

SGS Virtual
Investor Days
2021



Digital & Innovation

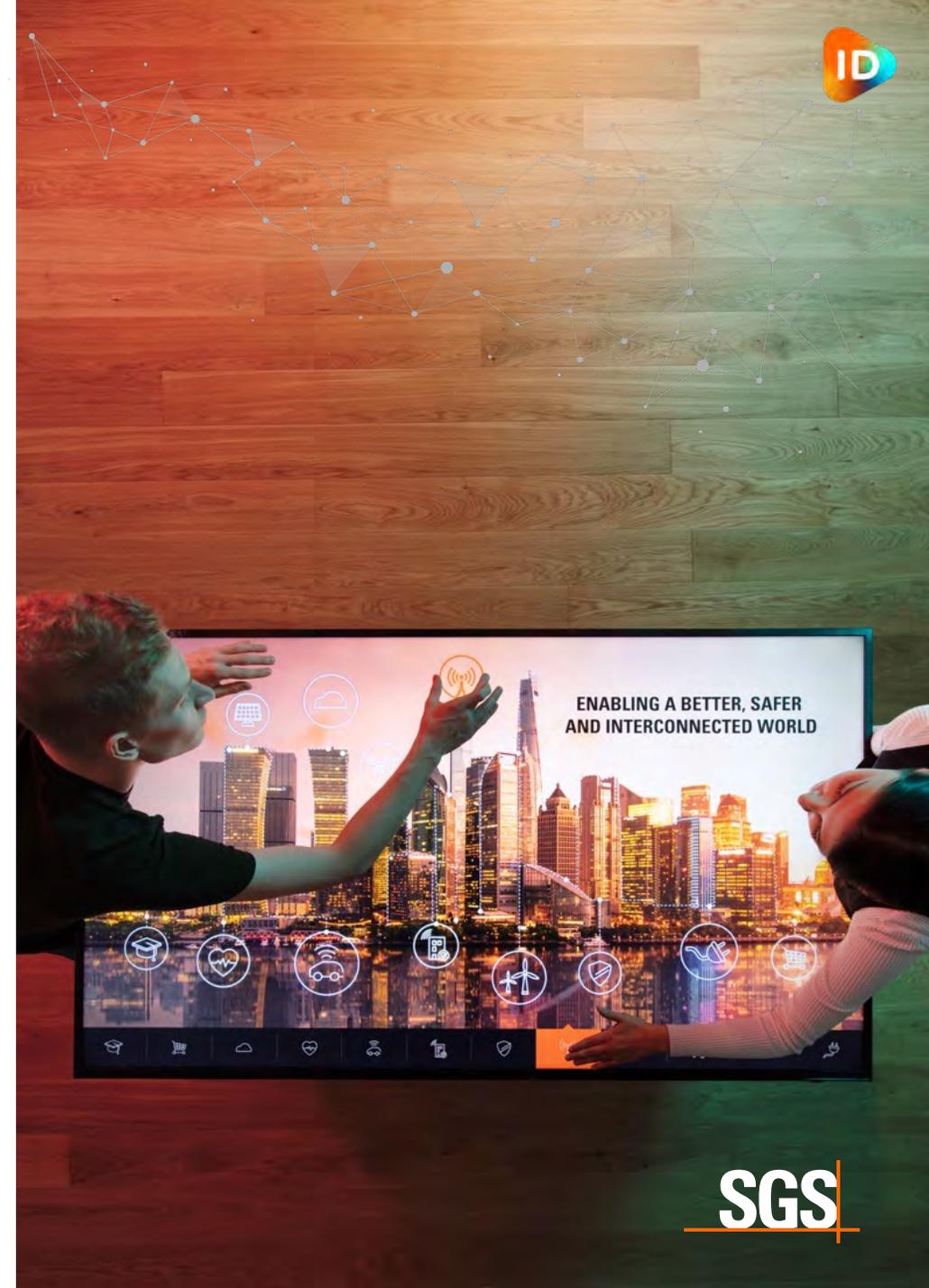
Leveraging the power of digital at SGS

May 27, 2021

Digital & Innovation

Vision and 2023 ambition

- **Vision:** become the digital leader in the TIC industry through a customer centric approach
- **How:** apply digital technologies and methodologies to create new products and services, improve our customer experience, and automate our operations
- **Major Focus Areas:**
 - **Data-driven Company:** enhance performance by connecting data, people and processes
 - **Smart Simplicity:** augment physical operations with artificial intelligence and machine learning
 - **Customer First:** the right service, for the right person at the right time



Data-driven Company

Enhance performance by connecting real-time data with people and processes throughout the entire SGS ecosystem.

To maximize our value potential, we will apply design thinking and agile methodologies to unleash the power of SGS data and build digital services that improve the employee and customer journey.

By 2023 we are targeting:

- 20% of revenues through digital services
- 50% of SGS data is FAIR: findable, accessible, interoperable, reusable

Smart Simplicity

Simplify the way we work and the services that we provide by augmenting physical operations with artificial intelligence and machine learning.

By 2023 we are targeting:

- >30% of all services enhanced by AI
- 100% of AI services comply with ethical standards

Customer First

Effortlessly interconnect, integrate and personalize the customer experience based on the right service, for the right person at the right time.

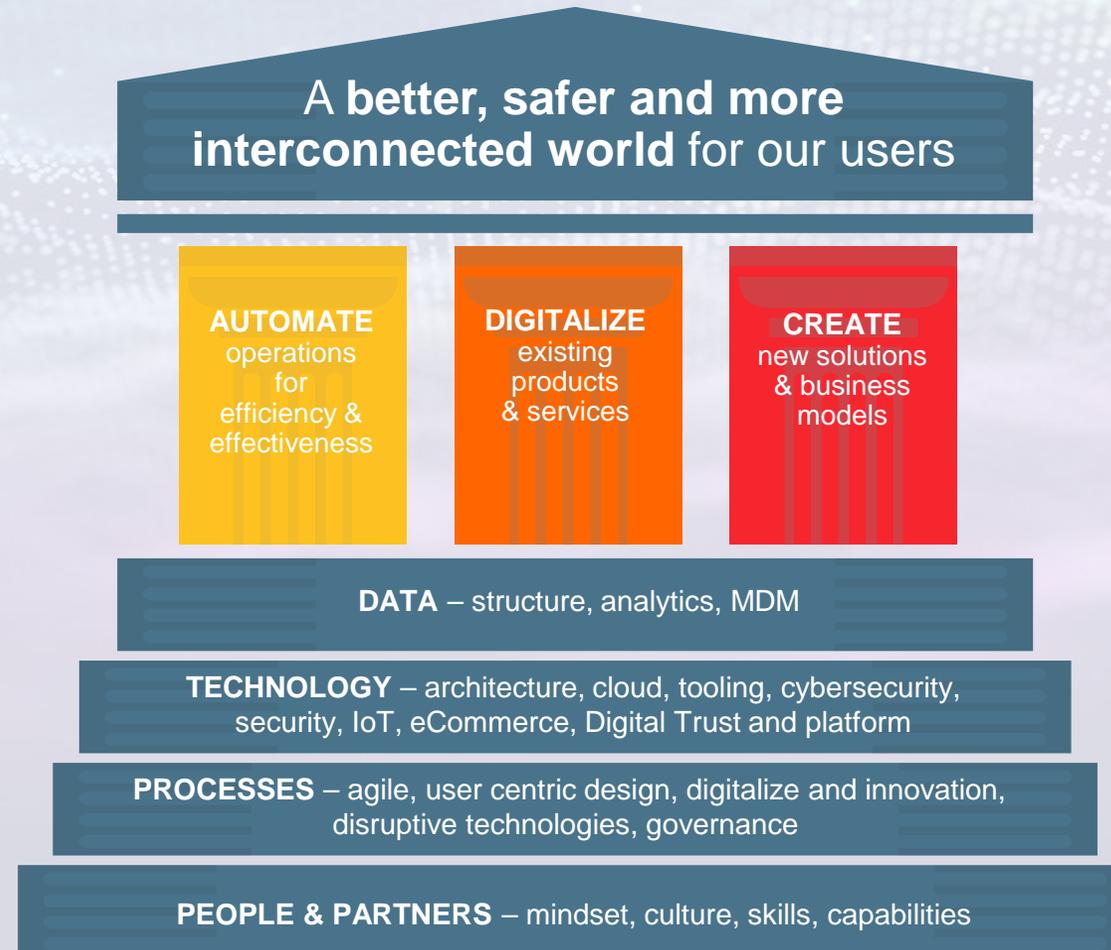
Be the connector in the value chain interlinking our suppliers, partners and customers to provide end-to-end solutions.

By 2023 we are targeting:

- 100% of digital services to be in real-time, intelligent, context based, human centered and simple to use
- >30% of the customer journeys to be digitized



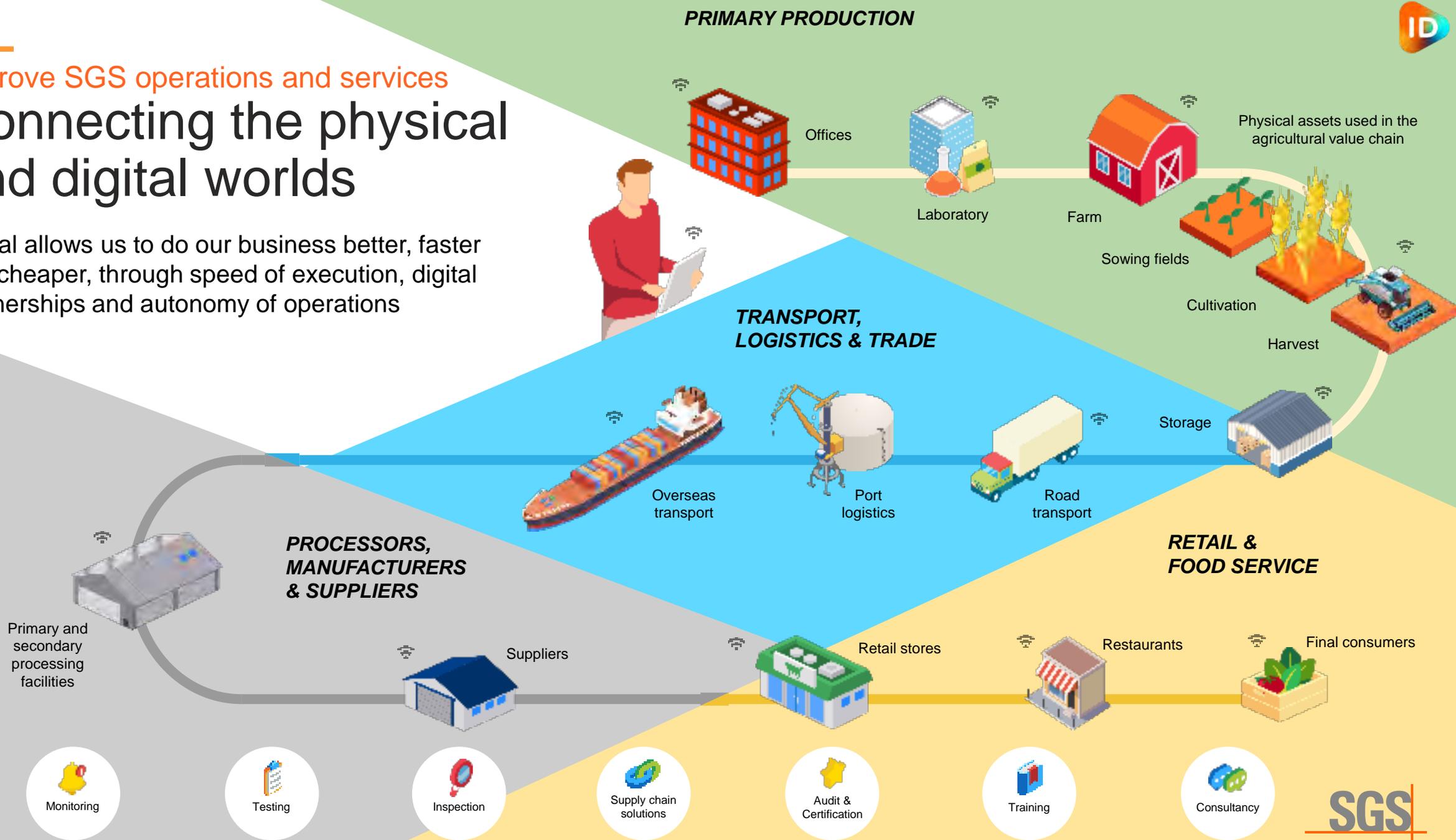
The House of Digital Innovation



Improve SGS operations and services

Connecting the physical and digital worlds

Digital allows us to do our business better, faster and cheaper, through speed of execution, digital partnerships and autonomy of operations





150+
Active
projects

SMART Inspection

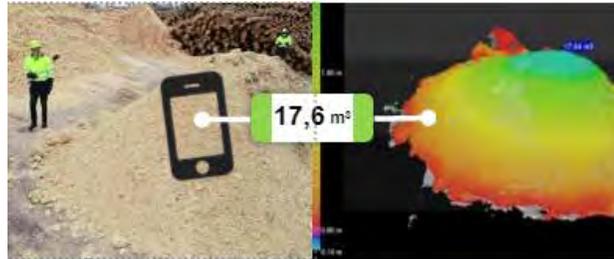
Automate container inspection and reporting



H&N

Stock Volume

Automate calculations using iPhone 12 Lidar



NR

SGS Performance Factory (PROF)

Next generation performance testing for consumer products



C&P

Digital Innovation

Digitalize



150+
Active projects



58 active volume/quantity assurance projects
Monitoring ~100 flat storages and 50 vertical silos

Grain Smart Warehouse

Grains and oilseeds stored at warehouses are exposed to various changes (e.g., theft, rain, flood, temperature, humidity, rodents, insects).

Solution

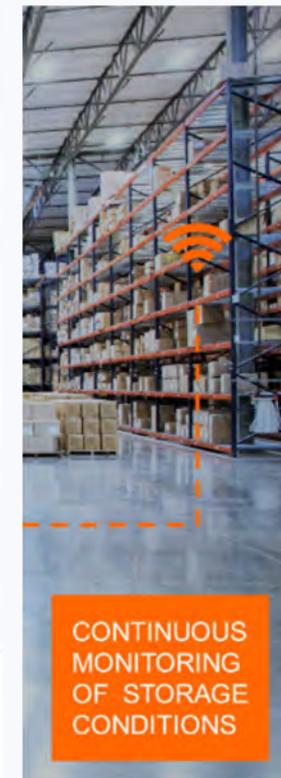
Grain Smart Warehouse, based on Smart Sensing Devices (IoT):

- Grain Condition Monitoring
- Cargo Movement Monitoring
- Volumetric

Emerging technologies: several future solutions under development



SOCIALSENSE
SOCIAL
DISTANCING
APPLICATION



CONTINUOUS
MONITORING
OF STORAGE
CONDITIONS



CONTINUOUS
MONITORING
OF USAGE

New wins: contract for IoT solution

I&E closed a 3-year \$5.3mn contract for an IoT based solution for a public school district to improve indoor air quality in school buildings.

Megatrends: Connectivity, Infrastructure and Climate

Create new business models

150+
Active projects

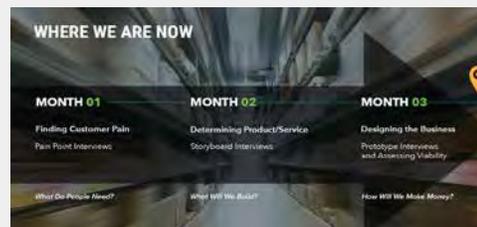


Vision & mission



New business model around e-commerce based on SGS data

Problem identification



With selected target customer segments and key activities to generate value

Customer validation



Pilot for large consumer brands in North America and Europe, with the purpose to develop a solution that works on any product category

Solution validation



D&I innovation team will support the partner team to define, develop and test a use case with a minimum viable product (MVP)

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Questions?