



GLOBAL EXCELLENCE LOCAL EXPERTISE

SOLUTIONS FOR FOOD **SAFETY, QUALITY AND SUSTAINABILITY**

SAFETY, QUALITY & SUSTAINABILITY

Safety, quality and sustainability are key drivers in the food value chain. Each of these elements impacts on the efficiency of your business and the marketability of your products.

Consumers expect that products on the shelf and menu are safe to eat and drink. They rely on you to deliver products that they can trust for real life. Work with SGS for food safety and quality solutions to grow consumer confidence and a sustainable business.

From training and inspection, audit and certification, testing and advisory services, to retail store checks and mystery shopping, our global team of industry experts help you guarantee that your operations meet the highest global standards.

SAFETY, QUALITY & EFFICIENCY

Food is arguably one of the world's most important industries. Our comprehensive range of services can help you:

- Manage risk, do better business and meet your obligations: with stand-alone or integrated independent solutions for every aspect of your food supply chain.
- Safeguard your consumers: from primary production to the point of sale.
- Comply with complex legislation: including local, regional, national and international rules and regulations for production and trade of food and food products.
- Ensure correct storage, shipping, packing and distribution of food ingredients and food products.
- Ensure quality and safety throughout diverse supply chains: including raw and semi-manufactured foodstuffs and final products in all principal food segments.

WHY CHOOSE SGS?

Our expertise in compliance management will help you make the right choices for different national markets, while carrying out the necessary testing and certification quickly and professionally.

Independent and innovative, our experts use state-of-the-art facilities and technology to deliver tailor made added value services that help improve your business. We continually invest in developing world class testing capabilities in major manufacturing and consuming countries. Our network of laboratories and capabilities are structured to optimise cross-lab synergies, to create specialised competence centres, to share best practices and to develop new testing methods for client and network benefit.

As a world-leader in food safety audits and certification, we have an international, multi-lingual network of auditors ready to share their expertise and help you raise standards. We can ensure that your food safety solutions and systems are in line with the latest thinking and best practice, so that safety and quality become synonymous with your brand.

We strive to deliver outstanding value at every step in your project by providing:

- Rapid turnaround
- Value-based pricing
- Technical assistance
- Key account management
- Customised service
- Data management and reporting

A GLOBAL REACH WITH A LOCAL TOUCH

Our approach for delivering services to our clients is harmonised, leveraging the largest independent network of experts in the world. With a presence in nearly every single region around the globe, our experts speak the local language, understand the culture of the local market and operate globally in a consistent, reliable and cost-effective manner.

With more than 130 years experience, we understand the challenges that you face. Protect your brand, build customer trust and open the door to a more profitable business with food industry solutions from SGS.



CONTACT US

To learn more about SGS' food safety services contact our global team of experts at food@sgs.com or visit www.foodsafety.sgs.com.

 SGS Agriculture & Food - www.sgs.com/linkedinfood

CREATING TRUST ALONG ENTIRE SUPPLY CHAINS

Ensure safety, quality and integrity in the food supply chain with SGS.

In all principal food segments we help you to safeguard safety and quality. Our tailor made solutions are comprehensive, cost effective and highly respected.

- Primary production
- Transportation, logistics and trade
- Manufacturers, processors and suppliers
- Retail and foodservice

Devised in close co-operation with your organisation our solutions can include not only all industry sectors, but also the increasing focus from clients and consumers on the social, economic and environmental impact of your day-to-day activities.

Our services include:

- Food testing and analytical services
- Inspection services
- Food safety certification
- Food safety audits
- Training
- Technical solutions
- Fumigation
- Paper, packaging and environmental testing
- Measurement and calibration
- Stock monitoring
- Sustainability solutions
- Social responsibility audits
- Supply chain security assessments

Our expertise will help you to navigate the increasingly complex mix of local and national legislation and voluntary agreements, ensure compliance and improve efficiency.



PRIMARY PRODUCTION

Our primary production services help reduce your risks, and improve the safety and quality of your products. We offer a comprehensive suite of solutions – including audits and certification, testing and analysis, inspection, training, and technical services – in the primary production stage of the food supply chain. These services provide you with the assurance that your food supply chain operations are run efficiently, to the highest quality and safety standards, and in a cost effective manner.

TRANSPORTATION, LOGISTICS AND TRADE

Mitigate risks, maintain safety and improve efficiency in food storage and transportation with our transport, logistics and trade services.

Complex supply chains expose you to risk at every step. Spoiled crops, contaminated foods and damaged goods cost you time and money. With a global network of experts, we offer specialised logistics services that ensure your products are documented, stored and transported correctly at every step. If necessary, we can intervene at any point to provide physical inspection and verification as required.

MANUFACTURERS, PROCESSORS AND SUPPLIERS

We cost-effectively safeguard product quality and safety across complex supply chains. We audit and certify organizations to meet globally recognized standards for food safety, social responsibility and supply chain security. This means we can help to protect your brand(s) and gain market and stakeholder acceptance, which leads to improved and sustainable trade relationships. We provide a full suite of services to manufacturers, food processors and brand owners, as well as their suppliers.

RETAIL & FOODSERVICE

We provide a full range of services to the retail and hospitality sector that help to safeguard brands, build customer trust and develop sustainable trade relations.

Leveraging our global network and extensive expertise we provide a single, consolidated source of services and information that can help reduce your risks, improve efficiency and ensure compliance.

We provide a full suite of services to retailers, wholesalers, brand owners, private label owners, brokers, catering operations, restaurants, hotels, tourism operators and food service providers.

SAFETY & QUALITY TESTING

Food testing services cover multiple chemical, microbiological, physical and sensory examinations to analyse the safety and quality of food. Safety and quality testing verifies product compliance with various regulatory standards.

Working at every stage of the food supply chain, our food safety testing services help ensure compliance with national and international regulations, as well as company and client specific standards, governing issues such as pesticide and antibiotic residues, environmental and process contaminants, pathogenic microorganisms, allergens, additives and nutritional content.

Using our state-of-the-art food testing laboratory services, we can help minimise potential hazards and protect your organisation and brand from unwanted food safety scares, compensation claims and negative publicity.

We conduct testing on all food groups, including the following:

- Beverages, wine and spirits
- Cereals, breads and pastries, preserved food
- Chocolate and confectionery
- Convenience products
- Dairy products
- Delicatessen products
- Fats and oils
- Frozen foods
- Fruit, vegetables, herbs, teas, spices
- Meat and poultry products
- Seafood

MICROBIOLOGY

Microbiological food testing for pathogens and spoilage organisms can ensure the continued safety of your food products along the supply chain. Functional microbes must also be monitored during production and in the final product. Tests help you to assess the safety and efficacy of ingredients, semi-manufactured foods, final products and processes.

With an international network of microbiological testing laboratories, equipped with cutting-edge technology and experts using the most up-to-date testing standards, we are your perfect test programme provider, no matter what your food product is.

As the success of your programme is determined by the strength of the weakest link in your supply chain, we take a proactive approach that encompasses all parties. Thanks to our sustained vigilance and accuracy, you can trust our food microbiological testing to detect potentially dangerous pathogens, spoilage organisms and functional bacteria – to help keep you in business.

Our food microbiological analysis services include classical as well as rapid testing for:

- Pathogen testing
- Hygiene indicator testing
- Virus testing
- Functional food testing

As part of our food laboratory service we test for:

PATHOGENS

- *Bacillus cereus*
- *Campylobacter spp*
- *Clostridium botulinum*
- *Clostridium perfringens*
- *Cronobacter spp. (Enterobacter sakazakii)*
- *Enterohemorrhagic Escherichia coli* (E.coli O157:H7, E.coli O104:H4)
- *Legionella pneumophila*
- *Listeria spp*
- *Listeria monocytogenes*
- *Salmonella spp*
- *Shigella spp*
- *Staphylococcus aureus (and its toxin)*
- *Vibrio spp*
- *Yersinia enterocolitica*

SPOILAGE ITEMS AND HYGIENE INDICATORS

- Acidophiles (e.g. *Alicyclobacillus acidoterrestris*)
- Aerobic/anaerobic plate counts
- Coliforms
- Generic *E. coli*
- Mesophiles
- Psychrotrophs
- Sporeformers
- Sulphite reducing bacteria
- Thermophiles
- Yeast and mould



FOOD CONTAMINATION

Minimise the risk of non-compliance in relation to raw ingredients, semi-manufactured foods and final products through food contamination testing. With expertise in all food segments, we have a thorough knowledge and understanding of the local, national and international legislation and voluntary agreements that regulate the permitted quantities of restricted substances in food products.

The effect of food contamination on consumer health varies dramatically depending on the contaminant. Preventing tainted ingredients and products reaching the consumer is paramount.

Our testing laboratories provide a wide range of parameters to analyse the compliance of food products or ingredients. Moreover, we continue to invest in developing world-class testing capabilities and staying at the forefront of research. This is vital in the ongoing battle against food contaminants, which are constantly evolving.

Our food contaminant testing and analysis services help you to maintain quality and comply with health, safety and environmental regulatory standards services. We test for a wide range of restricted substances including:

- Allergens
- Animal and plant species identification
- Dioxins and polychlorinated biphenyls (PCBs)
- Food radioactivity
- Food fraud (e.g. melamine, honey adulteration)
- Genetically modified organisms (GMO)
- Heavy metals
- Mycotoxins
- Packaging migration
- Pesticides
- Process contaminants (e.g. acrylamide, 3-MCPD, PAHs)
- Veterinary drug residues
- Species identification (e.g. meat, seafood, plants, spices etc.)

NUTRITION & COMPOSITION

Food nutrition analysis determines the nutritional content of food and food products. We conduct nutritional tests in order to consider product claims and ensure compliance. We also make methodology recommendations to ensure that any food nutrition analysis performed on your behalf complies with the intended destination market(s).

Our nutritional and composition tests include (but are not limited to):

- Proximate analysis – moisture, fat, protein, ash, carbohydrates, proteins (regular, nitrogen, amino acid profile)
- Fats – saturated, monounsaturated, polyunsaturated, trans, fatty acid profile
- Carbohydrates – acid detergent fibre (ADF), neutral detergent fibre (NDF), beta glucan, crude fibre, total dietary fibre (TDF), starch, polysaccharides
- Food additives:
 - Colourants – Astaxanthin, Beta-Carotene, Brilliant Blue, Carmoisine, Carotenes, Erythrosine, Fast Green, Lycopene, Para Red, Patent Blue V, Ponceau 4R, Quinoline Yellow, Rhodamine B, Sudan Orange G, Sudan Red, Sunset Yellow, Tartrazine, Zeaxanthin
 - Flavours – Cinnamyl acetate, Menthol, Thymol, Vanillin
 - Sweeteners – Aspartame, Acesulfame K, Cyclamate, Fructose, Glucose, Lactose, Maltose, Mannitol, Neotame, Saccharin, Sorbitol, Sucralose, Sucrose
 - Preservatives – Benzoic Acid, Dehydroacetic Acid, Ethoxyquin, Gallic acid, Gallic acid, Polyphenol, Sorbic Acid
- Vitamins – A, C, D, E, B1, B2, B3, B5, B6, B7, B12, folic acid, beta carotene
- Minerals & trace elements – calcium (Ca), copper (Cu), phosphorous (P), magnesium (Mg), zinc (Zn), iron (Fe), sodium (Na), potassium (K), strontium (Sr), nickel (Ni), manganese (Mn), cobalt (Co)



PHYSICAL AND SENSORY TESTING

Food sensory evaluation and physical tests on your products and packaging ensure these items are free from defects and/or contamination and also measure and interpret the response of humans based upon sight, smell, touch, taste and hearing.

Food sensory evaluation of food is an important aspect of product development and marketing, since it offers insight into both consumer behaviour and quality assurance. Our food sensory analysis service includes tests for colour, flavour, odour and texture that capture consumer reactions.

We offer an unparalleled array of physical tests on your food, feedstuffs and packaging. Our technicians examine both raw ingredients and finished products to identify imperfections and impurities.

SAFETY & QUALITY TESTING

PACKAGING

Everything that comes into contact with food has the potential to contaminate. Once proven safe, packaging materials also need to undergo rigorous testing to verify they are fit for the intended use, be that food packaging, or packaging for transportation.

FOOD CONTACT MATERIALS TESTING

Food contact material testing ensures that food is not contaminated by its packaging. We conduct packaging testing and contact materials testing, to ensure that products comply with the appropriate regulations for food contact materials. Packaging must not transfer its constituents into a foodstuff in unacceptable quantities. Our laboratories perform food contact

materials testing against the regulations for regions and countries including the EU, USA, Japan and China. We also offer expertise in analytical testing and consultancy services for plastic and non-plastic materials intended to come into contact with foodstuffs.

Packaging testing services include:

- Food contact testing
- Transport packaging
- Material testing
- Physical and mechanical

TAILORED TESTING PROGRAMMES

All our food testing services may be conducted alone or in combination, as verification to findings collected during audits and product inspections.

Our food testing experts can devise a programme of testing and analysis to meet your specific requirements.

With dozens of dedicated food testing facilities around the world, we have the experience, expertise and geographical reach to help you. Wherever you are based and wherever you market your goods, we can work with you to reduce health risks, satisfy your consumers and gain a competitive edge.

With an international reputation for accuracy and independence, we are your ideal partner for food safety testing and analysis. Our network of food scientists and laboratories ensures that we have expertise in all principal segments of the food chain and a local presence, wherever you are.



AUDITS & CERTIFICATIONS

Audits and certification against industry, national and international regulations bear increasing importance in today's global business environment. Mandatory in some countries, they also open the door to new and emerging markets.

It is essential that you not only produce or manufacture the highest quality goods and products to compete in the market place, but also ensure that they comply with international and national standards, market regulations and bespoke customer requirements.

From process to organization, service and systems, we offer the broadest range of food safety, quality and supply chain security audit and certification services. With specialist teams in every industry or sector, we bring global best practices into play, to ensure that your processes and operations meet and exceed the required market regulations and standards.

GLOBAL FOOD SAFETY INITIATIVE (GFSI)

Enhance your access to global markets with GFSI certification. A number of schemes are either approved or recognised by the GFSI:

BEST AQUACULTURE PRACTICE (BAP)

A voluntary certification programme for aquaculture facilities, BAP addresses environmental and social responsibility, animal welfare, food safety and traceability. Certification enables aquaculture farms, hatcheries, processing plants and feed mills to reassure the industry, and consumers, that their seafood is raised and processed to the highest industry best practices.

We can audit your business against the BAP standards to demonstrate compliance, identify shortcomings and recommend certification, as appropriate.

BRITISH RETAIL CONSORTIUM (BRC) GLOBAL STANDARD FOR FOOD SAFETY

Certification against the BRC Global Standard for Food Safety proves your level of competence in HACCP, hygiene, food safety and quality systems. At the same time, it demonstrates your commitment to consumer safety and stakeholder relations.

We are BRC approved to offer certification audits and have the global network to offer this service wherever you are based. Certification helps you to satisfy customer expectations by demonstrating the plans, programmes and systems that the standard demands.

GLOBALG.A.P. (GOOD AGRICULTURE PRACTICE)

For customers, and end consumers, GlobalG.A.P. signifies the safety and sustainability of your produce. Achieving certification delivers many advantages:

- Enhanced food safety management systems
- Demonstrable commitment to producing and trading safe food
- Increased consumer and customer confidence in product safety and quality

GlobalG.A.P. is a partnership between agricultural producers and retailers to establish a set of certification standards and procedures for good agricultural practices. Whether you are an independent farmer, or part of a group with a management structure, we can assess and certify your business systems and processes against GlobalGAP.

INTERNATIONAL FOOD STANDARD (IFS)

IFS Food Standard certification can improve operational efficiency and product quality – saving you money and reducing your liability risks. Our IFS audits help to keep food products, and therefore consumers, safe.

We apply the IFS Food standard when auditing retailer and wholesaler branded food product suppliers (i.e. food processing companies or those that pack loose food products).

SAFE QUALITY FOOD (SQF)

Designed as a food safety programme, SQF also covers product quality (at level 3) a feature that is unique to this type of certification programme. It offers a seamless certification solution, providing supply chain management for primary production, food manufacturing and distribution.



SQF Code, Edition 7, offers three levels of certification:

- Level 1: Food Safety Fundamentals
- Level 2: Certified HACCP Food Safety Plans
- Level 3: Comprehensive Food Safety and Quality Management Systems

SQF certification proves that your organisation produces, processes, prepares and handles food products to the highest possible standards.

FSSC 22000 (FOOD SAFETY SYSTEM CERTIFICATION)

Incorporating the requirements of ISO 22000 and sector specific prerequisite programmes (PRPs), such as ISO/TS 22002-1 and Publicly Available Specification (PAS) 223, FSSC 22000 covers the key requirements of many existing food safety standards and programmes, including: GMP, HACCP, SQF, BRC, IFS and GlobalGAP.

FSSC 22000 certification allows organisations to use the standard to meet the requirements of several global retailers or major branded food companies under a single, internationally recognised food safety management system

AUDITS & CERTIFICATIONS

OTHER FOOD INDUSTRY AUDITS AND CERTIFICATIONS

Wherever you are in the food value chain, we can independently audit your processes and/or systems against the requirements of these world-class standards.

GOOD MANUFACTURING PRACTICES (GMP)

GMP certification demonstrates the integrity of your food manufacturing process, compliance with food safety regulations and increases customer confidence.

Many food industry companies implement GMP as the foundation upon which to develop and implement other quality and food safety management systems, including HACCP, ISO 22000, SQF and ISO 9001.

GMP certification provides independent verification and certification that the basic practices and prerequisites necessary for the implementation of an effective HACCP food safety programme are being followed.

HACCP (HAZARD ANALYSIS AND CRITICAL CONTROL POINTS)

Our food experts conduct HACCP audits and help you to identify hazards by setting up control limits at critical points during the food production process.

HACCP compliance can transform your brand and act as an effective entry-to-market tool, opening up new business opportunities around the world. Focusing on hazards that affect food safety and hygiene, HACCP is beneficial when you are subject to inspection by regulatory authorities or stakeholders.

MARINE STEWARDSHIP COUNCIL (MSC)

As the public becomes ever more aware of the need for sustainable sourcing of wild caught seafood and fish, the MSC ecolabel and certification is the reassurance they need. MSC Chain of Custody certification means that you can guarantee your MSC labelled product comes from an MSC certified sustainable fishery. Applicants for MSC Chain of Custody certification must demonstrate that they have effective traceability systems in place, to ensure that only seafood from certified fisheries carry the MSC logo.



SGS PROGRAMMES

Meet unique business needs with our tailored audit and certification programmes. Bringing our experience and expertise together in one place, these schemes build on existing standards and certification schemes, to improve quality and safety standards across the industry.

HOSPITALITY EXCELLENCE PROGRAMME

International ratings systems vary dramatically in format, key performance indicators (KPIs) and transparency. This programme offers independently verified confirmation of your establishment's food safety and environmental management practices. Based on regular, unannounced, third party assessments, this programme ensures management is aware of potential risks and takes appropriate measures to reduce them.

Qualifying establishments can use the SGS Approval Performance Mark on premises and marketing tools.

HYGIENE MONITORED APPROVAL SCHEME

Our hygiene monitored approval scheme is a hygiene audit system that delivers measurable improvements to your good hygiene practices. It also helps you to develop your food hygiene training and comply with international food hygiene regulations, as well as being flexible enough to be tailored to your needs.

Our food specialists are equipped to undertake hygiene monitored audits wherever you are, because we have a global network and operate to a documented system. Performance is measured against the established benchmark provided by our programme, enabling comparisons according to area, region or brand and the monitoring of performance trends over time.

US FSMA (FOOD SAFETY MODERNIZATION ACT) GAP ASSESSMENT

SGS offers a comprehensive gap assessment audit program to verify facility compliance with US FDA FSMA requirements. In addition, for facilities that are currently HACCP certified or hold a GFSI certificate, SGS has developed specific FSMA gap assessments against current certification schemes. The FSMA Gap Assessment program streamlines audit and assessment processes for food facilities, and reduces the need for multiple audits. The program helps US food facilities in their compliance journey, and serves as a means for international food facilities to demonstrate FSMA preparedness to their US clients and importers.

CODEX VERIFIED APPROVAL SCHEME

Our Codex Verified Product Approval Scheme is a process of factory audits and product testing against the product standards recommended by the Codex Alimentarius commission.

Successful certification entitles you to display the SGS Codex Verified Approval Mark on product packaging, inspiring market confidence and reinforcing your credibility. In addition, ongoing monitoring verifies that consumers continue to enjoy the same level of quality with every purchase.

Our regular testing and audits can help you continually monitor and optimise your food safety management systems and processes.

GMO AND GE STANDARDS

Consumers are increasingly aware of issues impacting the food they eat; including the use of GMO and GE ingredients. From the farm to retail point of sale, SGS has developed two standards.

Our SGS No GE Ingredients Supply Chain Process Verification Standard (US Version), developed with guidance from the US FDA and USDA, is used to verify processes across the supply chain, to support 'No GE' claims in the USA. This standard is applicable only to operators in the USA and their suppliers for the US market.

We have also developed the SGS Non GMO Supply Chain Standard, which is based on the European Union's Directive and legal framework. This standard is available in all countries.

2ND PARTY AUDITS

Accurately assess the performance of suppliers and industry partners against your specific requirements and/or industry standards and requirements for food safety, quality and food defence. Our customised 2nd party food audit solutions help your business succeed by being an independent set of eyes and ears that can monitor operations. We ensure that your organisation and partners are maintaining, and improving, the standards you have specified – wherever you are in the world.

SUPPLIER AUDITS

Our food supplier audit program independently assesses compliance across the supply chain. Our experts can evaluate compliance and performance of suppliers against your chosen criteria and code of practice in addition to international standards.

As well as improving your efficiency and profitability, our supplier audits help your organisation to:

- Validate or qualify suppliers globally
- Achieve an increasingly compliant and consistently performing supplier network
- Meet customer expectations
- Protect and enhance your brand(s)
- Develop more sustainable supplier and customer relationships
- Build a comprehensive traceability system

CUSTOMISED AUDITS

Complex and diverse global food chains require organisations to be certified against many different international standards. We are expert in combining the parallel requirements of many of the standards and can cover them effectively through a customised single audit.

We can meet your organisation's specific needs, reduce audit time and operational disruption, as well as delivering savings in both management time and cost.

Our customised audit covers any combination of the major international standards, such as:

- ISO 9001
- ISO 14001
- OHSAS 18001
- ISO 22000
- FSSC 2200
- GMP
- HACCP
- SQF
- BRC
- IFS
- RSPO
- Halal
- Kosher
- Gluten-Free
- Additional customer-specific requirements

With a customised food audit, you can construct a single, complete management system and have it audited, using a consolidated audit checklist.

SGS provides efficient services to help safeguard food safety and quality and assist in sustainable development throughout the whole food supply chain including raw and semi-manufactured foodstuffs and final products in all principal food segments.



SUPPLY CHAIN INSPECTIONS

Inspection services deliver risk reduction, plus quality and quantity control, to ensure that you meet all relevant regulatory requirements and customer specifications.



Since the second half of the twentieth century, importers have used the services of independent inspection companies such as SGS to verify the quality and quantity of products they want to import.

Independent pre-shipment inspection of goods helps identify potential product defects or inconsistencies in batch quality. It is a simple, highly effective way of safeguarding your company against costly import risks and expensive product recalls. Inspections can be performed on-site before, during and after production.

Our inspection programmes allow you to produce products that consistently meet the high standards you expect. We can also help you comply with the complex regulatory requirements of health, safety and the environment across different regions and markets.

We help you to highlight defects as early as possible, so that you can make changes where necessary and avoid the cost of disruption in the production or supply of your products. This means that you reduce the risk of product recalls or other issues that could damage your profits, as well as your long-term brand integrity.

INSPECTION SERVICES

- Can be performed on all consumer products
- Cover the needs of the complete product supply chain
- Involve visual evaluation of statistically representative samples at various stages of the production process: assembly check, evaluation of product design and packaging, labelling assessments
- Provided by the world's largest network of inspectors to meet your qualitative and quantitative needs regardless of source

BEFORE PRODUCTION/DURING PRODUCTION

INITIAL PRODUCTION CHECK

Visual check on the quality of ingredients at the beginning of the production process (usually when 10% of the goods have been produced).

DURING PRODUCTION CHECK

Visual check on the quality of products during manufacturing (usually when 25-40% of the goods have been produced).

ADVANTAGES

Corrective action for any non-conformities detected can be taken before completion of the whole consignment. This reduces the risk of production being jeopardised by a substandard supply of ingredients or a manufacturing error.

AFTER PRODUCTION

FINAL RANDOM INSPECTION

A detailed visual inspection of samples selected at random to check that the quality, quantity and packaging conform to your samples and specifications. Final random inspection deals with the quality assessment of the finished goods that are packed and ready to be shipped (when at least 80% is packed ready for dispatch). Final random inspection covers the quality, quantity, packaging, labelling and shipping marks, e.g. bar code check (to be readable for compliance) and transportation drop check.

ADVANTAGES

We use the standard criteria of ANSI/ASQC Z1.4 (ISO 2859-1) statistical sampling procedure, or a similar standard, issuing detailed inspection reports based on defined acceptable quality levels. Inspection certificates are issued if stipulated in the letter of credit.



LOADING SUPERVISION

Supervised loading of containers to ensure that the goods checked via a final random inspection are those shipped to the intended recipient.

ADVANTAGES

Containers are secured with SGS seals after loading to reduce the otherwise high risk of product substitution.

INSPECTION COVERS:

- Product quality inspection
- Quantity verification
- Traceability – verification of production codes, plant numbers and stock numbers against packing list/invoice
- Verification of external and internal operating conditions of container
- Cleanliness inspection of trailer/ container for debris, insects, vermin etc.
- Temperature monitoring inspection for maintaining the cold chain of refrigerated and frozen products

- Packaging
- Labelling
- Shipping marks, e.g. bar code check (to be readable for compliance)
- Document any damage observed during loading process
- Photographs of packing and loading
- Documentation of container, vessel and seal number

RETAIL STORE CHECK

Our retail store check services cover the visual collection of retail conditions of National Brand or Private Brand products as per client's specific requirements. These inspections include sample selection and examination of Retail Point of Sale factors such as:

Sales unit presentation:

- Pack dress
- Labelling
- Stock level on shelf

- On pack promotional flashes
- Average age of product on shelf
- Sell by dates

Sales unit positioning:

- Where on the shelf
- Where in store
- Prominence of promotional and point of sale material

PRICE POINTS AND COMPETITOR PRICE POINTS

We may also look at competitor's products in stores and other specialised points of sales. This systematically collected data can improve the management of your products on-shelf, where they are exposed to consumers and challenged by competitors.

SUSTAINABILITY & SOCIAL RESPONSIBILITY

With growing public awareness and concern over the environment, consumers are increasingly making their choices based on environmental credentials. Build sustainability and social responsibility into your organisation and reap the rewards.



ECODESIGN PACKAGING

With ongoing concern over our impact on the environment, packaging has become a major issue in the search for a sustainable future. Ecodesign packaging diagnosis is a fast track to evaluating the eco-friendliness of packaging products based on the following criteria:

- Product packaging system
- Dimensional efficiency
- Information and claims
- Consumption and waste
- Recycling
- Eco-participation

As a long-standing supplier and developer of sustainable solutions we have developed an independent and complementary tool: PEAR (Packaging Eco Assessment Rating). If you need a quick environmental assessment of your packaging without the expense and time needed for a full life cycle analysis, we can provide a PEAR study.

CARBON FOOTPRINT

Carbon footprint analysis helps you to minimise your product and/or organisational carbon footprint to the advantage of your company and the environment. To launch and deliver carbon reduction projects we offer a range of tailor-made services for assessing organisation, supply chain and product emissions, including:

- Validating project designs
- Verifying company and project monitoring systems and data
- Certifying emission reductions for registration and trading

Our analysis helps you to develop a carbon reduction plan for your operations and products, with potential to deliver benefits to your company including:

- Improved resource efficiency and reduced operational costs
- Identifying opportunities for improvement
- Enhancing brand image and market advantage

In order to benefit from emission trading and product labelling schemes that give you a competitive edge, you must measure your carbon footprint.

GREEN PROCUREMENT

Consumers are increasingly including environmental criteria in their purchasing decisions. We can advise purchasing managers about implementing sustainable practices and ecodesign in line with consumer trends.

Our experts can:

- Assess your supply chain and identify products or suppliers of major risk
- Define your green procurement strategy and policy
- Develop training and awareness programmes
- Implement tools for a pragmatic environmental assessment of products and suppliers
- Integrate environmental criteria into calls for tender and in supplier terms and conditions

LIFE CYCLE ASSESSMENT

Employ Life Cycle Assessment (LCA) to better understand the impact products have on the environment. To help you choose the most balanced and informed approach to the environment we compare a product's full range of environmental impacts. These include raw material production, manufacturing, distribution, use and disposal. Our LCA services provide the ideal tool for you to show the benefits of a product to customers and NGOs. We can help you to:

- Select the best technology, or choose between two product design options
- Drive innovation
- Demonstrate that a product is "greener" by comparing hard facts
- Inform buyers and customers of the environmental profile of a product
- Provide support to your green purchasing policy
- Avoid "greenwashing"

Our consultants customise their approach to fit to your step-by-step commitment to greener products through ecodesign management and offer either a quick, or detailed LCA to meet your specific needs.

ENVIRONMENTAL COMMUNICATION

Demonstrate your company's environmental commitment by communicating the ethical and green performance of products to customers in a clear and credible way. With growing public awareness and concern about the environment there are many competitive advantages to implementing environmental communication:

FOR RETAILERS

- Communicating the ecological performance of product(s)
- Gaining competitive advantage by offering environmental alternatives to your clients
- Improving brand image

FOR MANUFACTURERS

- Communicating marketing messages using recognised standards and labels
- Meeting the demands of investors, customers and other stakeholders
- Communicating ecological performance and efficiency to the market

ENVIRONMENTAL ASSESSMENT

Showcase community social responsibility (CSR) activity within your organisation and your suppliers' with our environmental assessment service. Inspired by the Global Social Compliance Programme (GSCP) our scheme draws together the requirements, and reflects the expectations, of customers and consumers in a single audit programme.

The scheme encompasses eight environmental areas:

- Environmental permit
- Management system
- Pollution control & resource conservation
- Emergency preparedness and response
- Energy use, transport and Greenhouse Gases (GHGs)
- Contaminated land/soil and groundwater pollution prevention
- Land use and biodiversity
- Nuisances

Whether you choose the Compliance Assessment, or Compliance and Continuous Improvement assessment, our Supplier Improvement Programme (SIP) can support both schemes. This supports and drives supplier awareness and understanding of environmental laws, thereby ensuring they meet your preferred standards.

SEAFOOD SUSTAINABILITY SCHEMES

Marine environments are under increasing pressure from over-fishing and irresponsible fishing practices. Seafood sustainability schemes demonstrate your commitment to providing safe and sustainably sourced product. We work with industry bodies to mitigate the risks and protect your brand, including:



MARINE STEWARDSHIP COUNCIL CERTIFICATION

Marine Stewardship Council (MSC) certification demonstrates compliance with internationally recognised standards covering sustainable fishing and seafood traceability (through Chain of Custody Certification) for wild caught fish.

BEST AQUACULTURE PRACTICES CERTIFICATION

Best Aquaculture Practices (BAP) certification developed by the Global Aquaculture Alliance (GAA) enables aquaculture farms, hatcheries, processing plants and feed mills to reassure everyone involved in the industry, including consumers, that their seafood is raised and processed to the highest industry best practices. As an approved certification body for GAA BAP certification, we can audit your business against the BAP standards to demonstrate compliance, identify shortcomings and recommend certification, as appropriate.

Work with our experts to find the right solution for your country and scope of operation.

SOCIAL RESPONSIBILITY

The world of business is full of regulatory standards and compliance to protect society, the environment and to promote a sustainable future. To break into new markets and exceed your stakeholders' expectations, you need to make sure that all aspects of your business are socially responsible, from R&D through to production and delivery.

Transparent and responsible supply chains are an essential element to ensuring effective controls of the food chain as well as social responsibility in relation to labour standards.

A number of initiatives have been developed to bring brands, retailer and manufacturers together to work on common standards and approaches to drive continuous improvement. In addition, the Global Social Compliance Programme is working on common reference tools for social and environmental initiatives as well as developing tools for Brand and Supplier Management Systems and improvement programmes.

SOCIAL RESPONSIBILITY CODES

We offer a broad range of audit, training and certification services to measure your performance and that of your supply chain against social responsibility codes and guidelines including:

- Business Social Compliance Initiative (BCSI)
- Ethical Trading Initiative (ETI) and SEDEX Members Ethical Trade Audit (SMETA)
- Initiative Clause Sociale (ICS)
- ISO 26000
- SA 8000
- Worldwide Responsible Accredited Production (WRAP)
- Tailored client schemes for social audits

TECHNICAL SOLUTIONS

Technical solutions deliver support, consultancy and training services across the food supply chain.

Our experienced technical advisors can help you to establish the best strategies and to meet your regulatory and contractual requirements. Using our global network and expertise, we offer you a single, consolidated source of advice and information that can help reduce your risk, improve efficiency and ensure regulatory compliance.

EMERGENCY RESPONSE

Expect the unexpected. While you may do everything in your power to ensure products are safe and manufactured in line with your quality and safety standards, things can and do go wrong. Our emergency response services help you to deal efficiently and safely with incidents that threaten the public in some way.

At any stage along the supply chain, our food safety emergency response teams can provide rapid food testing services, as well as the following emergency response management services:

- Product, factory, store or restaurant inspections and audits
- Review of existing emergency plans and procedures, including mock recalls
- Factory, in-store and restaurant sampling
- Monitoring and verification of product recalls
- Testing – including microbiological and chemical

Thanks to our global network, we operate in over 60 languages and offer these emergency response services.



MYSTERY SHOPPING

Make sure your customers are getting the service you and they expect. Mystery shopping helps you to identify gaps in expectation and take any necessary remedial action. It raises awareness of your procedures and improves staff conduct. As a result, customer service levels improve which may in turn lead to increased sales.

Retailers and brand owners understand consumer engagement with their brand and their reputation. As a result, they want to standardise the organisation, manufacture and marketing of products. At the same time, global brands are also often customised to local markets while retaining their brand identity.

From the outset, we work with you to ensure that you have the correct measures in place. Our mystery shopper then visits stores to examine your point of sale and customer service. They will then identify themselves and report on the team's success in creating the perfect sales experience.

PRIVATE LABEL

Private label food services help to reinforce your brand, assuring customers and consumers of your compliance with local and global regulations. Our private label brands testing and analysis service helps you to demonstrate your regulatory compliance and to address social and environmental concerns.

Helping you to make sense of the complexities involved in developing your own product lines, we can perform a private label food products audit, that ensures all new and existing items meet the requirements of all the relevant market standards. Our network of field, laboratory and project management personnel operate as an integral part of your team to deliver:

- Category and product specific testing protocols
- Certification and audits
- Inspections
- National brand equivalent programmes
- Retail hygiene monitoring
- Supplier data management and reporting
- Sustainability services
- Testing for food, beverages and packaging

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WHEN YOU NEED TO BE SURE

