



A DIVISION OF
NESTLÉ WATERS
NORTH AMERICA

Project Newsletter

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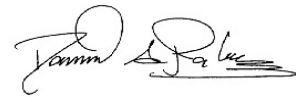
What's New

Dear Residents of McCloud and Siskiyou County,

At NWNA, we believe that corporate responsibility is more than just good business – it's a commitment we share with the communities in which we live and work. This newsletter is the first of two issues examining NWNA's ten-point Good Neighbor Policy and

some of the ways our commitments are fulfilled in cities and towns across the country where NWNA facilities and employees have a presence. In McCloud, NWNA maintains its commitment to be a good corporate citizen by supporting the community through open communication and standing behind our corporate philosophy of giving.

Sincerely,



Good Neighbor Policy

NWNA is committed to respecting the community and environment in which we operate through our ten-point Good Neighbor Policy. What does it mean to be a good neighbor? It means demonstrating integrity and accountability, working collaboratively with communities, sharing our passion for a clean planet, supporting community development projects with product and financial donations, providing employment opportunities, participating in volunteer programs and helping in times of need.

The ten-points of NWNA's Good Neighbor Policy include:

- 1  Open Communication
- 2  Environmental Excellence
- 3  Responsible Spring Water Resource Management
- 4  Water Resource Relations
- 5  Sustainable Land Use
- 6  Traffic Mitigation
- 7  Exemplary Employment Practices
- 8  Water Education
- 9  Emergency Relief
- 10  Community Giving

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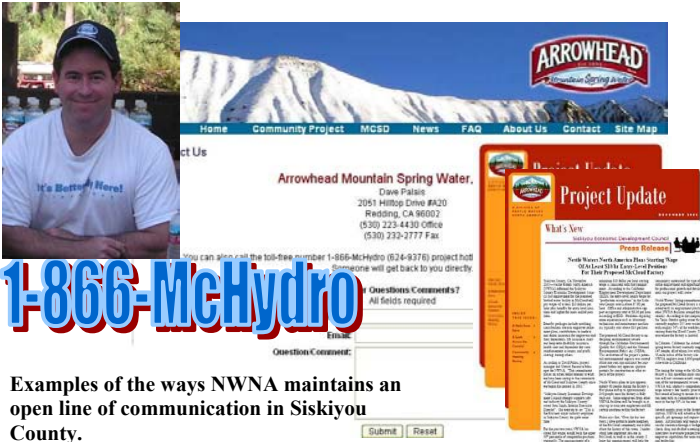
THE HAWKINS HERALD

“When Ozarka officials opened their Wood County plant, they said they would honor their Good Neighbor Policy ... the good people of Ozarka have indeed kept their promises. ”



1 Open Communication

NWNA is committed to being responsive to local regulators, public officials and neighbors to address questions, issues and opportunities as they arise. In McCloud, NWNA has participated in numerous community meetings, maintains a website, a caller hotline and publishes a frequent newsletter. Additionally, anyone who has a question about the proposed project is welcome to drop-by on Fridays at the McCloud Mercantile to discuss the project with NWNA representative, Dave Palais.



Examples of the ways NWNA maintains an open line of communication in Siskiyou County.



4 Water Resource Relations

NWNA will provide neighbors and partners with science-based assurances that there will be no significant impacts from spring water operations. If it is determined that NWNA's operations are harming the performance of their water supply, the company will take actions to remedy the situation. For example, when a neighboring dairy farmer called NWNA with concerns about his water wells near an Ozarka brand bottling facility, NWNA hired a third-party contractor to measure the static water levels and perform specific tests to address his concerns. They found that Ozarka had not impacted this farmer's wells at all – he actually had faulty submersible motors.

“Ozarka showed great concern for this farmer and his family and **the company went above and beyond the call of duty to help a neighbor** in need. Ozarka's dedication to their spring communities is an example for us all.”

Donald A Foster, President
Andrews & Foster Drilling Company



2 Environmental Excellence

Both at its spring sites and its bottling plants, NWNA's environmental policy mandates, at a minimum, strict compliance with environmental regulations at federal, state and local levels. It also meets stringent internal standards for environmentally-sound business practices.



Our Cabazon, California plant was the first food manufacturing facility in the U.S. to earn the Silver LEED (Leadership in Energy and Environmental Design) Certification from the U.S. Green Building Council. The first U.S. food manufacturing facility to achieve LEED Certification was our Mecosta, Michigan facility. Learn more about LEED at www.usgbc.org



3 Responsible Spring Water Resource Management

NWNA maintains an ongoing commitment to environmentally-safe spring water collection. Not only is managing the sustainable

use of the springs the right thing to do its also critical to our business, the community and the state. The work done by our Natural Resource Managers makes it possible for NWNA to care for our springs responsibly and protect the environment proactively. This work is overseen by ten Natural Resource Managers across the country. McCloud's project leader Dave Palais is our Northern California Natural Resource Manager. He has a Ph.D. in Geology and is a Certified Hydrogeologist in the State of CA.



5 Sustainable Land Use

NWNA is committed to preserving open space and allowing for public use of land where possible. There are many examples of how we provide for healthy open space, from a 54-acre conservation easement in Pennsylvania, to sponsoring a 525-acre nature preserve at our spring source in Florida, to restoring 185,000-acres of natural forest communities in Maine.



Preservation of Upper St. John's River; Crystal Springs Nature Reserve

Tune in next month for part two of NWNA's Good Neighbor Policy...