



## **SUSTAINABILITY – IT'S A STEP-BY-STEP COMMITMENT**

### **PARTNER WITH SGS TO BEGIN YOUR JOURNEY**

We provide a complete portfolio of solutions to incorporate sustainability practices into your organisation, your products and your supply chain. Our consulting, testing and auditing expertise can help you design and implement CSR policies to meet or exceed regulatory requirements, society's expectations and consumer demand.





# CORPORATE SOCIAL RESPONSIBILITY DRIVERS FOR

## ■ ACHIEVING EXCELLENCE ■

COMMITMENT

IMPROVEMENT

BEGINNING

**CHOOSING SGS WILL ALLOW OUR CUSTOMERS TO SECURE THE SUSTAINABILITY AS WELL AS THE QUALITY AND THE SAFETY OF THEIR PRODUCTS.**

Recent environmental, social and health debates such as global warming, human rights and the risks posed by chemical substances have highlighted the need for a strong Corporate Social Responsibility (CSR) policy.

Pressure from governments who are implementing more regulations concerning these issues and stakeholders, including individual consumers, who are increasingly conscious of their role in acting for sustainable development are raising expectations for companies to take effective and concrete actions.

Companies that have committed themselves to a proactive CSR strategy already know the economic, social and environmental benefits that can come from a holistic approach. For others, the time has come to turn constraints into opportunities, to innovate, improve their image, and create a competitive advantage in a cost-effective manner.

At SGS, we understand that a commitment to CSR is more than a simple statement. We know that it requires both policy and action at many different levels within the organisation and throughout the supply chain, sometimes even extending into the customers' domain. We also know the complexity of measuring the impact of a CSR program.

Thus, SGS has developed a global and tailored offer to support sustainable business strategies.

In addition to our reliable expertise in testing, audit and inspection, we can provide, training, consultancy, and awareness services to:

- Identify the most suitable CSR strategy,
- Assess the CSR impact of products, packaging & services,
- Assist with your choice of specific KPIs, methods and tools,
- Recommend action plans to improve products and the organisation,
- Assist and monitor suppliers with compliance to vendor requirements.

# CUSTOMISED SERVICES TO MEET YOUR SPECIFIC CHALLENGES

**SGS HAS DEVELOPED AN OFFER TO MEET DIFFERENT CSR ISSUES AND RESPOND TO SPECIFIC NEEDS.**

**Our solutions will help you to:**

- Improve the environmental performance of your product by identifying solutions for improvement related to material choice, energy efficiency, packaging & logistic optimisation, use, lifespan...
  - Design safe products by
    - Assessing the risks of products through analysis of their components and raw materials, eliminating restricted substances and finding substitutes (i.e. REACH)
    - Ensuring the compliance of the product and its packaging with regulations
  - Market newly designed products in their category, on cost, environment and quality performances dimensions
  - Reduce the carbon footprint of your activity and product to show your corporate commitment to climate change solutions
  - Display the sustainable advantage of your products by selecting and verifying an appropriate labelling strategy
  - Ensure products are made under acceptable environmental, social and working conditions.
- Taking a step by step approach to continuous improvement.**

	ORGANISATION	PRODUCT & PACKAGING	SUPPLY CHAIN MANAGEMENT
SOCIAL	Development of codes of conduct	Supply chain mapping	Sustainable sourcing
	Strategic program development	Responsible buying practices	Fair trade
			Capacity building & training
ENVIRONMENTAL	Corporate carbon footprint	REACH	
	Green procurement	Ecoefficiency	Raw materials traceability
		Product carbon footprint	Ecodesign
		Review of product environmental specifications	Environmental conditions of manufacturing sites
		Environmental labelling	Review of environmental product declaration
		EuP	Capacity building & training
HEALTH		REACH	
		Allergenic substances	Restricted substances
			Occupational health & safety

# A GLOBAL OFFER TO ASSIST YOU



## CONSULTING SERVICES

## ORGANISATION

### RISK ASSESSMENT

- Benchmarking
- Stakeholders' expectation mapping
- Regulatory watch.

### DESIGN OF CSR POLICY AND PROCEDURES

- Define CSR policy and guidelines (code, procedures...)
- Review and enhancement of existing processes
- Provision of methods and tools
  - product and supplier assessment
  - supplier terms and conditions
  - ecodesign, green purchasing
- Reporting
- Training and awareness.

### ORGANISATION'S CARBON FOOTPRINT

## TESTING, AUDIT, VERIFI- CATION SERVICES

- CSR policy & procedures verification
- Process audits relating to CSR issues : code of conduct, anti-bribery prevention services, environmental performance...
- Production site capacity building
- Active non-compliance monitoring.

## CASE STUDY

A well-known brand in the textile sector wanted to make improvements in the social and environmental issues throughout its supply chain. As a first step, they decided to formalize their expectations and commitments with their suppliers. SGS, through its experience in supply chain audits and CSR consultancy, has helped the company formalize its code to reflect its own internal values. This document has become the cornerstone of their CSR program, communicated to their internal team to strengthen internal values, signed by their business partners to become a contractual term. Other CSR tools such as an audit methodology and format have been drafted to support this code of conduct.

# ALL ALONG YOUR CSR PROJECTS

OUR APPROACH ENSURES YOUR CSR PROGRAM ADDRESSES A RANGE OF ISSUES WITH A COHERENT SYSTEM AND CONSISTENT SOLUTIONS. OUR CONSULTING SERVICES WILL HELP YOU TO DESIGN YOUR CSR STRATEGY, POLICY AND PROCEDURES WHILE OUR TESTING AND AUDITING ACTIVITIES WILL ENSURE THE ONGOING PERFORMANCE OF YOUR CSR PROGRAMS.

## PRODUCT AND PACKAGING

### ECODESIGN

- Environmental assessment of a product to improve its environmental performance and design and enhance its positioning through new greener technologies
  - Life cycle analysis (LCA)
  - Carbon footprint
- Management solutions to integrate tools and procedures both within the organization and throughout the supply chain
- Product solutions to focus on design improvement and implement ecolabelling schemes.

### REACH

- Risk assessment
- Registration Services
  - Pre-registration and registration dossiers
  - Third party representation in SIEF
- Chemical safety data sheet (SDS).

- Restricted substances analysis
- REACH
  - Substances of Very High Concern (SVHC) testing
  - Registration Services
  - Complex inventory for data gap analysis
  - Substance identification testing
  - Physico, toxicology and eco-toxicology testing
- Environmental performance testing: biodegradability, bio sourced material...
- Energy-using Product Directive (EuP).

A retailer meets the challenge of REACH by working with SGS. By utilising SGS data management tools, they are able to track levels of imported substances to meet REACH obligations. They monitor compliance through ongoing SVHC surveillance testing of their products. They engage SGS to manage their SIEF participation and prepare for registration by applicable deadlines.

A big retailing group wished to develop a new toy for its own green brand. SGS helps them in their decision-making process to choose materials that have the highest environmental benefits through a life cycle analysis of different design options.

## SUPPLY CHAIN MANAGEMENT

### CSR RISK ASSESSMENT

- CSR risk optimisation of the supply chain.

### MANAGEMENT SYSTEM

- Develop or improve own label specifications for the supply chain
- Develop or improve appropriate systems, procedures and tools to meet your needs.

### CONTINUOUS IMPROVEMENT

- Advice on corrective action plans, milestones and timescales
- Benchmarking supplier performance
- Validation of suppliers' procedures.

### CAPACITY BUILDING

- Development of internal audit teams
- Training and support for the supply chain on CSR issues including social and EHS issues, regulations and carbon footprinting.

### PRODUCT FEATURES CONTROL

- Sampling
- Retest on simplified specifications.

### RAW MATERIALS TRACEABILITY

- Organic agriculture or integrated farming
- Origin guarantee
- Certified materials: FSC, MSC, private.

### MANAGEMENT OF SUBSTANCES OF VERY HIGH CONCERN (SVHC) - SUPPLIER AUDITS

A major household name moving its supplier base from its home country to low cost sourcing areas for the first time wanted to ensure that lower costs were not achieved at the expense of the treatment of workers. SGS helped them design a program to assist their supplier selection and ongoing monitoring of supplier performance.

SGS manages an integrated, multi-disciplinary audit program incorporating business integrity, social compliance and environmental elements across 2000 facilities in one client's supply chain. This incorporates desktop and on-site assessments with a risk-based approach to managing the client's risks.

### SUPPLY CHAIN MONITORING

- Social audits against third party standards and corporate codes of conduct
- Environmental audits
- On-going corrective action monitoring
- Carbon footprint.

### AUDIT AGAINST FAIR TRADE OR PRIVATE LABEL STANDARD

# A DEDICATED TEAM OF CSR SPECIALISTS

**SGS IS CONTINUOUSLY DEVELOPING NEW SERVICE OFFERINGS TO MEET THE CHALLENGES OF ACHIEVING BUSINESS EXCELLENCE IN SUSTAINABILITY ISSUES.**

## WHY SGS?

Across our global network, our consultants support our customers in their sustainable development strategy:

- Strengthening competitive advantage,
- Complying with consumers' expectations,
- Meeting regulatory requirements,
- Optimizing cost efficiency throughout the supply chain,
- Assessing social, environmental and economic risks and benefits.

SGS has a dedicated service line on sustainability issues for consumer goods that is led by practitioners in three areas of expertise

- Restricted substances
- Ecodesign
- Social audits.

**SGS, YOUR TRUSTED PARTNER IN ENSURING REAL RESULTS IN YOUR CSR EFFORTS.**

This service line relies on an international network and expertise represented in 80 countries coordinated by more than 30 CSR experts supported by the broader network of auditors, inspectors and test engineers:

- One of the largest networks of technical experts, with specific expertise on a wide range of consumer products
- A REACH Global Competence Centre, consisting of a dedicated team of technical REACH experts in the fields of substances analysis, toxicological and eco-toxicological, in charge of the worldwide coordination of our REACH testing services in Europe, Asia and United-States
- Strong technical expertise and experience in consumer product supply chains through a network of more than 600 laboratories
- Thought leadership, methodologies and tools in sustainability services and active involvement in international working groups and committees (BSR, WBCSD, BSCI, Sedex, GSCP...)
- Experienced ecodesign teams located in different countries to respond to local needs.
- One of the largest networks of highly trained auditors, with industry specific experience and first-hand knowledge of local conditions and norms. Our global network of auditors enables a quick and cost-effective response in most major manufacturing areas.

**THANKS TO THIS WIDE RANGE OF EXPERTISE AND SERVICES, SGS PROVIDES A COMPLETE PORTFOLIO OF SOLUTIONS TO HELP YOU TO ACHIEVE BUSINESS EXCELLENCE.**



Green design



# SGS GLOBAL NETWORK



With more than 59,000 employees, SGS operates a network of over 1,000 offices and laboratories around the world.

## **AMERICAS**

13,000 employees  
335 offices and laboratories

## **ASIA-PACIFIC**

20,000 employees  
360 offices and laboratories

## **EUROPE, AFRICA AND MIDDLE-EAST**

26,000 employees  
740 offices and laboratories

To deliver your commitment to sustainability,

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**WHEN YOU NEED TO BE SURE**

