



Bureau Veritas Consumer Products Services
Supply Chain Solutions
Testing • Inspection & Audit • Certification



Leaders in a Complex World

- Cover all Products & Technologies
 - Global Recognitions
 - Excellent Portfolio of Clients

Staying Ahead of Fast Pace of Change

- Strong Relationship with Government Agencies
 - Lead Key Industry Working Groups
 - Fast Technology Adoption
 - Partner with R&D Groups

Global Footprint

- Global network – 120+ labs / offices
- Speed to Market – lab automation
 - Global Consistency

Your Challenges

Successful consumer goods / technology companies and retailers position themselves to master the highly dynamic marketplace in which they operate, a marketplace that is increasingly connected, integrated, global, competitive, regulated, customer experienced centric and one that requires faster response times throughout the supply chain. Partnering with a technical and global Testing, Inspection and Certification (TIC) leader who can support in successfully navigating this increasingly complex maze is critical to maintain success.



Speed

Speed has been an important trend in retail for over a decade. This includes: "fast fashion"; flash sales; pop-up establishments; and self-service check-out and kiosks. Near sourcing helps with the need for speed, however, the delivery window is becoming more narrow and specific with retailers starting to offer same-day delivery and investigating drone delivery. *All this has a significant impact on the need for a local, fast and efficient TIC partner to meet the ever evolving needs.*



Innovation

The consumer goods & retail industry continues to be disrupted by new technologies, especially the evolution of new products integrating advanced materials as well as wireless / connectivity. Consumers also expect to be able to access information and products from multiple channels, online, in-store and on their mobile device. Additionally, with the advent of 3D Printing, the line between retailer and producer is also starting to blur. *A trusted and respected leader in both innovation as well as performance / regulatory requirements is critical to partner retailers and brands in this new world.*



Globalization

With markets in USA, Japan, Korea and Europe increasingly saturated, more and more retailers and brands are looking to expand their network of sales beyond their home market. With this comes risks in terms of challenging compliance requirements and local market knowledge. *A TIC partner who can support access to multiple markets is a key requirement for success in tomorrow's world.*



Sustainability

There are a handful of trends directly related to sustainability such as social compliance, climate change management and energy reduction, however, all of the trends affecting brands and retailers have sustainability implications whether it be energy and freight-related transportation, supply chain security, reliance on fossil fuels. *Collaborating with a leader in supply chain sustainability management enables retailers and brands not only to do the right thing, but to be seen to be doing the right thing.*



Customer Experience

Retailing is no longer just about the product, but the experience. Consumers want customization as well as shopping to include entertainment, education, emotion, engagement, and enlightenment. As retailers explore innovative ways to enhance the buying experience leveraging fashion shows, music festivals and interactive displays for example, the need for consistent product information across platforms is crucial. *Trust is a key element of success; partnering with a global leader in TIC services is an essential factor in realizing goals.*

Bureau Veritas Supply Chain Solutions

With a presence in every major sourcing and selling territory around the world, our Supply Chain solutions help companies making, distributing, or selling products to improve their: product quality, safety and compliance, sourcing flexibility, speed-to-market, profitability and sustainability as well as brand security throughout the supply chain.



Certification

Assessment by an independent accredited body of product or system conformity to specific requirements.

- Product
 - Quality Check
 - Environmental Footprint Progress
 - IECEE CB Scheme
 - EU CE marking
 - Wireless/Smartworld Qualification
 - USA NRTL / TCB Services
 - European NF / GS / BG Mark
- Management System
 - Quality: ISO 9001
 - Environment: ISO 14001
 - Health & Safety: OHSAS 18001
 - Social Accountability: SA8000
 - Information Security: ISO 27001
 - Energy Management: ISO 50001
 - Sector Specific Solutions: ISO/TS 16949 and ISO 22000



Inspection & Audit

Verifying on-site that a product or system meets specified criteria.

- Production Inspection
 - Pre-Production Meeting
 - Initial, During, Final
 - Sample Collection
 - Loading / Unloading Check
- Factory Assessment
 - Quality
 - Chemical
 - Capability & Capacity
 - Mold Prevention
 - Mill Improvement
 - Trim Qualification
- CSR Services
 - Social Audit
 - Security Audit
 - Environmental Audit

OneSource Suite – Online Supply Chain Quality Management Solution

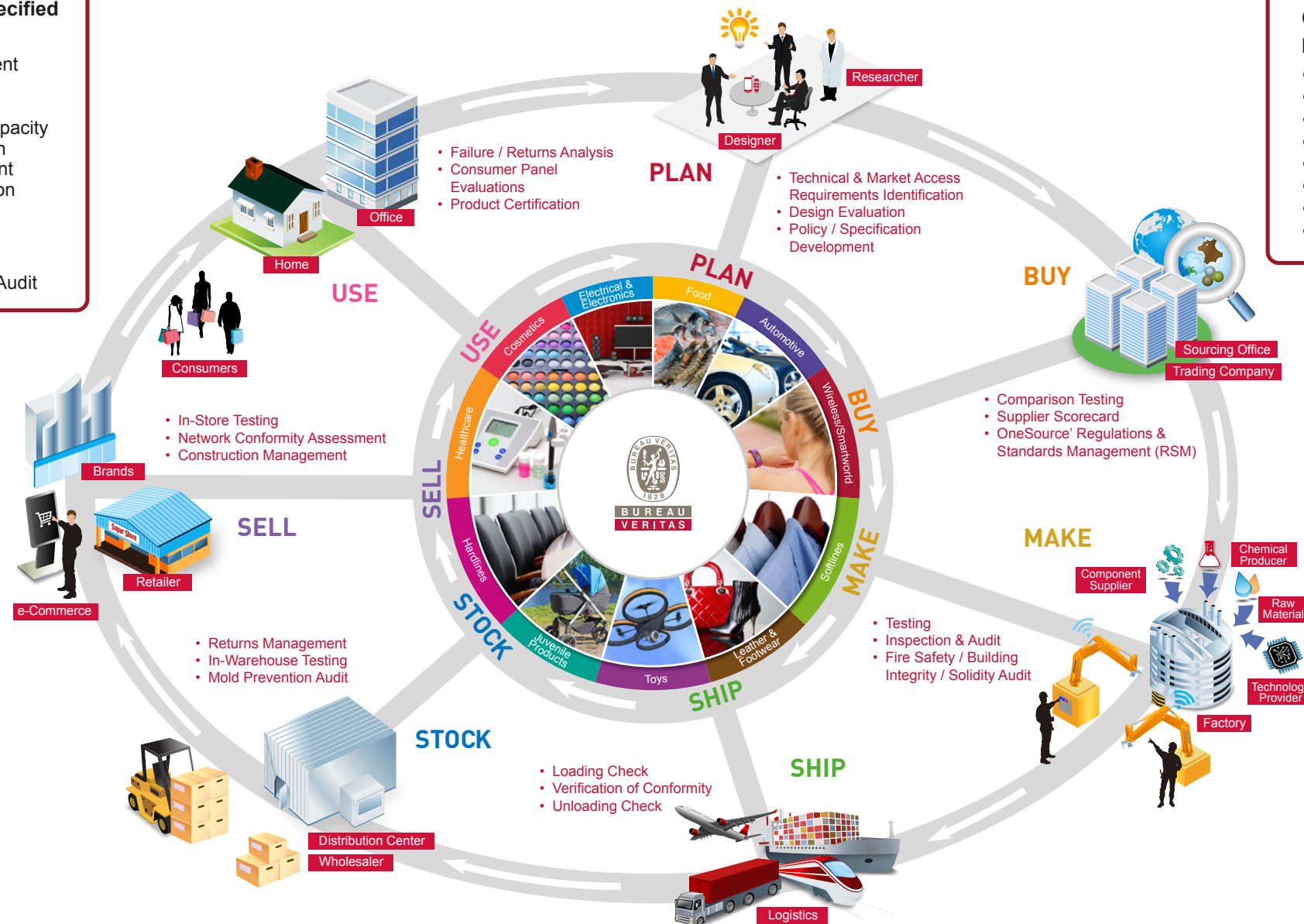
Optimizing your sourcing and supply chain performance.

- Order Tracking
- Service Report Delivery
- Business Intelligence
- Supplier Scorecard
- Product & Process Disposition
- Audit Management
- Knowledge Center
- Regulations & Standards Management (RSM)

Testing

Determining a product, component, material or chemical's characteristics.

- Chemical / Restricted Substances
- Chemical Discharge Monitoring
- EMC / RF
- Environmental Performance
- Grid Connection
- Material
- Quality / Performance
- Reliability
- Safety
- Wireless / Conformance



Advisory / Technical Assistance

Supporting Informed Decision Making.

- Consulting Services
- Failure & Returns Analysis
- Hazard Assessment & Design Evaluation
- Knowledge Products
- Regulations and Standards Management (RSM)
- Training Services

Bureau Veritas Services - Living with Confidence

The services we provide touch many aspects of the way we live. Whether it is assessing the cellular / radio performance of a smartphone or wearable device, verifying the safety of a children's toy, evaluating the electrical components of your car for electromagnetic compatibility, inspecting and auditing your garment's supply chain for hazardous chemical controls or testing your furniture for endurance, the wide range of testing, inspection, audit and certification services we provide enables you to live with confidence. The below image provides a snapshot of some of the varied services we offer for products within and outside the home to allow you to live with confidence.



| Bathroom | Examples |
|----------|-----------|
| | Cosmetics |
| | Bath Mat |
| | Mirror |

| Building | Examples |
|----------|------------------------|
| | Home Automation System |
| | Solar Panel / Inverter |
| | Security Camera |

| Bedroom | Examples |
|---------|------------------------|
| | Apparel |
| | Footwear |
| | Pillow |
| | Blood Pressure Monitor |

| Living room | Examples |
|-------------|-------------------|
| | Television |
| | Air Conditioner |
| | Lighting |
| | Leather Furniture |

| Office | Examples |
|--------|---------------------------|
| | Laptop |
| | Wireless Charging Station |
| | Office Chair |

| Outdoor | Examples |
|---------|----------------------|
| | Fitness Tracker |
| | Intelligent Footwear |
| | Smartphone |
| | Connected Toy |
| | Baby Stroller |

| Kitchen | Examples |
|---------|------------------|
| | Cookware |
| | Food |
| | Washing Machine |
| | Fridge / Freezer |

| Parking Garage | Examples |
|----------------|-------------|
| | Automotive |
| | Power Tool |
| | Garage Door |
| | Bicycle |



Bureau Veritas **Readiness**

Ever since the Consumer Products Services Division was established in 1998, following the acquisition of ACTS Testing Labs, we have been actively developing our footprint and capability through acquisitions and partnerships, supporting our organic growth.

2015 Reached 120+ Labs and Offices across 40 countries

2013 Acquired 7layers to become a Leader in Wireless/Smartworld sector

2012 Strengthened Automotive footprint with acquisitions of Davis in Shanghai and ECL in Nürnberg

2011 Developed Food Testing lab footprint with acquisitions in Japan, India and Turkey

2008 Strengthened South East Asia footprint with acquisition of KOTITI in Vietnam

2005 Expanded into the Wireless sector, following acquisition of ADT

2001 Acquired MTL and LCIE, expanding its scope of CPS for Softlines and Electrical & Electronics

1999 7layers formed in Germany specializing in wireless testing

1998 Acquired ACTS for Hardlines and Toys testing

1988 ADT formed in Taiwan, specializing in EMC testing


1888 LCIE established in France


We are a global leader in providing QHSE and Sustainability services to the retail industry:


■ **23 of the Top 25 Best Global Brands****

■ **22 of the Top 25 Global Retailers***



 **Accreditations & Recognitions 100+**

 **Labs & Offices 120+**

 **Employees 12,000+**

** Source: Interbrand 2013 Top 100 Best Global Brands (#s consists only of those brands relative to the retail industry)

* Source: National Retail Federation (NRF) 2013 Top 100 Retailers and Top 250 Global Retailers (less supermarket / food chains)

Bureau Veritas **Value**

As a global leader in the Testing, Inspection and Certification business, we focus on providing added value to our clients. As well as a global footprint, decades of experience, key accreditations and global client recognitions, we additionally pride ourselves through information services, client intimacy and technical services.

OUR BRAND & MARKET LEADERSHIP

- ✓ **SAFETY** Operating safely, and helping our clients and suppliers operate safely, is at the heart of our approach.
- ✓ **ETHICS & VALUES** Our core values focus on integrity and ethics, impartiality, respect for all individuals, and social and environmental responsibility.
- ✓ **BRAND & REPUTATION** In an industry where reputation, know-how and integrity are key, Bureau Veritas' independence and experience have made us a recognized leader for over 180 years.
- ✓ **CONFIDENCE** 100s of accreditations and authorizations demonstrates we operate professionally, and that our reports and certifications are recognized and respected.



GLOBAL FOOTPRINT

- ✓ **INTERNATIONAL PRESENCE** Our network across 40+ countries enables us to meet your needs, near your centers of production and trade throughout the world.
- ✓ **LOCAL KNOWLEDGE** Ever changing and complex standards and regulations in quality, health, safety and the environment are specific to countries and sectors. We bring you this local knowledge on a global scale.
- ✓ **SKILLED EMPLOYEES** Our 12,000+ qualified engineers, technicians and industry specialists help serve your needs delivered locally.



CLIENT INTIMACY & TECHNICAL LEADERSHIP

- ✓ **CLIENT ALIGNED** Responding to the differing needs of our clients, throughout the supply chain, is at the heart of the way we do business.
- ✓ **CONSISTENT DELIVERY** With our global leadership in Technical Governance, our services are provided with the same high standard in every country.
- ✓ **INFORMATION MANAGEMENT** OneSource, our client communication platform and knowledge-sharing system, enables informed decision support and increases speed to market.
- ✓ **INNOVATION** From the latest wireless/smartworld technology to 3D Printing to advanced materials to the design of customized standards, we continue to offer and develop innovative solutions.
- ✓ **INDUSTRY PARTNERSHIP** We maintain our technical leadership through participation in, and chairing of, numerous prestigious working groups - keeping us connected to what you care about.



“... has one of the **stronger technical services** groups in the industry as well as highly **dedicated account and program management teams.**”

“... our **passport to markets** around the **globe.**”

“... **value their consistent approach** worldwide.”

“A **knowledge center** for the consumer products industry.”

“...enabled us to meet our **goal of demonstrating our commitment to sustainable business practices.**”



Move Forward with Confidence

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Bureau Veritas Consumer Products Services



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