

THE FOUNDATION OF EVERYTHING

# BIG: TRUST

SGS





# WE BUILD TRUST

# BUILDING TRUST THAT SUSTAINS!

**T**he world is moving towards a borderless economy. Organisations either have or are looking at taking the big leap and placing themselves in the global supply chain. While taking products faster to the market is becoming essential for profitability, organisations also need to maintain quality standards, procure certifications, conduct regular audits, mitigate environmental risks and reinforce sustainable development to successfully navigate an increasingly regulated world.

For challenges such as these, SGS has been a trusted partner to various organisations. From the energy that powers cars and homes to the food on plates and the clothes people wear, SGS provides unmatched business solutions that make a difference. Drawing on the experience gained from operating since 1950 in India, SGS is well-equipped to handle challenging situations. Expertise in Inspection, Testing, Certification and Verification across industries like Agriculture & Food, Automotive, Chemical, Construction, Consumer Goods & Retail, Energy, Finance, Industrial Manufacturing, Life Sciences, Logistics, Mining, Oil & Gas and Public Sectors enables us to get to the root of the business problem and start solving it immediately. With more than 60 operating locations including 32 labs and a workforce of above 4000 employees spread across India, you are sure to find an SGS employee close to your operations. Our network of state-of-the-art laboratories which are NABL (Equivalent to ISO-17025) certified is well-equipped to resolve even the most complex issues.

**ALIGN WITH THE EXPERTS**

SGS' innovative, high quality and cutting edge services take relatively less time to deliver results right to your desk. Thus it successfully sets a global benchmark for knowledge and improved productivity. SGS' independent services help reduce risk, streamline processes and operate in a sustainable manner. Businesses can partner with SGS and concentrate on their operations while their non-core areas are taken care of. Tailor-made services for specific requirements and an offering of a wide range of solutions make SGS a proactive partner, who is steadily shaping the future with the power of trust. Backed by a worldwide pool of the most qualified professionals and skilled specialists, SGS offers on-site visits with local personnel. At every milestone, SGS is committed to moving up the entire value chain by providing rapid turnaround time, value based pricing, technical assistance, key account management and accurate reporting. We are constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed. These commitments enable clients to improve the quality of their products and the image of their brands.



# UNSHAKEABLE

Trust is the cornerstone of growth. With more than 70,000 employees in 1350 global locations providing services across industries, SGS is recognised as the global benchmark for quality and integrity. Over the years, our core abilities have helped build trust between people, businesses and governments. At the outset of every endeavour, it is our objective to repose this unwavering trust which has helped us come this far.

# STRONG



# LONGSTABLEUNWAVERING



**CONSTANTRELIABLERESO**





# LUTE

# ENDURING

Since our inception in 1878, businesses have depended on SGS to help them find newer and better ways to enhance quality and efficiency while at the same time lower costs. It is this valuable trust which has led SGS to continually innovate and find answers to complex problems for a range of industries. More than a century later, SGS is the world's leading inspection, verification, testing and certification company, providing competitive advantage, driving sustainability and delivering trust.

# UNBREAKABLE

Business, like life, is complex and ever-changing. Reliable guidance and advice from a trustworthy partner can help organisations see through the difficulties. Stricter regulatory requirements are a reality in today's business world and the entailing legalities are often complex. Our clients trust us to bring clarity to transactions and facilitate compliance in a globalised and heterogeneous market. SGS' consultancy, backed by years of expertise, helps boost the confidence between regions and enhance trading opportunities, thus ushering in prosperity.



|                       |                     |                           |                        |                                       |                     |                       |                   |                                 |                                    |
|-----------------------|---------------------|---------------------------|------------------------|---------------------------------------|---------------------|-----------------------|-------------------|---------------------------------|------------------------------------|
| AGRICULTURAL SERVICES | AUTOMOTIVE SERVICES | CONSUMER TESTING SERVICES | ENVIRONMENTAL SERVICES | GOVERNMENTS AND INSTITUTIONS SERVICES | INDUSTRIAL SERVICES | LIFE SCIENCE SERVICES | MINERALS SERVICES | OIL, GAS AND CHEMICALS SERVICES | SYSTEMS AND SERVICES CERTIFICATION |
|-----------------------|---------------------|---------------------------|------------------------|---------------------------------------|---------------------|-----------------------|-------------------|---------------------------------|------------------------------------|



# FAITHFULPRECIOUSWISE

## SECURING THE GLOBAL FOOD CHAIN – FROM FIELD TO FORK

Agriculture is the mainstay of many economies in the world. It is also one of the most important resources required for sustenance of human life. India is one of the leading agricultural countries with almost half the population dependent on it for its livelihood. Agriculture contributes a sizeable share towards India's GDP. In the field of exports, India is also among the top 15 agricultural exporters.

All these factors make it important for securing the food supply chain by facilitating transparency, reducing risks, increasing profits and lowering costs. SGS plays a major role in these functions by establishing a strong network of specialists and laboratories at major ports and other key locations to ensure compliance.

The client base of [SGS Agricultural Services](#) comprises players in the feed-food-fuel-fibre supply chain – from trading houses to purchasing agencies, end users, food aid organisations, seed companies, banks and insurance companies. Producers and farmers are increasingly becoming SGS' regular clients due to its in-depth involvement, understanding of their business and value addition. SGS helps its clients identify and mitigate risks to help them invest their time and resources where it matters most.

SGS' foray in Agricultural Services began in 1878 when its founders realised an implicit need to help traders manage their operations at the ports. Gradually, its activities expanded to cover the whole gamut of agricultural trade.

SGS services currently span the entire spectrum of farm to plate: crop management, seed development research, soil testing and harvesting, monitoring the food logistics in the global supply chain and managing trade inspections at ports the world over.

### SERVICES

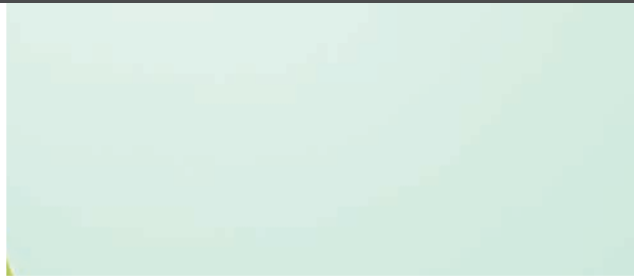
- Agrochemical product registration
- Analytical services
- Collateral management
- Food and feed safety
- Grading onsite
- Guarantee services
- Logistics
- Commodity and market research
- Trade services
- Outsourcing
- Fumigation and pest management

### ACCREDITATIONS AND RECOGNITIONS

- GAFTA - The Grain and Feed Trade Association
- FOSFA - Federation of Oils, Seeds and Fats Associations
- APEDA - Agricultural and Processed Food Products Export Development Authority
- EIA / EIC - Export Inspection Agency / Export Inspection Council
- FSSAI - Food Safety and Standards Authority of India
- P&G - Proctor & Gamble (Client recognition)
- Spice Board
- NABL - National Accreditation Board for Testing and Calibration Laboratories per ISO 17025
- Tea Board - Tea Board of India
- SEA - Solvent Extractor's Association
- SOPA - The Soybean Processors Association of India
- ISO 9001:2008

“SGS helped us in capability building through various training inputs and system improvements besides the timely help through facility assessment and testing services.”

— Muneesh Tyagi, Head – Quality & Technical, FieldFresh Foods Pvt. Ltd



**LOCATIONS**

- Ahmedabad
- Bangalore
- Chennai
- Cochin
- Coimbatore
- Gandhidham
- Gurgaon
- Hyderabad
- Indore
- Kakinada
- Kolkata
- Mumbai
- Tuticorin



**LABORATORIES**

- Ahmedabad
- Chennai
- Cochin
- Gandhidham
- Gurgaon
- Hyderabad
- Indore
- Kolkata

**CASE STUDY**

**CULTIVATING A TRANSPARENT CULTURE**

CASA (Church’s Auxiliary for Social Action), a national non-governmental organisation in India, chose SGS as its service provider for its Food for Community Development Programme. The task of procuring wheat and rice from different suppliers across India, as per the contract specifications, was a challenging one.

The sheer geographical expanse of the project meant that timely updates and reporting were difficult. However, this did not come in the way of comprehensive on-site verification and reporting to the central office in Gurgaon. The team executed all the tasks to perfection within two months and delivered – right quality and quantity, speedy procurement and trust in the hearts of the donors.

A thorough professional attitude, in-depth involvement and diligent processes helped SGS win the same project one more time, in 2011.



## ACCELERATING IN THE RIGHT DIRECTION

The Indian automotive industry is witnessing unprecedented growth. According to the Society of Indian Automobile Manufacturers, approximately 611 million vehicles will be running on Indian roads by 2050, making it the country with the most number of cars.

A market growing at such an accelerated pace also requires strict adherence to established standards of safety, quality and environmental security. With a track record of delivering consistent services across borders, SGS plays a key role in providing a reliable infrastructure for independent, accurate and secure vehicle testing.

SGS Automotive Services offers a diverse range of quality services applicable at all stages of the vehicle's lifecycle. Besides being responsive and cost effective, SGS provides comprehensive solutions in customised and standardised formats.

The clientele includes government, manufacturers, insurers, leasing and financing companies, who benefit from transparent verification, evaluation and certification. The intensive quality control becomes a unique selling proposition for manufacturers and also assures safe and quality products for the end consumer. Assessment services for leasing and financing companies make operations between the consumer and the company a lot smoother, forging trust among the parties. Furthermore, government agencies are assured about compliance to regulations and standards.

SGS provides local service with global expertise. Its state-of-the-art inspection centres ensure efficient implementation of laws and standards, requisite certification and the assurance that only the best quality of vehicles roll out on the roads.

### SERVICES

- Automotive manufacturing quality control services
- Automotive supply chain monitoring services
- Certification scheme for the motor trade
- Imported vehicle inspection and verification
- Inspection instrumentation assessment
- Off-leasing and off-rental services
- Stock audits
- Vehicle Information Management System (VIMS)
- Vehicle registration and related administration services
- Vehicle inspection and maintenance / fitness testing

### ACCREDITATIONS AND RECOGNITIONS

- ISO 17020
- NABL (ISO/IEC:17025:2005)

“Transport for London has a number of service levels in place with SGS, some of which attract bonuses for a consistent high level of service. SGS continues to meet, and in some cases, exceed the bonus related Key Performance Indicators.”

— Deputy Director, Transport for London, UK

## **CASE STUDY**

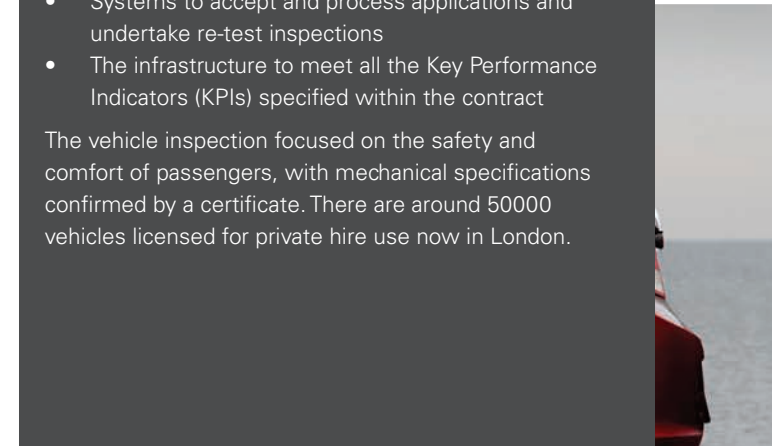
### **A LICENSE TO DRIVE SAFE**

The implementation of the Private Hire Vehicles (London) Act 1998 necessitated the development of infrastructure to support the annual licensing of Private Hire Vehicles (PHV). Due to its in-depth knowledge in the automotive domain, SGS was chosen as the partner.

SGS devised:

- Fully fitted inspection centres to undertake at least 35000 PHV licensing inspections per annum
- Systems to accept and process applications and undertake re-test inspections
- The infrastructure to meet all the Key Performance Indicators (KPIs) specified within the contract

The vehicle inspection focused on the safety and comfort of passengers, with mechanical specifications confirmed by a certificate. There are around 50000 vehicles licensed for private hire use now in London.



### **LOCATIONS**

- Ahmedabad
- Bangalore
- Chennai
- Gurgaon
- Hyderabad
- Kolkata
- Mumbai

## A LITMUS TEST OF CONSUMER TRUST

With more and more brands vying for customer attention, quality and sustainability are the two things that enable a brand to stand out in an otherwise 'me too' world. One slip in product quality is reason enough for consumers to switch to a new brand. Even from the regulatory perspective, the parameters of quality are becoming more demanding each day.

In a business environment where geographical borders are becoming history and quality standards are being raised higher, SGS is poised to offer its clients a complete range of services from testing, inspection, social responsibility solutions, sustainability and technical assistance to comply with regulatory requirements.

**SGS Consumer Testing Services** covers industries from textiles, leather & footwear, personnel protective equipment, latex, hardgoods, cosmetics, automotive and homecare to toys, food and electrical & electronics. SGS services help meet stringent quality requirements in global and local benchmarks, which safeguard the brand image.

Through its global network, SGS provides integrated solutions which reduce risks, improve product development and enhance manufacturing and sourcing, which eventually establish the client's credibility. SGS' experience from working with a diverse customer base has equipped it with the knowledge of international and domestic trade standards.

SGS is preferred because of its full line of comprehensive services and capacity to provide customised solutions for any product or service. Its ability to engage at a higher level with clients makes it an ideal partner in the journey to achieve sustainable quality requirements.

### SERVICES

- Laboratory services
- Inspections services
- Social responsibility solutions
- Sustainability services
- Training

### ACCREDITATIONS AND RECOGNITIONS

- U.S CPSIA – Consumer Product Safety Improvement Act
- ISTA - International Safe Transit Association (for packaging)
- APEDA - Agricultural and Processed Food Products Export Development Authority, Ministry of Commerce & Industry, Govt. of India
- KFDA – Korea Food & Drug Administration, Republic of Korea (chemical and biological scope of testing in agricultural, fishery products, processed foods and food additives)
- FSSAI - Food Safety & Standards Authority of India
- EIC – Export Inspection Council of India, Ministry of Commerce & Industry, Govt. of India
- ISO / IEC 17020 Accreditation by NABCB
- ISO 9001:2008



"We appreciate the feedback and commitment from you and your team to Costco."

— Becky Berg, QA Softlines Manager, Costco Wholesale



## CASE STUDY

### A STITCH IN TIME

Provogue, one of India's leading garment retailers, wanted SGS to strengthen its existing product line through introduction of more stringent test parameters throughout the supply chain.

Inspections began and were conducted till the final level to ensure that quality was maintained. SGS also made recommendations to improve the products and trained Provogue's supervisors to conduct checks.

This enhanced focus on quality, increased customer satisfaction, and sales continued to grow. The augmented revenues enabled Provogue to launch new stores in different locations in the country.

It has now become a mandatory practice that every single style will be inspected by SGS before being placed in stores. In a way, SGS has turned into Provogue's brand custodian.

### LOCATIONS

- Agra
- Ahmedabad
- Ambur
- Jaipur
- Kanpur
- Karur
- Kolkata
- Ludhiana
- Mumbai
- New Delhi
- Noida
- Panipat
- Vizag

### LABORATORIES

- Bangalore
- Chennai
- Cochin
- Gurgaon
- Kolkata
- Pune
- Tirupur

## TAKING THE GREEN ROUTE TOWARDS PROSPERITY

Businesses need to be profitable to become successful. This success needs to be achieved sustainably. One of the most sought-after parameters is environmental protection – both mandatory and self regulated. Customers want to be seen associated with organisations that have a sustainable business model and operate with minimum impact on the environment.

SGS believes that economic progress and environment protection can go hand-in-hand. Towards this scope, SGS offers guidance and assistance in complying with environmental regulations and in assessing environmental performance.

**SGS Environmental Services** is an integrated service provider with global and local expertise in identifying environmental risks and opportunities, data generation, data interpretation and engineering solutions that improve productivity and save costs.

SGS enables customers to play a proactive role in safeguarding the environment by commissioning a wide range of tests and services to ensure the establishment of environment friendly products and business practices.

SGS provides state-of-the-art laboratory and monitoring facilities, customised in-depth services with experienced and knowledgeable consultants, together with a comprehensive range of specialised environmental services: Environmental Impact Assessment (EIA), Environmental Due Diligence (EDD), Pollutant Source Apportionment Study (PSAS), Environmental Auditing (EA), Indoor Environmental Quality (IEQ), Green Building Services (GBS), environmental training and more.

SGS' procedures are designed to deliver a high level of confidence that instill trust. All the services and processes are tailored according to specified requirements. Thus, we provide support in managing business risks, increasing business efficiency, preserving the planet and enhancing trust among different stakeholders of the society.

### SERVICES

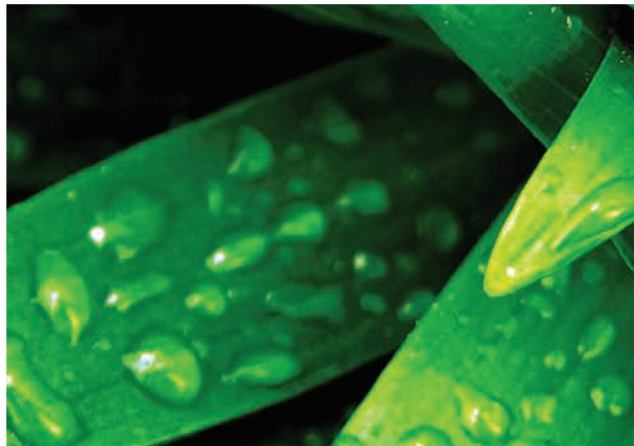
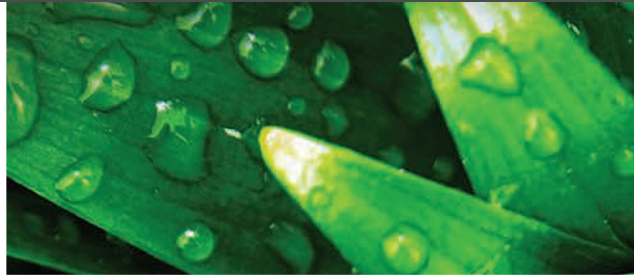
- Monitoring & Testing - Air, water, soil and noise
- Consulting - Environment and safety & risk
- Green buildings certification facilitation
- Indoor Environmental Quality (IEQ) assessment and clean room certification facilitation
- Energy audits
- Climate Change Programme (CCP) - Validation and verification of CDM projects, ISO 14064
- Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) testing

### ACCREDITATIONS AND RECOGNITIONS

- MoEF - Ministry of Environment and Forests, Government of India
- NABL - National Accreditation Board for Testing and Calibration Laboratories
- NABET - National Accreditation Board for Education and Training
- IGBC - Indian Green Building Council
- BEE - Bureau of Energy Efficiency, Government of India
- UNFCCC - United Nations Framework Convention on Climate Change
- PCBs - Various state pollution control boards across India

“Their work was thorough and timely, and they demonstrated a high level of technical knowledge and professionalism.”

— Jessica Orrego, Head – CDM Implementation, USA, Eco Securities



**LOCATIONS**

- Ahmedabad
- Baddi
- Bangalore
- Bhopal
- Bhubaneswar
- Chennai
- Gurgaon
- Jamshedpur
- Kolkata
- Ludhiana
- Mumbai (Thane)
- Nagpur
- Vizag

**CASE STUDY**

**LEADING THE WAY FOR CLEARER SKIES**

In its efforts to obtain the LEED (Leadership in Energy and Environmental Design) Green Building certifications, the Indira Gandhi International (IGI) Airport, New Delhi, India, awarded the prestigious project of obtaining LEED Certification for its Terminal 3 building to SGS.

SGS’ team of experts performed all third-party commissioning services required for the purpose. It implemented the Indoor Air Quality (IAQ) management plan in accordance with the Sheet Metal and Air Conditioning Contractors National Association (SMACNA) in order to prevent indoor air quality problems resulting from the construction process.

SGS conducted commissioning services of more than 800 Air Handling Units (AHU). It successfully fulfilled the client’s requirements, enabling them to become LEED certified.



## BUSINESS WITHOUT BORDERS

Goods move across the world on a daily basis, and prompt compliance to regulatory and safety standards are a prerequisite to run businesses seamlessly, maximise import duty revenues and secure supply chains.

Nations around the world have a framework of their own regulatory standards and safety requirements that need to be adhered to by those who wish to conduct business. SGS, the industry leader with highly specialised knowledge, technical skills and a robust infrastructure is well poised to meet the regulatory requirements of different nations and authorities across the world.

SGS Governments and Institutions Services provides a wide range of services for ensuring compliance with regulatory requirements and enhancing government revenue. By implementing various assessment policies in accordance with the importing country governments and standards, SGS helps reduce rejections, prevents exports of unsafe, sub-standard and counterfeit goods, and protects the health, safety and environment of importing countries and their consumers. SGS facilitates hassle-free trade, good governance and sustainable development.

With a global presence and local knowledge, SGS acts as a touch point between the exporters and importers, ensuring that they follow trade regulations, and even educates them about the trade practices to move further efficiently.

SGS takes a holistic approach towards its clients' businesses without compromising on business values. Proven dependability, reliability and integrity helps SGS achieve accurate and on time delivery. SGS Governments and Institutions Services is not only bridging gaps between two different entities but is also shaping the future of cross border trade facilitation. SGS provides services to various countries across the globe including Bangladesh, Cameroon, Haiti, Burundi, Angola, Uzbekistan, Mauritania, Kenya, Nigeria, Uganda, Saudi Arabia, Algeria, Iraq, Egypt, Syria, Kuwait, Botswana, Kurdistan and Tanzania.

### SERVICES

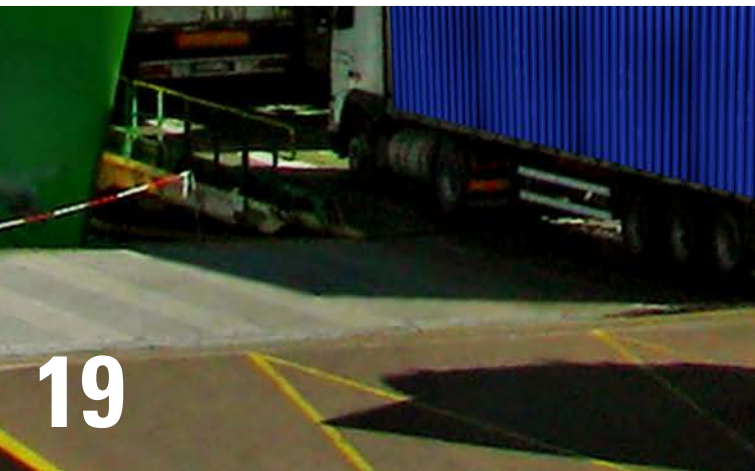
- Import Verification Program (IVP)
- TradeNet
- Advance cargo tracking
- ValiTrade
- Local verification and solutions
- Forestry management
- Product Conformity Assessment (PCA)
- Cargo scanning services
- Aid efficiency services
- NGO benchmarking services
- Advance Cargo Information (ACI)
- Classification and valuation services

### ACCREDITATIONS AND RECOGNITIONS

- ISO 9001:2008
- IFIA

“It was very encouraging, supportive and comfortable to work with your team. Especially, the customised and personalised services provided as per our process style and time limits.”

— Nithyanand S, Hyundai Motors India Ltd



#### LOCATIONS

- Ahmedabad
- Bangalore
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- Indore
- Kolkata
- Ludhiana
- Mumbai
- Pune

## CASE STUDY

### TURNING ROADBLOCKS INTO STEPPING STONES

Jaquar & Company, a bath fittings and sanitaryware organisation, found its stock held up at Damam port as the customs department demanded a Certificate of Conformity (COC).

The company approached SGS and asked it to step in and act as the third party inspector. SGS' Governments and Institutions Services created a company profile, audited the exported goods and issued a COC.

The goods had reached the port and therefore the challenge was to convince the authorised body to issue a COC on the basis of quality documents and company status quo.

SGS followed specified procedures and conducted the Product Conformity Assessment Programme efficiently. Once the reports were submitted, the goods were quickly cleared from the port. It not only reaffirmed the trust of the importer but also the demurrages at the port.



## TAKING CARE OF THE BIGGER DETAILS

Integrity, safety and reliability are major concerns to owners, operators and investors of industrial facilities. Technical risk can impact commercial success. Industrial Services is a leading services provider of technical verification, inspection, testing and conformity assessment.

SGS Industrial Services ensures that a customer's installations, material, equipment, facilities and projects meet all quality and performance requirements, whether they are regulatory, voluntary or customer based. From design through to operation, for all industrial installations and equipment, in the most extreme conditions, all services are aimed at ensuring availability, safety and reliability of customers' assets, resulting in the sustainability of their business operations.

Leveraging on its extensive experience, global network and highly qualified engineers, SGS Industrial Services supports clients to evaluate their suppliers, supervise production process, ensure quantity and quality during each stage, thus helping them meet delivery schedules as per requirement. In case of a project under construction, SGS ensures that project specifications including civil construction, mechanical equipment erection, electrical installations and project commissioning are adhered to.

With a multi-disciplinary team of over 900 engineers spread across more than 15 major industrial locations in India and various project sites, SGS has the widest and fastest reach to support client requirements. The key industries served include oil and gas, cross country pipelines, petrochemicals & fertiliser plants, thermal, hydro, nuclear and renewable power generation, power transmissions and distribution projects, infrastructure projects like airports, irrigation, bridges, industrial, residential & road, telecommunication projects, industrial manufacturing & trade, bank and financial institutions, etc.

SGS Industrial Services provides technical solutions that create added value and help execute growth strategies whether in existing local or new geographical markets.

### SERVICES

- Supply chain inspection
- Quality assurance and quality control
- Statutory certification
- Project monitoring and management
- Used machinery import inspection
- Wind farm project certification
- Construction supervision
- Asset integrity management
- Import certification
- In-service inspections
- Material testing
- Non-destructive testing
- Product certification

### ACCREDITATIONS AND RECOGNITIONS

- ISO / IEC 17020 NABL, India
- Rules 12(2) of SMPV(U) rules 1981, CCOE, Nagpur, India
- Rules 18,19, 3, 43 and 44 ( 2 ) of SMPV(U) rules 1981, CCOE, Nagpur, India
- Rules 126 and 130 of Petroleum Rules 76, Department of Explosives, Govt. of India
- Approved inspection agency for Oil Majors ONGC, IOCL, HPCL, BPCL, CPCL, Reliance, Saudi ARAMCO, JNNURM, REC Power Distribution Company, MP DISCOMM, Irrigation and water supply boards of various states
- Lenders Independent Engineer (LIE), Punjab National Bank, Bank of Baroda
- ISO 9001:2008

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"I appreciate the hard work and outstanding support extended by the entire team for timely completion and expediting of the project works."

— PS Narayan, Head of Rajasthan Operations, Cairn India



## CASE STUDY

### HARNESSING THE WILD WINDS

SGS was appointed as contract engineer by Vestas Wind Systems A/S for the execution of the Theni Wind Farm project. SGS supervised the quality of construction works and checked if the stringent technical parameters were being met.

To minimise risks, SGS provided dedicated project monitoring, soil investigation report review, document review, confirmation of incoming materials and equipment and final machine commissioning.

In spite of challenging conditions such as frequent rains, inadequate infrastructure and laborious land clearance works, the project was completed on time and within the budget. In addition to Vestas' acknowledgement, the Theni Wind Farm project was also audited by CLP Pvt. Ltd's Hong Kong team (Vestas Partner) and named as CLP's best facility in terms of quality and safety standards.

### LOCATIONS

- Ahmedabad
- Bangalore
- Baroda
- Bhopal
- Chennai
- Coimbatore
- Gurgaon
- Hyderabad
- Indore
- Kolkata
- Ludhiana
- Mumbai
- Nagpur
- Pune
- Vizag

## KEEPING A PULSE ON THE PHARMACEUTICAL INDUSTRY

The pharmaceutical industry is constantly balancing the development of offering life-saving medicines and increasing shareholder value. With a multitude of offerings available, pharmaceutical companies face the challenge of maintaining quality control, while concentrating on their core competencies. As an outsourcing partner, **SGS Life Science Services** helps its clients across Asia, Europe and Americas to identify the right solutions suited to a company's specific needs.

SGS plays a vital role in the drug development cycle by providing integrated solutions from preclinical activities and Phase I-IV trials to bioanalysis, R&D, characterisation and quality control testing of small and large molecules, raw material products and containers. With a mission to safeguard the quality of medicines by providing professional and independent services, SGS not only creates value for clients, but also provides benefits to patients worldwide.

SGS gives small and medium-sized companies the much-needed access to capabilities and resources, and enables large-sized companies to free up resources for critical core activities. Organisations can minimise costs, cope with product development and production timelines, and achieve higher levels of performance in the most seamless manner.

In its laboratory service division, SGS represents the largest network of contract analytical laboratories with 18 labs in 11 countries, of which two are located in India: Chennai and Mumbai. With supply chains becoming more and more global, working with a partner that can provide the same analytical solutions in any part of the world can enable organisations to offer harmonised products across regions.

### SERVICES

- Analytical chemistry and microbiology testing services
- Method development and method validation projects
- Stability study testing services
- Extractables & leachables testing
- Biopharmaceutical testing
- Environmental monitoring
- Healthcare product/healthcare supplemental testing
- Medical device testing

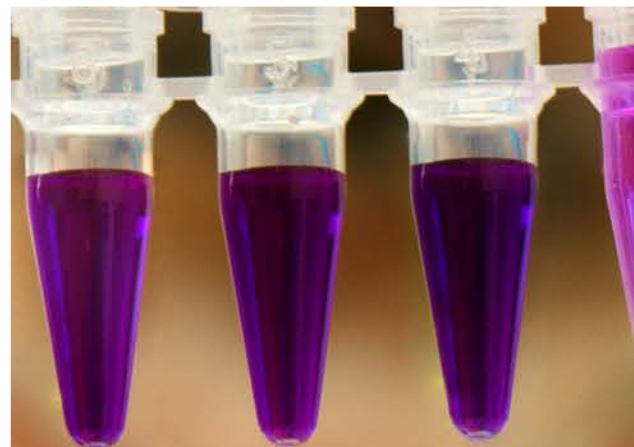
### ACCREDITATIONS AND RECOGNITIONS

- ISO 17025:2005
- Approved drug testing laboratory by Drugs Controller, TN, India
- US-FDA registered and inspected in 2007 and 2010
- WHO prequalified laboratory



“We thank you for your continuous support. We are positive that in future your team will do the same in less than the committed time. We heartily appreciate the efforts taken by SGS to conclude on method parameters.”

— Manager, R&D, An integrated global pharmaceutical company



## CASE STUDY

### TESTING THE WATERS, MAKING WAVES

Unichem Laboratories is one of India's most respected pharmaceutical companies, and is committed to delivering better health through superior products. SGS' relationship with Unichem began in mid 2010, when the client required SGS to analyse generic molecules for one of its customers.

Based on SGS Life Science Services' credible reputation, network of laboratories and quick turnaround time, the client assigned this project to SGS. Since this was for the US market, not complying with deadlines meant paying high penalties.

SGS prioritised all reporting without increasing any costs and met the crucial demands within the stipulated time. It efficiently fulfilled its commitment with the testing expertise, best in class resources and prompt customer service.

### LABORATORIES

- Chennai
- Mumbai

## BREAKING NEW GROUND

Deep down in the earth's crust lie the most precious and economically extractable minerals and ores that hold the key to future economic development. Resources like coal, iron ore, bauxite, limestone, precious metals and stones play a critical role in most of the economic activities in today's age.

SGS Mineral Services provides an entire range of services for laboratory testing, process audits aimed at the minerals beneficiation industry. These stretch from conceiving till the commissioning of projects. SGS aids the exploration endeavours of its clients by supplying superior testing services, innovative technology and highly qualified professionals. A high level of technical expertise, sound geographical and geological knowledge, creative engineering and above all, impeccable integrity are some of the prerequisites for which clients partner with SGS.

SGS acts as a one-stop solution to mining companies, manufacturers, traders and buyers to develop the most methodical approach to tackle their challenges. SGS extends full support to clients during exploration, extraction, processing and trading of minerals and ores. It undertakes different tasks like sampling, quality audits, data collation, designing the blueprint to execute projects and providing in-depth zero-error reports. SGS helps its clients find the opportunities, and highlights how they can derive optimum value, control production costs and achieve higher returns.

### SERVICES

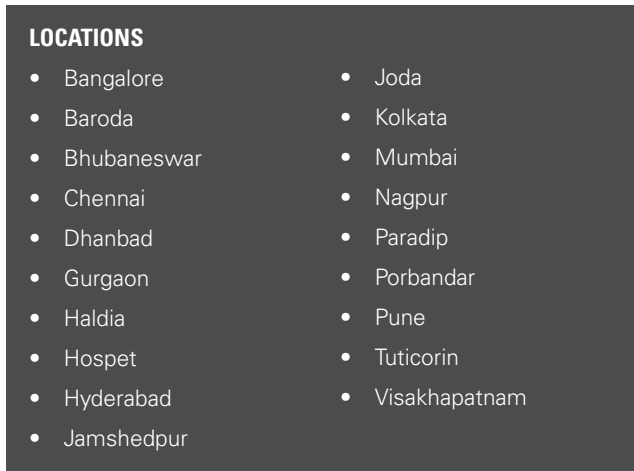
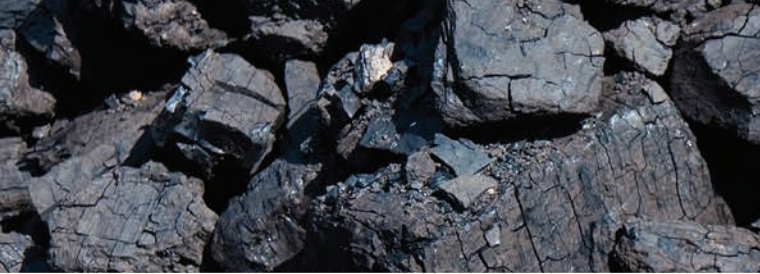
- Technical services encompassing appropriate mechanical sampling systems and online analysers
- Bench scale studies and flow sheet development to the minerals processing industry
- Geochemical analysis of exploration samples and mine grade control
- Process audits for mineral processing plants
- Inspection and supervision services involving weight certification, sampling and chemical analysis to facilitate trade of ores and minerals

### ACCREDITATIONS AND RECOGNITIONS

- ISO 9001:2008
- ISO: IEC 17025
- EIC

“The intervention of SGS India Pvt. Ltd team helped us in redrafting our guidelines for improving the process of the service centres.”

— Senior Manager, Marketing (Steelium), Tata Steel



## CASE STUDY

### SAMPLING FUTURE OPPORTUNITIES

The client wanted to set up its first ever coal-to-liquid liberation project in India. The sheer magnitude of the project meant handling 200 MT of gross sample, sampling at different NTS, a number of chemical analyses and ensuring representation of all fractions.

The challenge was met by:

- An execution flow chart
- Identification of coal seams for sampling and bulk sampling
- Sink float tests at different NTS

The liberation study at 100 NTS was a rare one and was being executed in organic media for the first time. SGS turned out to be an able partner in creating a detailed feasibility study.

### LOCATIONS

- Bangalore
- Baroda
- Bhubaneswar
- Chennai
- Dhanbad
- Gurgaon
- Haldia
- Hospet
- Hyderabad
- Jamshedpur
- Joda
- Kolkata
- Mumbai
- Nagpur
- Paradip
- Porbandar
- Pune
- Tuticorin
- Visakhapatnam

## KEEPING THE GLOBAL ECONOMY WELL-OILED

Oil can easily be termed as the new gold. With oil prices touching new highs, buyers need to be sure of the quality and quantity of their product. Along with this, refining companies need to find newer ways to bring down the cost of extraction and be able to extract more products from the same oil.

SGS Oil, Gas and Chemicals Services is committed to adding value for clients by helping maintain their reputation and reducing the commercial and environmental risks.

In conjunction with other SGS affiliates spread across the world, it is in a strong position to offer comprehensive service packages, which provide unique single sourcing solutions to clients. Its local and global expertise comes with a complete range of services applicable throughout the oil, gas & chemicals value chain, backed by leading-edge technologies and the latest equipment which give precise results. Meanwhile, clients can concentrate on their core competencies and safeguard their value chain.

SGS assists its clients by adhering to all required standards, reducing risk exposure and improving the quality of decision making with flawless execution, evaluation, real-time reporting and ensuring maximum benefit.

Besides trade-related services, SGS also provides a wide range of upstream and downstream services including well testing, slickline/wireline, Pressure Volume Temperature (PVT) analysis, portable analytical labs, subsurface consultancy services, blending and additives services, sample management, static and dynamic calibration, emergency response, laboratory outsourcing and contract services to help clients run their business more efficiently.

### SERVICES

- Measurement, sampling and analysis services
- Laboratory Services - Testing, oil condition monitoring, outsourcing, manpower supply
- Metering and Instrumentation - Tank calibration, meter validations, compliance audits
- Cargo treatment and blending
- Sample handling and distribution
- Fuel integrity / brand protection programmes
- Upstream Services - Reservoir fluid services, subsurface consulting services, well testing and production services
- LNG Services - Custody transfer inspection and control

### ACCREDITATIONS AND RECOGNITIONS

- ISO 9001:2000 management systems certification
- ISO 17025 certified
- IRS MARPOL – Bunker testing

“Thank you for assisting us in this matter. It was handled very professionally at your end keeping the diplomatic protocols in mind.”

— Director, A leading procurement and trading organisation dealing in petroleum and petrochemical products



#### LOCATIONS

- Bangalore
- Baroda
- Chennai
- Cochin
- Gandhidham
- Gurgaon
- Haldia
- Jamnagar
- Kolkata
- Mangalore
- Vizag

## CASE STUDY

### MAKING EVERY DROP COUNT

A large multinational exploration and production company with a crude oil-producing block in Gujarat was facing the problem of short deliveries to one of their important clients.

After a spate of in-house trials and errors failed to yield the desired results, the company handed over the work to SGS.

SGS' ground inspection team helped in recording accurate measurements of dip readings and rigorous tanker inspections after unloading.

As a result, remarkable control was established on the transit losses. With SGS' innovative coding system and critical controls, the availability of each tanker at loading and unloading sites could be monitored. The client not only acknowledged the team's efforts but also extended the contract for another two years.



## BENCHMARKING EXCELLENCE

A number of businesses around the world follow dynamic systems and processes designed to execute their goals, achieve targets and more importantly, deliver promises. In the contemporary business environment, it is steadily becoming important to acquire a distinctive edge in the form of certifications. For clients, certification of their processes and systems act as a seal of trust as these are benchmarked against the world's best standards.

SGS Systems and Services Certifications strives to lead in the development and delivery of the most competitive, innovative and the highest level of services within the certification industry. SGS partners with clients by understanding business needs and creating customer delight through service excellence. Through its expertise and experience, it enables clients to maintain consistent and compliant supply chains. Backed by a proven track record of more than 20 years in the field of certifications, SGS uses its rich experience to help customers establish world-class processes.

SGS has on board the most experienced and skilled auditors in the industry for integrated certification and auditing service. Their incisive research recommendations and domain knowledge improve awareness, help increase business volume and ensure process excellence and compliance, which together build brand equity.

SGS is accredited by more than 40 national accreditation bodies and authorised to conduct certification audits under these accreditations in all the countries it operates in. A broad range of industries are covered under its services for automotive, food safety, aerospace, medical devices, pharmaceuticals, cosmetics, forests & wood, logistics & transportation, IT, oil & gas, electronics, telecommunication, railway and biofuel sustainability.

With a unique worldwide network and concentrated local presence, it meets the most stringent regulations and protects the clients' reputation, ethics and values.

### SERVICES

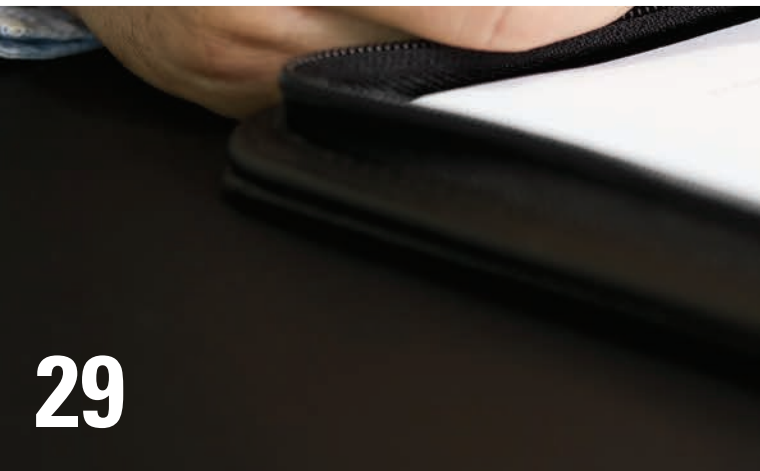
- Certification - ISO 9001, ISO 14001, OHSAS 18001, SA 8000, ISO 50001, ISO 27001, etc.
- Industry Specific Certification - TS 16949, ISO 13485, FSC COC, ISO 22000, FSSC 22000, BRC, IFS, TAPA, AS 9100, etc.
- Product Certification - CE marking for medical devices, PPE's etc.
- Verification Services - ISO 14064 (Green House Gas Verification), sustainability report assurance
- Customised Audit Solutions
- Training Services of all IRCA approved and customised courses (Public / In-house)

### ACCREDITATIONS AND RECOGNITIONS

- More than 10 accreditations for ISO9001, ISO 14001, OHSAS 18001
- SA 8000 – SAAS, ISO 50001 – ACCREDIA, ISO TS 16949 – IATF
- FSC COC – FSC and PEFC – SANAS
- ISO 13485 – UKAS & Notified Body CE 120 for Medical Devices, PPE
- ISO 27001 – UKAS; ISO 20000 – ITSMF
- ISO 22000 / FSMS – UKAS, SAS, NABCB
- FSSC 22000 – UKAS, SAS, JAS-ANZ
- BRC Food, Packaging, Storage & Distribution – UKAS
- IFS – DAR, Dutch HACCP – RvA; SQF 1000/2000 – JAS-ANZ
- GbobaGAP – JAS-ANZ; Organic – NAB, (APEDA), India

“We would like to thank SGS for helping us understand our opportunities through rigorous auditing and in-depth understanding of the ISO/OHSAS standards”

— Director, IT GA OEHS, Canon India Pvt. Ltd



## CASE STUDY

### TRANSFORMATION ACCELERATED

The automotive aftermarket business of a leading European company chose SGS as its partner for auditing 452 dealers in India.

SGS' automotive aftermarket division stepped in to provide a reliable infrastructure of independent, accurate and secure vehicle testing.

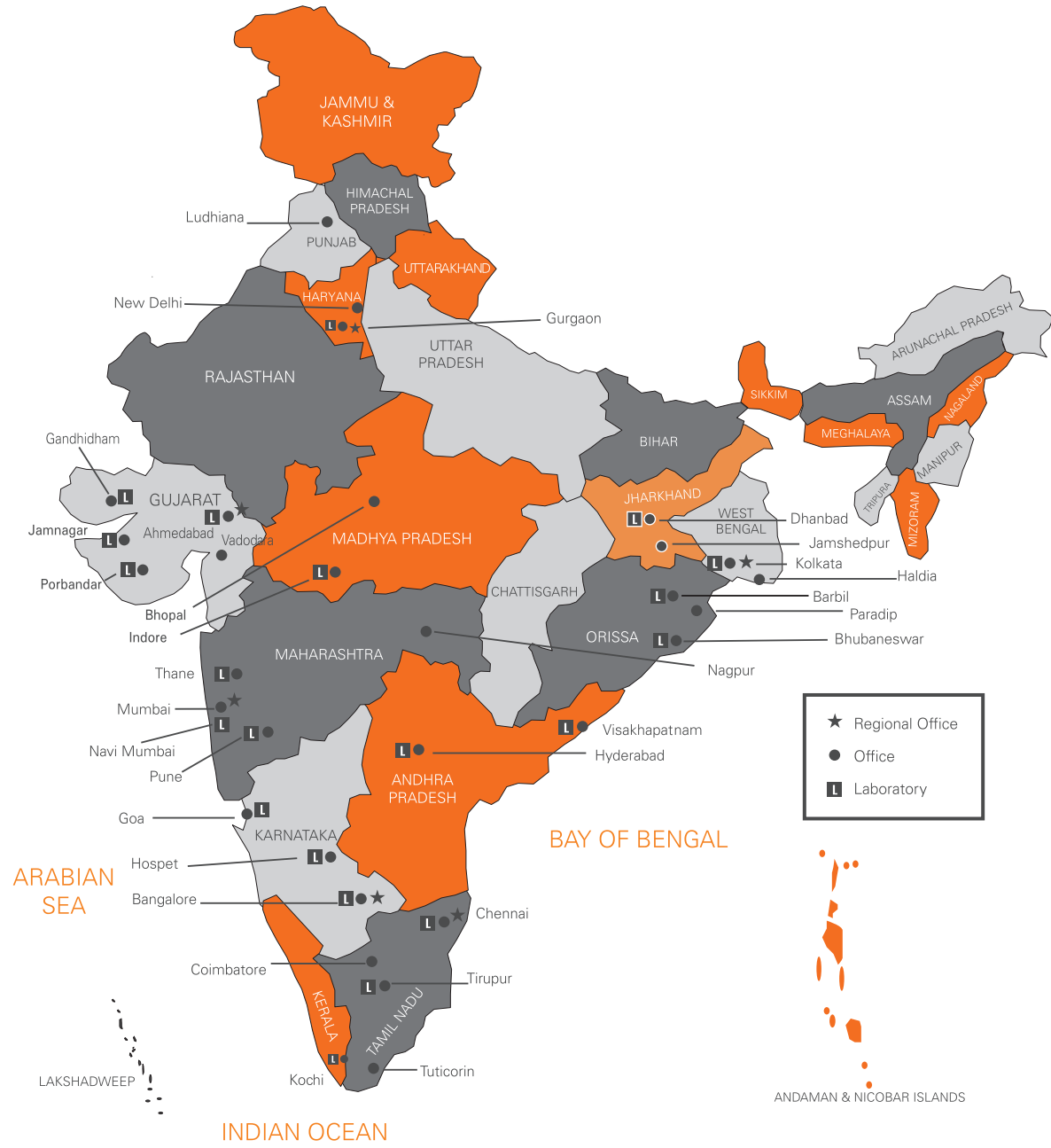
A compliance check was run on the entire supply chain and a SWOT analysis was presented to the client at the end of the project. Against many odds, the rigorous audit process resulted in improved return on investment in the form of:

- Improved dealer productivity
- Compliance to the applicable criteria
- Increased business volume
- Improved environmental and safety awareness across the organisation
- Enhanced employee morale

### LOCATIONS

- Ahmedabad
- Bangalore
- Baroda
- Chennai
- Goa
- Gurgaon
- Hyderabad
- Indore
- Kolkata
- Mumbai
- Pune
- Tirupur

# SGS NETWORK IN INDIA





**AHMEDABAD**

Sumel 2, Office No. 201, 202, 208, 209, 210, 2nd Floor,  
SG Highway, Ahmedabad - 380054, India  
Tel: +91 79 61603100 Fax: +91 79 61603111

**AHMEDABAD**

Basement Floor Store/Office No. 2A & 2B,  
Aggarwal Mall, Opp. Gujarat High Court,  
Nr Super Marble, Opp. Bhagwat Vidyapith,  
Sarkhej Gandhinagar Highway Road,  
Sola, Ahmedabad - 380054, India  
Tel: +91 79 65420712

**AHMEDABAD**

101, 102, 103, 104, SG Mall, Thaltej,  
Ahmedabad - 380054, India  
Tel: +91 79 65051440

**BANGALORE**

No. 23, Siva Arcade, 29th Main, 1st Stage, BTM Layout,  
Bangalore - 560068, India  
Tel: +91 80 67261400 Fax: +91 80 26787820

**BARBIL**

1st Floor, Abhishek Complex,  
Dist - Kendujhar, Bhadrasahi, Barbil - 758035, India  
Tel: +91 9238186405

**BARODA**

301-304, 3rd Floor, Peridot,  
Plot No. 24, Urmil Co Operative Society,  
Mouje Akota, Baroda - 390007, India  
Tel: +91 265 6197100. Fax: +91 265 6197123

**BHOPAL**

M-2/B, R.R. Arcade, Zone II,  
MP Nagar, Bhopal - 462011, India  
Tel: +91 755 2761437 Fax: +91 755 2761437

**BHUBANESWAR**

S 3/21, Sector A, Zone B, Mancheswar Industrial Estate,  
Bhubaneswar - 751010  
Tel: +91 674 2580879

**CHENNAI**

II & IV Floor, Tichel Bio Park, No. 409-410, 201-216,  
Taramani Road, Taramani, Chennai - 600114, India  
Tel: +91 44 64629711 Fax: +91 44 22542600

**CHENNAI**

28 B/1, 28 B/2 Second Main Road,  
Ambattur Industrial Estate, Chennai - 600058, India  
Tel: +91 44 66081600 Fax: +91 44 26523314

**COCHIN**

Aspinwall Building, Subramanian Road,  
Willingdon Island, Cochin - 682003, India  
Tel: +91 484 6549901 Fax: +91 484 2668912

**COIMBATORE**

Skanda Square, 1st Floor, 1025/1, Avanashi Road,  
Coimbatore - 641018, India  
Tel: +91 422 60600747. Fax: +91 422 2221641

**DHANBAD**

1st Floor, Bhatia Building, Telephone Exchange Road,  
Dhanbad, Jharkhand, Dhanbad - 826001, India  
Tel: +91 326 6453914 Fax: +91 326 2302315

**GANDHIDHAM**

1st floor, Plot no. 156-157, GIDC, Opp. Sector-4,  
Oslo Main Road, Gandhidham (Kutch),  
Gujarat - 370201, India  
Tel: +91 2836 619777 Fax: +91 2836 619710

**GOA**

PO. Box No.101, Satyabhama, Joshi Building,  
3rd Floor, Rua Francisco Luis Gomes,  
Vasco-da-Gama, Goa - 403 802, India  
Tel: +91 832 6701050 Fax: +91 832 6701064

**GURGAON**

250, Udyog Vihar, Phase IV, Gurgaon - 122015, India  
Tel: +91 124 60600747 Fax: +91 124 2399763

**GURGAON**

226, Udyog Vihar, Phase 1, Gurgaon - 122016, India  
Tel: +91 124 6776300 Fax: +91 124 6776403

**HALDIA**

PHE Bungalow, Manjushree,  
Basudevapur, Haldia - 721602, India  
Tel: +91 3224 648611 Fax: +91 3224 274673

**HOSPET**

SGS House, Plot No. R-12 & L-16,  
Industrial Estate, Dam Road,  
Dist. Bellary, Hospet - 583203, India  
Tel: +91 8394 645830 Fax: +91 8394 232193

**HYDERABAD**

Plot No. SS-1, Phase III,  
IDA Cherlapally, RR District,  
Hyderabad - 500011, India  
Tel: +91 40 66902011 - 2014 Fax: +91 40 27702717

**HYDERABAD**

SGS House, H No. 9-3-127/1, 43,  
Sarojinidevi Road, Secunderabad,  
Hyderabad - 500003, India  
Tel: +91 40 66902011 - 2014 Fax: +91 40 27702717

**INDORE**

1-B, Press Complex, AB Road,  
Indore - 452008, India  
Tel: +91 731 6548001-32 Fax: +91 731 2554077

**JAMNAGAR**

Gayatri Bhuvan, Park Colony,  
Jamnagar - 361008, India  
Tel: +91 288 6454501 Fax: +91 288 2558352

**JAMSHEDPUR**

152 New Baradwari, Layout Extension,  
Sakchi, Jamshedpur - 831001, India  
Tel: +91 657 2422919 Fax: +91 657 2422919

**KOLKATA**

3rd & 4th Floors, LMJ Chambers,  
15 C, Hemanta Basu Sarani,  
Kolkata - 700001, India  
Tel: +91 33 66266100 Fax: +91 33 2242 0745

## OFFICES

### KOLKATA

CS Plot No. 512, Mouza Hanspukuria,  
DH Road, PO Joka, South 24,  
Paraganas, Kolkata - 700104, India  
Tel: +91 33 64996700-16 Fax: +91 33 24470267

### LUDHIANA

405, Savitri Complex,  
Near Dholewal Chowk, GT Road,  
Ludhiana - 141003, India  
Tel: +91 161 60600747 Fax: +91 161 2537572

### MUMBAI

A-77, Road No. 16, Wagle Industrial Estate,  
Thane (West), Mumbai - 400604, India  
Tel: +91 22 60600747 Fax: +91 22 61517835

### MUMBAI

NITCO Biz Park, 5th Floor, Plot No. C/19, Road No. 16,  
Wagle Industrial Estate (MIDC),  
Thane (West), Mumbai - 400604, India  
Tel: +91 22 61870302 Fax: +91 22 61870347

### MUMBAI

SGS House, 4B Adi Shankaracharya Marg,  
Vikhroli (West), Mumbai - 400083, India  
Tel: +91 22 66408888 Fax: +91 22 66408829

### NAVI MUMBAI

Plot No. A 377, MIDC, TTC Industrial Area,  
Koparkhairane, Navi Mumbai - 400701, India  
Tel: +91 22 64572540-45 Fax: +91 22 64572550

### NAGPUR

Plot No. R-12, First Floor,  
Municipal Corporation House No. 334,  
Laxmi Nagar, Nagpur - 440022, India  
Tel: +91 712 60600747 Fax: +91 712 2259516

### PARADIP

33, Madhuban Market Complex,  
Madhuban, Paradip - 754142, India  
Tel: +91 6722 222743 Fax: +91 6722 222702

### PORBANDAR

Plot No. 64, GIDC Main Road,  
Dharampur, Porbandar - 360577, India  
Tel: +91 286 6454501 Fax: +91 286 2220177

### PUNE

Bhawkar Bhawan, 2nd Floor, KB Joshi Road,  
Near Agriculture College,  
Shivajinagar, Pune - 411005, India  
Tel: +91 20 66287706 Fax: +91 20 66287788

### PUNE

Gate No. 624/2, Kuruli, Taluka Khed,  
Chakan, Pune - 410501, India  
Tel: +91 2135 615326 Fax: +91 2135 615333

### TIRUPUR

134, Sivashakthinagar, College Road,  
Tirupur - 641602, India  
Tel: +91 421 6630100 Fax: +91 421 2204092

### TUTICORIN

38 A Palayamkottai Road,  
3rd Main, Tuticorin, India  
Tel: +91 461 2311755

### VISAKHAPATNAM

Dock Office: Building Bearing No. 24-1-5,  
Thompson Street,  
Visakhapatnam - 530001, India  
Tel: +91 891 6060074. Fax: +91 891 2566298

### VISAKHAPATNAM

D No. 45-56-3/5/1, Narasimha Nagar,  
Akkayyapalem, Visakhapatnam - 530024, India  
Tel: +91 891 6060074 Fax: +91 891 2566298



[WWW.SGS.COM](http://WWW.SGS.COM)

WHEN YOU NEED TO BE SURE

**SGS**