process has become more economically viable, but many risks remain.

Oil sands operators moving from conventional extraction to more environmentally responsible technologies trust SGS to independently evaluate and enhance new industrial processes before they are introduced. SGS provides expertise and safe piloting facilities where the effectiveness of process efficiency improvements and tailings reduction technologies can be tested. As oil companies evaluate potential production areas, SGS tests oil sands core samples, indicating bitumen levels, mineral content and ore characteristics providing reliable information coupled with expert knowledge.

While the SGS extraction tests are extensive, they are just the beginning of the SGS Oil Sands Services. What is really valued by oil companies is the ability of SGS to prove operations are running with environmental risks kept to a minimum. By doing this, rumours are dispelled and public trust is built. The understanding and transparency SGS generates allows governments and the public to acknowledge the facts. At the same time, SGS verifies and certifies that oil companies' processes, procedures and management systems consistently meet international standards.

Mine tailings, which are a by-product of the extraction process, provide a complex array of management issues. All organisations extracting oil sands and depositing tailings in the province of Alberta are required to make a mandatory reclamation investment to ensure land can be rehabilitated. SGS provides safe work practices and equipment calibration techniques for defining the volumes of tailings pond deposits – composition, strength, water chemistry and biological properties – instilling confidence in compliance reporting for both the oil sands operators and the public.

Having worked closely with the oil sands industry in Alberta for more than 25 years, SGS provides third party evaluations as required, along with impartial recommendations that place employee health and safety and environmental protection at the forefront. All new oil sands projects are governed by environmental regulations. SGS compliance monitoring and reporting is crucial in proving that operators design and implement risk reducing practices at every stage of their projects.

By evaluating environmental protection SGS provides the transparency the oil sands industry needs to generate trust.

SGS supports the oil sands industry by reducing environmental risks as well as those associated with health and safety, operations and finance. The transparent evaluation SGS performs reassures decision-makers of the long-term viability of this important resource.

19:00





SGS works closely with international canola trading companies to ensure all shipments to Europe meet EU import restrictions on Genetically Modified Organisms (GMO). The service package SGS provides reduces risks and ensures GMO compliant product gets to market faster.

**ZERO
TOLERANCE
DOES NOT
EQUAL ZERO
IMPORTS**

Canola is a variation of rapeseed that was developed for use in food products for humans and as a more palatable, less acidic animal feed. Originally rapeseed was altered using conventional plant breeding methods to create a crop with an improved nutritional profile and a lower erucic acid content. Taking its name from 'Canada oil low acid', canola quickly developed a reputation as healthy cooking oil, containing very little saturated fat and with a beneficial omega-3 fatty acid profile. Its growing popularity led to production boosting genetic modifications of the original canola plant, into varieties that are herbicide, disease and drought resistant. As a result, much of the canola produced in Canada and the world today features various GMO traits.

While Canada uses a large quantity of the canola it produces domestically, export levels are growing and are soon expected to reach 50% of the annual crop. One of the markets for canola is Europe where rising biofuels production, for which canola is a suitable base material, is driving demand. However, Europe has strict legislation in place regarding genetically modified organisms and so far only a few GM canola species have been given import permission. Should an arriving canola

cargo contain any unauthorised species it faces rejection by EU Authorities and Canadian origin canola has the potential to contain unauthorised species. This presents significant risks for international traders, as a rejected canola shipment could result in huge cost implications.

Recognising the particular challenges faced by trading companies importing canola into the EU, SGS created an innovative range of services incorporating supply chain control measures, product testing and cargo rejection insurance. Through this package, every action possible is taken to ensure there are no unapproved GMO events present in a cargo when it arrives in the EU, while at the same time protecting importers from the associated financial losses if GMO seeds are identified and a cargo is rejected. This guarantee has turned what could be for some companies an insurmountable barrier to trade into a situation with a manageable outsourced solution.

SGS draws on its cargo tracking expertise to precisely monitor each canola shipment from the field to its arrival in the EU. At key points throughout transportation SGS assesses the canola for GMO content using technologically advanced seed

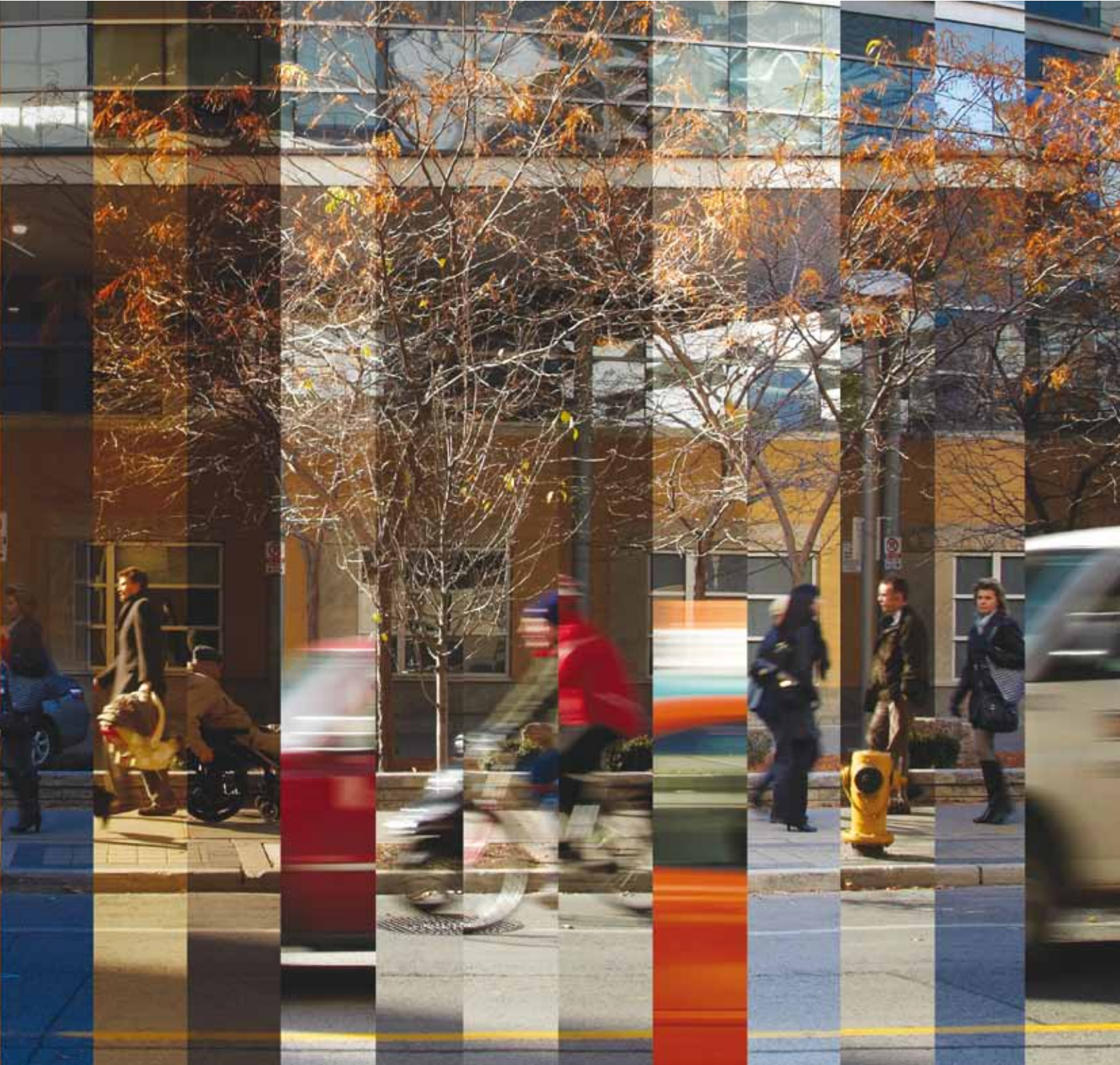
analysis methodologies. Should any contaminated parcels be identified, they are immediately separated from the canola that meets the EU 'zero tolerance' regulations. While by this point many measures to analyse and assess the cargo have been taken, if any non compliant GMO species remain within the canola the insurance removes the final element of risk, protecting the exporter. By collaborating with the insurance industry SGS provides the peace of mind operators are looking for by removing the risk at every single stage of the export process.

Having provided inspection services for the agricultural industry for more than 130 years, SGS's expertise is highly valued. SGS reassures partners through close relationships whereby risks are identified and solutions are put into place.

SGS's innovation means EU 'zero tolerance' requirements are met and a fast speed to market for exported canola is achieved.



14:00



SGS assesses pharmaceutical products for impurities reducing the risks to patients who depend on them. SGS supports manufacturers, distributors, medical practitioners and patients by contributing to safety reassurances through pharmaceutical product analyses.

Protecting patients from the risks associated with drug development is considered to be a global issue. To protect those for whom medications are designed, organisations in the pharmaceutical and biopharmaceutical industries need to be sure products arrive in their intended form without harmful impurities. In order to achieve this, significant testing is needed. SGS M-Scan performs extensive pharmaceutical analyses to reduce risks, prove compliance with regulations and legislation and protect patients. The International Conference on Harmonisation of Technical Requirements for Registration of Pharmaceuticals for Human Use (ICH) coordinates regulatory authorities and registration guidelines covering Europe, Japan and the USA. A major aim of the guidelines is to ensure patient safety when consuming the products produced.

Pharmaceuticals can become contaminated during storage prior to reaching patients, due to the packaging they are stored in. To prevent this risk from occurring, pharmaceutical companies are required to expose the final formulation in its proposed packaging to high temperatures and humidity over a time period of six months or more. SGS uses specially designed chambers to 'stress test' products in an environment where the temperature and humidity are accurately

controlled. Drawing on extensive industry expertise, SGS M-Scan then performs a range of analytical tests to ensure that no impurities have leached from the packaging into the product, compromising its effectiveness or producing potentially toxic compounds that could be dangerous if consumed by patients.

The identification tests, quantitative tests for impurities content and limit tests for the control of impurities that SGS M-Scan performs are all in accordance with the ICH Guidelines. Industry players value these validated methodologies. All analyses are performed in Good Laboratory Practice (GLP) and Good Manufacturing Practice (GMP) accredited laboratories. Patient welfare is the top priority across all the SGS assessment activities.

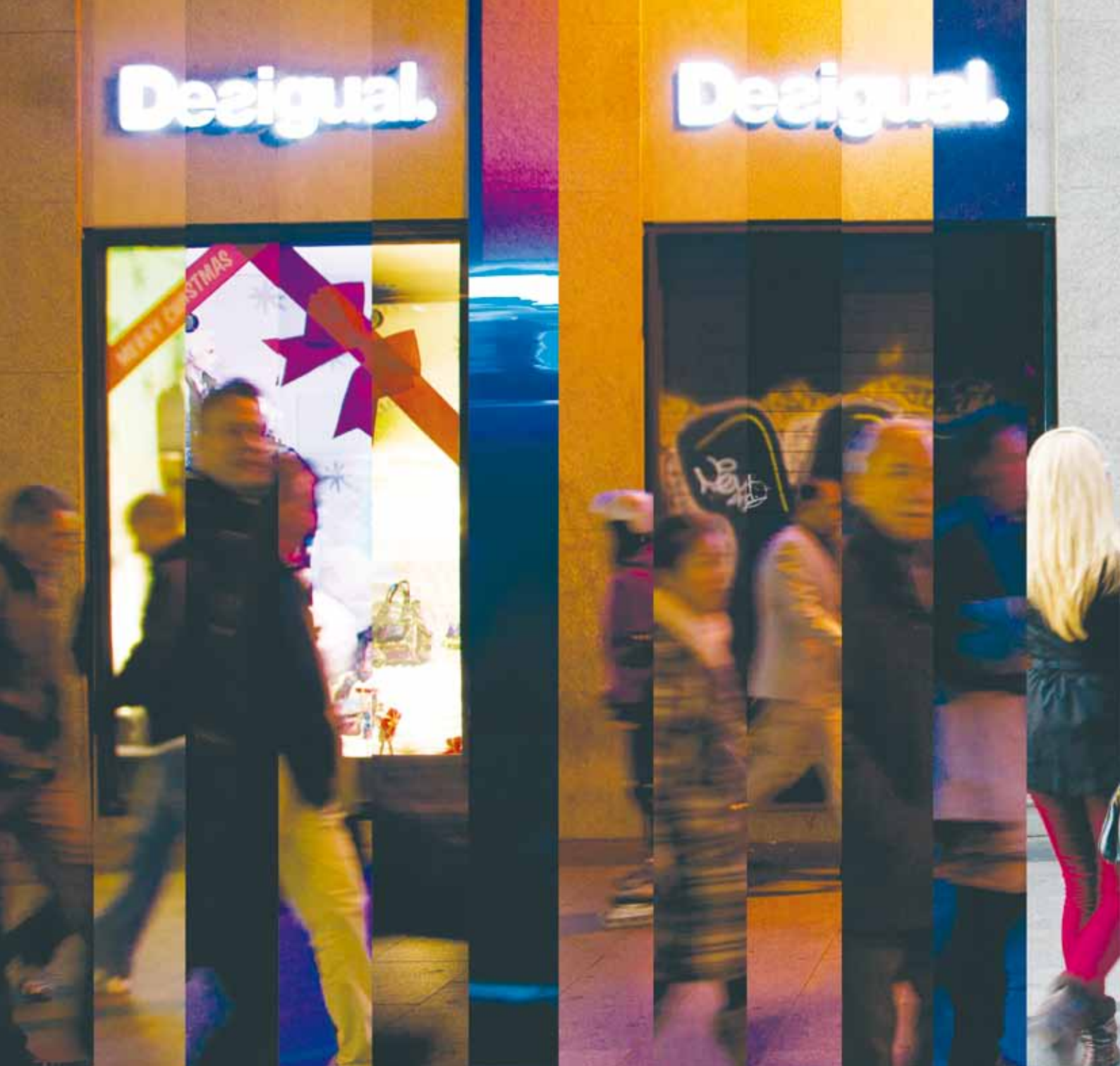
From its creation SGS M-Scan has been recognised as the pioneer in the development of specialist analytical services for the biotechnology industry. Acquired by SGS in October 2010, SGS M-Scan, among other activities, uses a range of online chromatography mass spectrometry techniques to the benefit of SGS clients and patients alike. These methodologies can discriminate between compounds closely related in structure, allowing known product impurities and impurities derived from by-products created during the manufacturing process to be identified.

While SGS M-Scan services are highly sought after within the pharmaceutical industry, the applications for the technologies developed extend far beyond this field. Within environmental testing SGS M-Scan instrumentation provides precise analyses of air, marine water, fresh water and contaminated soil. SGS M-Scan also supports industry with oil fingerprinting, chemical analyses and forensic analytical testing. At the same time it continues to lead its field in the pharmaceutical industry through continued investment into new research, covering method development and analytical strategies. The industry testing performed continues to grow ensuring risks to patients are effectively managed.

SGS M-Scan's dedication to technological innovation ensures patient protection is maximised and risks are reduced.

**PATIENTS TAKING
MEDICATIONS
TRUST PRODUCTS
ARE SAFE AND
WITHOUT RISK**

04:00



Deaigual.



Deaigual.



**GLOBAL HEALTH
& SAFETY
DRIVES LOCAL
MOTIVATION**

SGS partners with global retailers looking for a coordinated international solution to health & safety. Adhering to local regulations and providing cohesive central reporting requires expert knowledge and streamlined systems. SGS delivers health & safety services to protect employee wellbeing using centralised methodologies and local execution.

Over the last ten years the fashion retailer Desigual has become a truly international organisation. With its head office in Barcelona, Spain, where the business was started in 1984, Desigual has recently opened stores in cities as diverse as Barcelona, Madrid, Paris, London, New York, Amsterdam, Berlin, Lisbon, Bahrain, Dubai, Saudi Arabia, Singapore, Athens, Kuwait, Moscow and Cairo. It now has over 250 branded stores along with 1 700 corners and shop-in-shop locations and 8 000 multi-brand stores. Such rapid international growth brings with it challenges. Retailers not only need to deliver a consistent brand but also need to put systems and processes in place that can be operated locally but aligned and reported centrally. Health & safety is one area that presents particular difficulties including local and regional differences in legislation and varying approaches to health & safety implementation.

SGS works together with Desigual to ensure their stores comply with local standards. Drawing on health & safety auditing capabilities, SGS assesses and guides Desigual through the operational adaptations required. This international program of Occupational Health & Safety Audits is the first stage in a two-phase project. As well as verifying legal compliance in each location, local SGS teams recommend services and develop initiatives that support Desigual in meeting the requirements. These initiatives are then extended to other countries and regions where they are also beneficial. Following the complete store audit, SGS proposes, in a second phase of the project, to deliver a tailored package of services covering, for example, employee health & safety training, indoor air quality analysis and ergonomic studies to support the growth and development of the retailer.

Having worked closely with Desigual since 2010, in Spain, Italy, Portugal, France and Germany, the SGS partnership is highly valued for delivering employee well-being measures and operational change recommendations. In 2011, a global contract was signed and with that SGS spread operations across stores in Poland, Austria, Japan, the USA, the UK, Belgium and more. SGS services cover both occupational and construction projects, where health & safety assistance is

needed when building or renovating a store. To plan, co-ordinate and review the many simultaneous projects in place around the world at any given time an SGS delegate works directly from the Desigual head office. This ensures communication channels are consistent and that all contact with local SGS offices and employees is fast and cohesive. This delegate is also responsible for aligning central operations and reporting. This close working relationship saves Desigual time and ensures productivity is maximised.

SGS is evaluating Desigual's international health & safety policies to establish a global standard specifically designed for the its retail stores. Through harmonised processes, costs can be reduced and benefits more widely experienced. With an extensive network of offices around the world, SGS is in a position to quickly mobilise a team in any location a global retailer may choose to build or open a store. Through this worldwide support retailers are reassured that local resources are available to deliver health & safety assessment services wherever they are needed.

Through the coordination of global teams SGS audits store health & safety, protecting employee wellbeing and encouraging productivity.

12:00





As the domestic vehicles market in China booms, the SGS automotive parts laboratory network has grown with it, supporting industry productivity. This fast-paced market needs parts that are up to the job, checked for quality and produced through rapid and efficient processes to keep up with demand.

CHINA – A NATION ON THE ROAD?

China is the largest automotive market in the world, having overtaken the USA in terms of sales since 2009. In that year the registered number of cars, buses, vans and trucks in China reached 62 million, a figure that is estimated to reach 200 million by 2020. The country accounts for more than 20% of the global automotive market, with most cars manufactured in China also being sold in China. While a phenomenal year on year growth of 32% was witnessed in 2010, this was an inflated figure impacted by a government incentive, which has now ended. 2011 growth is estimated to be between 3% and 5% and the Chinese government forecasts stable growth of approximately 10% annually in the future.

With such a huge and growing domestic vehicle population it is no surprise that there has also been a significant growth in demand for automotive parts. As well as supplying parts to domestic brands, Chinese automotive parts are exported. Whether for the domestic or international market, it is essential that every part produced is of high quality and with production volumes growing, manufacturers are continually looking for ways to improve operations and achieve speed to market without compromising on quality. For a sector that has boomed without a solid industrial and engineering foundation, outsourced expertise is highly valued. This is where SGS steps in, delivering the industry assistance, quality testing and technical know-

how needed to ensure that Chinese automotive parts meet legislative and functional requirements and that production meets demand. Through the support SGS provides on processes and management systems, organisations are able to identify and rectify quality issues early, introducing best practices. Covering the whole value chain SGS assesses products and processes from the research phase through to product and vehicle assembly. Throughout the logistics chain SGS accelerates speed to market and ensures that quality is maintained, assessing every element necessary all the way through to retail.

SGS has partnered with organisations operating in the Chinese automotive parts industry since 1991, providing a trusted service. Years of global automotive parts experience, a respected team of experts and cutting-edge testing equipment all mean SGS clients experience the know-how of a global organisation, delivered locally. SGS has developed the biggest automotive parts laboratory network in China, with four laboratories currently operating in Shanghai, Changchun and Chongqing with a further laboratory in Guangzhou opening soon. These laboratories have been carefully located to meet the needs of the industry and while each laboratory is capable of performing all the tests needed, services are coordinated across the locations to provide simultaneous, swift analyses.

Automotive manufacturers, parts suppliers and dealerships all rely on SGS to provide the production and process evaluation services they need. Whether through automotive components performance and function testing, materials testing, chemical compliance, inspection or certification, SGS brings together the right package for each individual situation. By verifying manufacturer specifications are met and relevant international standards are adhered to, SGS plays a fundamental role in maintaining the integrity and reputation of the automotive parts industry in China.

Utilising an extensive range of analyses performed through a network of automotive parts laboratories SGS ensures the industry meets quality expectations and achieves speed to market.

15:00





The Kenyan port of Mombasa on the Indian Ocean is a vital gateway for goods destined for the East African Community (EAC) countries of Burundi, Rwanda and Uganda. Mombasa, which sees millions of tons of cargo imported and exported annually, is considered one of the most important ports in Africa and the leading port in East Africa.

Maintaining the integrity of goods as they travel across Kenya under customs control is a complex task. The efficiency of the port authorities and all agencies involved in the regulation of cross border trade and transit is essential to ensure that goods reach their destination and are appropriately monitored. The volume of cargo transported through Kenya presents a significant security risk as well as a fiscal risk for the Kenyan economy. According to the Kenya Transport Association, 96% of cargo leaving the port of Mombasa is transported by road. As such, cargo trucks involved in cross border transit need to be checked, cleared and processed through customs in line with relevant regulations.

The Kenyan authorities are constantly balancing the need for strict customs controls, which reduce the flow of trade, with the reduction of checks in order to facilitate trade. Kenya, along with other countries with similar trade challenges, has been looking for a cost-effective technology based solution to minimise paperwork and manpower while driving efficiency. In 2010, the Kenya Revenue Authority (KRA) began implementing an Electronic Cargo Tracking Solution (ECTS). By fixing tracking devices on cargo containers their whereabouts and integrity can be remotely monitored and the authorities alerted immediately when deviations or incidents occur. SGS is accredited by the KRA to supply the tracking solution and as a result is able to ensure risks to cargo are minimised through complete visibility. This ability to detect an incident and react quickly drives efficiency by ensuring that decisive action can be taken, which should, over time, reduce the incidence of cargo theft.

SGS is currently working on a new phase complementing the KRA project. Individual cargo transport companies are partnering with SGS to implement tailored tracking solutions for their own cargo and vehicles.

SGS tracking, asset and fleet management services provide greater confidence than paper-based reporting systems and physical surveillance measures. Furthermore, the productivity and processes of the KRA are enhanced so that operations run smoothly and trade is facilitated. Last but not least, this government revenue protection tool implemented by SGS, together with Customs Management, prevents any diversion of cargo and non-payment of taxes, hence protecting the local economy against unfair competition and ultimately ensuring that cargo makes it safely to its destination.

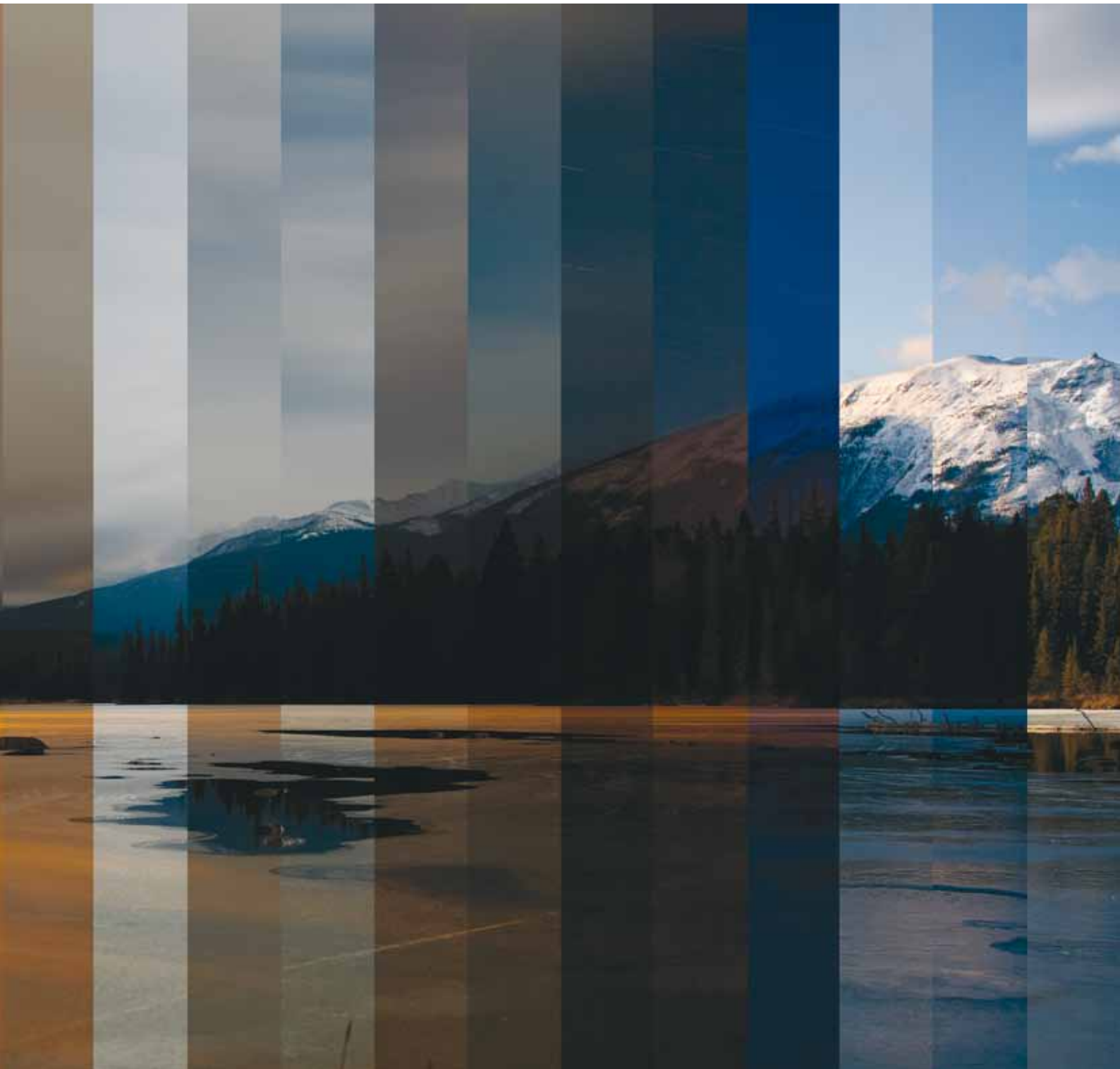
SGS drives efficiency through the speed of cargo processing and the subsequent volume of cargo that can be securely transported.

SGS delivers a technological solution to the challenge of ensuring the integrity of goods moving through Kenya. Improved processes enable a faster speed to market as a greater volume of cargo is efficiently transported.

**TRACKING CARGO
EFFECTIVELY
LEADS TO TRADE
EFFICIENCY**

17:00





At SGS, we provide independent services that touch the lives of millions of people across the globe. We provide industry leading inspection, verification, testing and certification services – anywhere in the world.

Our services enable our customers to operate in a more sustainable manner by improving quality and productivity, reducing risk, verifying compliance and increasing speed to market.

From the energy that powers our cars and homes, to the food on our plates and the clothes on our backs, we provide solutions that really make a difference. With a reputation for passion, integrity, entrepreneurship and innovation, we offer an unequalled service that our customers truly rely on to make their goals a reality.

SERVICES

Our specialist teams deliver trusted results in world-leading services, covering virtually all industries. We **audit** across the entire value chain, from process, to organisation, service and systems. We ensure our customers' projects, products, processes and operations meet and exceed regulations and standards, and we provide the **verification** and **certification** needed to trade in target markets around the world. Our **consultancy** services inform organisations as to market demands, while our **outsourcing** solutions provide the expertise, experience and resources that enable our customers to meet their goals. We use state-of-the-art examination methodologies with unsurpassed accuracy to perform **inspections** that reduce risk and control quality and quantity, while at the same time we conduct **testing** of raw materials, components and products in our global network of facilities. Our industry experts also deliver world-class **training**, specifically designed for the precise needs of our customers, providing the right skills and knowledge to maximise efficiency and improve productivity.

INDUSTRIES

AGRICULTURE AND FOOD

Our services deliver end-to-end supply chain solutions that reduce risk, ensure quality and improve productivity.

We play a key role in protecting the integrity of global food production through our agricultural goods tracking from field to fork. Consumers want assurance of safety and quality at every stage of the process. We safeguard their interests through our involvement from primary production to the point of processing or custody transfer. We assist with legislation compliance, ensure correct storage, shipping, packing and distribution, and assess products throughout diverse agricultural and food supply chains. Through our comprehensive range of cost-effective solutions we continuously improve safety, quality and sustainable development. Further to this, our approach to delivering services to our customers is harmonised across the largest independent network of experts in the world.

AUTOMOTIVE

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 that limit damages and increase automotive safety. We manage supply chains to provide reliable vehicles, cost reductions, shorter delivery times and improvements in build quality and efficiency. At the same time, our logistics and supply chain security, and dealership and workshop audits, keep aftermarket and distribution operations in line with brand guidelines. We increase safety and reduce the environmental impact of road traffic through our vehicle inspections to national requirements, testing and calibration of speed safety cameras, traffic management, driver examination and vehicle axle load control. Across our worldwide network we have the resources and expertise to deliver independent, accurate and secure vehicle and automotive solutions.

CHEMICAL

Industrial chemicals companies trust SGS to provide the services they need to remain innovative, sustainable, efficient and competitive.

Our services help to control chemical use according to the tolerance levels in place for an industry. We offer a comprehensive range of chemical solutions as well as asset integrity management services, LEAN optimisation programmes, project lifecycle services and technical support to help businesses run more smoothly, profitably and effectively. We have the knowledge, experience and global reach to assist with staff training or the provision of extra staff. We support our customers in meeting complex industry requirements, dealing with intricate equipment and sometimes difficult and dangerous logistics. Our services are designed to augment our customers existing processes and procedures and are delivered by our experienced operatives and qualified scientists.

CONSTRUCTION

We ensure construction sites are safe, processes run efficiently and reliable materials are sourced.

Partnering all organisations constructing buildings or infrastructure, we determine how best to add value to all stages of both small and large scale construction projects. Our Geotechnical Services and Environment Services conduct construction feasibility, risk assessment and management studies. We perform chemical and physical testing of the durability of materials and provide materials certification, checking suppliers and materials at source. In addition, we offer equipment services and an AHEAD asset management system to keep track of machines and other assets. Once a building is complete, we provide facilities management, waste management and inspection requirements, including energy audits certification. Thanks to our wide-ranging knowledge of construction and engineering, we ensure our customers realise projects on time, on budget and within all safety regulations.

CONSUMER GOODS AND RETAIL

Our consultancy and cross-business services help to facilitate quality, compliance, safety and sustainability across global supply chains.

Manufacturers, importers, exporters and retailers of consumer products rely on our expertise to enable them to meet the challenge of delivering trusted consumer products. We help organisations to reduce risk, improve efficiency and ensure compliance with contractual or regulatory requirements throughout the supply chain. We provide a broad and detailed understanding of consumer goods and retailing, supporting our customers in building stronger and more resilient businesses.

With our support, our customers gain a competitive edge by developing products, processes and supply chains that surpass expectations.

ENERGY

We ensure regulations are met, safety is considered at every stage and environmental impact is limited.

We support organisations involved in both renewable energy generation and conventional power plants drawing on our petroleum, gas, electrical power, coal and renewable energy industries expertise. Our independent inspectors verify and validate everything from petroleum fuel quality to stock levels. We support natural gas extraction and coal gas manufacture, as well as electrical power generation. For the coal industry our services cover exploration to decommissioning and we assist renewable energy organisations with hydroelectric power, wind power and solar power generation. Across all sectors we risk assess projects and support our customers through sales and distribution processes. Used on a standalone basis, or alongside existing working processes and methodologies, our services help energy companies run efficient, profitable and reliable businesses.

FINANCIAL

Our services help organisations ensure they have the right advice to reduce the risks in project finance decisions.

We evaluate lending, assess risk management, facilitate trade, and provide audit, certification and verification solutions along with finance training. For investment or borrowing on a new project, acquisition or venture, we inform on whether an investment or lending decision is viable and sound. Our teams deliver due diligence services throughout a project's development

phase; and for implementation phases we offer comprehensive monitoring, technical and financial risk management, as well as guarantee and collateral services. For financiers or banks providing funding to facilitate trade, we inspect, test and verify cargo and goods and perform collateral management and trade documentation assistance. Our knowledge of local, national and international standards and legislation enables us to meet the financial challenges facing any organisation.

INDUSTRIAL MANUFACTURING

Our testing and conformity assessments ensure processes and projects meet all quality and performance requirements and minimise environmental impact.

Industrial manufacturers across a wealth of business areas, from pharmaceuticals to farm machinery, aerospace to automotive, and everything in between, rely on SGS for independent advice on growth strategy execution and market best practices. Whether an organisation is fabricating components or finished products to be sold directly to consumers, we understand its operations from process control to logistics. Due to the complex nature of manufacturing attention to national and international compliance with quality, health and safety legislation is essential. We ensure both products and processes comply with specific regulations related to the area of manufacturing. Our experts are skilled at helping our customers build more competitive and profitable businesses through our trustworthy, reliable and independent services.

LIFE SCIENCES

Our services provide analytical, bioanalytical and clinical trial testing, along with process management, enabling pharmaceuticals to swiftly reach those that need them with minimal cost and maximum safety.

Our services get pharmaceuticals and medical devices to market quickly, while adhering to best practices and conforming to national and international regulations. We offer vital support and expertise throughout every stage of the drug development cycle. Partnering with SGS, our customers receive access to comprehensive biopharmaceuticals services and our in-depth knowledge of the medical device regulatory environment. Our staff-training covers pharmaceuticals, medical devices and health, beauty and wellness; with courses tailored to the requirements of individuals and businesses. There is no industry more heavily regulated than the development, testing and distribution of medicines and medical devices and our customers trust us to help them navigate the complexities.

LOGISTICS

We work closely with our industry partners to find innovative solutions to develop and grow businesses through processes that work better, faster and more profitably.

Designed to ease the process of freight forwarding, whether by sea, rail or road, our services include extensive import and export assistance. Our solutions encompass marine services such as cargo and vessel services, plant and terminal operations (PTO), import control services and international customs data exchange. For customers moving freight by rail or road, our essential solutions include terminal manning and weighbridge management services.

We examine the operation of the interconnected processes and by using various tools and technologies we help to streamline operations and improve operating efficiencies. To support the logistics process we have a wide range of audit, certification and training services designed to help our customers run better businesses.

MINING

As a strategic partner, we provide testing, technology, trade services and consulting to help deliver growth and LEAN efficiencies.

Our expertise in mining covers steel manufacturing processes, coal and coke trading, risk reduction and maximising profits and efficiencies in precious or base metal mining or extraction. We are a trusted third party service due to our exploration, production, industrial applications, and decommissioning and closure solutions. Our services, delivered by our team of specialists, include advice on the most suitable technologies for a project and flow sheets to chart project progress. We work with customers to meet the challenges of this dynamic sector by improving speed to market and ensuring market developments and advances in technology are embraced. With our global network and cutting-edge facilities, SGS is trusted to provide transparent and unbiased support, helping organisations to flourish.

OIL & GAS

Our robust technology, knowledge-based approach and dedication to quality and safety allow us to provide innovative solutions to every part of the oil and gas industry.

Whether our customers are exploring, extracting, refining, transporting or

marketing oil, gas, oil sands or other hydrocarbons, they turn to us for specialist advice and tailored solutions. We support upstream activities such as applied mineralogy, metering, measuring or hydrocarbons allocation with services that can be used independently or as packages. Our downstream services support distribution and retail, as well as the design and execution of optimisation processes and global trade inspection. Throughout both sectors our services enrich the value chain and impact on everything from transport fuel and heating products, to plastics, fertilisers and pharmaceuticals. Organisations partner with SGS to support them in achieving efficient processes and in maximising production.

PUBLIC SECTOR

We offer verification and technology-based solutions, covering compliance assessment, government revenue, trade facilitation, good governance and sustainable development.

We cannot replace public infrastructure but our expertise in public protection through border control is unrivalled, while our road safety solutions offer everything needed to ensure an effective transport system. Our e-government services touch on almost every aspect of everyday life and we have a broad range of quality management systems and health, safety and environment solutions. Our services are tailor-made to integrate and enhance existing policies and processes, or to act standalone as part of a broader package. By working with us, public sector organisations are able to improve customer experience while reducing costs, timescales and backlogs.

THEMES

ENVIRONMENT

Our international team of experts provides guidance on everything from complying with environmental regulations to assessing environmental performance. We support and enhance reputations through state-of-the-art laboratory analyses, knowledgeable consultants, and specialised environmental and climate change services. The environment is at the top of the agenda for governments, civil society and citizens and is increasingly important for business and purchase decision-making, legislation and standards. We help with every aspect of environmental responsibility covering air, soil, water, waste, climate change and financial services. We also provide third party assurance that goods exist and the right quality and quantity are delivered.

HEALTH & SAFETY

Our services make working environments as safe as possible by carefully performing risk assessments and executing preventative measures. Occupational health and safety is a major consideration for successful businesses. We ensure that organisations have effective occupational health and safety systems in place to protect employees, generate customer confidence and enhance business reputations. Quality, Health, Safety & Environment (QHSE) policies also protect co-workers, family members, employers, customers, suppliers, nearby communities and other members of the public who are impacted by a workplace environment. We help with occupational or industrial hygiene, assessing working environments with regard to air quality, dust, noise and vibration, technical due diligence and hazardous substances. We are also experienced at environmental audits and economic and social sustainability evaluations.

RISK MANAGEMENT

Our specialist risk management teams identify and quantify specific risks and make decisions about how to manage and mitigate them in the future. Whatever industry an organisation operates in, ensuring the safe execution and maintenance of all projects, operations and business activities, including trade, is a necessity. We draw on more than 50 years of risk management experience to deliver solutions for a broad range of economic sectors: agriculture to life sciences, mining to finance. Covering all aspects of risk management, equator principles monitoring and issues relating to cost management, we ensure our customers achieve identifiable schedule milestones and key performance indicators. We review transactions making sure they are secure and in full compliance with rules, regulations and industry best practices.

SUSTAINABILITY

Our services focus on providing a more responsible, balanced and sustainable future. We help organisations ensure that they and their partners have efficient and manageable processes and systems in place, which comply with stakeholder requirements. We offer services covering everything from environmental responsibility and ensuring sustainable facilities and production, to minimising the risk of corruption and developing a better working or social environment. We can audit environmental management systems and undertake due diligence checks as part of certification programmes. We also help with supply chain management, social responsibility, traceability and training. As the world's leading testing, inspection, certification and verification company we offer unrivalled experience, expertise and a global reach.

TRADE

Our experts cover all aspects of trade activity to assess the associated risks in order to mitigate and minimise liability for successful trade transactions.

Managing the risks associated with trade and financing trade is a complex process that needs practical and objective planning. We certify that products are compliant and that the commodities bought are of the specified quality and in the correct quantity. We provide the independent control and assurance that allows banks and the finance world to supply loans and letters of credit to those who trade. For countries upgrading their institutional infrastructure, we maintain a smooth flow of commerce in and out of their borders. Plus, we collate independent information for import and export tax purposes. Our services help global trade to function as efficiently and fairly as possible and ensure trust between trade partners.

TRAINING COURSES & SEMINARS

People who are given proper training and support in their professional development are likely to be more motivated, proud of their position and responsibilities, and more skillful, knowledgeable and productive. Over the years, SGS has trained professionals at some of the biggest companies and government organisations in the world. Our training and development solutions are designed to help organisations and individuals improve personal competence and skills - core enablers of sustainable business development and competitive advantage. The courses we offer address learning objectives in areas such as quality and safety improvement, compliance, sustainability, the safety of products and systems, risk management and brand protection.

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