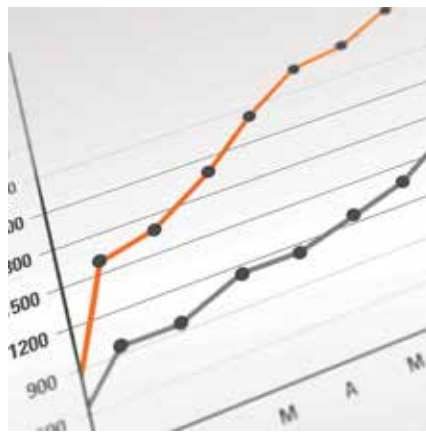
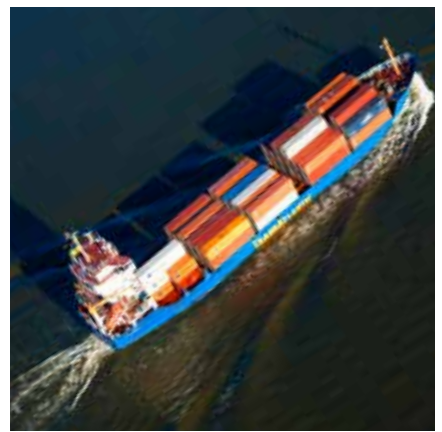




**REPUTATION**



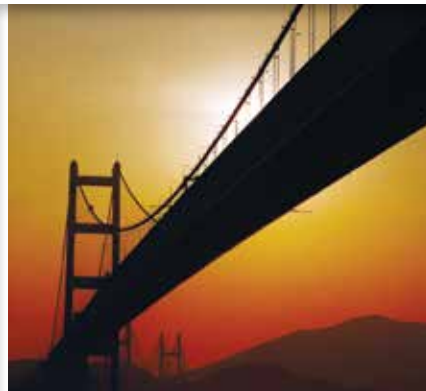
**COMPETITIVE ADVANTAGE**



**SPEED TO MARKET**



**SAFETY**



**FURTHER EXCELLENCE**



**TRUST**



**DATA SECURITY**



**RISK MANAGEMENT**



**BUSINESS CONTINUITY**

# HOW CAN YOU CREATE AND SECURE SUSTAINABLE BUSINESS?

**SOLUTIONS FOR MANAGING SUPPLY CHAIN RESILIENCE**

**SGS**

# REDUCED RISK, IMPROVED TRUST AND **INCREASED RESILIENCE IN SUPPLY CHAINS**



**TRUST**

**WE HELP ORGANISATIONS FUTURE-PROOF SUPPLY CHAINS.**

When disaster strikes is your organisation ready to respond? Events such as natural disasters, terrorism, corporate hacking, human error or political instability all threaten your organisation's day-to-day operations. Enhance the resilience of your business and safeguard reputation by proactively future-proofing your supply chains against unforeseen worst-case scenarios.

In today's world of globally complex and interdependent supply chains, you have a responsibility to stakeholders to ensure the protection of your business. Partner with SGS and begin developing more secure, sustainable and resilient supply chain management processes for a secure future.

## **KEY PILLARS OF SUPPLY CHAIN RESILIENCE**

Disaster scenarios always seem like fiction – until they become fact. And then the only reality is whether your organisation has an effective response strategy. Pre-planning and robust control systems allow you to identify and manage disruption to supply chains – not if, but when it happens.

We help your business focus on prioritising and continually improving the key pillars of supply chain resilience. Our solutions ensure best practice is followed within each pillar meaning your organisation can continuously operate at predefined levels and meet contractual obligations. We enable you to develop systems that reduce risk and more effectively manage processes. Demonstrate a clear message to stakeholders that your business is committed and has the readiness to respond in the event of any actuality.

Our solutions focus on the following four key pillars of supply chain resilience:

## **THE FOUR KEY PILLARS OF SUPPLY CHAIN RESILIENCE:**

**BUSINESS CONTINUITY MANAGEMENT**



**INFORMATION SECURITY MANAGEMENT**



**LOGISTICS & SECURITY MANAGEMENT**



**ORGANISATIONAL RESPONSIBILITY MANAGEMENT**





**BUSINESS CONTINUITY**



**RISK MANAGEMENT**



**DATA SECURITY**

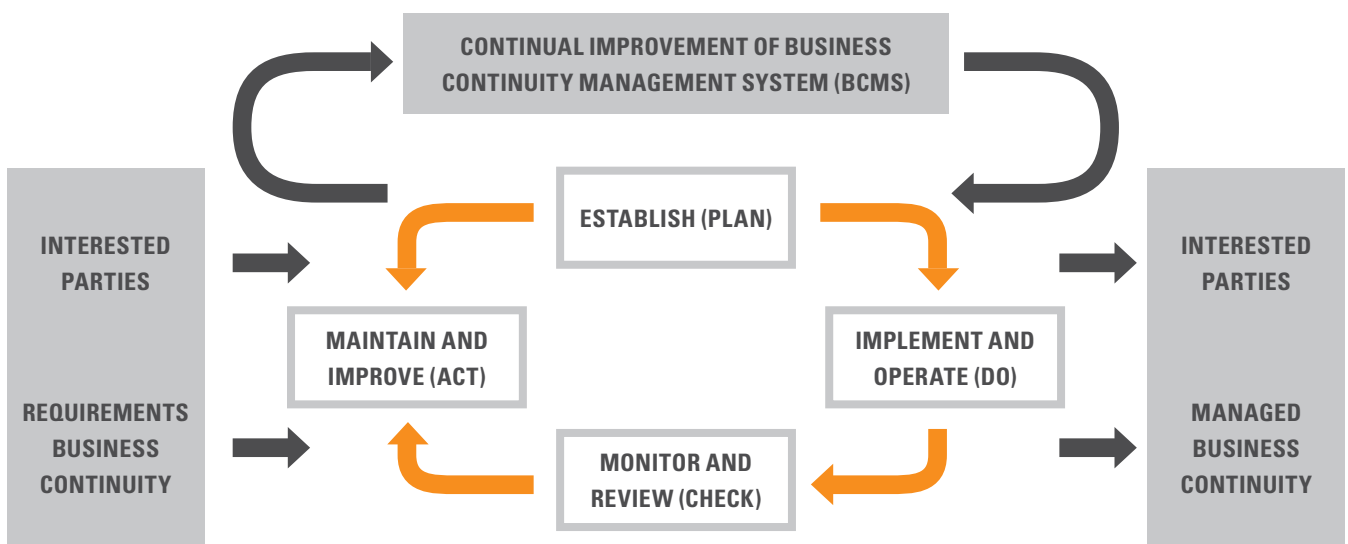
**OUR BCMS SOLUTIONS HELP ASSESS RISK AND PROACTIVELY MANAGE BUSINESS IMPACT.**

**BUSINESS CONTINUITY MANAGEMENT**

Even if your organisation has never experienced a serious incident, establishing a Business Continuity Management Systems (BCMS), based on global best practice standards, allows you to address the strategic and tactical capabilities of planning for, and responding to, business disruptions.

Our BCMS solutions give a clear risk assessment and business impact analysis in order for your organisation to identify and prioritise activities, dependences and resources. We support and increase your ability to safeguard key products and services, the interests of your stakeholders, and ultimately, protect your brand reputation.

**EMBEDDING SUPPLY CHAIN RESILIENCE INTO AN ORGANISATION'S CULTURE**





## INFORMATION SECURITY MANAGEMENT

Business-critical information needs to be secure and constantly managed to ensure your organisation offers stakeholders the highest levels of operational continuity and data protection. Any disruption in the quality, quantity, distribution or relevance of data can put your business at risk.

We help you transform your organisation's culture and approach to data safety. Our solutions promote best practice in Information Security Management, employee ethics and workplace confidentiality. In a business environment, where customers are becoming ever more security conscious, our solutions consider every risk critical in identifying the dangers faced to help keep your information safe over the long term.

## TRANSFORM YOUR ORGANISATION'S CULTURE AND APPROACH TO INFORMATION SECURITY.

### LOGISTICS & SECURITY MANAGEMENT

The globalisation of world markets and increasing growth in international trade has highlighted the need to ensure the security of transported goods. Cargo security is no longer merely the responsibility of the logistics companies, but one that extends throughout the complete supply chain. 'Supply Chain', by definition, is the entire value-chain from

the manufacturer to the receiving end (including trucking, airports and ports, train terminals, custom warehouses, etc.). Any one of these links could present an opportunity for theft. The effective management of all these links forms the basis of 'Supply Chain Security'.

Our experience shows that the most effective security systems are those that successfully combine a management system platform and implementation of industrial best security practices (e.g. AEO requirements, C-TPAT, TAPA, etc.). A management system platform provides management tools such as risk assessment, business continuity plans, personnel competency qualification as well as a robust corrective and prevention actions processes that are complementary to the security practices. Effective security management systems are able to identify the most severe risk areas and allocate additional, or increased resources, to these areas accordingly. In this manner, security management systems are integrated into the overall management system of an organisation. In doing so, you can add value to the bottom line by protecting brand reputation and ensuring customer satisfaction.

Our wide portfolio of services including training, gap assessments, customised audits and certifications can reinforce your security management systems and protect your brands and products as they make their way through global supply chains. Wherever your supply chain operates, our experts can guide your organisation on the best path to continuous improvement. Our solutions combine the benefits of a business



management tool with the ability to allow you to demonstrate certified security management systems and robust and reliable supply chains – a growing prerequisite for any global business.

## GLOBAL BUSINESS DEMANDS BEST PRACTICE IN LOGISTICS AND SECURITY CONTROLS.

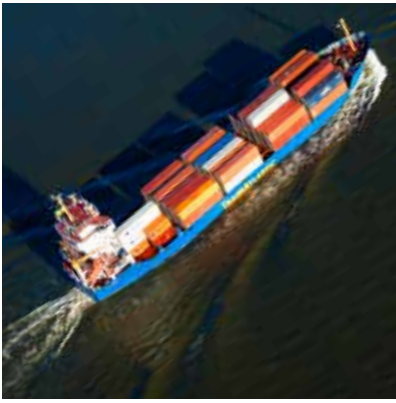
### ORGANISATIONAL RESPONSIBILITY MANAGEMENT

Business, regulators, customers and consumers now accept nothing less than excellent performance and transparency from any supply chain. They have growing demands related to Quality, Health & Safety, Environmental and Social issues that keep employees, communities and the environment safe. Meeting these demands means acting with integrity, legislation and international best practice at all times – ensuring that your business is seen as part of a responsible value chain and is demonstrating Organisational Responsibility Management.

We support you in assessing performance and managing compliance across all of your suppliers through proactive due diligence audits of new or prospective suppliers. Our programmes can extend across your entire supply chain and help you reassure stakeholders that all suppliers are operating to your business, social and ethical expectations.

Our solutions facilitate continual performance improvements in all steps of Organisational Responsibility Management.





## SPEED TO MARKET

### INVOLVING STAKEHOLDERS AND SUPPLIERS IN SUPPLY CHAIN RESILIENCE

Reducing risk in supply chain resilience for the long term means bringing all stakeholders and suppliers together. Only then can you harmonise efforts for better management of people, processes and operations. We provide a wide portfolio of services that create dialogue between your key partners. Our training sessions in business continuity, information security, and logistics and security management identify threat and disruption factors. Our experts help all parties develop a better understanding of how to coordinate best practice across complex supply chains – further enhancing resilience for all involved.

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**ACCEPT NOTHING LESS THAN EXCELLENCE IN SUPPLIER PERFORMANCE.**

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**COORDINATE BEST PRACTICE ACROSS COMPLEX SUPPLY CHAINS.**

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## KEY BENEFITS OF MANAGING SUPPLY CHAIN RESILIENCE

### ORGANISATION

- Identify critical processes
- Better understand 'disruption' and its impact
- Increase resilience
- Strengthen recovery and survival capabilities
- Direct management to address high-risk concern areas
- Encourage coordination of resources and efforts

### STAKEHOLDERS

- Demonstrate commitment to risk management
- Develop visible evidence-based documentation
- Enable credible responses via scenario-based exercises
- Ensure a positive message is communicated in crisis conditions
- Improve insurance risk profile and reduce premiums

### FINANCIAL

- Significantly reduce any financial impact
- Ensure rapid response to business disruptions
- Meet pre-defined operation levels (as per contractual agreements)
- Demonstrate a professional approach to managing disruption
- Retain trust in services and offerings (even during incident events)

### COMPLIANCE

- Benchmark processes and systems against international best practice
- Meet regulator, insurer and other key stakeholder expectations
- Ensure continual improvement in processes

### REPUTATION

- Standout as a proactive, secure business
- Allow unique 'resilience' positioning in marketplace
- Enhance stakeholder, customer and consumer confidence

## PROACTIVELY MANAGE CONTINUITY, SECURITY AND RESILIENCE IN YOUR SUPPLY CHAIN.



### REPUTATION

#### COMPLIANCE AND PERFORMANCE ASSESSMENT SOLUTIONS

We offer a wide portfolio of supply chain resilience solutions including audits and certifications that can implement or reinforce your existing management systems. Our audits and certifications allow your organisation to demonstrate compliance against a wide range of global and regional standards. We can tailor our service to your needs, whether your organisation requires a standalone audit, an integrated management approach, or customised solution. In relation to any of the four key pillars of supply chain resilience, we are here to support you.

#### INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION

We offer Integrated Management Systems Certification for organisations needing a solution to overcome the challenge of trying to establish and demonstrate compliance against a single management system – even when it comprises several competing management systems. Our leading knowledge in third-party auditing allows us to tailor an integrated audit program that can simultaneously assess various combinations of management systems. This reduces the cost and disruption to your day-to-day operations from multiple audits.

Our integrated audit solutions provide the required certifications, with the added benefit of establishing a more efficient and streamlined management system, across your entire organisation.

### COMPLIANCE AND PERFORMANCE ASSESSMENT SOLUTIONS FROM SGS

#### BUSINESS CONTINUITY MANAGEMENT

- ISO 22301 (gap assessments, certification, training)
- Customised Solutions
- Training Solutions (awareness, implementation, internal/lead auditor, interpretation)

#### INFORMATION SECURITY MANAGEMENT

- ISO 27001 (gap assessments, certification, training)
- Customised Solutions
- Training Solutions (awareness, implementation, lead auditor)

#### LOGISTICS & SECURITY MANAGEMENT

- ISO 28000
- TAPA standards (FSR, TSR, Cargo)
- C-TPAT
- Customised Solutions
- Training Solutions (awareness, implementation, lead auditor)

#### ORGANISATIONAL RESPONSIBILITY MANAGEMENT

- Environmental Management (ISO 14001)
- Quality Management (ISO 9001)
- Occupational Health & Safety Management (OHSAS)
- SEDEX SMETA
- SA8000
- Customised Solutions (social accountability, environment, QHSE)
- Training Solutions (awareness, implementation, lead auditor)

## TRAINING SOLUTIONS

We offer a comprehensive range of training programmes that help your organisation effectively manage issues related to supply chain resilience. Our training solutions give you a complete understanding of the essential requirements of management systems and standards. Whether you are a lead auditor or executive, interested in a particular ISO Standard or management system, we deliver courses that suit all audiences from foundation and awareness training, through to accredited Lead Auditor courses that meet Certification Body training criteria requirements. We also provide training on non-accredited management systems processes.

Please visit [www.sgs.com/training](http://www.sgs.com/training) to view the course schedules in your country.

### In-House Training Solutions

Running a course at your premises allows you to shape the message and style of the presentation to suit the culture of your organisation. It is the

most convenient and cost-effective solution if you wish to train a number of staff in the same location, or when confidentiality is an issue. Once we have agreed the dates and location for your training course, our experts work with you to identify and evaluate your learning objectives and to customise the course content to ensure they are met.

### WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 75 000 employees, SGS operates a network of over 1 500 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements, and managing sustainability.

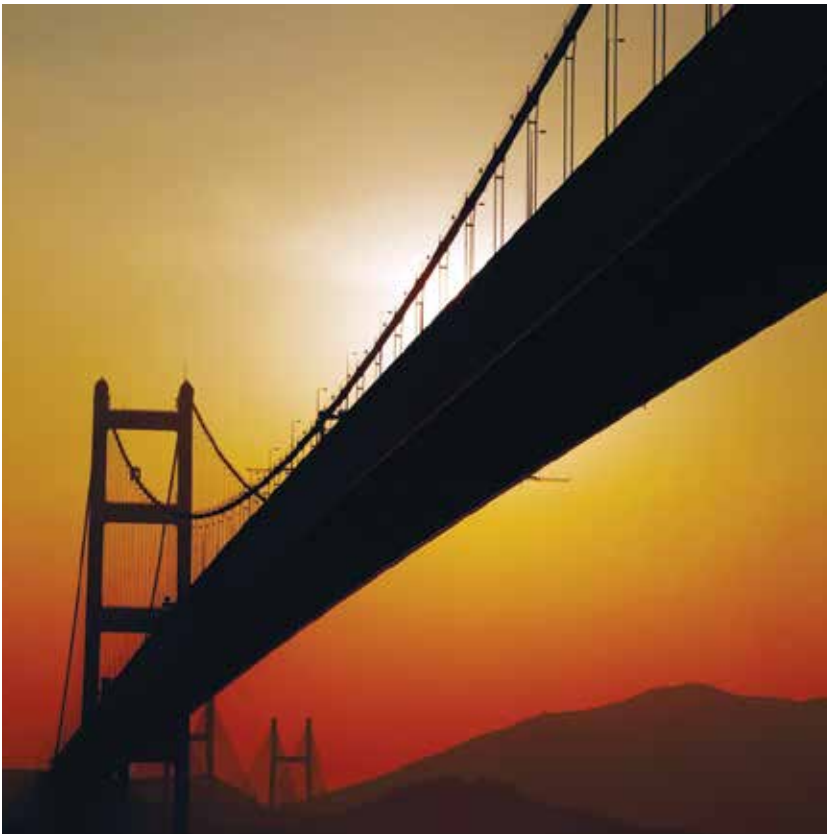
With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

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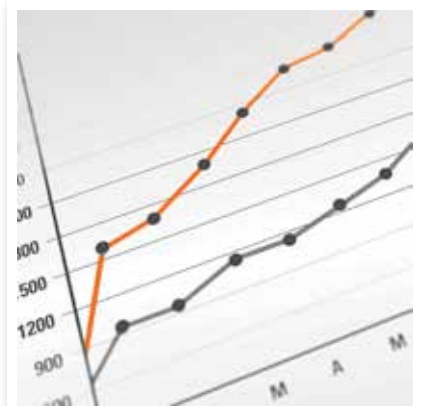
**TO LEARN MORE ABOUT SGS SOLUTIONS FOR MANAGING SUPPLY CHAIN RESILIENCE VISIT [WWW.SGS.COM](http://WWW.SGS.COM) OR CONTACT [SUSTAINABLE-DEVELOPMENT@SGS.COM](mailto:SUSTAINABLE-DEVELOPMENT@SGS.COM)**

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**TO GET COMPREHENSIVE WHITEPAPERS ON A WIDE RANGE OF SUPPLY CHAIN RESILIENCE TOPICS, INCLUDING SECURITY AND BUSINESS CONTINUITY MANAGEMENT, VISIT [WWW.SGS.COM/WHITEPAPERS](http://WWW.SGS.COM/WHITEPAPERS)**



**FURTHER EXCELLENCE**



**COMPETITIVE ADVANTAGE**

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

WHEN YOU NEED TO BE SURE

