



13 STEP QUALITY PROCESS

Drinking Water: 13 Step Quality Process

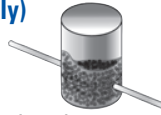
1 Source Receiving



- Water is carefully collected from the source, which may either be a well or municipal supply.
- Common method of receiving water is through stainless steel pipeline.
- Sample is taken from source weekly prior to internal processing.
- Microbiological and general chemistry testing performed on samples regularly.

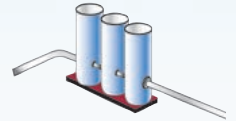
2 Activated Carbon Filtration (Municipal Water Only)

- Removal of chlorine and THMs.
- Filtration process monitored and tested daily.



3 Pre-treatment

- Water softener used to reduce water hardness.

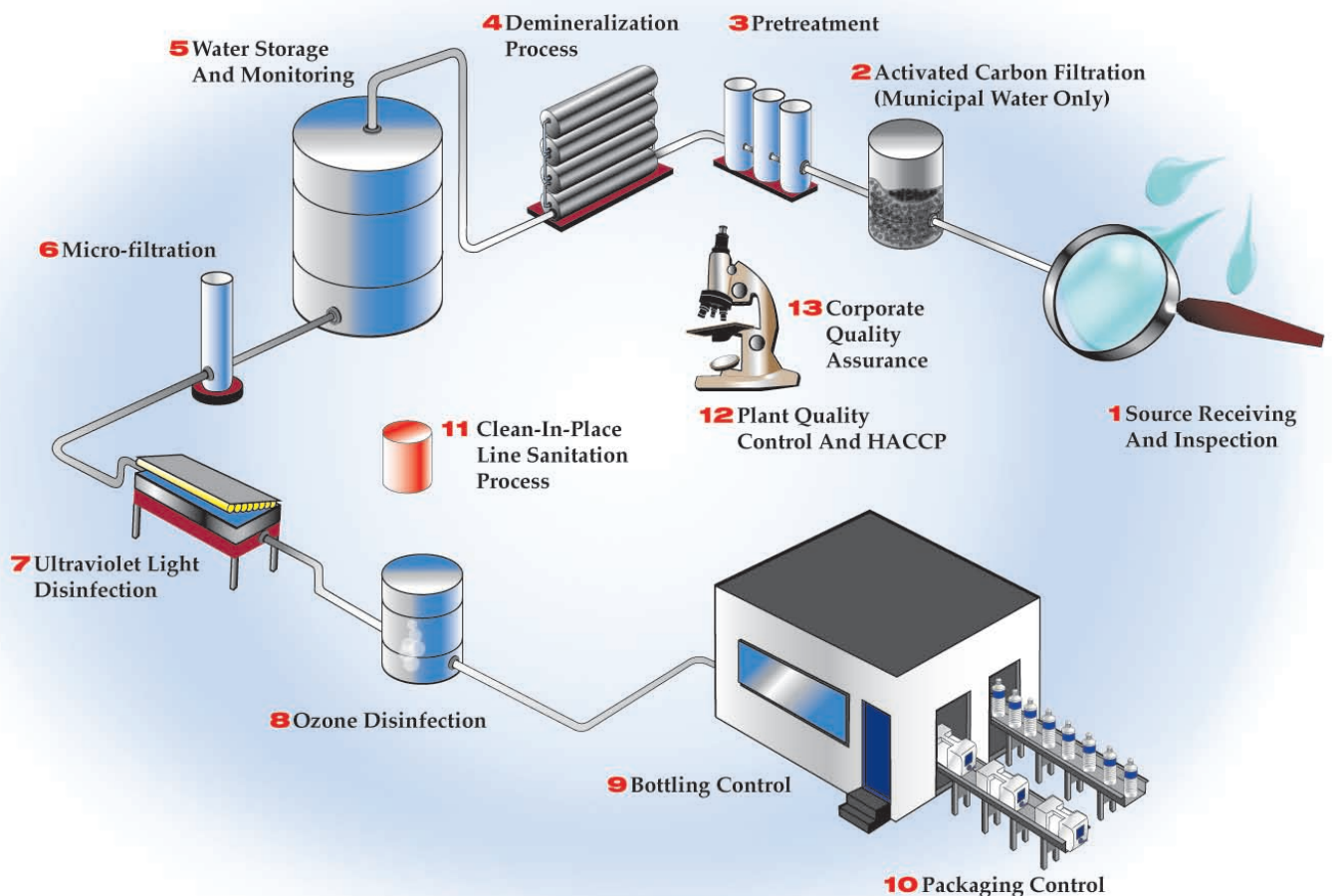
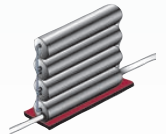


4 Demineralization Process

Demineralization is the use of cation and anion resin beds to remove minerals.

Either/or of the following would be used:

- Reverse Osmosis – Use of high-pressure pump and special membranes, called semi-permeable membranes, to reverse the natural phenomenon of osmosis.
- Distillation – A process that boils the water and collects the condensate for bottling.





NORTH AMERICA

13 STEP QUALITY PROCESS

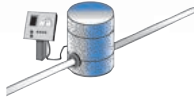
5 Water Storage and Monitoring

- Water is received into storage tanks.
- Storage environment and water carefully monitored daily.



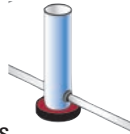
6 Remineralization (Mineralized Water Only)

- Minerals added for taste.



7 Micro-filtration

- Specialized two-stage advanced micro-filters, designed specifically for our process, filter the water.
- These filters are pharmaceutical grade and are designed to remove particles as small as 0.2 micron in diameter.
- Capable of removing microbiological contaminants.
- Filtration process monitored hourly and tested daily.



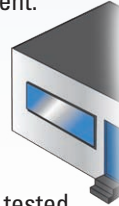
9 Ozone Disinfection

- Highly reactive form of oxygen used to disinfect water.
- Process is monitored on an hourly basis.



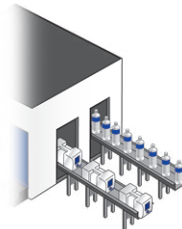
9 Bottling Control

- Bottling is conducted under very controlled conditions using state-of-the-art equipment.
- Each bottle is given a specific code that identifies the plant location, bottling line and time produced.
- Process monitored and tested continuously.
- Filling room and environment are of high sanitary conditions.



10 Packaging Control

- Packaging is conducted using the latest in modern equipment.
- Packaging materials not meeting internal standards are rejected.
- Bottles, caps and labels are carefully controlled and monitored by lot.
- Most bottles are manufactured on-site for quality control.



11 Clean-In-Place (C.I.P.) Sanitation Process

- Line sanitation practices include advanced internal pipe and equipment cleaning methods, called C.I.P.
- This automated cleaning process recirculates detergent and sanitizing solutions at the precise temperatures and time to affect total control and maximum effectiveness of the line sanitation process.



12 Plant Quality Control and HACCP* Program

- Each plant has a fully staffed Quality Assurance Department and laboratory that maintain the plant Quality Control processes.
- Water, packaging materials and plant processes are carefully monitored to ensure they meet company specifications and standards.

*Hazard Analysis Critical Control Point



13 Corporate Quality Assurance Program

- National Testing Laboratory is equipped with state-of-the-art testing machinery and staffed with degreed, experienced personnel.
- Comparative analyses are performed on products in accordance with State and Federal regulatory standards.
- Independent from the plant Quality Control and Quality Assurance Departments, the Corporate Quality Assurance program sets company-wide standards, specifications and monitors plant quality programs.