



TRUSTED FOR REAL LIFE

**SAFETY, QUALITY AND SUSTAINABILITY SOLUTIONS FOR
THE CONSUMER GOODS & RETAIL INDUSTRY**

BUILDING CONSUMER TRUST

Today's consumers demand safe, quality products with increasing levels of sustainability. From the food they eat and the clothes they wear to the toys in the nursery and the car they drive, they put their trust in you to reduce risk during production.

Partner with SGS for consumer goods and retail solutions to grow consumer confidence and retailer trust in your products and brand. Savvy shoppers have instant access to product data and consumer reviews. It only takes one product recall, one vocal customer/user group or one environmental mistake and your brand may never recover the confidence and trust you've worked so hard to build.

FOCUS ON CONSUMER EXPECTATIONS

In a heavily regulated marketplace, manufacturing and retailing is about more than simply producing and selling goods. You must meet regulatory standards covering consumer safety, environmental protection and resource conservation to ensure goods make it into the shops. To create products that are trusted for real life, you need the support of a third party testing, certification and verification partner. Trust our industry expertise coupled with decades of experience and the largest, best equipped network of offices and laboratories to help you grow your business.

With more choice than ever before, consumers expect you to go beyond meeting the minimum legal requirements. Retailers too specify product testing and certification requirements as they look to manufacturers to add value. As private label brands evolve, retailers need to monitor the safety and quality performance of their supply chain, often on a worldwide basis. Without a comprehensive supplier programme incorporating product testing, auditing and certification, retailers and private label manufacturers are at risk of producing and/or selling defective and contaminated products which can lead to market scares, poisoning outbreaks, damaging product recalls, huge legal costs, and the loss of both public image and market share.

With world leading services and facilities in every region, we can help importers, manufacturers and retailers address the increased consumer focus on:

- Quality and safety
- Environmental impact
- Social responsibility

THINKING SUSTAINABLY

Getting products to market is just your first step. Customers, consumers and stakeholders want you to demonstrate a commitment to sustainability too. Today, buying decisions are not just based on price and quality but also on a manufacturer's impact on the environment and community.

Work with our Sustainability experts to break into new markets and ensure that all aspects of your business are socially responsible, from design to production and delivery. We also support you in measuring and monitoring your product's environmental impact over its entire lifecycle with our Life Cycle Assessment, Sustainable Packaging Design and Carbon Footprint services while our Hazardous Substance Management Services manage the risks that chemicals may pose to human health.



A black and white photograph of a man in the background talking on a mobile phone and a young girl in the foreground sitting at a desk and using a laptop. The laptop is orange. The man is looking towards the right, and the girl is looking at the laptop screen.

EVERYDAY PRODUCTS FOR EVERYDAY LIFE

With over 130 years experience our expertise reaches the broadest range of consumer goods:

- Automotive
- Cosmetics, Personal Care & Household
- DIY, Tools & Hardware
- Electrical & Electronics
- Food
- Home Furnishings & Housewares
- Medical Devices
- Packaging
- Sports & Outdoor
- Textiles & Footwear
- Toys & Juvenile Products

DELIVERING SOLUTIONS FOR REAL LIFE

With our expertise, industry experience and market understanding you're poised for success. We are your ideal partner. Our tailored solutions deliver desirable products designed and manufactured for real life. From product design analysis to final product testing or from risk assessment to product certification, we offer trusted, independent, third party solutions.

TESTING

We are able to provide an unparalleled range of routine and specialised tests on consumer products against various health, safety and regulatory standards. We conduct a full range of product testing, from product safety and performance to functionality to demonstrate that products meet international standards and perform to expectations without endangering consumers. In our accredited laboratories our experts organise optimum processing of your samples— worldwide in case of special requirements.

AUDITING

We conduct technical, social and environmental audits of your business processes and practices enabling you to benchmark against your custom criteria, industry standards, your competitors and international standards.

CERTIFICATION

Our world-leading certification services enable you to demonstrate that your products, processes or services are compliant with national and international regulations and standards. The SGS Mark gives your products a visible seal of approval. We can also help you gain the certification marks needed to trade in your target markets, giving you, and your customers, the assurance you need – anywhere in the world

INSPECTION

Independent pre-shipment inspections help identify potential product defects and are an effective way of protecting your company against import risks and recalls. We provide inspections before, during

TRUSTED FOR REAL LIFE – WITH SGS

and after production to verify the quality of production, marking and packaging. We also inspect products at retail store level to evaluate aspects such as shelf positioning, pricing, and point of sale material in addition to sample selection for testing.

TECHNICAL ASSISTANCE

We support you with projects incorporating label reviews, mystery shopping, product development and technical specification support. Additionally, we act as a regulatory advisory service, providing training and private brand support.

TRAINING

We conduct a broad range of regulatory compliance training courses. From webinars to seminars, in-house or custom built; our training courses cover both existing and forthcoming consumer product regulations.

We are a leading independent third party service provider and offer efficient solutions to help safeguard quality, safety and sustainability throughout all stages of the global supply chain. We provide a single consolidated source for tailored services, consulting solutions and technical assistance to reduce risks, improve efficiency and quality.

We can fulfil all your testing, certification, technical assistance, audit, inspection and verification needs and our services can be employed either stand alone or as part of an integrated package of measures.

Our extensive resources and expert knowledge of the consumer goods and retail industry allow us to provide reliable services to suppliers, manufacturers, importers and retailers, large and small. We strive to deliver outstanding value at every step in your project by providing:

- Rapid turnaround time
- Value-based pricing
- Technical assistance
- Key account management

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 consumer goods 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.



IN THE KNOW & IN THE NOW

Partnering with SGS opens the door to more profitable relationships and to our expertise. We produce a range of publications to help you keep up to date with news and issues impacting the consumer goods and retail industry. These include:

CONSUMER COMPACT

Embracing all consumer product segments, it covers international and product news, industry articles and stories about our activities, including case studies and is published quarterly. www.sgs.com/consumercompact

SAFEGUARDS

A technical bulletin concentrating on new and updated product standards, regulations and test methods. SafeGuards is usually published weekly. www.sgs.com/safeguards

PRODUCT RECALLS

Compiles consumer product recall cases notified in the EU, US and Australia. It can help you minimise recalls by increasing awareness of recall cases related to your business. Product Recalls are published bi-weekly. www.sgs.com/productrecalls

EVENTS AND WEBINARS

To strengthen your workforce and increase your productivity, we ensure that your people have access to the very latest industry information. In a world of fast-changing regulations, rapidly advancing technology and dynamic markets, it is essential to keep your staff up to speed with developments in standards and regulation.

We work with clients, stakeholders and industry organisations to deliver industry and product specific training courses, events and webinars.

www.sgs.com/events

Subscribe now at:

www.sgs.com/ConsumerSubscribe

A GLOBAL REACH WITH A LOCAL TOUCH

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. We have a harmonised approach to delivering services to our customers leveraging the largest independent network of consumer product experts in the world.

STAND OUT BY STANDING TOGETHER WITH SGS

Ensuring safety, quality and sustainability in today's world is a complex task, but it is also an opportunity to stand out from the competition and build confidence throughout the supply chain and into consumer purchasing behaviour.

Partner with us and open the door to delivering products that are trusted for real life.

Contact us:

Website: www.sgs.com/cgnr

Enquiries: consumer.products@sgs.com



WWW.SGS.COM

WHEN YOU NEED TO BE SURE

