



TOGETHER WE ARE...

THE

SGS SCANNING SERVICES

SGS

Border and Port Authorities across the world have tightened security measures and export/import controls. Global trade and international supply chains now demand complex state-of-the-art Non Intrusive Technology. With the help of the Scanner team, SGS provides governments worldwide with independent expertise alongside the capabilities to meet this challenge.



FINANCING

WE MAKE EVERYTHING POSSIBLE WITH FINANCING

We want to help you realise your project in the best possible way, and are able to invest everything into your operations, protect the investment, and provide you with a manageable financial model.



EXPERTISE

WE SEE THROUGH YOUR OPERATIONS AND PROPEL EFFICIENCY

Our expertise allows us to provide you with the insights that make a difference to your operations.



PROJECT MANAGEMENT

WE ENSURE THE SUCCESS OF YOUR PROJECT

Here at SGS we have the experience to understand the complexities of successful scanning operations. Our objective is to help you enable your smooth, comprehensive scanner processes ensuring that from project definition to acceptance tests and beyond is dependable and cost effective.



MAINTENANCE AND RELIABILITY

WE POWER PRODUCTIVITY AND PREVENT FAILURE

You can trust us to keep you operating at full power, troubleshooting or repairing on the spot at anytime. Our goal is to maintain your activity levels with immediate technical solutions, enabling you to keep everything running smoothly.



CAPACITY BUILDING

THROUGH OUR KNOWLEDGE OF SCANNING, WE GUIDE YOU TO THE ANSWERS

We make sure your team is knowledgeable and productive by sharing with you our extensive knowledge, building on your skills to get you to the next level. We provide the expertise that allows you to perform image analysis and use your technical equipment accurately, reacting appropriately to any identified threats.

SGS SCANNER SERVICES BROUGHT TO YOU BY OUR TEAM OF EXPERTS

SGS provides governments worldwide with independent expertise alongside the operational capabilities to meet the challenge of inspecting high level risk cargo quickly, without disrupting the flow of legitimate trade while promoting secure international supply chains.

THE BENEFITS OF SCANNER SERVICES FROM SGS

SGS has the expertise to guide you throughout your scanning project, from assessing your precise needs through to the purchase, implementation and training. Major advantages of working with SGS are:

- Maximize the return of the investment by effectively using the scanning/NII equipment.
- As a leading certification company, SGS provides its clients with best practices following major guidelines such as the SAFE Framework from the WCO and ISO norms.
- Adopt the most suitable processes to the client's configuration so cargo is targeted and controlled based upon its suspect contents while providing seamless movement of goods.
- Full integration with other SGS e-Government solutions such as Risk Management and Single Window.

CARGO SCANNING SERVICES PROVIDED BY SGS

In partnership with our clients we deliver:

Project Management

- Business Analysis to define the client's needs
- Feasibility studies, In Site Gap Analysis
- Definition of the project / equipment by SGS
- Procurement process definition

Equipment selection and purchase

- Define the terms of references
- Selection of the Equipment
- Equipment purchase, contract and maintenance services negotiation

Acceptance tests and Radiation safety Certification

- Factory Acceptance Tests (FAT)
- On Site Acceptance Tests (OSAT)
- Radiation Safety Certification

Equipment and site implementation

- Site definition
- Civil work and Infrastructure customization to safely host the machines
- Project Management

Procedures

- Review of Customs and Port/Border procedures
- Set up of the scanner sites procedures (operation, safety...)

Capacity Building

- Operational Training
- Intensive Image Analysis Training for Cargo Scanners
- Radioprotection
- On-line training for Baggage and pallet Image Analysis

We bring together every aspect of realizing scanning projects: working with you to ensure your scanner implementation is effectively timed and controlled to deliver full operational capacity with minimal financial risk. From international scanning supplier relationships to local understanding of your markets, our experience is invaluable in ensuring you protect your borders.

FACTS ABOUT THE **SGS SCANNING SERVICES**

OVER **10 YEARS** OF EXPERIENCE IN OPERATING SCANNERS



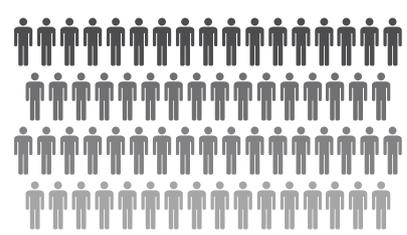
EXPERT WITH **6** BRANDS OF EQUIPMENTS

MORE THAN **30** SCANNING OPERATION REFERENCES WORLDWIDE

MORE THAN **200**



SGS SCANNING SPECIALISTS AROUND THE GLOBE

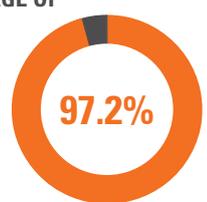


OVER 1,000 OPERATORS TRAINED IN IMAGE ANALYSIS, RADIATION SAFETY AND SCANNING OPERATIONS



WE PROVIDE SUPPORT AND OPERATIONS AROUND THE CLOCK

RELIABILITY AVERAGE OF



AVAILABILITY FOR ALL OUR OPERATING EQUIPMENT

OUR TEAM OF EXPERTS



WE SEE THROUGH YOU OPERATIONS AND PROPEL EFFICIENCY

-  **PROJECT MANAGEMENT**
We ensure the success of your project
-  **FINANCING**
We make everything possible with financing. BOT, BTO, BOO, BOOT Concessions, PPP
-  **CAPACITY BUILDING**
Through our knowledge of scanning we guide you to the answers.
-  **MAINTENANCE**
We power productivity with minimum response time

WE SEE THROUGH YOUR OPERATIONS AND PROPEL EFFICIENCY

EXPERTISE



SCANNER OPERATIONS

Scanner operations have to be consistent, 365 days a year, to match the flow of traffic across your borders. Efficiency is key and achieving well-managed operations is no simple task. Smooth processes involve more than scanner installation alone. It is essential that vehicles are correctly positioned and scanned; images are created accurately by individuals who are licensed experts in radiation safety; and that all data is collected and analysed effectively. In addition, there is also the need for detailed administration and equipment care.

SGS makes your day-to-day scanner operations more efficient and productive by providing expert support where

you need it. We also interact with manufacturers to ensure you have a complete understanding of how to best utilise the equipment you purchase. We identify ways to increase productivity across all your scanner operations and help you deliver the highest security levels at your facility.

DAILY ACTIVITIES SUPPORT

To maximise the efficiency of your daily scanning operations a multitude of tasks need to be performed fast. This requires a team of highly trained individuals, each with an acute understanding of the tasks they need to perform. This level of expertise is rarely held with an existing customs team and is where we can help. With extensive experience in all

areas of onsite scanner operations we are uniquely placed to assist you. Our expertise covers everything required to achieve accurate, precise, quick and professional day-to-day operations on your site.

ASSISTANCE WITH IMAGE ANALYSIS

Image analysis is a very technical element of the scanning process. SGS Cabin Image Analysts both perform this task at your facilities or train your staff so that you have in-house expertise. Through either solution all areas of image analysis are covered in-depth so that threats can be identified and the appropriate level of control is upheld at all times.

WE ENSURE THE SUCCESS OF YOUR PROJECT

PROJECT MANAGEMENT

SCANNER CONSULTING AND PROJECT MANAGEMENT

The extent of a scanner project and the associated operational processes can be overwhelming. Independent project management services give you support as you initiate your project and develop it to implementation. SGS evaluates your scanner needs in the early stages of the project and performs technical studies to provide supporting evidence for the scanner decisions you make. We then give you tender assistance before your equipment contract is developed and at the implementation stage, provide you with witness services for third party testing. Our scanner consultancy and project management teams draw on international knowledge and experience in building border control infrastructures to develop the right systems and right processes for your operations.

SITE STUDY

Our onsite technical study evaluates your entire scanning protocol, including the customs clearance and port process as well as traffic fluctuations. From our onsite study results and recommendations, the necessity of scanner services can be revealed and you can make an accurate estimation of the effectiveness of your systems. We can also allocate budget for operations and investments aligned to the specifications.

LOGISTICS REVIEW

An in-depth study of every step in your process aims to identify the most productive scanning procedures to implement. The logistics review of the customs clearance process includes for each step: The process, the physical location, and the documents required.

TENDER ASSISTANCE

When operational assistance is not needed, we evaluate the project requirements, prepare the technical elements and assist you in writing terms of reference for tenders. We then work with you to assess the most suitable scanning equipment for each individual project.

EQUIPMENT SELECTION

SGS leads the world in the supply and operation of cargo scanning technologies. Independent relationships with all six major suppliers of scanning equipment mean we can select the right technology for your project, based on your local requirements. Our broad expertise allows us to help you in getting the most out of your equipment, whichever you opt for.

CIVIL WORK AND INSTALLATION

In order to commence the operation of the new scanning system in the shortest amount of time, SGS coordinates and supervises the site construction and the equipment set-up.

RECRUITMENT

Selecting the right staff for your scanner operations ensures the maximum return on your training investment. We assess new and existing staff to find those with the right aptitude for detailed analytical work. Using our selection criteria we identify candidates with the skills to excel in scanner operations: spatial perception, colour identification, sustained attention, mental rotation, visual closure, and others.



WITNESSING THIRD PARTY TESTING

To protect your interests we witness Factory Acceptance Tests (FAT) in the manufacturer's premises and subsequent On-Site Acceptance Tests (OSAT) at your scanning facilities. These tests ensure equipment complies with the manufacturer's technical description, the relevant regulations and specifications, and meets your performance requirements. This is a critical stage in your scanning project and it is essential that all equipment is thoroughly tested and verified to be working properly by a third party that understands the equipment operation. To perform the extensive testing required needs a team of experts. At SGS, we have the know-how to ensure all parameters are independently tested. With FAT and OSAT in place, you can safely, at any time and without objection, activate the guarantee given by the manufacturer.

WE MAKE EVERYTHING POSSIBLE WITH FUNDING RESOURCES

FINANCING

SCANNER PROJECT FINANCING

Sufficient financial resource for scanner equipment and infrastructure is not always available, which can make initiating a scanning project difficult. To help with this, SGS offers a project financing service. This overcomes the problem of finding large sums of money at the start of a project providing a way to spread investment costs. Equipment can consequently be paid on a month-by-month basis, which can be a more manageable alternative. SGS partners you in devising a financial model that works for your operations and at the same time the service protects you from the responsibilities associated with owning the equipment.

PROJECT INVESTMENT

As part of an overall scanning project proposition, SGS purchases your scanning equipment, installs it and implements your operational processes. You are then required to pay for the equipment and the service on a monthly basis. During the period of the contract SGS insures the equipment and takes full responsibility if any major breakdown should occur. Alternatively, a model can be devised through which the charges associated with the scanning equipment are paid directly to SGS by the end users. At the end of the concessions period for either financial model, the equipment is either transferred to you or replaced, depending on the initial contract agreement.

The financial models available are:

- Build-Own-Operate-Transfer (BOOT)
- Build-Transfer-Operate (BTO)
- Leasing agreements
- Public-Private Partnership (PPP)

PROJECT FINANCIAL ADVICE

Our financial services team delivers expert advice on:

- Financial models
- Equipment and maintenance prices
- Construction and installation costs
- Operational costs
- Yearly operational and maintenance budget

Through these services we support you in ensuring your operations are cost effectively managed with a high level of professionalism.



WE POWER PRODUCTIVITY AND PREVENT FAILURE

MAINTENANCE & RELIABILITY



RELIABLE MAINTENANCE AND SUPPORT SERVICES

Maintaining fully operational scanning facilities is essential. Any downtime detracts from protecting your borders against illegal trade or suspicious shipments. Our global maintenance guarantees downtime is kept to a minimum, as our onsite technicians are able to quickly and effectively resolve defaults. Our maintenance teams and automated support systems ensure continuous service, supporting the value of your investment.

ONSITE MAINTENANCE TEAM

If something goes wrong with your scanning equipment, our maintenance team is onsite to respond immediately. We share best practice between locations to reach solutions quickly and without the wait for manufacturers' representatives to arrive in response to minor technical issues arising. We keep our teams trained in the latest skills to cover all potential maintenance scenarios. For more extensive equipment failures, having SGS experts on-hand protects your interests, as we are able to identify the problem, liaise

with the manufacturer on your behalf and ensure any replacement parts are ordered quickly. All maintenance experts in our team have extensive industry experience, working with a wide variety of scanning machines from different manufacturers.

SPARE PARTS MANAGEMENT

Our Spare Parts Management system gives you guaranteed automatic replacement of any spare part that is removed from on site stock. We also make sure you receive the correct quantity of spare parts, as and when needed, in order to minimise down time in scanning equipment. We ensure you receive the spare parts and assistance you are entitled to, in order for your operations to continue at full speed.

EQUIPMENT BREAKDOWN RECORDING SYSTEM

As part of this service we also offer a recording system for all your equipment breakdowns so that you have information available about what problems arise, the costs to resolve them and any other effects on your operations.



BY THE KNOWLEDGE OF SCANNING, WE GUIDE YOU TO THE ANSWERS

CAPACITY BUILDING

SCANNER TRAINING

Our scanner training solutions give your team the knowledge and skills to operate the full range of scanner technologies. Delivered by experts, our courses provide hands-on experience using fully customisable software for fraud or threat replication in state-of-the-art classroom settings or at your site, whichever is more appropriate for your team. Our training courses have been designed to deliver skills but as importantly, to ensure each participant leaves with a full understanding of the processes required for a successful operation. Having managed operations around the world, SGS experts understand what is required and we share this knowledge with everyone we train. Each of our courses undergoes regular review to ensure all content remains beneficial and up-to-date. Throughout the duration of each course participants also receive daily evaluations of their understanding and skill gaps so that by the end of the course, a comprehensive education is gained.

INTENSIVE IMAGE ANALYSIS FOR CARGO SCANNERS

Our image analysis training covers workstation software tools, and the specific techniques required for image interpretation and fraud or threat detection. Each manufacturer's image analysis software requires training in a unique set of skills to ensure the highest levels of proficiency. Using our expertise we deliver intensive courses, simulating authentic suspect and non-suspect images. These enhance detection capabilities, so that you can trust in participants' abilities to quickly, confidently and correctly identify any image composition.

THREAT SCREENING

Our independent third-party training is complementary to all manufacturers' initial training. Threat recognition training makes use of our Computer Based Training (CBT), which provides an exhaustive database of image objects to simulate real life 'bags'. All objects used represent specific screening

scenarios (ie explosives, firearms, knives and martial arts weapons, other prohibited items) and are manipulated by our trainers to assess varying levels of detection proficiency.

RADIOPROTECTION

Every site requires an approved Radio Protection Safety Officer to be present at all times. While this is essential, it is also important that everyone involved in scanning operations understands how to use X-rays and related best practices. We offer a comprehensive training programme to educate your operators in X-ray properties, radiation safety and X-ray scanner fundamentals, including:

- The nature of X-rays
- The principles of X-ray images
- Penetration and absorption
- Features and functions of X-ray machines
- Limitations of X-ray imaging
- Best practice procedures
- Health and safety



COMPLEMENTARY SERVICES

SGS proposes complementary services that enhance your scanning facilities beyond the ordinary. Our certification services, new software technologies and remote web-access allow us to take your scanning systems to the next level.

AUDITS

Once your project is up and running, our audits review the effectiveness of your equipment and operations. This allows you to maximise the full benefits available from your scanning equipment, while at the same time helping to ensure the reliability of your entire scanning system.

Operations audits

We review your current logistics and make an assessment on the state of your document workflow. If required, we also evaluate your operators and recommend appropriate refresher or professional operator training.

Equipment and maintenance organisational audits

We check the content and frequency of your preventative maintenance schedules and response times to failures. How the reporting, escalation and follow-up procedures are dealt with is examined, and the structure of your maintenance organisation is explored in-depth.

Our audit may highlight specific weaknesses in your maintenance team, which we can address with separate training programmes, or refreshers, if needed.

We also assess the technical reliability of your machines and whether they comply with contract specifications. If there are discrepancies in terms of compliance, we bring these to your immediate attention.

SGS CERTIFICATION

We evaluate and certify that scanners perform and meet the description as stated in the manufacturer's brochure. Our certification is based on a series of pre-defined tests to evaluate key performance measures. Similarly, our experts assess and certify your equipment is operating within local or international radiation safety regulations and that your organisation and facilities comply with recognised radiation safety standards.

With global experience in all aspects of cargo scanning equipment we also provide a range of testing and certification covering scanner safety, electrical safety, electromagnetic compatibility (EMC), product conformity and the Restriction of Hazardous Substances (RoHS). In addition, our services inform you of any changes to regulations, and help you to identify global and local issues that may affect the quality and safety of your facilities or products.

RISK MANAGEMENT

Often it is not possible to scan every container in transit through your border due to the high volume of traffic and limited resources. To overcome this you need a fast and accurate way to target the high-risk vehicles that are essential to inspect.

Through our automated software tool, Profiler®, we assess the containers passing through your border control and direct you to those that are high-risk and therefore need closer inspection. This saves you time and ensures your resources are consistently being put to the best use. Our Profiler® software tool provides this information by intelligently analysing trade transaction data (ie manifests, invoices, Custom's declarations)

and storing a transparent audit trail for each shipment. The transaction data is matched against international and local trade intelligence, as well as industry, technical, and Customs risk information. For high-risk goods, Profiler® compares the density of the goods versus the penetration capacity of the scanning equipment.

REMOTE ANALYSIS

Image analysis is one of the most technical aspects of your scanning project and requires specialised skills to perform it accurately. Through the SGS Remote Analysis Service you can bring together the expertise required for the scanning image analysis of all your border controls in one centralised location. This optimises the use of personnel and skills, meaning that those onsite can respond to the threats rather than spending time on the analysis while experts at the centralised analysis centre guide border control activities remotely and without direct contact with the vehicles crossing your borders.

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 80 000 employees, SGS operates a network of over 1 650 offices and laboratories around the world.

**TO LEARN MORE ABOUT SGS
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WHEN YOU NEED TO BE SURE

