



COMMITMENT TO THE ENVIRONMENT

Recent media articles have been critical of bottled water and its impact on the environment. These sought to highlight the energy used to manufacture and transport bottled water, recycling and landfill issues associated with PET plastic bottles, and the use of groundwater resources for bottled water. Typically the views expressed are one sided and ignore the importance of bottled water as a beverage and the role it plays in many peoples' lives.

We acknowledge that energy use, water use and land fill waste are important environmental issues of our time – and we are doing our share to address them. We have active environmental programs to reduce energy, increase water efficiency and promote recycling of waste materials. At Neverfail, 83.2% of all solid waste leaving our sites is recycled and this figure is improving year on year.

Bottled water is just one of countless products and enterprises that use water and energy, and to single out any one product or industry is misguided and will not be effective in reducing overall environmental impact.

Most 'Neverfail' bottled Springwater is sold in 11 or 15 Litre polycarbonate bottles which are collected and reused many times (up to 5 years) before being recycled. This is a great example of responsible reuse of packaging materials supporting efforts in reducing land fill and saving energy. In a society where obesity is an acknowledged public health issue, we encourage consumers to choose a natural, no-kilojoule beverage like bottled water as their drink of choice. Consumers have a right to choose whichever beverage best meets their needs. Neverfail aims to provide customers with the choice of drinking chilled, great tasting spring water at work or at home, conveniently dispensed from a water cooler and reusable and recyclable water bottles.



What does Neverfail do for the community?

Besides providing a great natural product for customers and a large number of Australian jobs, Neverfail supports many community events and charities through donations of money, resources, and products. In times of crisis such as bushfires, cyclones, and when public water supplies are threatened, local and state governments turn to bottled water companies like Neverfail to supply essential drinking water to the community.

Why choose 'Neverfail' bottled Springwater?

'Neverfail' is Australia's leading spring water brand for the home and office delivery market, bringing you premium 'Neverfail' Springwater that is subjected to the most rigorous standards to ensure the highest quality. Our bottling plants are independently audited for Quality, Environment and Food safety compliance. Every plant is certified to the Australasian Bottled Water Institute (ABWI) standards in addition to having independently certified Food Safety Programs (FSP's) incorporating the principles of Hazard Analysis Critical Control Point (HACCP).

Neverfail supports small businesses through employing the services of local independent Distributors who deliver in your local area.

At Neverfail we are environmentally conscious and are actively working to reduce our environmental impact.

Isn't Neverfail depleting precious water resources?

This is a common misconception. The entire bottled water industry is estimated to use less than 0.01% of total ground water allocated for use in Australia and New Zealand. Neverfail is totally committed to sustainable use of its water sources. We invest in infrastructure and undertake rigorous hydrogeological studies of our spring water sources. Neverfail promotes sustainable use of groundwater resources for all users.



How much water is used to manufacture 'Neverfail' bottled Springwater?

At Neverfail we use 1.3 litres of water to produce 1 litre of bottled Springwater (including the product itself) well below the world average for beverages of 2.56 litres. The additional 0.3 litres of water is mainly used in the washing and rinsing of our reusable polycarbonate bottles. Neverfail has invested significantly in water saving technology. For example, our bottling plant in Yatala, Queensland has underground tanks installed to collect and recycle all waste water used in the process and we have achieved substantial reductions in water use.

In our bottling plant at Malaga, Western Australia, as part of our continued efforts to promote effective water usage, any excess trade waste water is transferred directly into water storage tanks and re-used to irrigate gardens in the immediate area.

“WORKING TO REDUCE OUR ENVIRONMENTAL IMPACT”

How much energy is used to produce and distribute 'Neverfail' bottled Springwater?

All manufactured products require energy to manufacture and distribute and Neverfail is no different. Each litre of water filled at our manufacturing plants uses the same amount of energy as one energy efficient compact fluorescent light bulb being left on for just 1 hour. Our transport costs are kept to a minimum as our bottled Springwater is distributed largely on a local level. A typical 'Neverfail' bottled Springwater operation sources and distributes most of its product within 100 kilometres of its bottling plant and distribution centre.

Do discarded Neverfail water bottles contribute to land fill waste?

Neverfail bottles (11 and 15 Litre) are collected at each delivery, returned to the bottling plant, thoroughly washed and sanitised, and refilled an estimated 40 times over several years of use. On disposal the bottles are 100% recycled and used to manufacture other plastic products.

What is Neverfail doing to reduce its environmental footprint?

Like many companies around the world Neverfail is concerned about global warming and we are actively seeking ways to reduce our environmental impact wherever possible. These include reduction of energy and water use, monitoring and sustainable use of water resources, reduction of packaging material including PET and other plastics, and encouraging 100% recycling of packaging and general waste.

