A photograph of a large, modern industrial or commercial building with a white corrugated metal roof and walls. The building is situated behind a green lawn. In the foreground, there is a calm pond reflecting the sky and the building. Several trees, including palm trees on the left and a large leafy tree on the right, are scattered around the pond and building. The sky is a clear, deep blue.

# Oravida Waters Contract Water Bottling Guide *Steps to Ordering*

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# Background

The water bottling facility was established in 1996 by a company who had carried out extensive testing to find the best artesian mineral water source in New Zealand.

The facility was purchased by Oravida NZ Limited in 2015 and the premium quality still and sparkling water bottled at this plant is a key part of the Oravida range of premium foods that are supplied to China from New Zealand.



# Our Water Source

The water originates in Antarctica where gale force winds convert the ice crystals into water vapour which is carried by jet-stream winds to New Zealand – Aotearoa, “the land of the long white cloud”.

These water laden clouds release this water as rain onto the Bay of Plenty region where it takes 50 years to slowly seep through layers of ancient volcanic rock.

This natural filtration process purifies every precious drop of water and the rock infuses the water with the perfect amount of minerals which then collects 1000 feet below ground in an 1800 year-old artesian aquifer.

This water, which is as pure as nature can make it, then rises under its own natural energy force as a spring to the surface of the earth, where its purity is captured and sealed in a bottle without ever being exposed to air or sunlight.

# What Makes Our Water Special

All bottled water is not created equal and what makes our water special is it's taste.

The combination of the high silica content, low minerality, and softness of the water sourced from this ancient aquifer, means that it is light on the palate and easy to consume.

Discerning consumers not only taste, but can also feel the superior quality of the water from this multi-award winning aquifer.



# Mineral Profile

The quality of mineral water is determined by its mineral composition which is independently measured and verified. The water from this ancient aquifer has a mineral profile which makes it the ideal water for everyday consumption to provide optimal hydration and wellbeing.

The four most important measures of mineral water quality are :

**pH** : A healthy human body has a pH of 7.4. Our artesian mineral water has a pH of 7.2, making it ideal for providing optimal hydration.

**Hardness** : The hardness of water is measured by the calcium and magnesium content. The hardness of our water is 13 mg/l which makes it one of the softest waters in the world, 20 times softer than the leading French bottled water brand.

**Purity** : The nitrate level of water provides an indication of potential contamination. With a very low nitrate level of 0.061 mg/l, the purity of our water is considered to be superior by international standards.

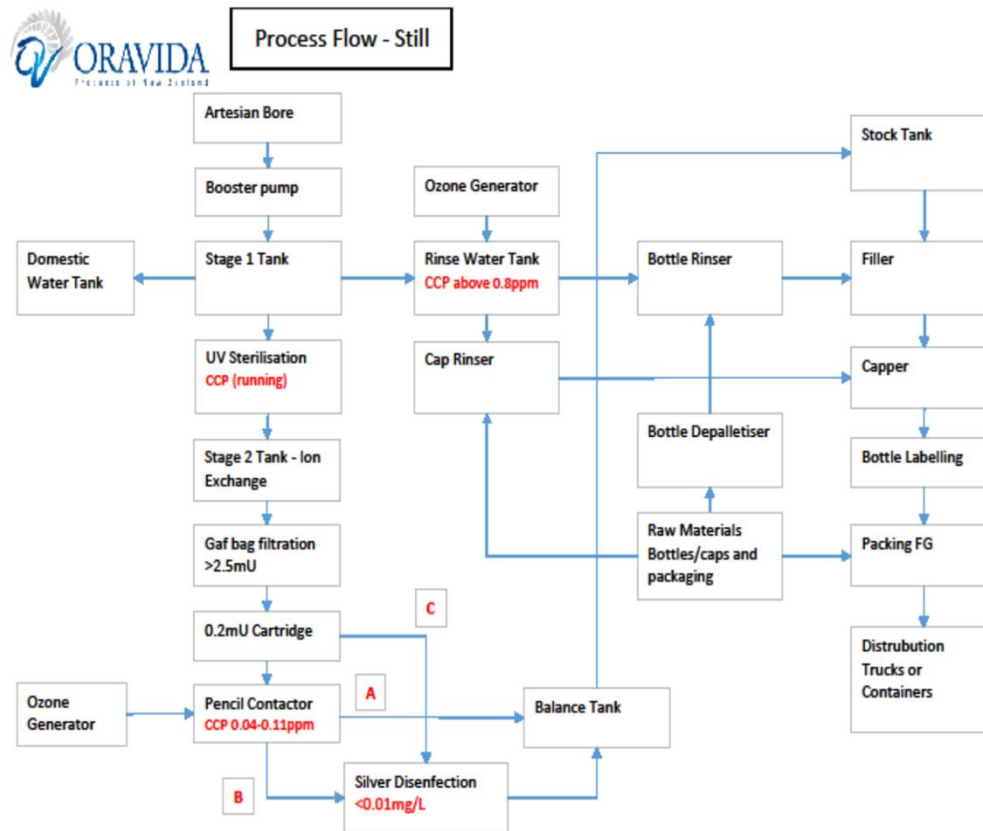
**Total Dissolved Solids** : The level of Total Dissolved Solids (TDS) in mineral water is a measure of the mineral content of the water. Low levels of the right minerals enhance the well being benefits of the water. Our water has a TDS level of 140 mg/litre, which is classified as low; mineral waters with high minerality have a TDS exceeding 1500 mg/litre and are deemed to be lower quality.

# Typical Analysis

The following typical analysis is used for labelling :

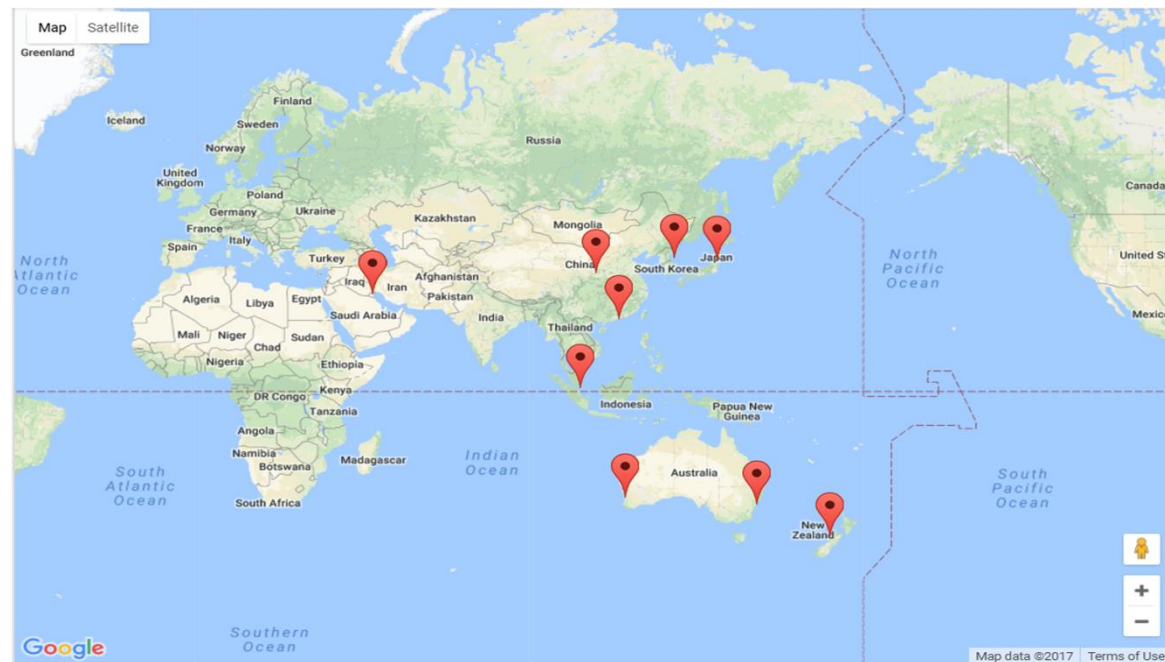
Typical Analysis Range for Labels:	Range mg/L
Bicarbonate ( $\text{HCO}_3$ )	37 - 40
Calcium (Ca)	2.4 - 2.9
Chloride (Cl)	6.4 - 8.4
Hardness (as $\text{CaCO}_3$ )	11 - 13
Magnesium (Mg)	1.3 - 1.7
pH	6.8 - 7.6
Potassium (K)	2.4 - 2.7
Silica	82 - 96
Silicon as meta-silicic acid ( $\text{H}_2\text{SiO}_3$ )	110 - 130
Sodium (Na)	6.2 - 11.9
Sulphate ( $\text{SO}_4$ )	0 - 3.2
Total Dissolved Solids (TDS)	130 - 140

# The Water Bottling Process



# Expertise in Exporting

Oravida Waters has extensive experience in packing and exporting containers to Australia, Pacific Islands, Singapore, Hong Kong, Korea, Japan, China, and the Middle East. We can assist you with the labelling and import documentation for all of these regions.



# Certifications



**QAS** Quality Auditing Specialists Ltd

## Certificate of Audit

*This is to certify that the:*  
**Food Safety Programme**  
of  
**Oravida Waters Limited**  
157 Hallett Road, Otakiri, Whakatane

Has been verified and meets the requirements as per:

- Food Act 2014
- Codex Alimentarius 2003
- Australian New Zealand Food Standards Code

The scope of the certification is:  
Manufacturer - Bottled water.  
Extraction of water to processing/bottling of still and sparkling water to dispatch.

Signed:  Director  
Verification Date: 08.12.16 Certificate No: 726.05  
This certificate expires on the: 08.12.17

This is not a legal document and cannot be used as such. The certificate is issued subject to the management system and procedures being maintained in compliance with the standards against which the company has been audited. This certificate remains the property of Quality Auditing Specialists Ltd to whom it must be returned if certification is withdrawn.



We operate under a New Zealand Government controlled Food Safety Risk Management Program, which is independently audited annually.

Kosher and Halal requirements can be met if you require certification. These are brand related certifications rather than manufacturing plant certifications and so you apply for these as the brand owner. We can assist you with this process.

### *HALAL CERTIFICATION:*

*Halal in Arabic means lawful or permitted. Factually Halal certification gives the consumer a 100% guarantee that the product is a natural product in its natural form. In countries including New Zealand, with less stringent laws on food and beverage production Halal certification is even more important.*

### *KOSHER:*

*Kosher certified water means the water is proper and ritually pure. The Kosher certification follows Jewish dietary laws that include, aliment, alimentation, nourishment, nutrient and nutrition. It also ensures that the processing plant has been inspected to ensure that nothing non- pure has been used.*

# The Steps Involved - Contract Bottled Water

## Pre-Order(Weeks 1 - 4)

Step 1) You decide on what packaging type (PET or glass bottle or bag-in-box), size and water type (still or sparkling) you would like to have. *(Note that if you decide to use a customised proprietary bottle then the lead time for bottle design and production is likely to be 12 weeks.)*

Step 2 ) We provide a quote for supply based on your requirements above.

Step 3) You design your labels for bottles or bag-in box and shipper cartons

Step 4) We check that your label design meets New Zealand regulations.

Step 5 ) You sign off that your label design meets the regulatory requirements of the importing country you are exporting to.

## Bottling (Weeks 5 – 7)

Step 6) You place a confirmed order with us. Payment terms are 50% on order.

Step 7) Bottle labels and / or bag in box cartons and shipper cartons are printed and shipped to Oravida Waters. *(Note: lead times are usually 10 – 15 working days ).*

Step 8) We confirm a production date when the packaging materials are delivered.

Step 9) We bottle your order for you.

Step 10) Any required laboratory testing is carried out on your product and your export documentation is prepared and provided to you.

# More Steps Involved - Contract Bottled Water

## Shipping

Step 11) You arrange your shipping ( we can help you with that).

Step 12) You pay the remaining 50 % of the order before the product is dispatched.

Step 13 ) Once payment has cleared; product to be distributed within New Zealand is loaded onto a truck for dispatch. Export product is loaded into a container which is then transported to your chosen export port.

# Packaging

## Bottles

We are able to supply standard PET bottles in 350ml, 500ml and 1.5 l sizes, as well as flint glass (clear) bottles in 300ml and 750ml sizes, as per the image attached.

Customers may also supply their own proprietary bottle which they had manufactured specifically for them.

## Bag-in-box

In addition to bottles, we can also supply 5, 10 and 15 litre bag-in-box product.

## Caps

Caps for PET bottles are supplied as either standard flat caps in blue, natural (clear), black, white and red or sports sipper cap in opaque and blue/white. Caps for glass bottles are available in silver or black.



# Label Requirements

## New Zealand

New Zealand has labelling requirements that must be met, even for product which is being exported. We are able to help you understand these labelling requirements.

New Zealand's Ministry for Primary Industry (MPI) has a useful on-line checklist to assist with labelling requirements : <http://www.foodsafety.govt.nz/industry/general/labelling-composition/meeting-requirements/>

## Exporting

Each importing country has a regulatory authority which will have specific requirements for labelling of bottled water. We have experience with most jurisdictions that you will be exporting water to and so we can assist you with this.

Most countries have specific requirements for :

- Product name / description
- Manufacturers name and address
- Barcode size
- Nutritional Information Panel and/ or typical analysis
- Quantity in mls or oz
- Distributor address and contact
- Expiry date or Best Before date
- Minimum font sizes

# Label Dimensions

The following label dimensions are required for bottle labels to work on the bottle labelling equipment.

Bottle Type	Maximum Length		Maximum Width		Core Size		Label Winding Direction	Max roll diameter
PET								
350ml	170mm		45mm		76mm		4A	340mm
500ml	190mm		70mm		76mm		4A	340mm
1 L	205mm		80mm		76mm		4A	340mm
1.5 L	270mm		90mm		76mm		4A	340mm
Glass								
300 ml	197mm		38mm		76mm		4A	340mm
750 ml	260mm		40mm		76mm		4A	340mm

**Case Specifications** -Once you confirm the bottle size you require.

Your designer will require the Die Lines which we will supply to you so your case can be designed within the specifications for our Automatic Wrap around Cases Packer.

**Container Quantities Packed** - on slip-sheets or pallets  
 minimum order quantity is always a Full Container Load per SKU

PET	Bottles per case	Cases packed on Slip sheets	Cases packed on Export Pallets	
350 ml	24	1654	1516	
500 ml	24	1190	1071	
1000ml	12	1224	1071	
1500ml	12	854	732	
Glass				
300ml	24	1280	1125	
750ml	12	1080	930	
10 L	1	3600	3200	
	1	2100	1440	

# Export Documentation

We provide the following documents to all of our contract bottling customers to assist them with exporting their product :

- ” Container Pack Sheet
- ” Certificate of Manufacture
- ” Declaration of Origin

We can also assist you with applying for the following documentation :

- ” Certificate of Free Sale from Ministry for Primary Industry
- ” Certificate of Origin from Auckland Chamber of Commerce
- ” Commercial Invoice

# Other Information

## **1. Where is the water sourced from?**

The water is sourced from the Otakiri Aquifer, an ancient artesian mineral water storage aquifer which is located 1000 ft underground. The water rises to the surface under its own natural energy via a bore which is located on-site at the water bottling facility.

## **2. What bottles do you supply?**

We are able to supply standard PET bottles in 350ml, 500ml and 1.5 l sizes, as well as flint glass (clear) bottles in 300ml and 750ml sizes.

## **3. What if I would like to use a different bottle?**

Many of our customers have their own proprietary bottle which they design and have manufactured specifically for them. There are several companies in New Zealand who are able to provide bottle design and manufacturing for PET bottles : Visy, Linkplas and TSL Plastics. O-I Glass are able to design and manufacture glass bottles.

## **4. Do you supply bag-in-box?**

Yes we can supply 5, 10 and 15 litre bag-in-box product.

## **5. Do you offer different cap colours?**

Yes - the standard flat caps for PET bottles are available in blue or natural (clear) and we can also supply black, white and red caps on request. The sports sipper cap is available in opaque and blue/white. It is possible to supply other sipper cap colour's for a minimum order quantity of around 350,000 caps. Caps for glass bottles are available in silver or black.

# Additional Information

## **6. Is there a minimum order quantity?**

Yes - the minimum order for any one SKU is a 20' FCL (full container load), which for most bottles is approximately 30,000 bottles. For Bag-in-Box the minimum order quantity is 2100 units.

## **7. Do you supply the labels?**

No – our standard contract bottling arrangement is that you supply your own labels. There are a number of label suppliers that we can recommend and we can manage the label sourcing process for you. There are minimum order quantities for labels and they are paid for separately in advance of bottling. We are happy to store your labels for you at no cost.

## **8. Do you supply the cases?**

No – our standard contract bottling arrangement is that you supply your own cartons. There are a number of carton suppliers that we can recommend and we can manage the carton sourcing process for you. There are minimum order quantities for cartons and they are paid for separately in advance of bottling.

## **9. Do you design the labels and cases?**

No – we do not provide design services. We can recommend some designers if you require design services.

## **10. Are there any specific requirements to be included on the label design?**

Yes - There are specific regulatory requirements for labelling depending on the country the product will be sold in. There are also labelling requirements for New Zealand that must be met, even on product being exported.

# More Information

## **11. I would like to source packaging from offshore – am I able to do that?**

We have a number of customers who import cartons from China. We are a MPI licensed transitional facility and so can receive and unload containers which have been imported. We do not have sufficient space to store large quantities of packaging on site and so if the packaging is not going to be used within a month of delivery, it will need to be stored offsite.

We have had a number of customers who have tried to import bottles and we have experienced a range of issues with these bottles and so please talk to us about this.

## **12. What testing is carried out on the finished product before dispatch ?**

Every day we sample and carry out micro testing for E.coli and HPC (Heterotrophic Plate Count).

We can arrange any regime of testing that may be required for initial entry into a new overseas market and we will provide you with a quote on any specific tests required.

## **13. What Food Safety Program do you have in place ?**

Oravida Waters operates under a Ministry of Primary Industries (MPI) approved Food Safety Program which is required for exporting of products from New Zealand. This Food Safety Program is audited annually by an external independent certification body.

## **14. Is product dispatch delayed while testing is carried out?**

No – Oravida Waters has well established track record of having no micro issues with the water supply and with the bottled water and so your product is able to be dispatched before testing is complete.

## Even More Information

### **15. How is product dispatched?**

Bottles are packed into cardboard cases (12 or 24 per case) and then stacked on wooden pallets and stretch wrapped for dispatch by truck to your New Zealand delivery address.

Export containers are loaded on site. Containers are block stacked using slip-sheets or product can be containerised using export pallets.

### **16. Is there a cost for containerisation?**

No – container loading is included in the cost you are quoted for contract bottling.

### **17. Do you store packaging or finished product on-site?**

We have limited storage capacity on-site so we are able to store small volumes of packaging on site at no cost. Large quantities of packaging materials or finished product will need to be stored somewhere off-site at your cost. We can recommend some suitable storage facilities to you.

### **18. What is the shelf life of bottled water?**

The still bottled water, in glass and PET has a Best Before date of 2 years from the date of bottling.

The sparkling water which is bottled in glass has a Best Before date of 18 months from the date of bottling.

The sparkling water which is bottled in PET has a Best Before date of 6 months from the date of bottling.

## More Additional Information

### **19. What format options are available for date coding and batch coding?**

Date coding and batch coding is carried out on every bottle after filling and labelling. There are a number of options available for positioning of the coding on the bottle, including above or below the label, and the base of the bottle. The size of the date coding font is 2mm, and the format can be single or double lined. The standard date format used for both manufacture date and best before date is: DD-MM-YYYY in New Zealand and YYYY-MM-DD in China.

### **20. Do you supply bottled water for fundraising groups?**

Yes - we can work with fundraising groups to provide a product for their fundraising.

### **21. Is your facility an accredited transitional facility?**

Yes - we can receive and unload your imported containers on site at our Ministry of Primary Industries (MPI) approved facility.

### **22. Who will complete the export documentation?**

We provide all the required documentation for product being exported from New Zealand.

### **23. What are the payment terms?**

Payment terms are 50 % deposit when you confirm the order and 50 % when the order is ready to be dispatched.

## The Next Step

If you would like to discuss the requirements of your contact water bottling opportunity, please contact us :

- on email at [info@contractbottling.co.nz](mailto:info@contractbottling.co.nz)
- by phone on +64 (0)7 304 9711