

Neverfail Springwater Limited

Our Quality: From Source to Bottle

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Neverfail The Bottling Process

Introduction

From source to bottle, our aim is to protect the natural integrity and quality of our Springwater by employing strict production and quality control systems.

But isn't all water the same? No, we believe that there can be substantial differences in water quality dependent on its origin and production process.

This document outlines Neverfail's stringent bottling process and its contribution to our award-winning, premium quality Springwater.

Our Water Sources

Neverfail Springwater is sourced from some of the finest protected aquifers in Australia.

Our natural springs are selected on the basis of mineral composition, freedom from contamination and taste. As a subsidiary of Coca-Cola Amatil, our sources must meet stringent requirements for water quality and environmental sustainability.

Hydrogeologists conduct detailed analysis of the environment and geology of our water sources.

Neverfail has Springwater sources in all mainland states of Australia, located within 100 kilometres of each bottling site.



Neverfail's picturesque source in Victoria



Neverfail's state-of-the-art bottling facilities

Our Quality

Producing great tasting spring water of the best quality is not just about finding the right pure source.

While it is important – and all our Springwater comes from natural, deep underground sources - it's only part of the equation.

Quality control is one of our top priorities ensuring that *Neverfail* Springwater doesn't just taste great but is always of the best quality available.

You can be assured that *Neverfail* Springwater is continually subjected to the most rigorous standards to ensure the highest quality as you'll discover in the overview of our bottling process.

Neverfail The Bottling Process

Step One Extraction

Springwater is extracted directly from the underground source utilising Neverfail's state-of-the-art equipment and techniques in order to safeguard the Springwater's natural characteristics, and prevent any risks of contamination.

The extracted spring water is pumped into a stainless steel, food grade tanker at the source and transported to a Neverfail bottling site.



One of Neverfail's stainless steel, food-grade tankers



A member of Neverfail's Quality Assurance Team conducting stringent testing procedures

Step Two Testing

Each delivery of Springwater is tested for chemical, physical and microbiological quality to ensure purity.

Neverfail employs trained Quality Assurance personnel at each of its bottling sites to analyse incoming Springwater deliveries and conduct regular tests throughout the production process to prevent contamination.

Once cleared, the Springwater is stored in stainless steel, food-grade holding tanks prior to bottling.

Step Three Treatment

Our Springwater goes through a treatment process, including micro-filtration and ozonation prior to bottling.

Micro-filtration

Neverfail Springwater undergoes a multi-stage micro-filtration process to 0.2 micron absolute in order to ensure the absence of microscopic particulate and microbial matter. Filters are monitored and integrity tested daily to ensure compliance.

Ozone Disinfection

Following micro-filtration, the Springwater is ozonated which has a further sanitising effect on the Springwater, providing additional assurance of product safety. Ozone quickly dissipates to form oxygen (O₂).

Ozone levels are monitored regularly and controlled using automatic sensors.



Neverfail's treatment facility at Yatala, Queensland

Neverfail The Bottling Process

Step Four Bottling

Neverfail's reusable polycarbonate bottles are inspected for condition, odour, colour and foreign matter. Any sub-standard bottles are rejected.

The cleared bottles undergo an internal and external 'hot wash – rinse – sanitise – rinse' cycle before being filled with Springwater, capped and batch coded automatically.

The bottling process takes place inside a sealed bottling room. This room is supplied with hepa filtered air under positive pressure, in order to eliminate the opportunity for contamination.



Neverfail's bottling line in action at Yatala, Queensland



Neverfail bottled Springwater on its way to you

Step Five Quarantine

The bottled Springwater is then quarantined for a minimum of 48 hours and only released once all stringent quality control tests have been completed and checks confirmed against various quality criteria.

Once cleared, the bottles of natural Springwater are loaded onto our Neverfail trucks for immediate delivery to our customers via our network of 150 local Distributors across Australia.

Neverfail Our Commitment to Excellence

With over 150,000 customers across Australia, Neverfail Springwater takes pride in offering an exceptional customer service experience, every time. And when it comes to our product quality, there is no exception.

As a founding member of ABWI (Australasian Bottled Water Institute), we aim to ensure that Neverfail Springwater complies with the strictest quality standards for bottled water.



What is ABWI?

ABWI is the peak industry council and certifying organisation for water bottlers in Australasia.

For information regarding ABWI and its certified bottlers, visit www.bottledwater.org.au



*Registered logo for use by
ABWI Certified Bottlers*

The ABWI Model Code and Plant Inspection Program

The ABWI Model Code and Plant Inspection Program aims to assist bottlers and source owners to achieve a quality product by providing technical direction and quality standards for bottled water production.

ABWI operates a mandatory Plant Inspection Program involving annual, third-party independent audits for members against the Model Code criteria.

The requirements of the Model Code compliment those of mandatory food law as specified in the Australia New Zealand Food Standards Code.

This program is supported by the authorised use of a registered logo that may be used by ABWI Certified Bottlers only.

Standard of Excellence

Whilst all Certified Bottlers are required to achieve a pass mark of 70% or higher for the Plant Inspection Program, special recognition is given to those who achieve higher scores.

- Bottlers who achieve a score of 90% or above achieve an **Order of Merit**.
- Bottlers who achieve a score of 95% or above achieve the highest **Standard of Excellence**.

Neverfail Springwater is proud to have achieved the ABWI Standard of Excellence rating, at each of its bottling sites across Australia six years in a row (2003-2008).

Additional Quality Standards

In addition to ABWI quality certification, Neverfail's bottling plants and quality systems are also independently audited against Hazard Analysis and Critical Control Points (HACCP) and Coca-Cola Quality System (TCCCQS – Evolution 3) standards.

Neverfail Our Commitment to Excellence



What is HACCP?

Hazard Analysis and Critical Control Points (HACCP) is an internationally recognised program for food safety.

For information regarding HACCP, visit the Food Standards Australia New Zealand website at www.foodstandards.gov.au

HACCP and Food Safety

During the last few years the global food industry has been directly affected by an escalation of legislation and regulations. This includes food safety and hygiene.

Today, HACCP (Hazard Analysis and Critical Control Point) techniques are increasingly used in the food industry throughout the world.

The Coca-Cola Quality System – Evolution 3

Developed by a global, cross-functional team and endorsed by senior management of The Coca-Cola Company along with its top bottling partners, TCCCQS is the framework around which the Coca-Cola system coordinates and guides its activities, drives continuous improvement and relentlessly strives for quality in everything it does.

The third evolution of TCCQS supports the four principles of our corporate citizenship framework -- providing quality in the marketplace, enriching the workplace, strengthening the community and preserving the environment. The quality system reflects an integrated approach to managing quality, the environment, and health and safety.

SGS-ICS (Société Générale de Surveillance - International Certification Services) and LRQA (Lloyd's Register Quality Assurance), internationally recognized registrars, benchmarked TCCQS - Evolution 3 against quality (ISO 9001:2000), environmental (ISO 14001:1996), and occupational health and safety (OHSAS 18001:1999) standards. They found that TCCQS - Evolution 3 meets the requirement of all three standards.

As a certified Coca-Cola bottler, Neverfail must meet the company's stringent worldwide quality standards for beverage production.

For further information visit our website at www.neverfail.com.au or contact our dedicated National Contact Centre weekdays from 8am – 8pm AEST on **13 30 37**. Neverfail welcomes your feedback regarding its bottled water, bottling and production process.



What is TCCCQS?

The Coca-Cola Quality System (TCCCQS) is the branded quality management system for The Coca-Cola Company and its bottling partners.

For information regarding TCCCQS, visit The Coca-Cola Company website at www.thecoca-colacompany.com