



Consumer Retail Services

SGS UK

Technical Solution Centre

March 2023

We help you, ensure that your products (both new and current) meet the testing, legislative labelling and regulatory requirements for goods that go on-sale in the UK & EU markets



Why you need a QA team/expert?

All individuals or businesses that sell goods require a Quality Assurance (QA) team or expert.

What are the risks of not having QA?

- Legislation failure
- Fines
- Product recalls
- Brand damage
- Reputation
- Huge costs



Product categories covered as standard



Toys



General Consumer Goods



Pet Products



Soft Furnishings



Electrical



General Construction Products
(Sanitary ware etc.)



Medicines



Food Contact



Plants



CPCH (Cosmetics, Personal Care
& Household)



Clothing & Footwear



Juvenile Products



UK Capability

Bradford

(General Merchandise/
Hardlines – Physical,
Chemical (Reach/RoHs)
and Risk Assessment)

Ellesmere Port (SGS UK HQ)

Weston

(PPE - Certification)

Durham

(Electrical/Electronic products,
Lighting)

Leicester(TSC)

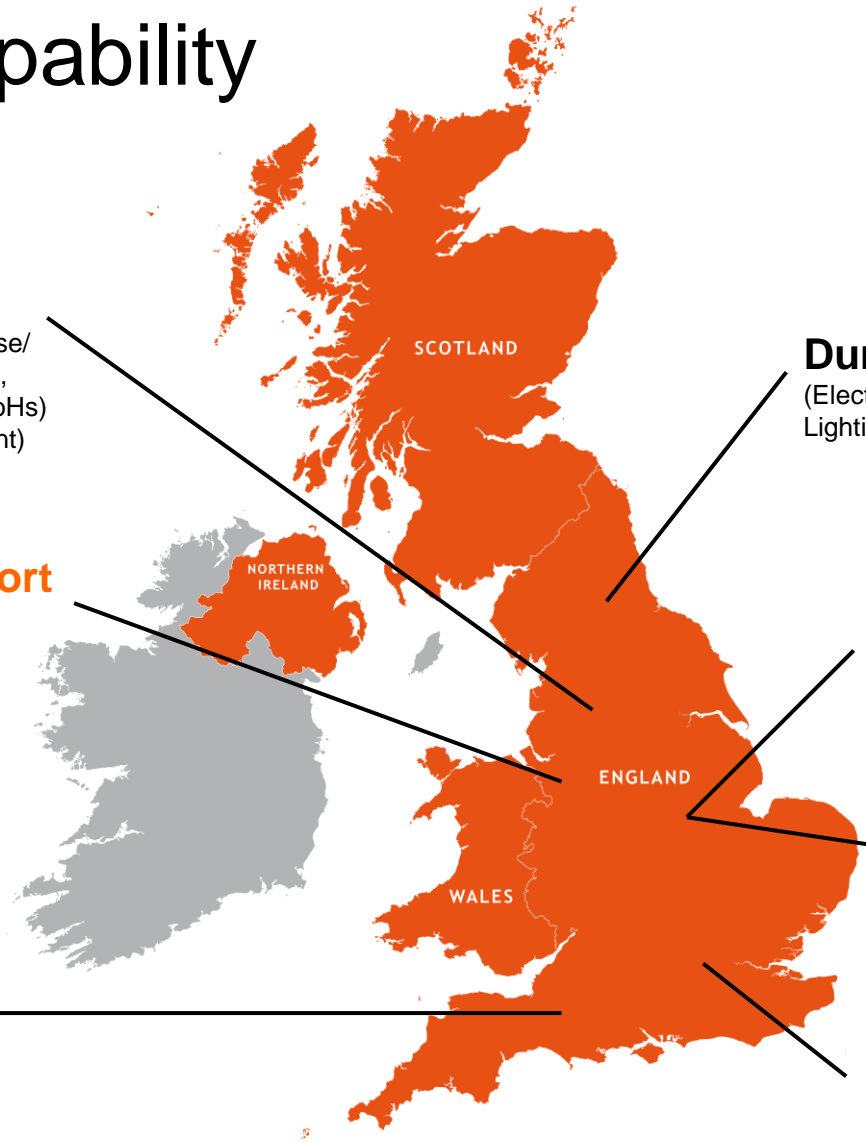
(Advisory, Labelling and
Regulatory expertise)

Leicester

(Apparel/Textiles,
Homewares, PPE -
Physical and Chemical)

Firmley

(UK Inspections Team)



SGS

Our Experts

Chris Walker – Technical Manager

Chris has worked in consumer product testing specialising in toys and juvenile product safety with SGS for over 15 years. He holds a Bachelors degree in Chemistry from Leeds University and is a member of the BSI committee for toys.

Wayne Wong - Laboratory Manager

Wayne has been managing Hardlines laboratories in Hong Kong for over 15 years. During this period has built up a vast array of technical and manufacturing knowledge including global toy testing requirements for the UK, EU, U.S., Australia & Canada. He also has experience with Product Safety Assessments.

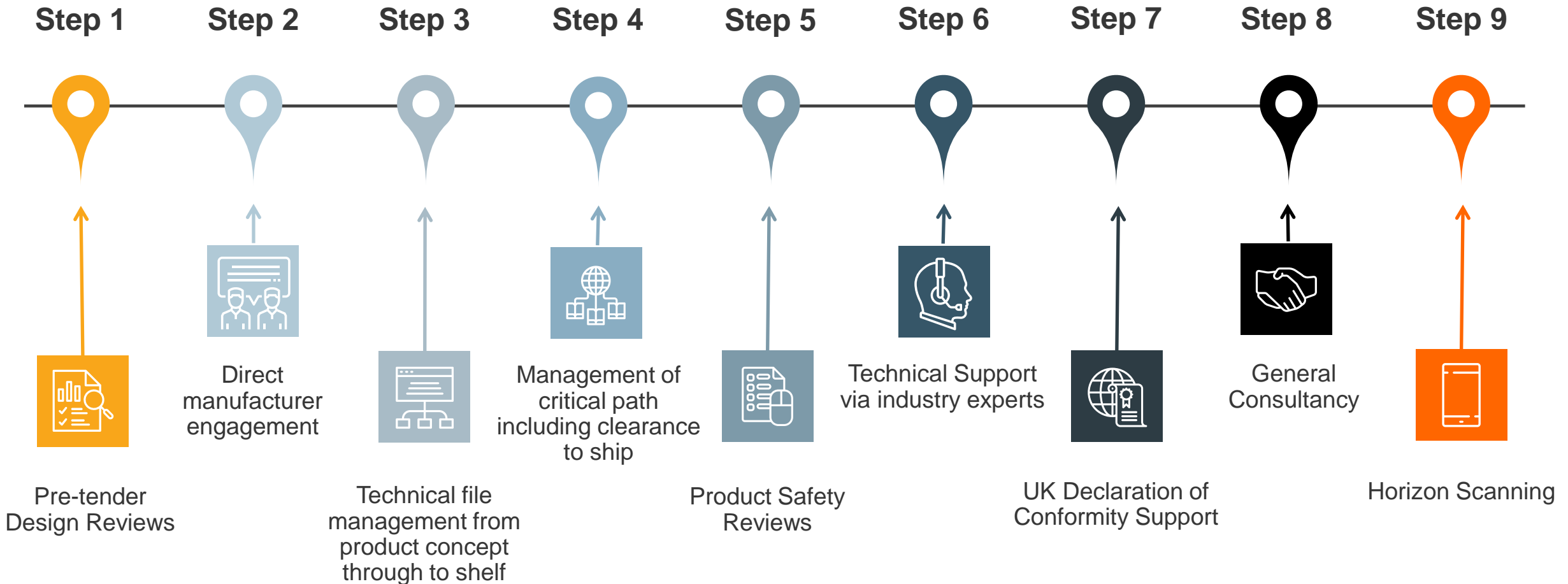
Lynne Butler - Senior Advisor

Lynne has been with SGS since 2012 as a Non-Food Advisor. Lynne is a qualified Trading Standards Officer. She has 19 years of experience in consumer civil and criminal law enforcement and within that, also spent time as a business liaison officer.

Heather Bellamy - Non-Food Advisor

Heather has worked in consumer protection for over 30 years. She is a qualified Trading Standards officer with 12 years' experience in civil law and enforcement and prior to this worked for the Electricity Regulator handling consumer disputes. She has been a Non-Food Advisor at SGS for the last 10 years.

Regulatory & labelling legislation – what does this include?



Regulatory compliance & advice retainer scheme

A cost effective, confidential, professional advice solution for the UK and Irish markets.



How it works

- Select the package best suited to your needs
- Tell us who needs access to the Retainer Portal.
- Post your questions, we will assign to an expert who will respond within 5 working days (unless you tell us you need an answer sooner in which case we will endeavour to prioritise your query).
- Each hourly block is made up of 4 x 15 minute segments to provide a cost effective service with no end date. Any unused blocks simply roll over and are held for when you need them.
- The cost includes a dedicated Account Manager who will oversee your account, provide any training needed on the system and remind you when your blocks are running low.



Examples

- A toy manufacturer seeking regulatory advice on developing an existing product to be suitable for sale to under 18's.
- A food manufacturer & retailer requesting review of a nutritional panel before going to market.
- A food manufacturer requesting a label review prior to going to print.
- A UK promotions provider needing urgent compliance advice for a pet first aid kit.
- A beverage manufacturer needed advice relating to pH rise in product over shelf life.
- A food manufacturer seeking advice on post-Brexit import requirements.
- A UK retailer seeking advice on updates to their Product Quality Manuals.
- A UK food manufacturer seeking advice on expanding into foreign markets.

Testing – Hardlines – what can we offer?

SGS has one of the only remaining fully capable hardline testing facilities operating in the UK. UKAS accredited with a dedicated and skilled team of Advisors, testing engineers and chemists and a wide range of capabilities covering all the main core product testing sectors.



Toys & Juvenile Products

- Children's Products
- Nursery
- Toys (EN71, ASTM, ISO)
- Food imitation
- Dress Up



Technical Services

- Consultancy and Training Services
- Product Safety Reviews
- Risk Assessments, including toy compliant risk assessments
- Manual development



Hardgoods

- Houseware
- Cookware
- Sport & Fitness
- Lighters
- Fashion Jewellery (Lead and Nickel)
- Luggage
- Packaging
- Cool-bags / boxes & Vacuum-ware



Analytical

- Heavy Metal Migration
- Food Contact
- Nickel
- Lead
- Cadmium
- Phthalates
- REACH
- Prop 65
- RoHS

Testing – Electrical – what can we offer?

SGS has one of the only remaining fully capable Electrical testing facilities operating in the UK. UKAS accredited with a dedicated and skilled team of Advisors, testing engineers and chemists and a wide range of capabilities covering all the main core product testing sectors.



Product Safety Testing

- Lighting equipment
- IT equipment
- Household goods
- Machinery
- Automotive
- Environmental



UKCA Certification (Approved Body)

- Machinery
- Radio Equipment (RER)
- Electromagnetic Compatibility (EMC)



Global Coverage

- Medical Device (UKCA Certification)
- Medical Device (CE Testing & Certification)
- Failure and Damage Analysis
- Performance & Reliability
- RF/RED – Radio Frequency
- RoHS & other Chemicals (e.g. SVHC, VOC)
- Wireless (GCF, PTCRB, etc)



Product Certification (EMC/Electrical Equipment Regulation)

- Lighting equipment
- IT equipment
- Household goods
- Automotive (VCA ECE Reg 10)

Testing – Softlines – what can we offer?

SGS has a total solution for physical, chemical and regulatory within Apparel, Textile, Homewares and PPE. Centrally located and with investment, expansion and upgrade within 2021.



Product Categories

- Fibre and Yarn
- Textiles & Garment
- Feather and Down
- Leather Products
- Functional Garments
- Candles & Candle Holders (oil)
- Oven Gloves
- Baby Sleep sacs
- Sun Protection clothing
- Bags and Accessories
- Home Textiles
- Carpets
- Latex Rubber gloves



Functional Tests

- Antibacterial
- Antimould
- Waterproof (Hydrostatic head)
- Stain resistance
- Antistatic
- Minus Ion
- Thermal Resistance
- Head conductivity of Clothing
- UPF (Ultraviolet protection Factor)
- Effect of Sunlight UV Exposure
- Quick Dry Function
- Wicking
- Drying rate
- Moisture management
- Water repellence (Spray rating)
- Zip Testing
- PPE Tests on protective clothing

UKCA / CE certification (approved body) – what sectors do we cover?

Make sure your products comply with these marks.

There are specific products that must comply with these standards by law as a requirement.

These product categories are:

- Machinery
- Radio Equipment (RER)
- Electromagnetic Compatibility (EMC)
- Personal Protection Equipment (PPE)

CE

UK
CA

UK
NI

Inspections & training – what do we offer?



Inspections

Inspection services managed through the UK team with the ability to offer UK inspections with local inspectors. Services covered:

- Initial Production Check
- During Production Check
- Final Random Inspections
- Claims Verification



Training – Technical Legislative

Training offered through our bespoke training facilities and ran by our team of experts covering numerous subjects from chemical compliance to grading and fit

- Class based or interactive
- Training for employees and supply chain

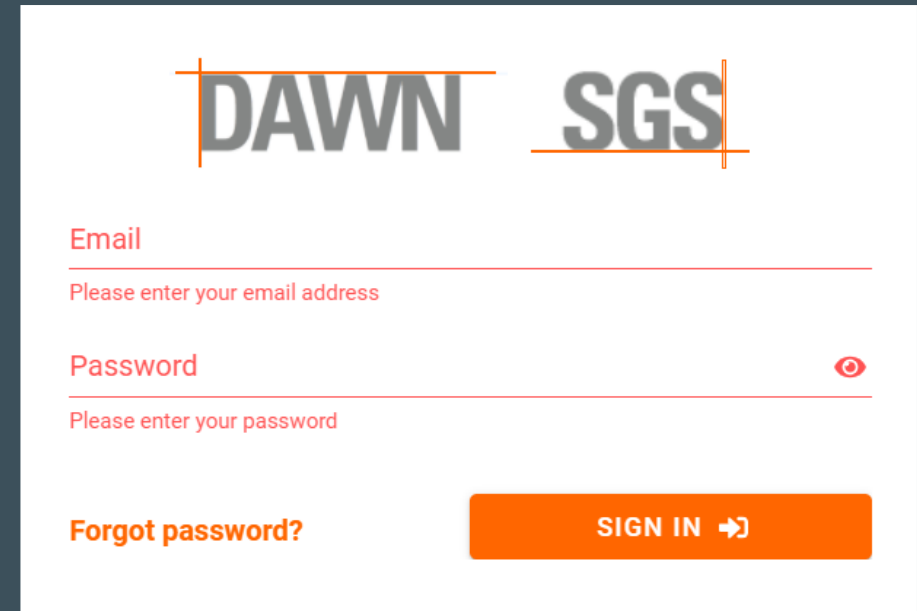
[Link to Training Brochure](#)

IT solutions / platform – DAWN

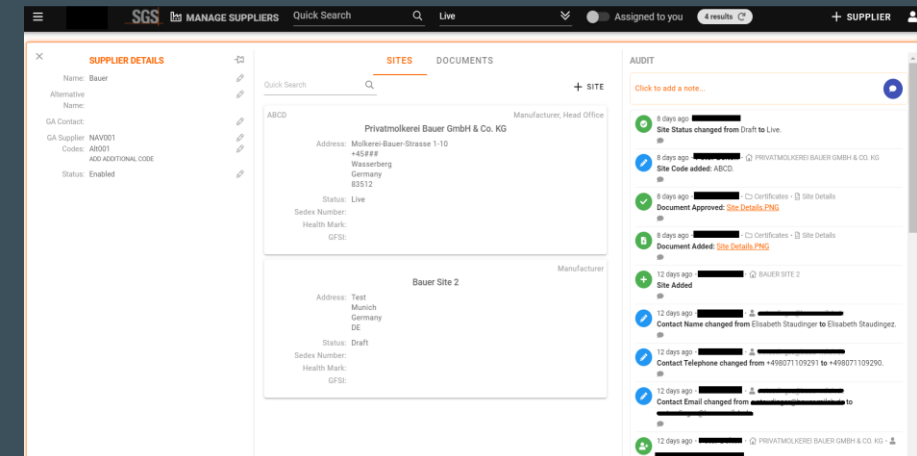
Software solutions for product and supplier management

- Product Lifecycle Management System – manage your full project lifecycle with ease
- Multi-stakeholder access for simplicity and speed-to-shelf
- Specifications – food and non-food including language translation ability
- Fast search e.g. ingredients, country of origin, claims etc
- Document approval / artwork approval
- Pack copy generation
- Unlimited user access, built with ease-of-use in mind
- Full traceability with change history and version control
- Fully customised to meet your specific requirements

[Link to Presentation >](#)



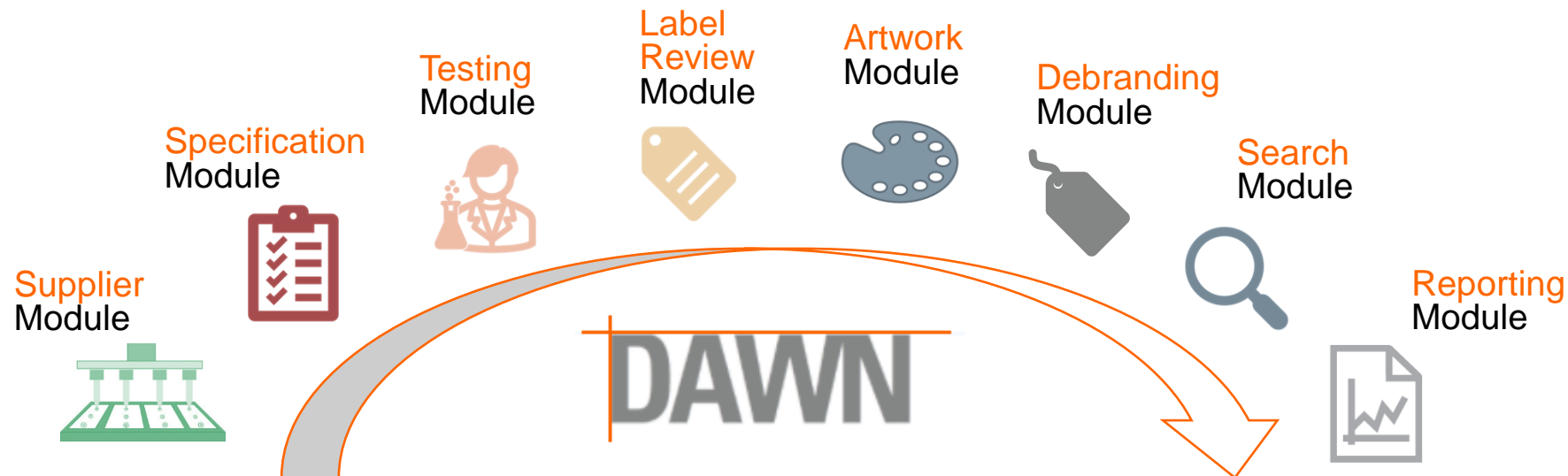
The login interface features the DAWN and SGS logos at the top. Below them are input fields for 'Email' and 'Password', each with a placeholder text 'Please enter your email address' and 'Please enter your password' respectively. A red eye icon is visible next to the password field. At the bottom left is a link 'Forgot password?' and at the bottom right is a large orange button labeled 'SIGN IN' with a right-pointing arrow.



The 'Manage Suppliers' interface shows a sidebar with 'SUPPLIER DETAILS' for 'Bauer'. The main area is divided into 'SITES' and 'DOCUMENTS'. Under 'SITES', there are two entries: 'Privatmolkerei Bauer GmbH & Co. KG' (Manufacturer, Head Office) and 'Bauer Site 2' (Manufacturer). The 'AUDIT' section on the right shows a list of recent changes, including site status changes, document approvals, and contact information updates, each with a timestamp and a link to view details.

Modular based in-house IT solutions

- Clients can develop their own supplier and product management processes by choosing modules that meet their business needs
- Modules can be tailored based on clients specific requirements by our own in-house team of developers
- Each module can be linked to one another to offer full end to end product management
- Full audit history for previous product specification with the option to import client's historic data where possible





What each module offers – examples include



Supplier Module

- Management of suppliers, their sites and contacts
- Document library for certificates, audits etc.
- Risk assessments based on client specific criteria



Specification Module

- Capture full food and non food product specification
- Approval cycle for suppliers and approvers to work collaboratively
- Full audit history for previous specifications per product



Testing Module

- Assign test suites to products and view testing already assigned
- View test results, with an approval cycle for any out of spec results
- Request first production samples from supplier, with automatic chasing



Label Review Module

- Management of label reviews for products across multiple countries
- Upload labels and artworks, with a full approval and feedback cycle
- User friendly task allocator with email notification to relevant users



Artwork Module

- Ability to annotate artwork directly in the system



Debranding Module

- Full lifecycle management of consumer trials projects
- Data export to Royal Mail for efficient mailing of trials
- Exports for data mapping to client systems



Search Module

- Search any data (product, supplier etc.) within DAWN, across all modules
- Send targeted messages to any suppliers found via the search
- Drill down into the results and link to data found within other modules



Reporting Module

- Self-serve reports to help with business decision making
- Easy to use charts and graphs for quick data analysis
- Use exports or APIs to link with specific client systems

Why choose SGS as your QA partner?



Years of experience

Over 200 years of combined experience?



Experts

14 technical experts all based in the UK



Industry standards

Covering all industry standards to ensure compliance and assurance for global markets



Testing capability

Hundreds of tests offered in the UK to meet all of your needs

Thank you

Do you have any questions?

Simon Chee

CRS Manager

Simon.chee@sgs.com

+44 (0) 7971 879855

www.sgs.com/brand-protection

© SGS Société Générale de Surveillance SA – 2022 – All rights reserved -
SGS is a registered trademark of SGS Société Générale de Surveillance SA

