DRIVING SOCIAL & SUSTAINABLE BUSINESS PRACTICES
WITH SGS SOLUTIONS

BE THE BENCHMARK

RESPONSIBLE BUSINESS SERVICES

WWW.SGS.COM

WHEN YOU NEED TO BE SURE
GLOBAL REACH, LOCAL EXPERTISE

SGS has unmatched, global coverage of trained and experienced compliance auditors around the world, with more than 800 located in over 80 countries. Using our network of highly skilled and experienced experts, SGS can design and measure your performance against social, ethical, quality and environmental risks within your supply chain.

INDUSTRIES

SGS RESPONSIBLE BUSINESS SERVICES

As the world’s leading inspection, verification, testing and certification company, SGS is recognized as the global benchmark for quality and integrity. With more than 89,000 employees, we operate a network of more than 2,600 offices and laboratories around the world.

SGS has been executing second party assessments for over 50 years. When the emerging issues around social compliance arose in the 1990s, SGS started to supplement their second party assessments to include social issues, further expanding our portfolio to include quality, environmental, security and due diligence assessments. Since then, SGS has been developing the capability to execute a variety of services within the compliance domain.

SGS performs thousands of assessments each year and has the confidence of working in partnership with large international organizations. As the leading partner for the retail industry, we provide our clients with the resources needed to mitigate risks throughout their supply chain, ultimately helping our clients BE THE BENCHMARK.

50,000+ ASSESSMENTS
80+ COUNTRIES
800+ TOTAL AUDITORS
600+ APSCA REGISTERED AUDITORS
15+ INDUSTRY SCHEMES APPROVALS
40% OF EXECUTED ASSESSMENTS BASED ON CLIENT CHECKLISTS

TRANSFORMATIONAL EXPERTISE

Our global network of experts, along with our contribution to various industry schemes, allows us to provide clients with effective assessment solutions, executed as efficiently as possible. These solutions help our clients gain full visibility of their supply chain.
DELIVERING SOLUTIONS WITH QUALITY, INTEGRITY & TRANSPARENCY

SGS provides a comprehensive range of risk-based solutions that ensure social and corporate sustainability, helping you maintain a positive brand reputation. Our global knowledge and ability to provide robust, results-oriented second-party assessments is unrivaled. Our experience is cemented by the involvement of our technical experts within multi-stakeholder initiatives. With partnerships like SEDEX Stakeholder Forum (SSF), Sustainable Apparel Coalition (Higg FEM), Social Labor Convergence Program (SLCP), and Association of Professional Social Compliance Auditors (APSCA), we stay abreast of relevant industry trends, regulations and needs. SGS's active involvement highlights our commitment to supporting industry growth.

We help to implement that program within your organization or your suppliers. Assessment and execution of the appropriate facility. Corrective Action Plan Management through desktop and/or onsite verification of non-compliances. Trend analysis of assessment outcomes.

WHAT MAKES US DIFFERENT

QUALITY
• Full APSCA membership
• Strong SGS contribution to social arena
• Client support from experienced Scheme Managers
• Large global network of auditors

INTEGRITY
• Independent body
• ISO 17021 aligned procedures to guarantee management and continuous improvement
• Code of Integrity rolled out globally with annual training and system to-monitors
• On the ground procedures and field measures to ensure operations integrity

TRANSPARENCY
• Public-Compliance Reporting in Sustainability Reports
• Data analytics and assessment management platform to report performance KPIs
• Committed to working in full transparency and willing to share our own performance

PROGRAM MANAGEMENT

PROGRAM DEVELOPMENT
1. Development of program parameter and client-specific requirements.

IMPLEMENTATION
2. We help to implement that program within your organization or your suppliers.

ASSESSMENT DELIVERY
3. Assessment and execution of the appropriate facility.

PROCESS IMPROVEMENT
4. Corrective Action Plan Management through desktop and/or onsite verification of non-compliances.

DATA & ANALYTICS
5. Trend analysis of assessment outcomes.

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5. Trend analysis of assessment outcomes.

OUR PROCESS

OUR SERVICE SCOPE

ASSESSMENT METHODOLOGY

Our auditors have years of industry and technical expertise to help guide you through a seamless assessment process. SGS Responsible Business Services were developed to meet the evolving needs of our clients, ensuring relevant and effective results. Our vast global network allows us to provide assessments like no one else, while still ensuring a hands-on, personalized approach.

ASSESSMENT CYCLE

ASSESSMENT \nPREPAREDNESS & PLANNING

FOLLOW UP ACTIVITIES

FOLLOW ON AVAILABLE INFORMATION

ON SITE OBSERVATION & VERIFICATION

INTERVIEW MANAGEMENT, INDIVIDUAL & GROUP

DOCUMENTS & RECORDS REVIEW

INTERNAL MEETING AUDIT TEAM

ASSESSMENT TEAM INTERNAL MEETING

MANAGEMENT, INDIVIDUAL & GROUP INTERVIEWS

Assessment(s) is conducted and findings are communicated to the Supplier at the end of the Assessment. A copy of the Corrective Action Plan is left on site with the Supplier.

DATA ANALYTICS

Real-time data analysis events individual by interpreting intricate information is a powerful tool for continuous improvement.

FOLLOW UP DATA & ANALYTICS

ALLOCATION

ASSESSMENT REPORTING

ONSITE EVALUATION

ASSESSMENT PREPARATION & PLANNING

Follow-up activities depending on the Client’s requirements. CAP Remediation conducted by the Creator SGS. Further desktop review onsite assessments may be needed depending on findings.

Assessment report is generated and reviewed internally. Final Assessment Report is delivered to the Client within 5 business days.

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ASSURING RESPONSIBLE BUSINESS PRACTICES IN ALL AREAS OF YOUR ORGANIZATION

Our Responsible Business Services bring value to various parts of your organization, covering several risk areas, including social, quality, environmental and security. With years of experience in second-party assessments, SGS offers clients experience and expertise that is unmatched. By executing the proper due diligence within the supply chain, our clients are provided the assurance they need to meet industry and customer requirements.

SOCIAL ASSESSMENTS

With over 30 years of social compliance field experience, our strong technical background translates into the approval to conduct many social responsibility assessments against a range of internationally recognized codes and standards. The goal of which is to help you assess your compliance against the latest, most stringent requirements.

Our global & local network of experienced auditors is spread throughout sourcing countries, with 800+ being APSCA Registered or Certified Social Compliance Auditors. As the leading industry association, APSCA enhances the professionalism, consistency and credibility of our auditing team, ensuring the highest quality of social compliance assessments.

Supported by a global team of corporate social responsibility experts, we can tailor solutions that fit the individual needs of your program. Our robust data management systems provide you with the added assurance in knowing that the evidence you need to show your continued compliance is available for all stakeholders.

BENEFITS

- Instill trust in customers and stakeholders
- Be prepared to meet industry and customer requirements
- Large pool of auditors, located in key production hubs
- Wide range of scheme approvals to meet large variety of customer requirements
- Analytics and expertise to translate data into actions

TYPES OF ASSESSMENTS

- Onsite Code of Conduct Assessment (CCA)
- Remote Social Gap Assessment (RGA)
- amfori BSCI
- ICTI Ethical Toy Program (IETP)
- Initiative for Compliance and Sustainability (ICS)
- Joint Audit Cooperation (JAC)
- Pharmaceutical Supply Chain Initiative (PSCI)
- Responsible Business Alliance (RBA)
- Responsible Jewellery Council (RJC)
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- SEDEX Member’s Ethical Trade Audit (SMETA)
- SEDEX Virtual Assessment (SVA)
- Social Labor Convergence Project (SLCP)
- Worldwide Responsible Accredited Production (WRAP)

ENVIRONMENT

- Waste
- Chemicals Management
- GHG Emissions

QUALITY

- Incoming Material Control
- Quality Control
- Packaging, Storage & Delivery

SECURITY

- Cybersecurity
- Transportation Security
- Personnel Security

SOCIAL

- Worker Pay & Benefits
- Worker Safety
- Human Rights

GS

SGS CHECKLISTS

- Code of Conduct Assessment (CCA)
- Remote Social Gap Assessment (RGA)

INDUSTRY INITIATIVES

- amfori BSCI
- ICTI Ethical Toy Program (IETP)
- Initiative for Compliance and Sustainability (ICS)
- Joint Audit Cooperation (JAC)

CLIENT SPECIFIC

- Assessments conducted based on clients’ proprietary methodology and tools

SEDEX CHECKLISTS

- Code of Conduct Assessment (CCA)
- Remote Social Gap Assessment (RGA)

- SEDEX Virtual Assessment (SVA)
QUALITY ASSESSMENTS

Product quality and safety are key priorities for consumers. Any failure of product quality could result in customer complaints and recalls. To ensure customers are satisfied with products, every production site needs reliable manufacturing and quality control systems.

SGS provides Factory Quality Assessments to verify the actual degree of compliance of your quality system, systematically evaluating every process in the production plant and analyzing the strengths and weaknesses in the manufacturing system. Regardless of how well a quality system is planned, monitoring of the system is required if the quality system program is to be effective in ensuring that finished products meet client’s specifications. As a global leader in quality standards and assessments, SGS has the essential tools, personnel and industry knowledge to ensure customer compliance.

ENVIRONMENTAL ASSESSMENTS

With the degradation of ecosystems giving increasing cause for concern, many countries are turning their attention to environmental issues. While Governments enforce relevant regulations, industries have started to develop their own codes of conduct, limiting the use of chemicals and overhaul manufacturing operations.

As the leading second party environmental assessment provider, SGS’ strong technical contribution to industry schemes puts us at the forefront of regulatory changes and trends. With a wide range of assessment, verification and testing solutions, we help clients minimize environmental impact and improve sustainability performance. Our global network of experts provide clients with the knowledge needed to assess the environmental performance of their organization and to check whether it complies with mandatory standards and voluntary industry requirements.

OUR ENVIRONMENTAL EXPERTISE:
- Actively involved in the development and roll-out of the Higg Index since 2011
- Key contributor to the development of the Higg FEM verification program
- Successfully supported the steering committee for the convergence of chemical management between SAC, OIA and ZDHC
- Large global network of auditors located in over 35 countries and qualified for different industry schemes

BENEFITS
- Consistent KPIs to assess all suppliers
- Assesses against industry requirements and customer needs
- Efficient and experienced auditors to streamline and simplify the assessment process
- Auditors strategically located in key sourcing countries providing cost efficiencies & faster execution time
- Strong technical expertise to guide you in the right direction
- Gain visibility of your environmental impact
- Reduce audit redundancies
- Minimize costs with tailored industry standards
- Analytics to translate data into actions

types of assessments
- Factory Quality Assessment (FQA), Factory Capacity and Capability Assessment (FCCA), Remote Factory Quality Assessment

AREAS OF SCOPE
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AREAS OF SCOPE
- Energy & greenhouse gas emissions
- Air emissions
- Water
- Wastewater
- Waste
- Land use & biodiversity
- Chemicals management
- Environmental management system
- Client’s proprietary compliance programs
- SGS CHECKLISTS
- Orate - Environmental Compliance Assessment (ECA)
- Remote - Environmental Compliance Assessment (ECA)
**BUSINESS PRINCIPLES**

**SUCCESS IS...**

**INTEGRITY**
Making sure we build trust
We act with integrity and behave responsibly. We abide by the rules, laws, and regulations of the countries we are operating in. We speak up; we are confident enough to raise concerns and smart enough to consider any that are brought to us.

**RESPECT**
Making sure we treat all people fairly
We recognize human rights. We all take responsibility for creating a working environment that is grounded in dignity, equal opportunities, and mutual respect. We promote diversity in our workforce and do not tolerate discrimination of any kind.

**SUSTAINABILITY**
Making sure we add long-term value to society
We use our scale and expertise to enable a more sustainable future. We ensure that we minimize our impact on the environment throughout the value chain. We are good corporate citizens and invest in the communities in which we operate.

**QUALITY & PROFESSIONALISM**
Making sure we act and communicate responsibly
We embody the SGS brand and its independence in our everyday behaviour and attitude. We are customer-focused and committed to excellence. We are always clear, concise, and accurate.

**HEALTH & SAFETY**
Making sure we establish safe and healthy workplaces
We fully protect all SGS employees, contractors, visitors, stakeholders, physical assets, and the environment from any work-related incident, exposure, and any kind of damage.

**LEADERSHIP**
Making sure we work together and think ahead
We are passionate entrepreneurs who believe in a limitless desire to learn and innovate. We work in an open culture, where smart work is recognized and rewarded. We foster teamwork and commitment.

**DUE DILIGENCE & SECURITY ASSESSMENTS**

As global supply chains continue to evolve, brands experience increased risks in security and poor chain of custody practices. To help our clients navigate these areas, SGS offers security and due diligence audits to meet various industry needs.

**Security Audits**
All C-TPAT partners must provide specific security measures and action plans to align the security throughout their supply chain. This ensures they will be considered low-risk and will be granted a range of benefits, including shorter wait times at the US border. SGS has developed a scored audit checklist to assist companies in improving their security practices.

**Due Diligence**
From raw materials to retail shelves, brands and retailers in many industries are facing pressure to demonstrate their compliance to Conflict Minerals requirements. For several years, SGS has been verifying chain of custody systems for a variety of different industries including paper, wood products, sustainable fisheries and conflict minerals.

**TYPES OF ASSESSMENTS**

- **INDUSTRY INITIATIVES**
  - Responsible Jewellery Council (RJC COC)
  - Responsible Minerals Initiative (RMI)
  - Supplier Compliance Audit Network (SCAN)
- **CLIENT SPECIFIC PROTOCOLS**
  - Client’s proprietary compliance programs
- **SGS CHECKLIST**
  - Facility Security Assessment (FSA)
- **SGS SUPPLY CHAIN SECURITY PROGRAM PROCESS**
  1. Complete a short pre-assessment questionnaire to understand location risks
  2. Client receives proposal
  3. Coordination between SGS offices to plan assessment schedule
  4. Upon completion of the questionnaire, a report will be shared with the client
  5. Upon identification of security vulnerabilities, SGS will help establish corrective actions and improvement plans to address areas of concern

**BENEFITS**
- Remain compliant to legal requirements
- Collaborating with industry peers towards
- Avoiding audit redundancy and standardizing the industry approach
- Improve security practices and reduce vulnerabilities
- Protect integrity of your cargo
- Expedited turn around times at customs

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