



**TRUST FOR A**

**MOVING WORLD**

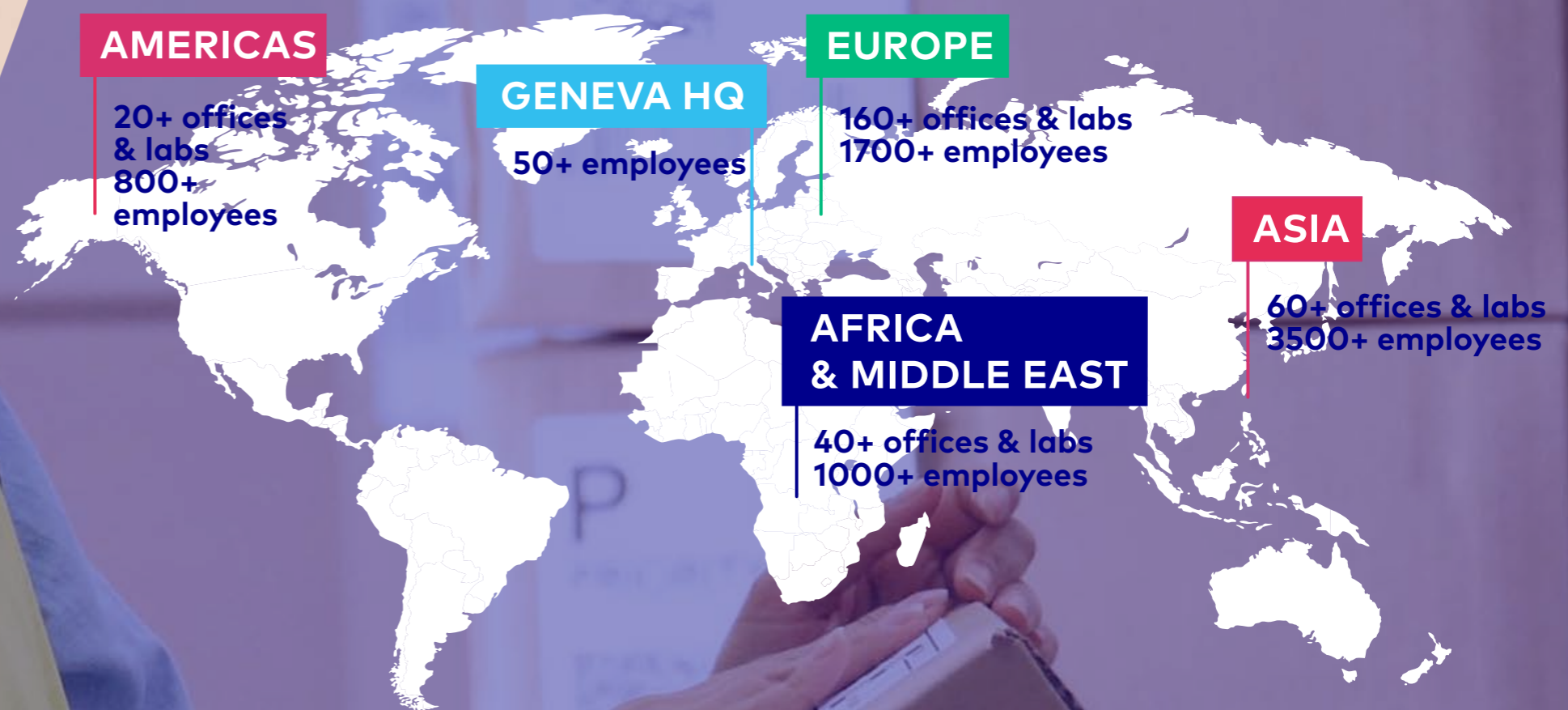


**COTECNA**





Founded in Switzerland in 1974, Cotecna started off as a family business and has now grown to become a world-class international player with over **7,000 employees** in more than **140 offices** across approximately **50 countries**. Today, our trusted network of professionals and certified laboratories applies industry approved standards and provides proven expertise to help clients across five key industries





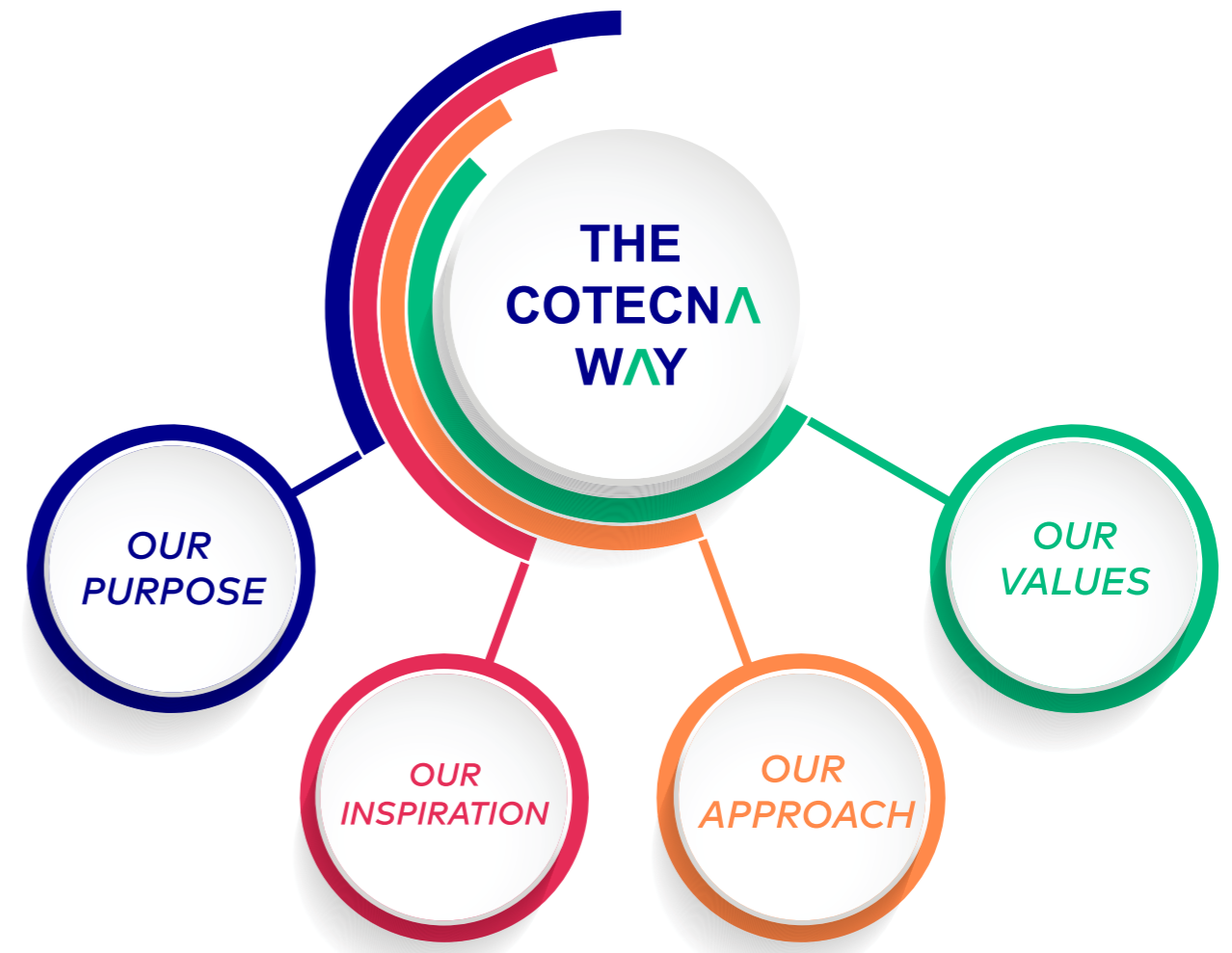
Cotecna is a global provider of testing, inspection & certification services

**WE BRING TRUST TO SUPPLY CHAINS & ALLOW THEM**

**TO BE EFFICIENT & SUSTAINABLE**

## THE COTECNA WAY

The Cotecna Way is what drives us as a company and sets us apart. It's the common language that inspires and guides the way we operate for our customers, stakeholders, and employees.



### Our Purpose

Every day, we help businesses around the world deliver compliant products to their customers. No matter what supply chain they operate in - agriculture, food, minerals, consumer products and retail - they face a rapidly changing environment and technological disruption. We give them the expertise, agility, responsiveness, and confidence to thrive in such an environment.

Trust for a moving world



## Our Inspiration

Our inspiration is what makes Cotecna special. We operate across 3 dimensions – to Dream, to Dare, and to Deliver - the 3Ds. These convey the dynamism and ambition of our company, and the promise to all our clients.



**DREAM**

We aim to be your **essential partner** for TIC services. We differentiate through technical expertise, innovation, proximity and reactivity.

**DARE**

We behave as **challengers**. We take risks to build our company and offer you solutions tailored to your needs.

**DELIVER**

Our credibility lies with our ability to respond to our customer **promise** and execute our development plan.

**WE THINK  
BIG**

**WE GROW  
TOGETHER**

## Our Approach

Our approach is the way in which we implement our purpose and inspiration into effective day-to-day action. It's the business framework and set of common goals that we all work towards.



**PEOPLE  
DRIVEN**



**CUSTOMER  
CENTRIC**



**POSITIVE IMPACT  
ON PLANET AND  
SOCIETY**

## Our Values

Our values are the core beliefs that help us, as a team, work towards our common business goals. They are our foundation and moral compass and help us to make the right decisions in difficult situations.



**WE ACT WITH PASSION:** We make sure to understand our customers, we build trust and we help them do their business better. We help each other to reach our goals, and we celebrate success together.



**WE CARE ABOUT PEOPLE:** We treat everyone with the highest level of respect and courtesy. We listen, we are responsive, available, and friendly. We create the right conditions for everyone to be engaged and take part in our journey.



**WE ARE ACCOUNTABLE:** We take ownership to drive the business forward. We are not afraid to take risks. We make decisions and follow up on the execution. The way we act and behave according to our values defines good performance.



**WE COMMUNICATE OPENLY:** We speak honestly. We listen and respect different opinions, and we bring issues into the open. We ask for feedback to help us improve and we give feedback with the genuine intention to help.



**WE MAKE IT HAPPEN:** We are pragmatic and simple. We do what it takes to fulfil our promises. We prioritize carefully and dare to say no when needed. We learn from successes and failures, and we do this together with our customers.

# GROUP EVOLUTION & ACQUISITIONS

**EACH LOCAL INITIATIVE CONTRIBUTES TO BUILDING A GLOBAL FOOTPRINT**

1974	2014	2015	2017	2018	2019	2020	
<p><b>COTECNA</b></p> <p>Foundation of Cotecna</p>	<p><b>Elite</b> Part of the Cotecna Group</p> <p><b>Philippines</b> Expertise in various commodities including coal and mineral ores, petroleum products, steel and steel products, agricultural commodities, and chemicals.</p>	<p><b>CoalLab (Pty) Ltd</b> Part of the Cotecna Group</p> <p><b>South Africa</b> Leader in South Africa in the coal mining and export industry, offering sampling, analysis, certification and consulting services.</p>	<p><b>TIMEX SURVEYORS SRL</b></p> <p><b>Romania</b> One of the leading inspection and testing companies in Romania, specialised in providing agricultural, fumigation, fertiliser, mineral and metal services.</p>	<p><b>NOFALAB</b> Part of the Cotecna Group</p> <p><b>Netherlands</b> Leading European laboratory for the testing of food and feed products, performing analyses on over 43,000 samples a year, including dioxins, PCBs, GMOs, heavy metals and pesticides.</p>	<p><b>SHIVA</b> Part of the Cotecna Group</p> <p><b>India</b> One of India's leading analytical testing laboratories, providing a range of solutions across numerous sectors, including food and beverages, minerals and ores, fuels and oils, pharmaceuticals, and industrial hygiene.</p>	<p><b>neutron</b> Part of the Cotecna Group</p> <p><b>Italy</b> One of the largest analytical laboratories in Europe, offering chemical, biochemical, microbiological, physical and sensory analysis services.</p>	<p><b>凯新认证(北京)有限公司 KAIXIN CERTIFICATION</b> Part of the Cotecna Group</p> <p><b>China</b> One of the preferred service partners by over 10,000 customers in multi-industry sectors, KCB issued over 16,000 certificates up to the end of 2019, covering a comprehensive range of system certification and product certification services.</p>
2021	2022	2023					
<p><b>FITOSOIL</b> Part of the Cotecna Group</p> <p><b>Spain</b> Laboratory providing its clients a complete range of services from agronomy to chemical testing on a wide range of products with a focus on fruits and vegetables, and holding a leading position in the fertilizer sector.</p>	<p><b>Baier</b> 拜尔检测 Part of the Cotecna Group</p> <p><b>WIMPEY LABORATORIES</b> مختبرات ويمبي</p> <p><b>Denmark</b> Market leader in the supervision business of grain, oilseeds, feedstuffs, and liquid agri-bulk commodities, providing fast and efficient services without compromising on the highest standards of quality.</p>	<p><b>ACT</b> Part of the Cotecna Group</p> <p><b>USA</b> ISO/IEC accredited laboratory consultation services company that conducts consumer product safety and compliance testing of bikes and accessories, helmets, e-mobility products, children's products, and additional sporting goods.</p>					
<p><b>ecs</b> Part of the Cotecna Group</p> <p><b>UAE</b> Analytical testing and calibration laboratory that provides advanced qualitative standardization facilities of Testing, Inspection, and Consultancy services across the globe.</p>	<p><b>Agrônômica</b> Part of the Cotecna Group</p> <p><b>Brazil</b> Laboratory specialized in phytosanitary diagnosis analysis, analysis of biological control products for agronomic use, and seeds testing, operating throughout Brazil and abroad.</p>	<p><b>TOBY</b> Part of the Cotecna Group</p> <p><b>China</b> One of the most promising E&amp;E testing laboratories in Shenzhen – an innovation and technology hub in China - operating under CMA and ISO 17025 accreditations from CNAS and A2LA</p>					
<p><b>GEO CHEM INDIA</b> Part of the Cotecna Group</p> <p><b>India &amp; Consumer Products</b> Founded in 1964 in Mumbai, Geochem has become one of the largest and most dynamic independent testing and inspection organizations, both in India and internationally, providing a full spectrum of services across multiple industries.</p>							





## OUR CORE BUSINESSES

### FOOD SAFETY

Food is life. Cotecna offers a broad range of **innovative testing solutions** all along the agriculture and food supply chains. Through our geographical network, we leverage laboratory platforms, scientific reputation and extensive competencies to rapidly expand our food testing business. Our feed and food safety laboratories specialise in chemicals, biochemicals, microbiological and sensory analysis. We use **state-of-the-art technologies** and reliable methods, which are continuously improved and extended to new parameters or new products and matrices with a wide range of accreditations. We are also working with major international companies to offer certification services and help clients demonstrate the quality of their products.

#### WE OFFER A COMPLETE ANALYTICAL PORTFOLIO

- > Contaminants
- > Food contact materials
- > Nutritionals
- > Additives
- > Microbiology
- > GMOs
- > Allergens

#### WE TEST

- > Foodstuff
- > Baby food
- > Food ingredients
- > Fruits and vegetables
- > Food supplements
- > Food contact materials
- > Feed
- > Pharma



## OUR CORE BUSINESSES

### PHARMACEUTICAL TESTING

Pharma testing is a specialized form of laboratory analysis focused on **determining the accuracy, strength, and weaknesses of pharmaceutical products**. Pharma testing aims to determine the potency, efficacy, and proper dosage and use of medical products, thus ensuring the **health and safety of users**.

The safe production and consumption of pharma products is strictly regulated. Cotecna can assist you to determine compliance with relevant safety and quality standards. Pharma testing helps **mitigate or prevent losses arising from contaminated products, product recalls, and regulatory penalties** while promoting consumer confidence and brand positioning.

Laboratories under the Cotecna Group utilize best-in-class equipment to deliver detailed analytical results to our clients. Cotecna has two dedicated pharma laboratories in its network, which are **Neutron, in Italy, and Sihva Analyticals, in India**.

#### WE OFFER ANALYTICAL SERVICES FOR

- > Contaminants
- > Nitrosamines
- > Pesticides
- > Elemental impurities
- > Pyrrolizidine alkaloids
- > Pharmacopoeia methods
- > Assay & impurities
- > Stress test studies
- > Residual solvents
- > Stability studies

#### WE TEST

- > Raw materials
- > Excipients
- > Active pharmaceutical ingredients (APIs)
- > Bulk drugs
- > Finished products
- > Herbal products
- > Medical devices
- > Primary packaging materials



# OUR CORE BUSINESSES



## AGRICULTURE

Protecting the quality and safety of agricultural commodities requires perfection at every stage of the supply chain. From the primary production to the final consumer, our testing and inspection services empower our clients with essential knowledge to mitigate the risk faced each day. Capitalising on our **worldwide network** of specialists and laboratories, we offer our clients a complete set of quantitative and qualitative services tailored to their needs, including certification and training and technical assistance. We pursue excellence, and our dedication is shown in everything we do, with our timed actions helping to prevent an issue before it happens. Our **24/7 strong and reliable protection** of our clients' interests contributes to the success of the business.

### WE OFFER SERVICES ACROSS A WIDE RANGE OF INDUSTRIES

- > Agro-science
- > Farming
- > Traders
- > Transporters
- > Financial institutions
- > Insurers
- > Governmental organizations

### WE TEST & INSPECT

- > Grains
- > Oilseeds & by-products
- > Soft commodities
- > Pulses





## OUR CORE BUSINESSES

### MINERALS & METALS

The minerals and metals industry is an integral part of every economy. We verify, audit, weigh, sample and test all types of minerals & metals throughout the whole production process. With this industry full of complex and unique challenges that require an equally complex and unique approach, we develop **tailormade solutions** based on our customers' needs. Combining strong local relations, know-how, flexibility and pro-activeness, we deliver relevant information when it is most needed. As a result, we help our customers in various industries maintain a **competitive edge** in an ever-evolving market and turn exposure or improbability into opportunity. Our true strength lies in the fact that we address all our projects with the same dedication, reliability and tenacity, giving our customers a **one-stop partner**, helping them to concentrate on what matters, and maximising on their activities.

#### WE OFFER SERVICES ACROSS A WIDE RANGE OF INDUSTRIES

- > Mining
- > Mineral processing
- > Traders
- > Smelters
- > Refineries
- > End-users
- > Fertiliser companies
- > Insurers

#### WE TEST & INSPECT

- > Coal
- > Ores and concentrates
- > Nickel
- > Steel or other ferrous & non-ferrous metals
- > Fertilisers



# OUR CORE BUSINESSES

## GOVERNMENT & TRADE SOLUTIONS

We rely on our **expertise** in delivering tailored services to public and private institutions combined with our **innovative mindset** to quickly respond to any challenges. In line with our objective to contribute to the development of our clients worldwide, we have designed a range of **unique and sustainable solutions** with international quality standards. Every day, our mission is to assess conformity towards regulatory requirements, boost government revenue, secure and facilitate trade, and support efficiency while promoting autonomy and good governance. In a fast-paced world where global trade is continuously increasing, we keep on **reinventing ourselves** to meet the needs of public and private agencies throughout the world.

### WE OFFER OUR SERVICES THROUGH FOUR SEGMENTS

- > Customs Solutions
- > Ports Solutions
- > Marking Solutions
- > Verification of Conformity

### WE DEVELOP TAILOR-MADE SERVICES

- > Product Conformity Assurance - PCA
- > Cargo Tracking Solution - Cotrack®
- > Cargo Scanning Services
- > Automated Risk Management - CRMS®
- > Fuel Integrity Programmes



## OUR CORE BUSINESSES

### CONSUMER GOODS & RETAIL

Our Consumer Goods & Retail services help our customers ensure the quality of their goods and the reliability of their suppliers. Our offering covers a **complete range of services** for testing, inspection, and certification throughout the entire supply chain, making Cotecna a one-stop-shop for our clients. Our **in-depth regulations knowledge** guarantees compliance to standards and reduces risk. Moreover, our state-of-the-art certificate digitalisation solution allows transmission of documents in a significantly faster and more secure way.

#### WE OFFER CERTIFICATION SERVICES INCLUDING

- > Management System Certifications
- > Eco Certification
- > Verification of Conformity
- > Product Certification
- > Technical Verification
- > Pre-Shipment Inspection

#### WE TEST & INSPECT

- > Softlines
- > Footwear
- > Hardlines
- > Toys
- > Electrical & Electronics
- > Digital World
- > Tyres
- > Building Materials
- > Cooking Ware
- > Softlines
- > Hardlines
- > Toys
- > Electrical & Electronics



## OUR CORE BUSINESSES

### CERTIFICATION

Cotecna helps its clients to demonstrate the **self-quality of their business** and leverage traceability, sustainability and reliability within their connected supply chains, to ensure compliance with applicable national and international standards. Cotecna is an **accredited certification body in selected countries**.\* We specialize in quality, environment, food, agricultural products, sustainability, intellectual property, information security, and supply chain assurance. Our auditors are extremely experienced and highly versatile. They work across numerous standards while tailoring their approach to different clients.

#### WE OFFER CERTIFICATION SERVICES FOR

- > Management System
- > Sustainability
- > Food Safety

#### WE OFFER TRAINING SERVICES IN

- > Business Continuity Management
- > Feed Safety Management
- > Food Safety Management
- > Forestry Supply Chain
- > Sustainable Textiles
- > Risk Management
- > Social Compliance and Management
- > Sustainability

\*Kaixin Certification, Part of the Cotecna Group, is the accreditation holding certification body: [www.kcb-china.com](http://www.kcb-china.com)



# CASE STUDY

## COAL SAMPLING PROJECT CIMFR - INDIA



The Indian Power sector is one of the most diversified in the world, considering that India can generate power from both conventional and non-conventional sources. India is, in fact, the **third-largest producer and second-largest consumer of electricity worldwide**, with an installed power capacity of 401 GW. India's electricity sector is dominated by fossil fuels, in particular coal, which produces about **50% of the country's electricity**.

The Saubhagya Scheme or Pradhan Mantri Sahaj Bijli Har Ghar Yojana is an Indian government project to **provide electricity to all households**, that was announced by Honourable Prime Minister Narendra Modi.

An Initiative was then taken by three central Ministries i.e., Ministry of Coal, Ministry of Power, and Science & technology under the leadership of Honourable Prime Minister to supply quality coal for power generation. Accordingly, Cotecna has been appointed by the Central Institute of Mining and Fuel Research (CSIR-CIMFR) to **control the quality of 800 million metric tons per year domestic coal** from the mines to thermal power plants.

### THE CHALLENGE

Indian coal is considered to be **very heterogenous in nature** with calorific values varying from 2000 Kcal/kg to 6000 Kcal/kg, with varied range of ash content. Due to these heterogeneities, coal sampling system must be **robust and unbiased** to evaluate the correct quality of coal supplied from mines to power plants. At the same time, all of this must not restrict the supply of coal to power plants in order to generate the electricity for the nation.

### THE SOLUTION

Cotecna was awarded a contract in 2016 and then again in 2020 by CSIR-CIMFR. The contract is for coal sample collection, preparation, and submission to CSIR-CIMFR research centres at Dhanbad, Ranchi, Bilaspur and Nagpur, **maintaining the sanctity of samples collected from coal mines loading sites and power plant unloading sites**. The samples collected are tested in CSIR-CIMFR coal testing laboratories to determine the quality of coal supplied from mines for power generation.

### THE RESULTS

Cotecna helped the Indian Coal & Power industry to improve the sample collection and preparation system. Our experienced teams of inspectors were deployed, responsible for performing the coal sampling and sample preparation activities to **ascertain the quality of coal supplied to thermal power plants**. This solution not only helped the power industry to reduce the cost of power generation, but we also generated employment for local community workers at **over 300 locations across India**.





## CASE STUDY

# AGRI-FOOD INTEGRATED SERVICES IN CHINA



- > Creation of one-stop-shop Agri-Food services through leveraging Cotecna China's capabilities in Agri inspection, Food Testing (Baier), and Certification (Kaixin).
- > The team is ready to serve global customers as an integral part of Cotecna global Food Services network.
- > Many synergies when supporting global customers exporting agri products to China and sourcing food and pharmaceutical ingredients from China.
- > Further opportunities to offer comprehensive services along the entire value chain, bringing trust, along with quality, traceability and reliability to a moving world, making it economically beneficial, environmentally friendly, and socially responsible.

**FAST, FLEXIBLE  
AND RESPONSIVE,  
WE SEE**

**AN OPPORTUNITY  
IN EVERY  
CHALLENGE**

### EVOLVING WITH THE FAST-MOVING WORLD

  
**98%** Ports Coverage  
for Inspection

  
**22k** Certificates  
by 2021

  
**11K+** CMA Testing  
Parameters

  
**60k** Samples in  
2021

**1,400+**   
Accredited Methods

**24x7**  Inspection  
Operations

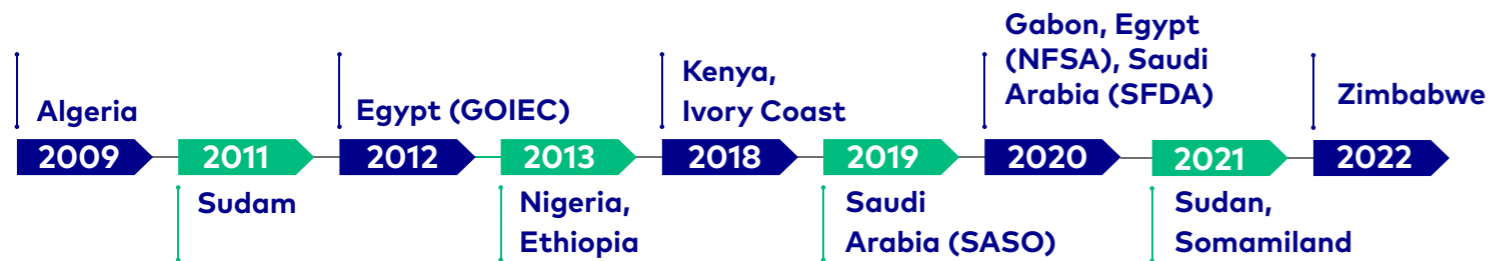
  
**4,000 m2**  
Laboratory Space



# CASE STUDY

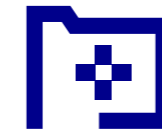
## OUR PCA COLLABORATION

### PCA MILESTONES



**INTEGRITY IS  
FUNDAMENTAL**

**TO THE WAY  
WE DO OUR  
BUSINESS**



#### 1. Our first contact

Your dedicated coordinator guides you through the different certification methods and determines which one is the **most adapted** to your needs.

#### 2. Your personalised formula

Depending on your profile case, our inspector can come and sample some of your products and then send them to an accredited laboratory for **analysis**. If necessary, your cargo can also be inspected and your factory audited.



#### 3. Your conformity results

We inform you of the next steps based on results and we assist you in setting up **corrective measures** in case of non-conformity.

#### 4. Your key to export

After satisfactory results, we deliver you the **Certificate of Conformat**. With this, your products will be able to enter the importing destination and will get quicker access to market.



#### 5. Our future collaboration

Your activity history will entitle you to a **facilitated process** for your shipments.



# CASE STUDY

## neutron E-SERVICES

Part of the Cotecna Group



 **20 years** since implementation

 **+600** e-commerce requests per day

 **+170,000** samples via e-commerce

 **+65%** of samples received via e-commerce

 **+1,500** customers using e-commerce

## WE ARE ENTREPRENEURS BUILDING A COMPETITIVE CHALLENGER IN THE TIC MARKET

Neutron, member of the Cotecna group, is a global player in the analytical sector. It operates in a highly competitive market whose drivers are a strong consumer awareness and a continuous search for innovation and best practices. To improve its position as a competitive challenger, Neutron offers its customers two digital services that help them to simplify their analytical experience.

### E-LIMS® SERVICE

E-Lims®, first implemented in 1998, offers customers a quick overview of their orders, **saving them time and avoiding errors** during sample registration.

The system offers several additional features such as:

- > Checking delivery dates and results online
- > Viewing photos of the samples to verify important data (e.g., description, batch code, etc.)

- > Samples pricing
- > Receiving partial results before the end of the whole testing process
- > Downloadable test reports in PDF format
- > Summary files in XLS format

### E-COMMERCE SERVICE

Neutron's e-commerce is an in-house platform implemented in 2002. It has been growing year after year and now covers more than **50% of all orders** processed by the company.

Since 2020, we improved the service and we noted an organic growth of the usage of the e-services. In 2022, we did the revamping of the e-lims and e-commerce platforms, merging them in a unique portal named e-lims Customer Portal. In 2023, we estimate to increase the usage to 70/75% of total samples sent thanks to this revamping, the organic growth and a push marketing.

Users with credentials can easily access the platform on Neutron's website to:

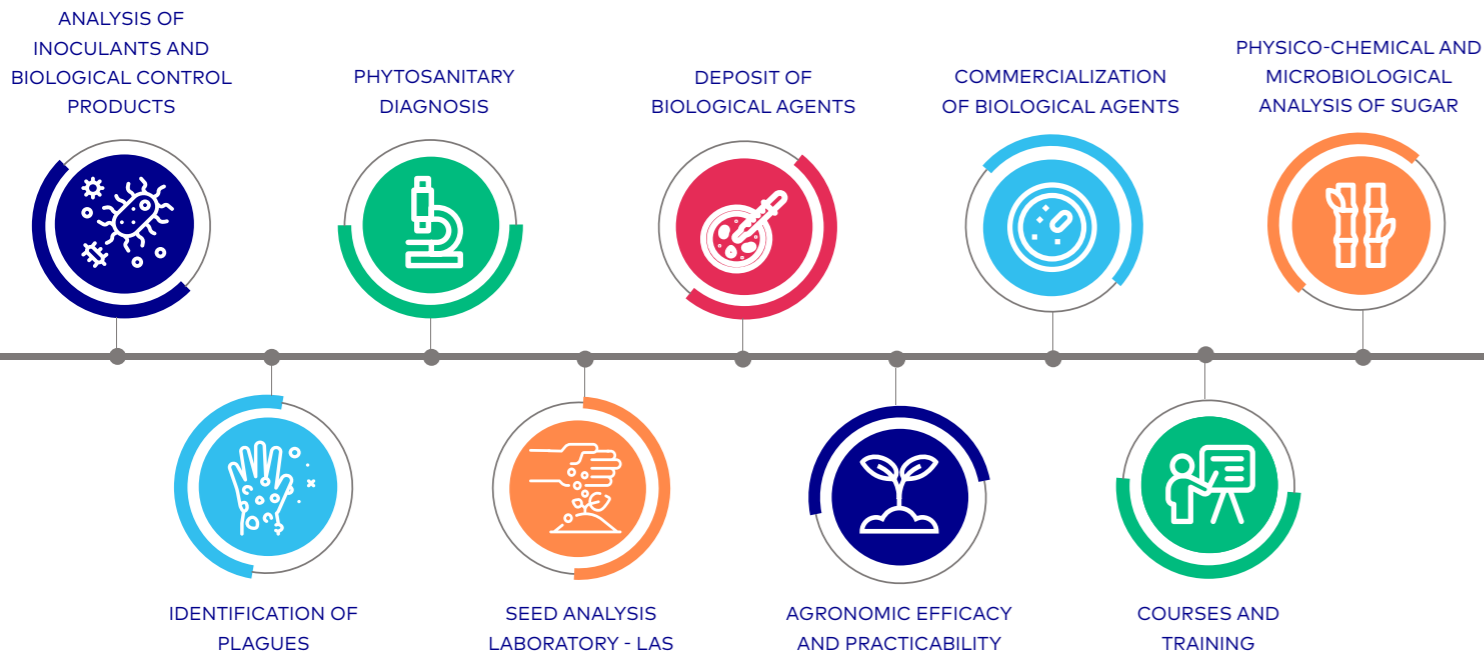
- > Submit a laboratory order
- > Quickly create new orders by copying existing historical ones
- > Create and send a summary report for laboratory orders
- > Call a courier for samples parcel pick-up from all over the world

The usage of the e-commerce service brings several benefits such as:

- > **Faster sample registration** and start of the analytical process
- > **Elimination of mistakes** in samples description & in samples analysis data entry
- > **Acceleration of the acceptance process** with consequent time saving for laboratory orders
- > **Saving** on the administrative and operating cost per sample



# CASE STUDY



## WE COMBINE KNOW-HOW AND PROXIMITY TO

## BUILD STRONG CUSTOMER RELATIONSHIPS

*Agrônômica is a leading Brazilian laboratory located in Porto Alegre, State of Rio Grande do Sul, Brazil, specialised in phyto-sanitary diagnosis and a member of the Cotecna Group. With more than 16 years of experience in Brazil, we act in a complementary way to the official demands of the Ministry of Agriculture, Livestock and Food Supply – MAPA.*

### MAIN ACTIVITIES

We have the necessary expertise to identify about **800 different types of restriction pests**, for bilateral export agreements, and about **700 quarantine pests**, for Brazil, in seeds, grains, fruits, roots and tubers. Agrônômica also assists rural producers and companies in the diagnosis of diseases in the field. Our commitment relies on regulations and seeks **sustainable solutions** to ensure plant health. Through a diversified

portfolio of integrated solutions, we offer quality analysis of biological products and inoculants, seed quality and evaluation of the effectiveness and compatibility of chemical and biological products.

### PRODUCTS / SERVICES

In these 16 years **more than 14 thousand customers** were served. We have analysed almost 300,000 samples and we have performed **more than 1 million tests**. In the first nine months of 2022, we have analysed more than 25,000 samples, mainly dealing with corn (29.65%), soy (26.81%) and tomato (10.09%). In addition, we work in efficacy tests of chemical and biological products, bringing integrated solutions to the field, from diagnosis to management. We are also committed to generating and **disseminating knowledge about plant health towards food security**.

We offer consultancies in the areas related to phytosanitary diagnosis, and training, such as the Course "Phytosanitary Certification of the Origin of Seeds of Various Crops", authorized by MAPA.

### KEY TAKEAWAYS

- > More than 14,000 customers and 1 million tests in 16 years
- > Identifies the complete scope of 424 pest specimen of Mites, insects, bacteria, fungi, viruses and nematodes
- > First Private Lab to obtain ISO 17025 Certificate for phyto-sanitary diagnosis in Brazil
- > Molecular Biology facilities capable of detecting Covid-19 before others
- > Innovation-oriented multidisciplinary team
- > Sustainable Solutions
- > Registration and Accreditation for health and quality analysis in the National Registry of Seeds and Seedlings (RENASEM)





**We are investing in the communities  
in which we work and live**

## CONNECT WITH US

**Cotecna Inspection SA**  
41, Avenue Peschier  
CH - 1206 Geneva

**P.O. Box 6155**  
CH - 1211 Geneva

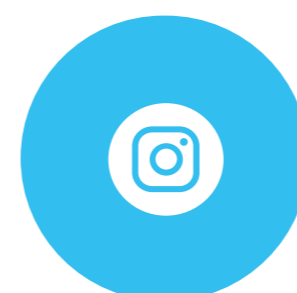
For details of Cotecna's management  
system certifications and  
accreditations, please contact us or  
visit our website [cotecna.com](http://cotecna.com)



**@cotecna**



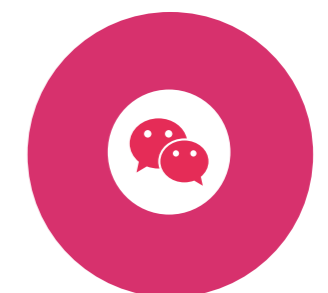
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# COTECNA



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