

# PREPARING FOR THE NEW NORMAL: ARE YOU READY?

COVID-19 RECOVERY SERVICES

 **BE THE BENCHMARK**

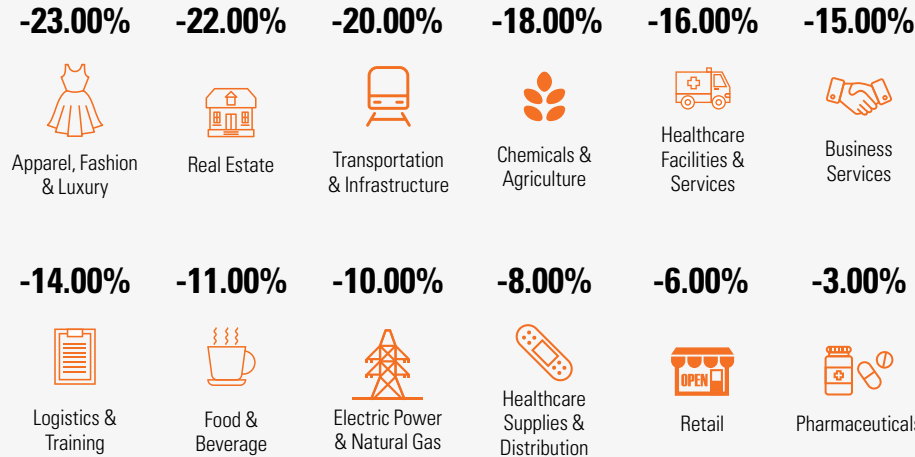




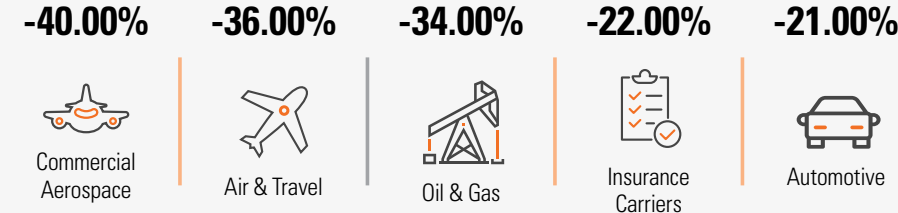
# PANDEMIC IMPLICATIONS FOR YOUR BUSINESS

## MARKET CAPITALIZATION HAS DECLINED ACROSS SECTORS

Businesses are experiencing financial slow downs due to COVID-19. Companies will need to address the immediate and long-term challenges of the pandemic and how these challenges have negatively impacted their workforce, employees and customers. Businesses, across all industries, are facing economic and operational issues that may take years to recover from.

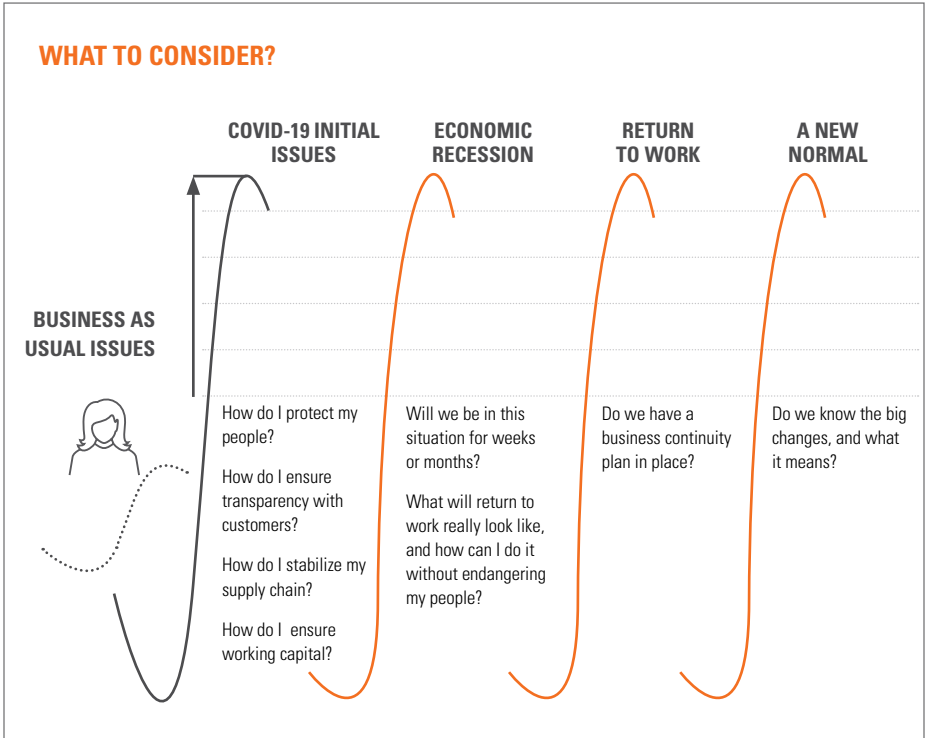


## PRELIMINARY VIEW OF SOME OF THE HARDEST HIT SECTORS



## BUSINESS CONCERNS DURING COVID-19

As markets slowly begin to reopen, businesses have many factors to consider. Customers and employees will have new expectations that will need to be met. To ensure trust and safety, organizations will need to address the immediate and long-term challenges caused by this pandemic and be properly prepared to minimize any future disruptions.



Sources: <https://www.mckinsey.com/business-functions/risk/our-insights/covid-19-implications-for-business>



# PREPARING FOR THE NEW NORMAL: ARE YOU READY?

## BUSINESS RECOVERY MILESTONES

From short term impacts to major shifts in business operations, the path to economic rehabilitation begins with understanding your current risks and properly planning for future disruptions. At SGS, we have the tools and resources necessary to help you navigate through each of the recovery milestones.



## COVID-19 RECOVERY SERVICES

To help organizations navigate these milestones, SGS has developed a suite of recovery service packages. Each package aims to ensure an organization’s level of preparedness by helping them resolve current hygiene and safety issues, restart operations and ensure their business meets the requirements of the new normal.

Each service can also be purchased a la carte.

### SCOPE OF SERVICES:

#### Cleaning and Disinfection Verification & Monitoring

A comprehensive gap analysis to validate that cleaning and disinfection protocols have been updated to include the outcome of a risk assessment on high touch points, enhanced cleaning and disinfection frequency and the use of appropriate products for each surface.

#### Business Restart Assessment

An unbiased assessment, based on documented management controls, focusing on hygiene procedures, social distancing measures and management controls based on the recommendations provided by the World Health Organization (WHO).

#### Manufacturing Business Continuity Module

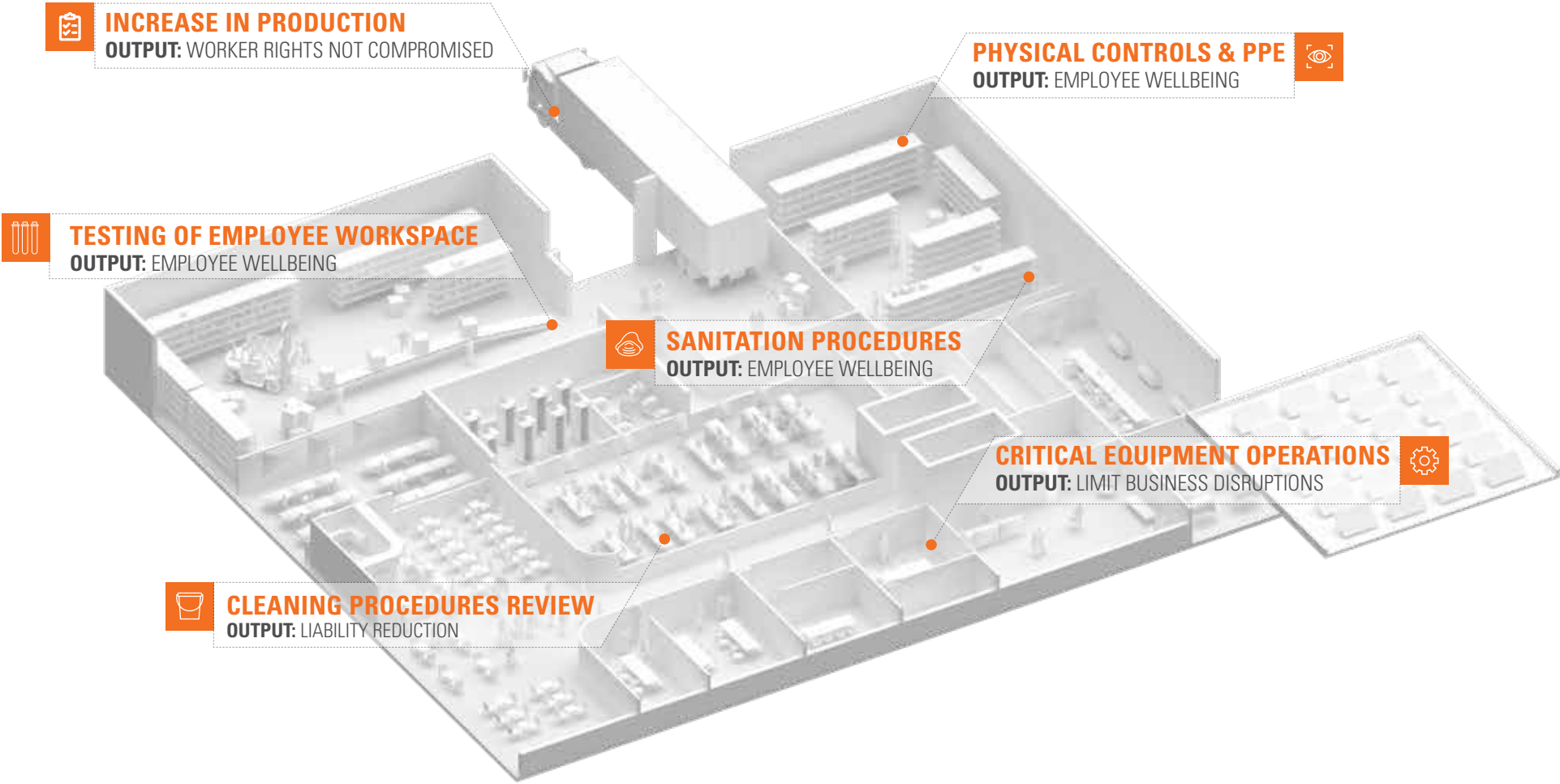
Specifically created for the manufacturing sector, this module ensures business functions are fully prepared to restart production and minimize further disruptions.

	RECOVER	RENEW	REINFORCE
Cleaning and Disinfection Verification & Monitoring	✓	✓	✓
Business Restart Assessment		✓	✓
Manufacturing Business Continuity Module			✓



# OUR TRANSFORMATIONAL SOLUTIONS

Our COVID-19 Recovery Services provide peace of mind and assurance that your organization is prepared to restart operations. Each solution was designed to positively impact a key area of your business.





# CLEANING AND DISINFECTION VERIFICATION & MONITORING

SGS can help organizations evaluate the efficiency of cleaning and disinfection procedures. Our services ensure strict standards of cleanliness are met in order to mitigate the impacts of the COVID-19 pandemic.

As a global business with local presence, SGS provides a comprehensive range of occupational health and safety solutions to protect your employees, customers and visitors, to ultimately safeguard your business.

Upon completion of the analysis, qualifying organizations will earn a Disinfection Monitored Cleaning Checked mark.

## SCOPE OF SERVICE:

### Cleaning & Disinfection Management and Supervision

- Removal of dirt and other surface pollutants to prevent deactivation of active ingredients in the disinfection products
- Application of disinfectants to surfaces and air born mist to hard-to-access surfaces

### Adenosine Triphosphate Testing (Swab Testing)

### Inspection On Hygiene Standards

- Visible Observation
- Worker Interviews

## BENEFIT TO YOUR ORGANIZATION

Our cleaning and verification service provides your customers and employees with peace of mind, knowing work and retail surfaces are properly sanitized.





# BUSINESS RESTART ASSESSMENT

As markets begin to reopen, businesses may not be fully prepared to meet demand. New legislation and recommendations from governments and health organizations will require companies to change the way they work. As the global leader in compliance and custom made audit solutions, SGS has developed a Business Restart Assessment.

This assessment is based on management systems controls and will ensure that an organization is following the recommended guidelines, introduced processes and has effectively implemented them throughout the business.

## SCOPE OF SERVICE:

### Non-Manufacturing Premises

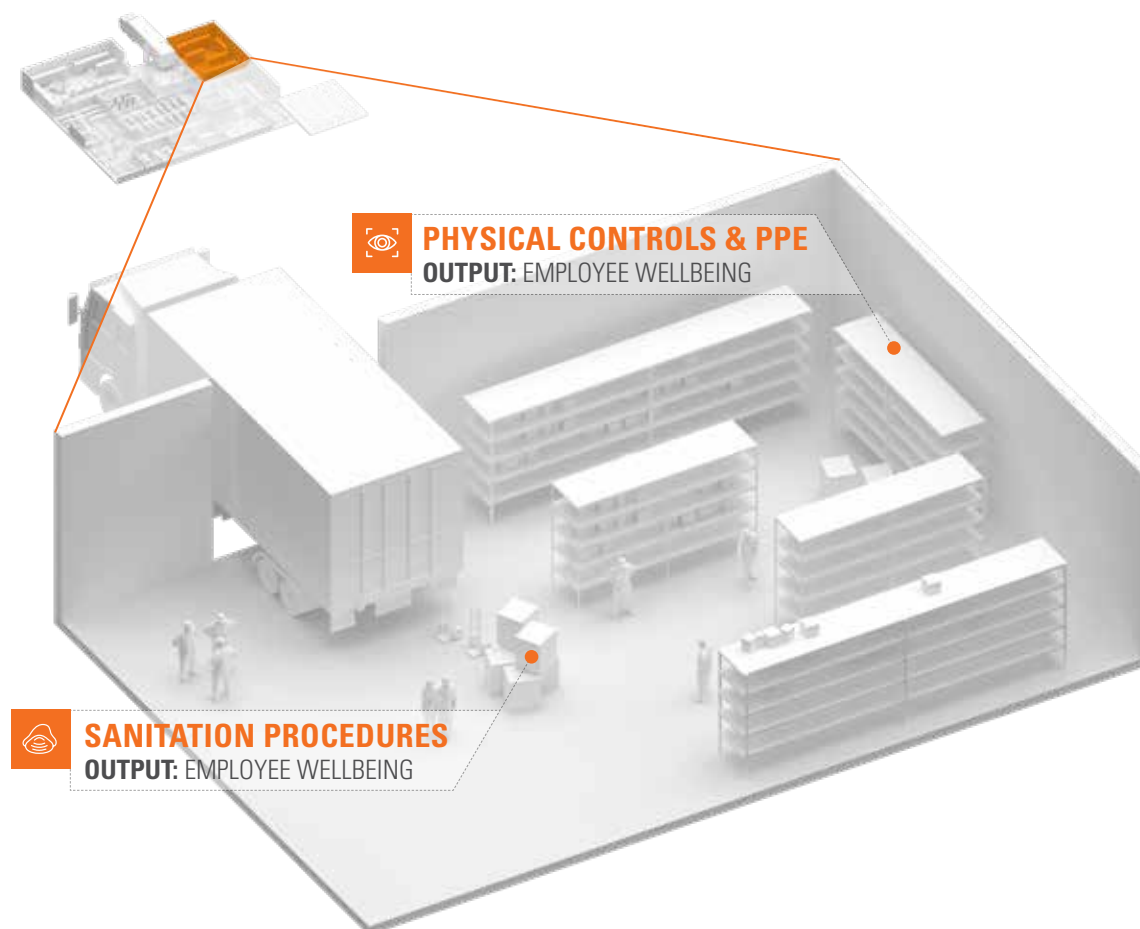
- Management Commitment, Involvement and Implementation
- Physical Controls
- Hygiene, PPE and Worker Protection
- Social Distancing and Illness Reporting
- Cleaning and Sanitation Policies
- Utensils, Equipment and twice Contact Surfaces
- Additional Risk Prevention & Physical Controls
- Crisis Management & Business Continuity Planning

### Additional Module for Manufacturing Premises Operations

- Quality Management System and Testing
- Process Control and Recall
- Sanitation
- Pest Control
- Plant Security / Emergency Preparedness

## BENEFIT TO YOUR ORGANIZATION

Our Business Restart Assessment assures a safe environment for Workers, Customers and Visitors and gives confidence that formal controls have been implemented throughout the business.





# MANUFACTURING BUSINESS CONTINUITY MODULE

Specifically developed for the manufacturing sector, this module offers a comprehensive offering that checks the physical controls and documented arrangements of a business and its readiness to restart operations following the COVID-19 pandemic. Combining a unique solution of swab testing, inspections and management systems, this module provides an end to end service to maximize efficiency and minimize future disruptions.

This module can be used by organizations to confirm that their supplier manufacturing facilities are capable of meeting demand, whilst also protecting quality and people. The flexibility of this solution allows businesses to use it within their own network, or apply it to their suppliers.

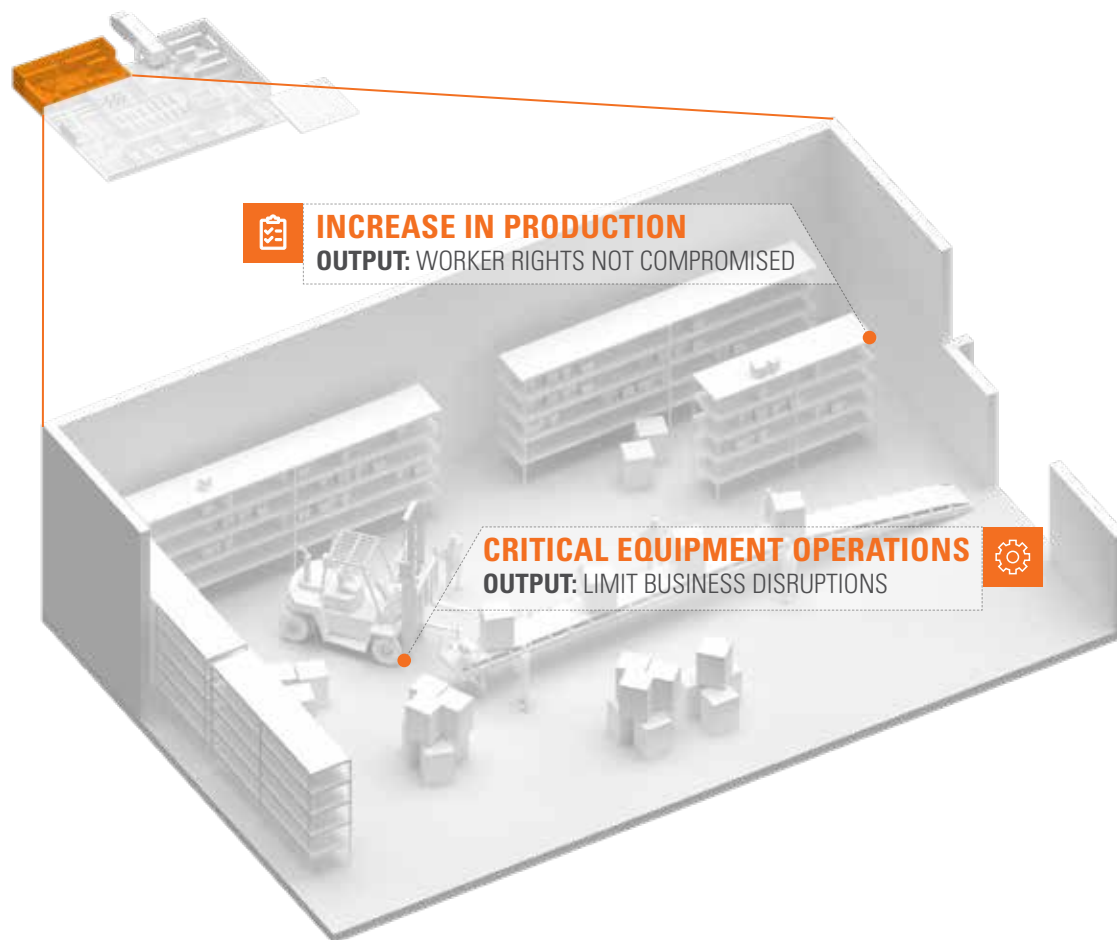
## SCOPE OF SERVICE:

**An audit to review policy and arrangements, people, manufacturing, supply chain and equipment procedures, ensuring:**

- Measures taken to increase production have not compromised quality or worker rights
- Where work has been subcontracted, formal controls are in place
- Security and storage arrangements are in place
- Stock can be provided to customers in a timely manner
- Critical equipment is fully operational and the related impacts due to failure or breakdowns are controlled to limit the business impact

## BENEFIT TO YOUR ORGANIZATION

Our Manufacturing Business Continuity Module provides a holistic assessment of your organization's readiness to restart operations after COVID-19.





# COMPLEMENTARY SERVICES

SGS provides a vast range of solutions to ensure that sites and operations are adequate for the wellbeing of employees, customers and visitors, including:



**AUDITS:** As the global leader in compliance, we can support you with a variety of quality, environmental, safety and business continuity audits. Our audits can be conducted both on-site and remotely.



**TRAINING:** Our SGS Academy is the global leader in professional online or in person training, providing innovative learning and development solutions, covering multiple areas and industries, tailored to meet your needs.



**TECHNICAL CONSULTING:** We bring in our expertise in operational and management consulting to develop truly unique continuous improvement experiences that can create economic value and drive sustainable growth.

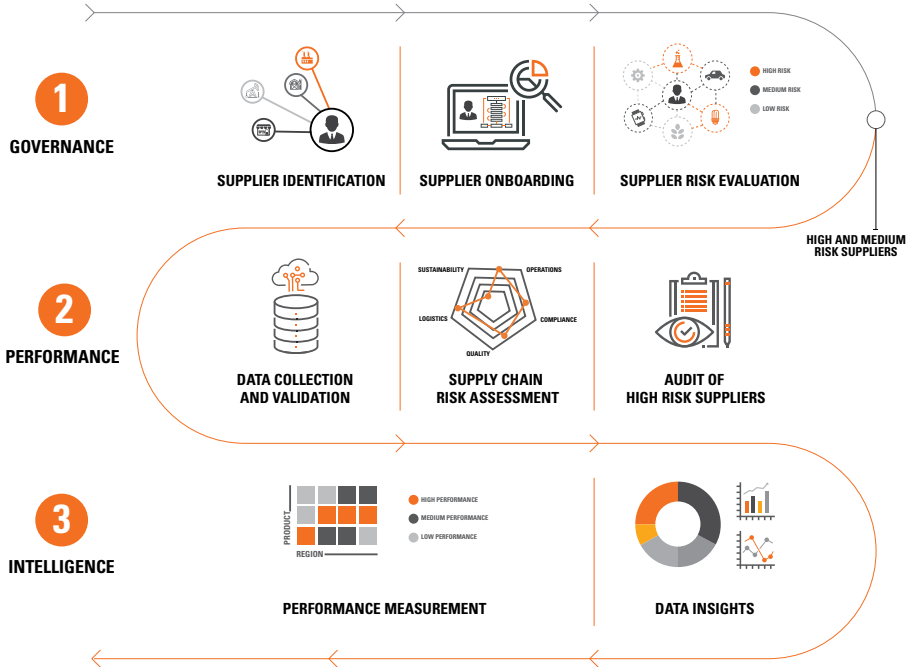


**TESTING:** We provide various testing services, including environmental and surface cleanliness, as well as COVID-19 detection.

# ENSURING CONTINUITY OF YOUR SUPPLY CHAINS WITH **SGS SUPPLIER RISK MANAGEMENT SOLUTIONS**

The COVID-19 pandemic has caused significant disruption to supply chains. As organizations prepare for “the new normal” full transparency of their supply chain will be critical to avoid further business disruptions. To support, SGS has developed the Supplier Risk Management Solution leveraging a best in class IT platform and the supplier support, infrastructure and data validation capabilities of the SGS global network. This provides:

- Accurate and up to date supplier information
- A risk assessment process for all suppliers
- Risk based audits on suppliers
- Storage of the risk assessment, self-assessment questionnaire and supplier audit information in a single location
- Performance analytics for both clients and their supplier







# DATA ANALYTICS WITH THE BE ENGINE

SGS is dedicated to continuously bringing additional value to our customers during this difficult time. We have developed the Business Enhancement (BE) Engine as a proprietary Business Intelligence platform driven by industry and technical insights. The BE Engine aims to highlight the unique and valuable industry trends, derived from our certification data. This data can shed light on key operational inefficiencies and risks in quality, health & safety, information security and business continuity.

As businesses recover from COVID-19 related down turns, planning for future disruptions will be key. With data analytics from the BE Engine, our clients will be able to see where they stand against their peers across various risk areas and be better equipped to allocate resources and mitigate future risks.

To gain a holistic understanding of the potential risks associated with Business Continuity, SGS has developed a methodology that utilizes our compliance data to identify the top pain points and business impact events relating to this issue. This analysis was based on the data collected from ISO 22301, the top standard for Business Continuity.

The graphic on the right highlights this process by identifying:

1. Top pain points
2. Impact events most likely to occur
3. Impact areas with the highest business risk

**MOST COMMON BUSINESS CONTINUITY RISKS:**

- Noncompliance with Legal Requirements
- Unscheduled Downtime
- Delayed Recovery of Key Activities

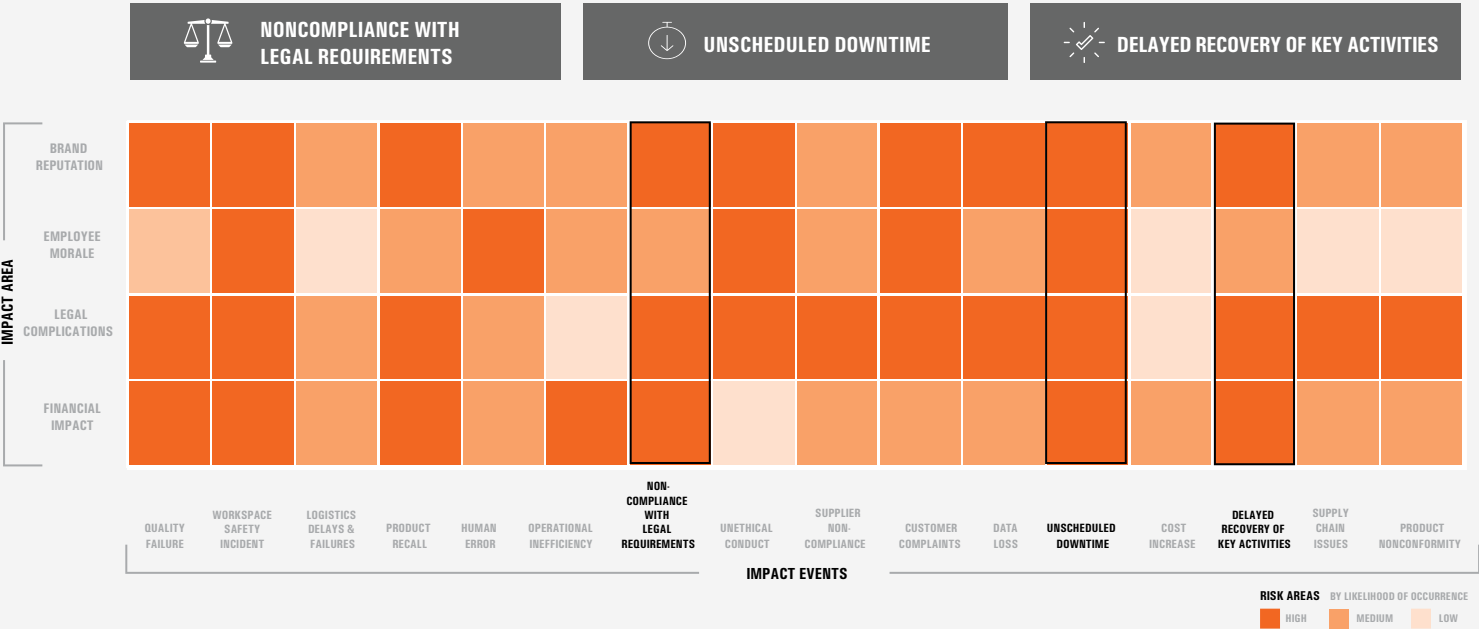




# LINKING IMPACT EVENTS TO BUSINESS CONTINUITY RISKS

Our analysis has identified Noncompliance with Legal Requirements, Unscheduled Downtime and Delayed Recovery of Key Activities as the impact events most likely to occur. The heat map below highlights these three events and allows us to see how they all impact each of the four impact areas. Based on our data, Business Continuity has shows to negatively impact all four major impact areas: Brand Reputation, Employee Morale, Legal Complications, and Financial Impact.

## IMPACT EVENTS MOST LIKELY TO OCCUR



1. Understand the industry landscape by seeing how key areas of your business are impacted by the identified events.
2. Identify the top three events based on # of occurrences and see how they rate (low, medium, high) against the 4 impact areas.
3. The dark orange boxes showcase the area most likely to be affected by these events.



# OUR PLATFORM BE ENGINE

## 1. ANALYTICS

- Insight driven process and data analytics
- Compile information of audit nonconformities to identify main operational weaknesses that our clients have per industry segment, standard and geographic location



## 3. TRANSFORMATION

- Integrate SGS long-term industry experience and technical expertise to map industry pain points and associated events to business impact
- Conduct business impact assessment and risk modeling




## 2. INTELLIGENCE

- Client performance evaluation against different benchmarks
- Root Cause Analysis by keyword processing
- Pre-programmed mapping logic to match root causes and pain points





# OUR SERVICES

PRODUCT AREA	SERVICE OFFERING	BASIC	ADVANCED	PRO
 <b>ANALYTICS</b>	Analysis of Nonconformity Data General overview and analysis by time, region, facility, standard, industry, product category and standard clause	✓	✓	✓
	Internal Audit Performance Assessment Client focused audit performance overview and reports	✓	✓	✓
 <b>INTELLIGENCE</b>	Performance Benchmarking Comparing client's key performance metrics with benchmark Matrix to compare all clients' key performance metrics with different benchmarks Performance assessment to evaluate client's audit performance within a specific standard compared with pre-defined benchmark (industry, region in top 5 risk areas)		✓	✓
	Root Cause Analysis & Risk Profiling Root Cause Analysis by keyword processing auditors' description and feedback and build client's risk profiles		✓	✓
	Pain Point Mapping Pre-programmed mapping logic to match root causes and pain points with nonconformities raised from all major standards		✓	✓
 <b>TRANSFORMATION</b>	Impact Event and Impact Area Analysis Evaluate how the top impact events affect the 4 impact areas we identify as valued most to business 4 Impact Areas: Brand Reputation, Employee Morale, Legal Complications, Financial Impact			✓
	Customized Impact Area Assessment Comprehensive and customized root cause analysis, risk profiling, pain point mapping and impact area assessment for key accounts			✓
	Risk Modeling - Business Impact Assessment Business impact assessment across business value chain			✓
	Advanced Business Impact And Risk Modeling Industry Specific Risk Matrix Industry Performance Benchmark Competitor Specific Benchmark			✓

## CONTACT SGS



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