

**STANDARDS ASSOCIATION OF ZIMBABWE(SAZ) – CERTIFICATION SERVICES(CS)
Natural Mineral Water and Spring Water CERTIFICATION SCHEME**

In accordance with ZWS 457: 2015-Natural Mineral Water and Spring Water

1. Introduction

This product certification scheme for bottled water based on ZWS 457: 2015 was developed by SAZ CERTIFICATION SERVICES Management

The Standards Association of Zimbabwe (SAZ) is therefore deemed the scheme owner in terms of ISO/IEC 17067 "Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes".

This product certification scheme was approved by Technical Committee FD009 2015/09/07 and reflects a type 5 product certification scheme as described in ISO/IEC 17067:2013. It includes the following functions, activities and elements.

a) selection including:

- 1) specified requirements for the products covered by the scope of the scheme,
- 2) elements of the production process to be assessed and of the management system to be audited,
- 3) determination activities, and the basis on which those activities be undertaken
- 4) sampling methods and frequency
- 5) requirements which the applicant/licencee has to fulfil in order to gain and maintain certification of the product and
- 6) any other certification requirements.

b) determination: this certification scheme includes:

- 1) evaluation of the product,
- 2) assessment of the production process and audit of other elements of the client's management system critical to managing product conformity through document review and onsite assessment;

c) review of the evaluation results, decision on certification and attestation of conformity

d) licensing and control of the mark including:

- 1) mark of conformity,
- 2) publicity to applicants/licencees,
- 3) misuse of certification and marks of conformity;

e) surveillance: this certification scheme includes:

- 1) testing and inspection of product samples,

2) assessment of the production process and audit of the management system;

f) suspending and withdrawing a certification and license (see 5.9.5); and

g) managing changes affecting certification

2. Requirements for product

The requirements for the product specified in this product certification scheme are given in the Zimbabwe Standard Specification for Natural Mineral Water and Spring Water - - Zimbabwe Standard No 457 of 2015

3. Scope

This product certification scheme covers natural mineral water for human consumption in accordance with Zimbabwe standard ZWS 457:2015 and includes:

3.1 Pre-Requirements;

3.2 Application

3.3 Testing or inspection of samples of the product from the production facility;

3.4 Assessment of the production processes;

3.5 Audit of the management system supporting the production processes; and

3.5 Surveillance procedures.

4. PRE-REQUIREMENTS:

4.1 Registration

An organisation that intends to be certified on the SAZ CS bottled water certification scheme shall have completed the registration process with the Ministry of Health's Food Standards Advisory Board (FSAB) in line with the requirements of Statutory Instrument (SI) 7 :2015 .

4.2 Verification

SAZ CS reserves the right to verify the authenticity of any documents of certification by FSAB submitted by an applicant.

5. Conformance/Compliance

Before making application, and on an ongoing basis, the organization shall ensure that it meets the requirements of this product certification scheme.

6 Application

SAZ CS shall provide the applicant with all information necessary to understand and follow the rules for this certification scheme. These rules shall be publicly available. Application for certification shall be made on the prescribed form MC 1

6.1 Application Review

Once the application is received from the applicant, SAZ CS shall confirm that the information provided by the applicant is clear and sufficient and, if not, shall request the applicant client for the necessary clarification or additional information. SAZ CS shall also confirm that the applicant is registered with the

FSAB. If this has been satisfactorily achieved, the applicant shall be subject to the SAZ CS certification processes which involve evaluation of the bottled water and auditing of the quality and production system of the applicant. **In the event that SAZ CS has rejected the client application, the Certification Services Manager shall formally write to the client stating the reasons.**

7 Evaluation

7.1. Evaluation plan

From the information provided in the application, SAZ CS shall confirm that it has the competence and capability to undertake the work.

SAZ CS shall prepare an evaluation plan setting out:

- a) confirmation of the product for which certification is sought; – i.e. Natural bottled water
- b) confirmation of the requirements standard i.e. ZWS 457;
- c) the evaluation methods and procedures to be used where these are not specified in the standards;
- d) the product samples and/or the sampling procedures required for evaluation;
- e) the methods and procedures to be used when assessing the production process
- f) the coverage and the extent of the auditing of the management system;
- g) the personnel and other resources, including outsourcing, to be used for the evaluation.

SAZ CS shall advise the client of the plan, including any financial and timescale aspects required by the scheme, and ensure that the client has undertaken to complete the SAZ licencing agreement Form **MC 30**.

After confirmation of the acceptance of the application, SAZ CS shall make the necessary arrangements with the applicant for the initial assessment in accordance with the evaluation plan.

Under this certification scheme, the following determination activities are used:

- a) initial testing and examination of the product;
- b) assessment of the production process; and
- c) audit of the elements of the management system that are critical to product conformity.

The certification body is responsible for all actions included in the particular certification scheme, including sampling, testing, assessment of the

production process, auditing of the management system, and surveillance of the certified product.

7.2 Initial product evaluation

The product evaluation shall be carried out by SAZ CS in accordance with the methods specified in ZWS 457: 2015 and with the procedures specified by this scheme.

SAZ CS testing facilities used in product evaluation shall meet the technical requirements of ISO/IEC 17025:2005 for the product being certified.

7.3 Assessment of the production processes

7.3.1 The applicant/licencee shall designate a responsible person as the main contact with the certification body; and a person(s) with management responsibility for the technical performance of the production processes and management system.

Note: this could be the same person.

7.3.2 The initial assessment of the production process shall include assessment through direct observation and examination of the production line and communicating with production personnel to demonstrate:

- a) that the applicant/licencee has the necessary facilities, equipment, personnel and procedures for carrying out the tasks associated with producing bottled natural mineral water in accordance with the requirements of ZWS 457 and this product certification scheme. The applicant/licencee shall have or have access to a laboratory suitably equipped and staffed, where those tests given in ZWS 457:2015 shall be carried out in accordance with the methods given in the standard.
- b) Records of tests and inspection shall be kept in suitable forms approved by SAZ CS. Copies of any records and other connected papers that may be required by SAZ CS shall be made available at any time on request.
- c) that the applicant/licencee has the capability and competence to monitor, measure and test the product during and after production so as to assure conformity with the specific product requirements of ZWS 457 and this product certification scheme;
- d) that the applicant/licencee sampling and testing (whether it be in-house or outsourced) is undertaken in accordance with the requirements of ZWS 457 and this product certification scheme;
- e) All the testing equipment shall be periodically checked for continued suitability and records of calibration/ verification or both shall be maintained.
- f) awareness of taking of samples by the SAZ CS and subsequent verification of test results or inspection reports by the certification body;
- g) quality control of the product through the production process in accordance with the requirements of ZWS 457 and this product certification scheme, from the receipt of inputs, through all transformation processes, through to dispatch of the completed products; and

- h) the ability of the applicant/licencee to identify and quarantine nonconforming product and to maintain product traceability.

7.3.3 Specific requirements for product and production processes

- a) Raw water - The source water used in production of bottled water shall be initially tested for Colour, Odour, Taste, Turbidity, pH, Total Dissolved Solids, Microbiological & Chemical requirements including Toxic Elements & Pesticides Residues and Radioactive Residues. The raw water collected from the source shall be treated as per clause 4.3 of ZWS 457: 2015
- b) Hygienic conditions - The licensee shall follow the requirements of ZWS 126 part 1: 1997 and SI 7:2015 in collecting, processing, handling, storage, package and marketing of the bottled water.
- c) The applicant/licensee shall conduct the tests/analysis on each lot of bottled water as given in tables 1 and 2 of ZWS 457: 2015 Micro-organisms and BOD tests shall be carried out as per requirements of 5.8 and 5.10 of ZWS 457:2015 respectively.
- d) The sampling shall be done as per clause 6 of ZWS 457:2015 and as indicated in tables 5 and 6 of ZWS 457: 2015

7.3.4 PACKING

The Packaging of bottled water shall be done in accordance with clause 7.1 of ZWS 457: 2015 Packaging units shall be up to a maximum unit of 20litres and in line with the packaging units required by the Trade Measures Department. Product shall be stored away from direct sunlight. Bottled water shall not be packaged in secondary (used)containers.

The packaged bottled water shall be held for 48 hours before despatch so as to ensure that it conforms to all the requirements applicable for “each lot” except for the tests of Aerobic Microbial Count at 20°C to 22°C which shall be reviewed for conformity on availability of their reports on completion of their test durations i.e., 3 days and 5 days respectively.

7.3.5 MARKING – Marking shall be done in accordance with clause 7.2 of ZWS 457:2015 as follows

- a) Name of the product including its brand name
- b) Net contents by volume
- c) Lot identification
- d) Best before date
- e) Name and address of the manufacturer
- f) Country of origin
- g) Instruction for Storage
- h) Test results of average value as per table 2 of ZWS 457: 2015

7.3.6 Labels - The label on the bottles/ containers shall comply with the requirements of the Food and Food Standard (Food Labelling) Regulations, 2002

7.3.7.STANDARD MARK – The SAZ product certification logo shall be used as given in PM31. The standard number (ie ZWS 457) shall be inscribed below the SAZ logo. (only after certification approval). Misuse of SAZ logo shall be handled as per PM31a

7.3.8 Lot – For the purpose of this Scheme, the quantity of packaged drinking water treated/processed from same raw water source and filled/packed in one day

shall constitute a lot or batch. On the basis of tests, analysis results, the decision regarding conformity or otherwise of the lot/batch to the given requirement shall be made.

7.3.9 Nonconforming product -a separate record providing the detailed information regarding nonconforming lots and mode of their disposal shall be maintained. Such product shall in no case be stored together with the conforming product.

7.3.10 Microbiological Requirements - When a failure is noticed in any of the microbiological requirements in a lot during in-process quality control, the lot shall not be despatched. The previous lots available in stock shall be dispatched into the market only after rechecking. The applicant/licencee shall reject the entire previous defective stock including the lot if there is a failure.

7.3.11 Whenever, the quality of processed water is found not meeting the requirements of Tables 1,2,3 and 4, the source water shall be retested for such parameters in which failure is observed for deciding upon the necessary controls to be exercised for conformance of quality of processed water to ZWS 457:1995. If the retest results are not meeting the requirements, the lot shall be handled as a nonconforming product.

7.3.12 The licensee shall take immediate corrective actions, which involve complete investigation of the reasons for contamination and nonconformity.

The manufacturer should re-start marking and despatch only after the completion of satisfactory corrective actions and availability of satisfactory results of all microbiological tests as applicable for each control unit, for next three consecutive lots. The original frequency of despatch after 48 hours shall be restored, if all the three lots are found conforming to the microbiological requirements.

The manufacturer shall keep complete records of such instances for review by SAZ CS.

Subsequently, its quality may be regularly assessed at least once in three months through in-house testing for Colour, Odour, Taste, Turbidity, pH, Total Dissolved Solids and Microbiological requirements.

In addition, any other requirements as considered necessary for process control, are to be tested where the incidence of their presence in higher levels has been detected during the previous tests.

7.3.12 In case a non-conformity is observed for radioactive residues, the source of raw water shall be abandoned.

8 Management system

The elements of the management system covered in the audit of the elements of the management system critical for product conformity shall include the review of:

- a) procedures covering the production processes, including quality control, production resources and personnel competence that can affect product conformity;
- b) documents and records control in relation to production processes and product conformity;
- c) existing management system certifications and associated audit reports;
- d) internal audits and management reviews;

- e) procedures and records associated with product nonconformance, corrective and preventive actions;
- f) the identification, marking, and marketing of conforming products in accordance with certification requirements and license agreements;
- g) those management system processes that are carried out by the client as part of the product certification scheme, and that the client has the necessary planned arrangements to ensure that the management system processes will continue to be effectively implemented and maintained.

8.1 It is recommended that, as far as possible, Statistical Quality Control (SQC) methods be used for controlling the quality of the product during production as envisaged in this scheme. In addition, efforts should be made to gradually introduce a Management System in accordance with ZWS ISO 9001 or ZWS ISO 22000 or ZWS 749

8 Surveillance

SAZ CS shall develop a surveillance plan for the licensee and shall conduct surveillance in order to provide confidence that products manufactured after the initial certification fulfil the specified requirements. Surveillance activities cover all sites where manufacturing takes place and shall include the following:

- a) Inspection of product samples taken either from the point of production, or from the market, or from both for conformity with the certified type;
- b) Testing of product samples taken either from the point of production, or from the market, or from both to check that they fulfil the specified requirements;
- c) Assessment of the production processes and auditing of the management system, including examination of the client's quality records relating to the production process.
- d) SAZ CS shall carry out the characteristics given in table 6 of ZWS 457: 2015 as follows:
 - Routine tests (on quarterly basis) and periodic tests(at least once a year). In the event that the licensee's products fail, the testing frequency shall be increased to monthly tests. The frequency shall be reverted to quarterly if the 4 monthly consecutive test results are meeting the standard requirements.
- e) SAZ CS shall carry out tests on characteristics (not done in routine and periodic analysis) as occasional analysis. The occasional analysis shall be done a least once in 2 years or as per request by the relevant authorities.

9 Other requirements

- 9.1 If there is change in source of raw water, the Licensee shall formally advise SAZ CS. The treated water shall be analysed at SAZ TS laboratories and commissioning of the new source for production and marking shall only be done after SAZ CS has formally approved the new source.

10 COMPLAINTS

- 10.1** Whenever a complaint is received soon after the goods with SAZ Mark have been purchased and used, and if there is adequate evidence that the goods have not been misused, defective goods shall be replaced free of cost by the licensee. In case the complaint is proved to be genuine and the warranty period (where applicable) has not expired. The final authority to judge conformity of the product to the Zimbabwean standard shall be with SAZ CS. The licensee shall also have its own complaint investigation system and shall formally inform SAZ CS of any complaint received and the investigations and resolutions made.
- 10.2** In the event of any damages caused by the goods bearing the standard mark, or claim being filed by the consumer against SAZ mark and not “conforming to” the relevant Zimbabwean Standards, entire liability arising out of such non conforming products shall be of licensee and SAZ CS shall not in any way be responsible in such case(s).
- 11.0 STOP MARKING-** The marking of the product shall be stopped under instruction of SAZ CS if, at any time, there is some difficulty in maintaining the conformity of the product to the specification, or the testing equipment goes out of order. The marking may be resumed as soon as the defects are removed under formal approval by SAZ CS. The marking of the product shall be stopped immediately if directed to do so by SAZ CS for any reason. The marking may then be resumed only after permission is given by SAZ CS. The information regarding resumption of markings shall also be sent to SAZ CS
- 12 PRODUCTION DATA-** The licensee shall send to SAZ CS, a statement of the quantity produced, marked and dispatched and the trade value thereof during the half year ending 30 June and 31 December. This statement is required to be forwarded to SAZ CS on or before the 31st day of July and January for the proceeding half-year.
- 13 CERTIFICATION FEES:** The certification fees to be paid shall be as stipulated in QAF 18(product certification contract). Fees shall be on cash upfront unless the licensee has been approved for a credit by SAZ Finance department. The initial certification(cost of product evaluation, production facility auditing and licence fees) shall be as given on the Standards Association Fees structure. Upon attaining certification, the certified organisation shall continue to meet the charges for testing, production facility audit and licence fees.