



OUR VALUE CHAIN AT A GLANCE

We are working with start-ups and new suppliers to increase local supply capacity.

INPUTS

- **Raw material imported from Europe:** malted barley and hops
- **Imported packaging material from South Africa and Angola:** glass, cans and crown corks
- **Local packaging material:** plastic shrink wrapping, plastic and paper labels, corrugated packaging, trays and crates
- **Local natural resources:** water from the City of Windhoek and boreholes
- **Electricity:** NamPower, stand-by generators
- **Renewable energy:** biomass boiler and solar panels
- **Heavy fuel oil and diesel fuel** for generators



We find ways to minimise the water we use to make sure that there is more available for communities and animals



We use renewable energy generated by the biomass boiler and solar panels to improve our energy mix



We buy raw material and packaging from a range of suppliers who provide jobs and livelihoods in their communities



Our packaging material includes a significant portion of returnable bottles which are recycled to reduce waste

Beer brewing is water and energy-intensive. By using natural ingredients and state-of-the-art technology, we make sure we brew as sustainably as possible.



We produce alcoholic and non-alcoholic beverages to ensure consumers have alternative choices available, thereby preventing harm caused by alcohol



We provide employment and career opportunities for women and men at our production plants where we drive efficiency through technology and innovation



We capture and reuse the CO₂ generated during the brewing process and sell surplus CO₂ to customers



BEVERAGES AND BREWING

- Our brewery in Windhoek has a total technical brewing capacity of **three million hectolitres**
- We supplement our **brewing capacity through our production agreement with Heineken SA** who owns the Sedibeng Brewery in Johannesburg
- The Swakopmund Brewing Company is a microbrewery in Swakopmund that also **serves as a pilot plant for crafting and testing new beer recipes**
- We brew most of our beers according to the **German Reinheitsgebot of 1516**
- We produce **soft drinks, low and non-alcoholic beverages** at our Windhoek plant. *AquaSplash* is sourced and bottled in Okahandja and Outjo
- **Cider, juice and Heineken beer is imported in bulk from South Africa** and packaged in Windhoek

PACKAGING

We have **five packaging lines** at our Windhoek site for different sizes of glass bottles, cans and kegs. Under normal conditions, we run **four shifts per day 24/7**.

We have **ISO 9001:2015 (quality system)**, **SANS 10330:2007 (food safety management)** and **HACCP (food safety management)** certifications and South African Bureau of Standards support/audits in place. This ensures that we operate according to world-class standards.



We continue to replace old and inefficient equipment to increase the capacity of our packaging lines while reducing electricity use.



We provide employment and career opportunities for women and men in our packaging and warehouse facilities



We optimise our processes to reduce the use of natural resources and minimise waste

Our breakthrough culture drives us to be innovative across all the elements of our value chain. We are further inspired by the contribution we can make towards the SDGs to solve common challenges and preserve our resources.

WAREHOUSING AND DISTRIBUTION

NBL delivers products to **six depots** and **five agencies** in Namibia.

We **export to 18 countries**, including South Africa, predominantly by road transport. **Imperial Managed Solutions (Proprietary) Limited** is our primary transport outsourced partner. The secondary distribution between depots and customers is managed by NBL's fleet of trucks and employees.



Our transport provider is using specialised trucks for improved and faster handling and to decrease losses.



We protect labour rights and promote safe and secure working environments



NBL has been committed to support local road safety campaigns and promote responsible behaviour among road users since 2006.



We adhere to the SAIF Code of Commercial Communication and Conduct to promote the responsible use of alcohol



We support our customers through trade promotions and marketing to grow their businesses



We offer brands in returnable bottles to reduce waste



RETAIL AND CONSUMPTION

Our customers include formal and informal wholesale and retail trade outlets, for example, **supermarkets, liquor stores, shebeens, pubs and other hospitality outlets.** We have a digital sales and operational planning system that facilitates order taking and inventory management between NBL and customers.

The end consumer for our beer products are adults with a broad demographic profile spanning all income groups. **NBL is committed to driving safe and responsible drinking behaviour and invests in a range of initiatives to equip consumers** with the necessary information to make informed decisions. NBL is a founding member of SAIF and our Managing Director acts as Chairperson.

RECYCLING

NBL plays an active role in finding industry solutions to create a circular economy. Our water reclamation plant reduces the water used in our brewing and packaging plants and a recently installed water treatment plant improves the quality and reduces the cost per litre of water from our boreholes. We also use equipment to extract more beer from spent yeast, thus leading to even further water savings.

Through packaging redesign, we use less paper and continuously explore ways to reduce the use of cartons and plastic. **63% of production** is packaged in returnable containers. Our returnable containers have a **return ratio of 99.6%**.

In our communities, we encourage reuse through recycling and cleaning projects. **NBL is a founding member of the Recycle Namibia Forum.**



With breakthrough thinking, we find innovative ways to repurpose and recycle waste.



We find ways to reuse water within our operations



We encourage consumers and communities to reduce waste and to recycle



Read more about our contribution to the SDGs in the section from page 43.

Our value chain supports local enterprises



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