



QUALITY



INNOVATION



SUSTAINABILITY

**FOOD**

# MAKING THE DIFFERENCE

INNOVATIVE SAFETY, QUALITY AND SUSTAINABILITY SOLUTIONS FOR YOUR SUPPLY CHAIN





QUALITY

**SAFETY, QUALITY AND SUSTAINABILITY ARE KEY DRIVERS IN THE FOOD SUPPLY CHAIN. EACH OF THESE ELEMENTS IMPACTS ON THE EFFICIENCY OF YOUR BUSINESS AND THE MARKETABILITY OF YOUR PRODUCTS.**



SAFETY

Consumers expect that the products on the shelf and menu are safe to eat and drink. They rely on you to deliver products that they trust. Work with SGS for food safety and quality solutions that grow consumer confidence and a sustainable business.

Making a difference at every step of the food value chain. Our innovative services and solutions help you to safeguard quality and safety in all principal food segments:

- Primary production
- Transportation, logistics and trade
- Manufacturers, processors and suppliers
- Retail and foodservice

From training and inspection, audit and certification, testing and technical services, to retail store checks and mystery shopping, our global team

of food industry experts help you to guarantee that your operations meet the highest global standards, to grow consumer confidence and to build a sustainable business.

Our comprehensive range of services can help you:

- Manage risk, do better business and meet your obligations
- Safeguard your consumers
- Comply with complex legislation
- Ensure correct storage, shipping, packing and distribution of food ingredients and products
- Ensure quality and safety throughout diverse supply chains

Devised in close co-operation with your organization, our services include:

- Testing
- Audits and certifications

- Inspections
- Technical solutions
- Training

**INNOVATIVE TECHNOLOGIES**

Embracing new technologies, such as the cloud, artificial intelligence and blockchain technology, we are helping to make businesses more sustainable. We have developed digital solutions to improve communications, implement traceability and transparency, data gathering and examination, as well as reducing overhead and management time.

We provide a full suite of services to retailers, wholesalers, brand owners, private label owners, brokers, catering operations, restaurants, hotels, tourism operators and food service providers.

### SGS BENEFITS

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 experts use state-of-the-art facilities and technology to deliver tailor made services that help improve your business. Our network of laboratories is structured to optimize cross-lab synergies, to create specialized competence centers, to share best practices and to develop new testing methods.

As a world-leader in food safety audits and certification, we have an international, multi-lingual network of auditors ready to share their expertise and help you raise standards. We can ensure that your food safety solutions and systems are in line with the latest thinking and best practice, so that safety and quality become synonymous with your brand.

We strive to deliver outstanding value at every step in your project by providing:

-  Rapid turnaround time
-  Technical assistance
-  Key account management
-  Customized service
-  Data management and reporting

Our tailor-made solutions are comprehensive, cost effective and highly respected.

### A GLOBAL REACH WITH A LOCAL TOUCH

Leveraging the largest independent network of experts in the world, our experts speak the local language, understand the culture of the local market and operate globally in a consistent, reliable and cost-effective manner.

Protect your brand, build customer trust and open the door to a more profitable business with food industry solutions from SGS.



### CONTACT US

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## TESTING

# SAFETY & QUALITY ANALYSES

Food testing services cover multiple chemical, microbiological, physical and sensory examinations to analyze the safety and quality of food. Safety and quality testing verifies product compliance with various regulatory standards.

At every stage of the food supply chain, our food safety testing services help ensure compliance with national and international regulations, as well as company and client-specific standards, governing issues such as pesticide and antibiotic residues, environmental and process contaminants, pathogenic microorganisms, allergens, additives and nutritional content.

Using our state-of-the-art food testing laboratory services, we can help minimize potential hazards and protect your organization and brand from unwanted food safety scares, compensation claims and negative publicity.

### FOOD CONTAMINATION

The effect of food contamination on consumer health varies dramatically depending on the contaminant. Preventing tainted ingredients and products reaching the consumer is paramount.

Our testing laboratories provide a wide range of parameters to analyze

the compliance of food products or ingredients. Moreover, we continue to invest in developing world-class testing capabilities. This is vital in the ongoing battle against food contaminants, which are constantly evolving.

We test for a wide range of restricted substances including:

- Allergens
- Animal and plant species identification
- Dioxins and polychlorinated biphenyls (PCBs)
- Food fraud
- Genetically modified organisms (GMO)
- Heavy metals
- Mycotoxins
- Packaging migration
- Pesticides
- Process contaminants (e.g. acrylamide, 3-MCPD, PAHs)
- Veterinary drug residues

With expertise in all food segments, we have a thorough knowledge and understanding of the legislation and voluntary agreements that regulate restricted substances in food products.

### MICROBIOLOGY

Testing for pathogens and spoilage organisms can ensure the safety of food products along the supply chain. Functional microbes must also be monitored during production and in the final product. Testing helps you to assess the safety and efficacy of ingredients, semi-manufactured foods, final products and processes.

As the success of your program is determined by the strength of the weakest link in your supply chain, we take a proactive approach that encompasses all parties. You can trust our food microbiological testing to detect potentially dangerous pathogens, spoilage organisms and functional bacteria – to help keep you in business.

Our food microbiological analysis services include classical as well as rapid:

- Pathogen testing
- Hygiene indicator testing
- Virus testing
- Functional food testing



## ALL SPECIES ID

A single test to identify all species within a food sample. Sound too good to be true? All Species ID, using DNA next generation sequencing (NGS), analyses food products for the presence of organisms including meat, fish, seafood, plants and microbes. We have taken DNA-based testing methods and turned them into a powerful tool for food analysis, food authenticity testing, the identification of ingredients, pathogens, allergens and potential adulteration, even in highly processed food products.

## NUTRITION & COMPOSITION

Food nutrition analysis determines the nutritional content of food and food products, supports product claims and ensures compliance. Our methodology recommendations ensure that any food nutrition analysis performed complies with the intended destination market(s).

Our nutritional and composition tests include:

- Proximate analysis
- Fats
- Food additives – colorants, flavors, sweeteners
- Vitamins
- Minerals & trace elements

## PHYSICAL AND SENSORY TESTING

Food sensory evaluation and physical tests ensure that products and packaging are free from defects and/or contamination, and also measure and interpret human responses based upon sight, smell, touch, taste and hearing.

This an important aspect of product development and marketing, since it offers insight into consumer behavior and quality assurance.

## FOOD CONTACT MATERIALS TESTING

Packaging must not transfer its constituents into a foodstuff in unacceptable quantities. Food contact material testing ensures that food is not contaminated by its packaging. To ensure that products comply with the appropriate regulations for food contact materials we conduct:

- Food contact testing
- Transport packaging testing
- Material testing
- Physical and mechanical testing

Our laboratories perform food contact materials testing against the regulations for regions and countries including the EU, USA, Japan and China. We also offer expertise in analytical testing and consultancy services for plastic and non – plastic materials intended to come into contact with foodstuffs.

## TAILORED TESTING PROGRAMS

All our food testing services may be conducted alone or in combination, as verification to findings collected during audits and product inspections. Our food testing experts can devise a program of testing and analysis to meet your specific requirements.

With dozens of dedicated food testing facilities around the world, we have the experience and expertise to help you wherever you are based and wherever you market your goods. We can work with you to reduce health risks, satisfy consumers and gain a competitive edge.

## LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS)

SGS LIMS is a software system to support laboratory operations. It improves the productivity and efficiency of processes, facilitates sample management and tracking, allows workflow automation and analytical instrument integration. In turn, it reduces turnaround times and the risk of human error. Advanced tools meet customer needs and demonstrate compliance with standards and regulations. Test results and reports are accessible via a web portal, in almost real-time, 24/7.





## AUDITS AND CERTIFICATIONS

# DEMONSTRATE COMPLIANCE

Audits and certification against industry, national and international regulations bear increasing importance in today's global business environment. Mandatory in some countries, they also open the door to new and emerging markets.

From process to organization, service and systems, we offer the broadest range of food safety, quality and supply chain security audit and certification services. With specialist teams in every industry or sector, we bring global best practices into play, to ensure that your processes and operations meet and exceed the required market regulations and standards.

### **GLOBAL FOOD SAFETY INITIATIVE (GFSI)**

Enhance your access to global markets with GFSI certification. We can audit you against a number of schemes that are either approved or recognized by the GFSI:

### **BEST AQUACULTURE PRACTICE (BAP)**

A voluntary certification program for aquaculture facilities, BAP addresses environmental and social responsibility, animal welfare, food safety and traceability.

### **BRC GLOBAL STANDARD FOR FOOD SAFETY**

Prove your level of competence in HACCP, hygiene, food safety and quality systems. At the same time, BRC certification demonstrates your commitment to consumer safety and stakeholder relations.

### **GLOBALG.A.P. (GOOD AGRICULTURE PRACTICE)**

GLOBALG.A.P. signifies the safety and sustainability of your produce and enhances your food safety management system.

GLOBALG.A.P. aquaculture farm, compound feed and chain of custody certification covers such areas as food safety, animal welfare, workers occupational health and safety, environment, sustainable sourcing and traceability.

### **INTERNATIONAL FOOD STANDARD (IFS)**

IFS Food Standard certification can improve operational efficiency and product quality – saving you money and reducing your liability risks. We apply the IFS Food standard when auditing retailer and wholesaler branded food product suppliers.

### **SAFE QUALITY FOOD (SQF)**

SQF certification proves that your organization produces, processes, prepares and handles food products to the highest possible standards.

### **FSSC 22000 (FOOD SAFETY SYSTEM CERTIFICATION)**

FSSC 22000 certification allows organizations to meet the requirements

of several global retailers or major branded food companies under a single, internationally recognized food safety management system.

### **OTHER FOOD INDUSTRY AUDITS AND CERTIFICATIONS**

Wherever you are in the food value chain, we can independently audit your processes and/or systems against the requirements of these world-class standards.

### **FARM SUSTAINABILITY ASSESSMENT (FSA) PROGRAM**

The FSA program supports food and drink companies, as well as farmers, throughout the whole food and drink value chain with the aim of moving towards sustainable production of agricultural products. Used for self-assessment and third-party verification, FSA is a verification scheme for sustainable farming, based on a farm checklist which focuses on GAP and follows the three pillars of sustainability: people, planet and profit (PPP).

### **GOOD MANUFACTURING PRACTICES (GMP)**

GMP certification demonstrates the integrity of your food manufacturing process, compliance with food safety regulations and increases customer

confidence. It provides independent verification and certification that the basic practices and prerequisites necessary for the implementation of an effective HACCP food safety program are being followed.

#### GLUTEN-FREE CERTIFICATION

Obtain independent verification of your products' gluten-free status and meet growing consumer demands. We are the only certification body that offers a choice of gluten-free certification schemes, so you can pick the one that meets your unique requirements. Choose from:

- Gluten-Free Certification Program
- Gluten-Free Certification Organization
- Crossed Grain symbol gluten-free product certification – a standalone audit against the AOECs Standard for Gluten-Free Foods

#### HACCP (HAZARD ANALYSIS AND CRITICAL CONTROL POINTS)

Our food experts conduct HACCP audits and help you to identify hazards by setting up control limits at critical points during the food production process. Focusing on hazards that affect food safety and hygiene, HACCP is beneficial when you are subject to inspection by regulatory authorities or stakeholders.

#### KOSHER CERTIFICATION

In partnership with Kosher Check, we offer a complete Kosher audit and certification and compliance program that also covers gap analysis, technical support and advice, and training.

#### UTZ CERTIFIED

A worldwide certification program, UTZ Certified sets standards for responsible agricultural production and sourcing of coffee, cocoa and tea. We can audit your supply chain from producers to warehouse providers, traders, exporters, importers, manufacturers/processors and retailers.

#### SGS PROGRAMS

Meet unique business needs with our tailored audit and certification programs. Bringing our experience and expertise together in one place, these schemes build on existing standards and certification schemes, to improve quality and safety standards across the industry.

#### ANIMAL WELFARE

To ensure farmers, retailers and consumers are sufficiently informed about the origin of products and the conditions in which they were produced, we offer animal welfare audits. This involves independent third-party audits of a farm/farmer's animal welfare policy and quality management system, including supply chain, to demonstrate that products produced in accordance with the animal welfare policy are traceable.

#### FOOD DEFENSE

An effective food defense strategy is essential for complying with regulations and protecting your supply chain. Vulnerability assessments look at the wider supply chain in

relation to a product or a supplier. The vulnerability assessment determines the chance/likelihood of adulteration or contamination for specific products, or at steps within the supply chain. Threat assessments will largely focus on the hard controls within the factory environment, and supply chain, e.g. security systems and site infrastructure. The assessment aims to prevent access to the product or supply chain. For suppliers, this could be checked by direct audit, GFSI certification, FSMA approval etc.

#### US FSMA (FOOD SAFETY MODERNIZATION ACT) AUDITS

Our comprehensive range of FSMA audits help US food facilities in their compliance journey and enables international food facilities to demonstrate FSMA preparedness to US clients and importers. We offer preventive controls audits, importer compliance audits and intentional adulteration (food defense) audits. These audits can be used as FSMA pre-assessments, gap audits or supplier audits.





**SUSTAINABILITY**

**GMO AND GE STANDARDS**

Consumers are increasingly aware of issues impacting the food they eat; including the use of GMO and GE ingredients. From the farm to retail point of sale, SGS has developed two standards.

Our SGS No GE Ingredients Supply Chain Process Verification Standard (US Version), verifies processes across the supply chain, to support 'No GE' claims in the USA. This standard is applicable only to operators in the USA and their suppliers for the US market.

We have also developed the SGS Non-GMO Supply Chain Standard, which is based on the European Union's Directive and legal framework. This standard is available in all countries.

**2ND PARTY AUDITS**

Accurately assess the performance of suppliers and industry partners against your specific requirements and/or industry standards and requirements for food safety, quality and food defense. We ensure that your organization and partners are maintaining, and improving, the standards you have specified.

**CUSTOMIZED ASSESSMENT TRACKING SYSTEM (CATS)**

Real-time data analysis and interpretation, visibility and transparency with CATS, SGS' 2nd party audit data management tool. With CATS you can accurately monitor and assess your performance and that of your supply chain against your own custom requirements for food safety and quality. We ensure your organization and partner continuous improvement and compliance to your specifications.

**SUPPLIER AUDITS**

Our food supplier audit program independently assesses compliance and performance of suppliers against your

chosen criteria and code of practice in addition to international standards.

**CUSTOMIZED AUDITS**

Complex and diverse global food chains require organizations to be certified against many different international standards. We are expert in combining the parallel requirements of many of the standards and can cover them effectively through a customized single audit.

We can meet your organization's specific needs, reduce audit time and operational disruption, as well as delivering savings in both management time and cost.

**SUSTAINABILITY & SOCIAL RESPONSIBILITY**

With growing public awareness and concern over the environment, consumers are increasingly making their choices based on environmental credentials.

**SEAFOOD SUSTAINABILITY SCHEMES**

Seafood sustainability schemes demonstrate your commitment to providing a safe and sustainably sourced product. We work with industry bodies to mitigate the risks and protect your brand, including:

**AQUACULTURE STEWARDSHIP COUNCIL (ASC) CERTIFICATION**

Aquaculture is the fastest growing food production system in the world. To help ensure standards are maintained, the ASC has established a set of international standards to address social and environmental concerns around aquaculture. Our trained and experienced auditors conduct on-site audits and compile audit reports covering a range of environmental and social areas.

**MARINE STEWARDSHIP COUNCIL (MSC) CHAIN OF CUSTODY CERTIFICATION**

MSC Chain of Custody certification demonstrates compliance with internationally recognized standards covering sustainable fishing and seafood traceability for wild caught fish. It means that you can guarantee that MSC labeled products come from MSC certified sustainable fisheries.

**BEST AQUACULTURE PRACTICES (BAP) CERTIFICATION**

(See Global Food Safety Initiative schemes).

**GLOBAL G.A.P. AQUACULTURE CERTIFICATION**

(See Global Food Safety Initiative schemes).

**CORPORATE SOCIAL RESPONSIBILITY**

To break into new markets, you need to make sure that all aspects of your business are socially responsible, from R&D through to production and delivery.

Transparent and responsible supply chains are an essential element to ensuring effective controls of the food chain as well as social responsibility in relation to labor standards.

We offer a broad range of audit, training and certification services.

- Business Social Compliance Initiative (BCSI)
- Ethical Trading Initiative (ETI) and SEDEX Members Ethical Trade Audit (SMETA)
- Initiative Clause Sociale (ICS)
- ISO 26000
- SA 8000
- Worldwide Responsible Accredited Production (WRAP)
- Tailored client schemes for social audits



## INSPECTIONS

# RISK REDUCTION, QUALITY AND QUANTITY CONTROL

Inspection services deliver risk reduction, plus quality and quantity control, to ensure that you meet all relevant regulatory requirements and customer specifications.

Our inspection programs allow you to produce products that consistently meet the high standards you expect. We can also help you comply with complex regulatory requirements across different regions and markets.

We help you to highlight issues as early as possible, so that you can avoid the cost of disruption. This reduces the risk of product recalls or other issues that could damage profits, as well as long-term brand integrity.

### INSPECTION SERVICES

- Cover the needs of the complete food supply chain
- Involve visual evaluation of statistically representative samples at various stages of production
- Provided by the world's largest network of inspectors to meet your qualitative and quantitative needs regardless of source

### BEFORE PRODUCTION/DURING PRODUCTION

- Initial Production Check: Visual check on the quality of ingredients at the beginning of production

- During Production Check: Visual check on the quality of products during production

Corrective actions can be identified before completion of the whole consignment, reducing the risk of production being jeopardized.

### AFTER PRODUCTION

- Final Random Inspection: A detailed visual inspection of samples of the finished product selected at random to check that the quality, quantity and packaging conform to your specifications

Inspection certificates are issued if stipulated in the letter of credit.

### LOADING SUPERVISION

Supervised loading of containers to ensure that the goods checked via a final random inspection are those shipped to the intended recipient. Containers are secured with SGS seals after loading to reduce the otherwise high risk of product substitution. Inspection covers:

- Quality and quantity
- Traceability
- Condition of container

- Cleanliness inspection
- Temperature monitoring
- Packaging and labeling
- Shipping marks
- Damage
- Photographs of packing and loading
- Documentation of container, vessel and seal number

### RETAIL STORE CHECK

Visual assessment of retail conditions including sample selection and examination of retail point of sale factors relating to

- Sales unit presentation
- Sales unit positioning

### PRICE POINTS

Collation and comparison of pricing data to improve the management of products on-shelf, where they are exposed to consumers and challenged by competitors.



## TECHNICAL SOLUTIONS

# SUPPORT AND CONSULTANCY SERVICES

Technical solutions deliver support and consultancy services across the food supply chain. Using our global network and expertise, we offer you a single, consolidated source of advice and information that can help reduce your risk, improve efficiency and ensure regulatory compliance.

### EMERGENCY RESPONSE

Expect the unexpected – things can and do go wrong. Our emergency response services help you to deal efficiently and safely with incidents that threaten the public.

At any stage along the supply chain, we can provide rapid food testing services, as well as:

- Product, factory, store or restaurant inspections and audits
- Review of existing emergency plans and procedures, including mock recalls
- Factory, in-store and restaurant sampling
- Monitoring and verification of product recalls
- Testing – including microbiological and chemical

### MYSTERY SHOPPING

Mystery shopping helps you to identify gaps in expectation and take remedial action. It raises awareness of your procedures and improves staff conduct. As a result, customer service levels improve which may in turn lead to increased sales.

Retailers and brand owners understand consumer engagement with their brand and their reputation. As a result, they want to standardize the organization, manufacture and marketing of products.

We work with you to ensure that the correct measures are in place. Our mystery shopper visits stores to

examine your point of sale and customer service before identifying themselves and reporting on the team's success in creating the perfect sales experience.

### PEST MANAGEMENT

Protect food and ingredients along the supply chain. Our pest management services prevent and eliminate the threat posed by insects and rodents on-site, during transportation and throughout production. Using the most advanced technologies we enable you to comply with stringent local and international standards.

### PRIVATE LABEL

Our private label brands testing and analysis service helps you to demonstrate regulatory compliance and to address social and environmental concerns. A private label food products audit ensures all new and existing items meet the requirements of all the relevant market standards. Our personnel then operate as an integral part of your team to deliver:

- Category and product specific testing protocols
- Certification and audits
- Inspections
- National brand equivalent programs
- Retail hygiene monitoring
- Supplier data management and reporting
- Sustainability services
- Testing for food, beverages and packaging

### FOOD LABELING

Food label reviews ensure that food and food products comply with national and international regulations for labeling and content. Our laboratories are ISO 17025 and ISO 9001 accredited and staffed by food nutrition and labeling specialists. To reduce your risk of non-compliance and ensure a label is compliant with its intended market, we can review labels against all relevant criteria, including:

- Allergen compliance
- Descriptive claims
- Health and nutrient content claims
- GMO/GE labeling requirements
- Identity statement
- Ingredient labeling
- Label layout
- Net quantity of content statement
- Nutrition analysis
- Nutrition facts panel
- Place and name of business
- Prop 65 compliance

### LABEL MANAGEMENT SYSTEM (LMS)

More than 80 SGS affiliates are connected in LMS to work on food labeling orders. All parties receive updates and have full visibility of progress. The application is supported 24/7, allows multilingual input, with Microsoft® Word editing options, follows SGS guidelines and procedures and allows direct communication to all parties. Customers benefit from the speed of food label review orders transmission, the automated process, as well as historical and statistical data maintenance of their orders.

## TECHNOLOGY AND INNOVATION

# ENHANCE SAFETY, QUALITY AND PROFITABILITY

Innovation is at the heart of the way we do business. We embrace new technologies that deliver knowledge, insight, transparency and efficiency to help you to manage quality, safety and profitability.

### SGS DIGICOMPLY

Simplify compliance with SGS Digicomply, the regulatory intelligence network transforms compliance data into user-friendly actionable knowledge. Information overload makes it difficult to identify and process the important content, impacting understanding of issues and decision making. Our powerful knowledge management platform, combines high technology with human expertise to sort and classify multiple data sources into one coherent data feed.

### TRANSPARENCY-ONE

Discover, analyze and monitor all suppliers, ingredients and facilities in the supply chain. SGS's Transparency-One uses real time data to reduce risk, identify ingredient origins and ensure compliance.

Cutting edge cloud-based technology and SGS's global experience in testing and certification, allows manufacturers to check supplier certification, reduce risk, respond quickly and effectively to potential crises, provide customers with up-to-date information, and gain consumer loyalty and trust.

### eVISION

Capture all the technical and legal information related to a product in SGS eVision – an online tool that allows you to access real time data in an intuitive, secure manner. Fully searchable using keywords and compliant to ISO 27001:2013, SGS eVision is a modular solution that enables you to ensure that your products meet relevant industry regulations and your own quality standards as part of your brand protection management.

## TRAINING

# LEARNING AND DEVELOPMENT SOLUTIONS

As the global leader in professional training we provide innovative learning and development solutions, covering multiple areas and industries, tailored to meet your needs. Our courses are delivered in both face-to-face and eLearning environments, ensuring training objectives are achieved no matter where you are.

We have a proven track record of delivering public, in-house, eLearning, virtual learning and blended learning for the world's largest companies and recognized organizations.

Utilizing subject matter experts, our training moves beyond theory, giving you valuable real-world insights. As a result, you can trust us to provide high-quality, consistent training and development at every level of your organization – anywhere in the world.

Our eLearning courses match the quality and value of our public courses and open up a world of opportunity. No longer do employees need to leave the office, flexible eLearning means training can be undertaken at a time and place to suit them.

The food and drink industry is subject to a high number of strict standards and regulations to ensure quality and safety, minimize risks to consumers and the efficiency of processes. To

help you operate successfully in the food and drink industry, we offer a comprehensive range of learning and development solutions.

Our portfolio covers everything from BRC, FSSC 22000 Food Safety System Certification, FSMA, through to GMP and HACCP training, food safety, risk management, traceability, hygiene, regulation and more.

### CONTACT US

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WHEN YOU NEED TO BE SURE

