



# ACADEMY @ SGS

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INVESTOR DAYS, 29-30 OCTOBER 2015

WHEN YOU NEED TO BE SURE



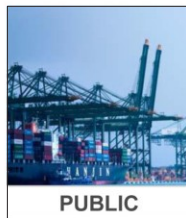
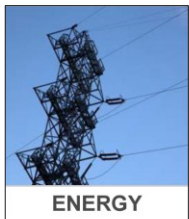
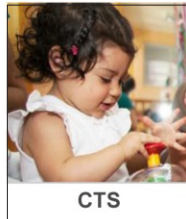
- Large and highly fragmented market:
  - Global market of USD 307 billion in 2013
  - Total addressable outsourced market of USD 129 billion
  - Top 5 segments account for less than 12% of total market spend
- Outsourced training grew almost 10% in 2014, and forecast to continue:
  - Emphasis on outsourcing – companies focus on core competencies/reducing costs
  - Global expansion and alignment
  - Changing technologies and regulations

**SGS ACADEMY**

TRANSFORMING PEOPLE  
AND BUSINESSES

- *“TRANSFORMING PEOPLE AND BUSINESSES”*
- Complete technical solutions for businesses
- Utilizing SGS industry expertise
- Helping our customers to improve service standards, product knowledge and levels of compliance
- Extending to complete supply chain solutions

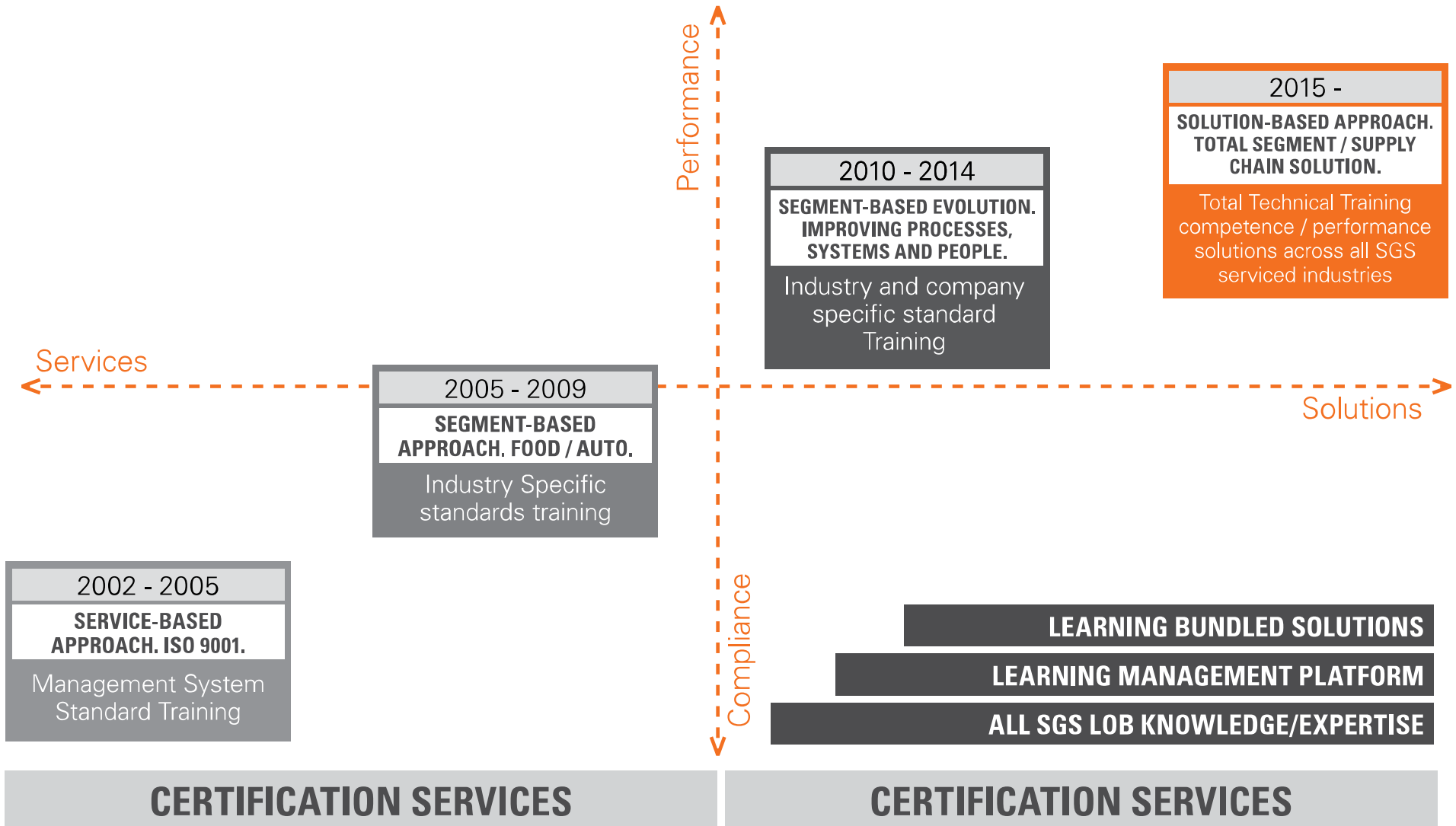
### COMBINING INDUSTRY KNOWLEDGE...



### ...AND COMPETITIVE STRENGTHS

- Expertise across sectors
- Local knowledge around all aspects of compliance
- Internal data pool
- Ability to bundle solutions
- Extensive internal expertise to develop and produce courses and materials
- SGS brand awareness

## EVOLUTION OF SERVICE OFFERING – « WORLD LEADING IN **VALUE CREATION** »

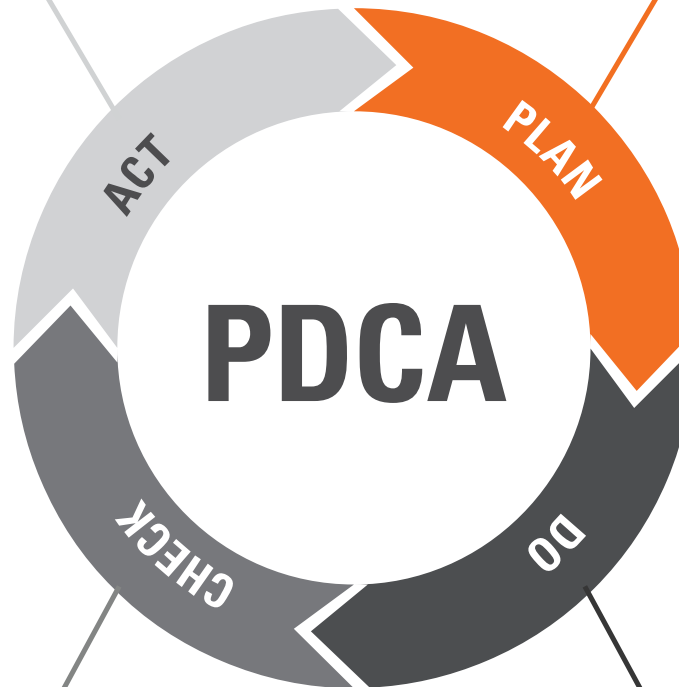


### ACT

- Assess identified gaps / areas for improvement
- Recommend steps for successful process improvement

### CHECK

- Monitor actual results (i.e. 2nd party audits, mystery shopping, etc.) and compare against initial objectives / expected results



### PLAN

- Identify training needs
- Develop training material

### DO

- Deliver training services as per customer requirements (on-site, online, etc.)
- Report learning progress of training audience to client on constant basis

**COMPLIANCE / PERFORMANCE**  
**CHALLENGE**



**KNOWLEDGE**

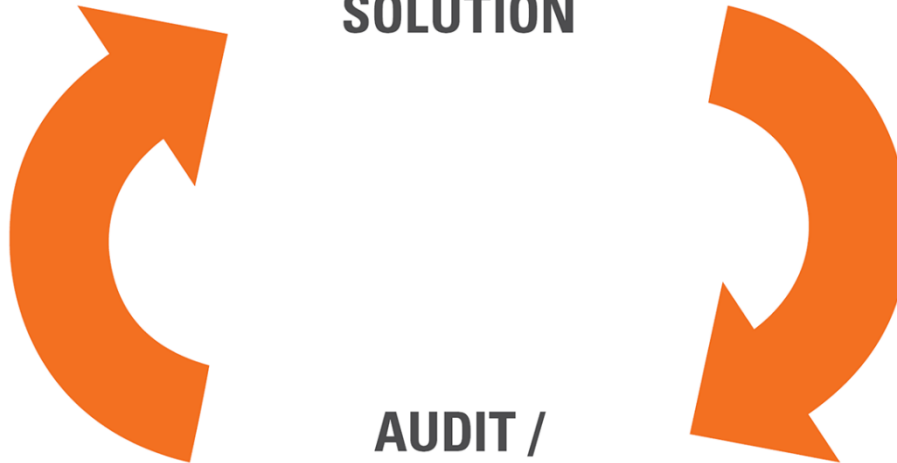
**TRAINING**  
**SOLUTION**

**AUDIT /**  
**ASSESSMENT**

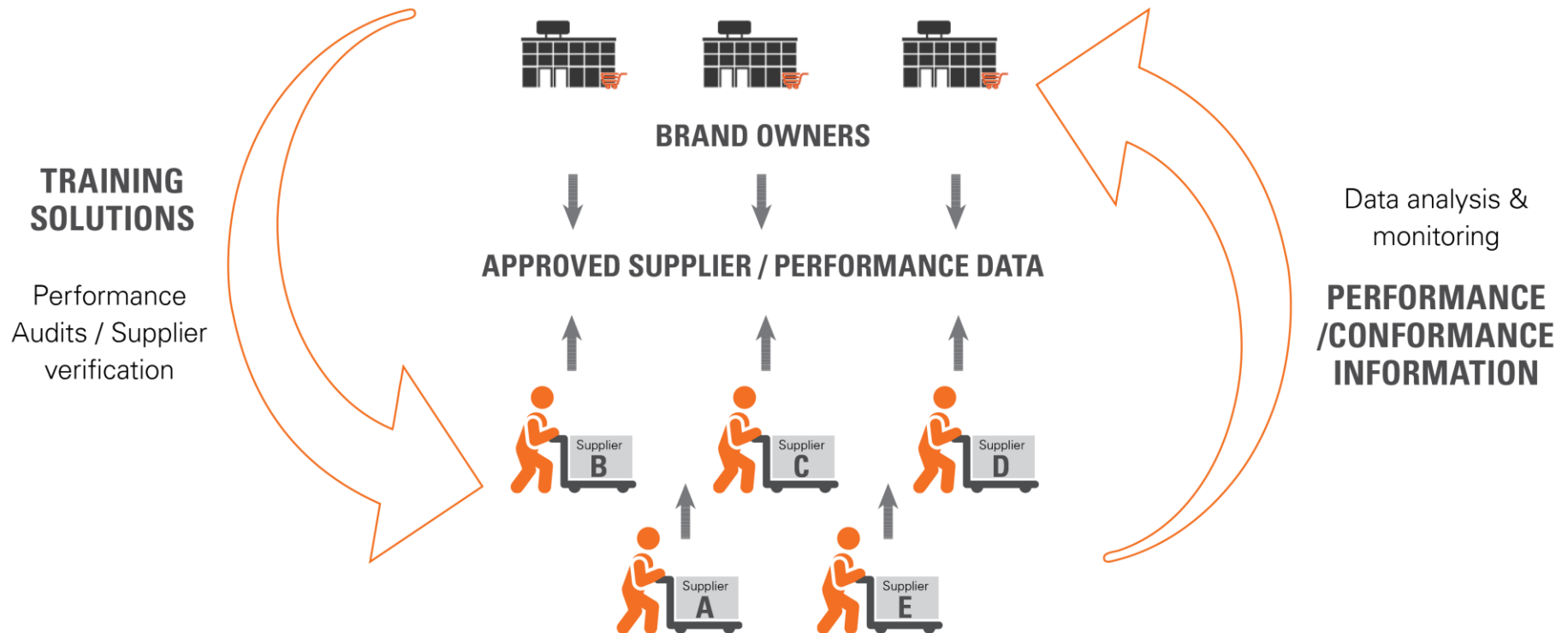
**COMPLIANCE / PERFORMANCE**  
**SOLUTION**



**BEHAVIOUR**



### NEEDS ANALYSIS





- Struggling with intensive manual tasks for pre-verification/qualification of contractor skills
- We developed an automated contractor management solution:
  - Contractor uploads qualification records on SGS platform
  - SGS initiates pre-qualification process
  - SGS performs gap analysis and offers induction/training courses to contractor
  - Contractor's task-based skills and relevant documentation are integrated into client's Site Access Control system
  - Contractor can access mine sites based on verification of skills and qualification against specific requirements

### The results:

- 80% reduction in the time taken to process contractor applications
- Approx. 80% reduction in file storage
- 24/7 online availability for booking induction training – increased customer satisfaction
- Strengthened client relationship

### SGS CORE INDUSTRIES...



AGRI



AUTO



CTS



ENERGY



INDUSTRIAL



LIFE SCIENCES



MINING



OIL AND GAS



PUBLIC

### ...AND PDCA

- I.e. Automotive:
  - Training needs analysis
  - Induction courses for car dealers (i.e. OEM requirements)
  - Management of supplier data and associated documents
  - Performance of dealership audits / gap analysis
  - Recommend steps for process improvements to OEMs
- I.e. Retail (CTS):
  - Training needs analysis
  - Brand awareness training (i.e. employees / franchisees)
  - Management of employee records / franchisee data and associated documents
  - Performance of 2nd Party Audits
  - Recommend steps for process improvements to Brand Owners



**RECORDS MANAGEMENT**

**CLOUD-BASED  
LEARNING  
MANAGEMENT  
SYSTEM  
LAUNCHED IN 15  
AFFILIATES**

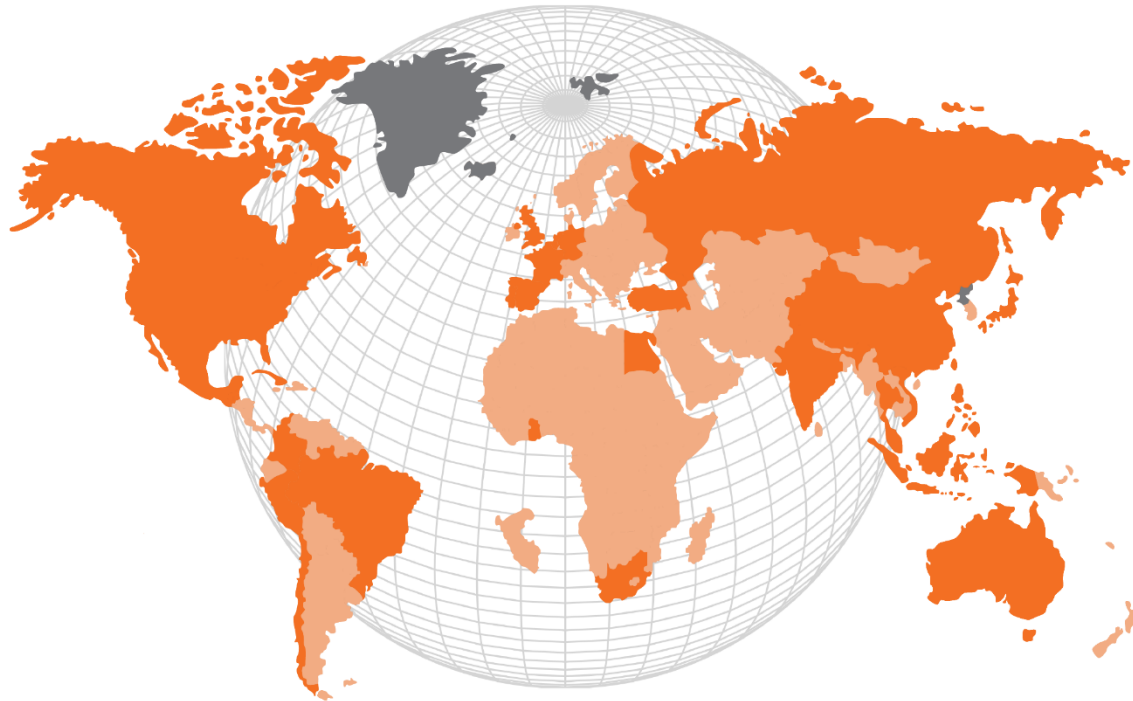
**PLANNING  
AND BOOKING  
OF TRAINING  
COURSES AND  
RESOURCES**

**DELIVERY AND  
MANAGEMENT  
OF KNOWLEDGE  
AND SKILLS**

**INTEGRATION  
WITH SAFESTAX  
RECORDS  
MANAGEMENT  
SYSTEM**

**E AND VIRTUAL  
LEARNING  
SOLUTION  
PORTAL**

**REPORTING  
AND DATA  
ANALYTICS  
CAPABILITIES**



- **SGS ACADEMY CENTRES OF EXCELLENCE**
- **ADDITIONAL COUNTRIES WHERE SGS OFFERS REGULAR TRAINING COURSES**

- SGS Academy is a worldwide network of centre of excellence that meet global and local needs
- Now launched in over 40 countries
- Deep technical expertise across multiple industries
- Scalable Technology Platform
- Diverse and Stable Client Base



**SGS**