



**Independent Verification of Nestlé's Compliance
with the World Health Organisation Code of
Breastmilk Substitutes (1981) and Subsequent
Resolutions in Cameroun**



Move Forward with Confidence





Independent Assurance Statement by Bureau Veritas

Introduction

Bureau Veritas has been commissioned by Nestlé S.A. to provide independent assurance of Nestlé Cameroun's compliance with the World Health Organisation (WHO) International Code of Marketing of Breast Milk Substitutes (1981) and subsequent World Health Assembly (WHA) resolutions (herein known as the WHO Code) and the Republic of Cameroun Decree 2005/5168 - Regulating the Marketing of Breast Milk Substitutes, 2005 (herein known as the Cameroun Decree). This follows similar work previously conducted by Bureau Veritas for Nestlé SA in other global operations.

Scope of Work and Methodology

The assurance was conducted in Cameroun between 12 and 22 September, 2011 by two assessors from Bureau Veritas UK Limited. The team has extensive experience of undertaking WHO Code compliance related work and was supported by a representative of Bureau Veritas' Douala office.

Preceding the assurance activities in Cameroun, Bureau Veritas conducted the following activities:

- completed a Gap Analysis of the WHO Code and Cameroun Decree to consider where the scope of Cameroun Decree differed from the WHO Code;
- requested a list of Nestlé Cameroun employees, hospitals and healthcare professionals, and distributors from Nestlé Cameroun;
- identified other external stakeholders (through the Bureau Veritas representative in Cameroun) and local NGOs concerned with the protection, promotion and support of breastfeeding; and
- Independently determined a schedule of interviews to take place in Cameroun between 12 and 22 September 2010.

During the assurance Bureau Veritas:

- Undertook 53 interviews with a comprehensive range of key external stakeholders (Government, multilateral organisations, NGOs, distributors, healthcare professionals). Nestlé was not disclosed as the client in order to avoid bias during interviews, neither was Nestlé Cameroun informed in advance of who would be interviewed (except where stated);
 - selected and visited 14 healthcare facilities, 1 orphanage and 66 retail locations to visually
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assess compliance with the WHO Code and Cameroun Decree, with reference to articles relating to labelling and promotion of products; and

- Selected Nestlé Cameroun staff and records for respective interview and review, as part of its evaluation of Nestlé Cameroun's internal processes for managing compliance with the WHO Code and Cameroun Decree.

Findings

The following is a summary of findings from interviews undertaken with a range of key stakeholders and documentary review.

Nestlé Cameroun

All employees interviewed demonstrated an adequate understanding of the WHO Code, Nestlé Instructions and the Cameroun Decree and the requirements it places upon their roles and responsibilities. Bureau Veritas is satisfied that the internal Policy Manual has been implemented across Nestlé Cameroun operations, and that employees are operating in line with Nestlé Cameroun's procedures, and Nestlé SA's overall global approach to management of WHO Code compliance.

No employee interviewed indicated that they were aware of any breaches of the WHO Code, and it was confirmed with the Ombudsman that no incidences of non-compliance regarding the WHO Code or Cameroun Decree had occurred during the course of his/her tenure.

Bureau Veritas identified some areas of improvement in relation to internal management procedures and documentation that have been provided to Nestlé Cameroun in a separate management report.

Distributors

Representatives of the distributors interviewed demonstrated a good understanding of the requirements for marketing Infant Formula and Infant Food products within Cameroun and the requirements it places upon their role and responsibilities.

Government

Bureau Veritas interviewed one representative from the Ministry of Health who confirmed that the Ministry conducts monitoring of infant formula manufacturers against the WHO Code and the Cameroun Decree. The representative stated that they felt that Nestlé Cameroun is exceeding its peers in terms of positive action towards adherence with the Cameroun Decree, exemplified by



the collaboration agreement that Nestlé Cameroun has with the Ministry of Health for mother and child health and nutrition and the fight against disease.

Multilateral organisations/NGOs

Of the Multilateral organisations and NGOs interviewed, there was acknowledgement of the need for infant formula in certain circumstances. Breaches against the Cameroun Decree were claimed, including provision of samples and product promotion in healthcare facilities. Bureau Veritas did not observe any such incidents relating to Nestlé products during any of the HCP interviews or hospital visits.

Healthcare facilities and professionals

No evidence came to light through interviews with HCPs and observations by within healthcare facilities to indicate that Nestlé Cameroun is not operating in compliance with the WHO Code and Cameroun Decree. No examples of Nestlé promotional material relating to designated products were observed in consulting rooms or in public waiting areas.

The Cameroun Decree prohibits manufacturers from distributing Infant Formula samples in healthcare facilities. A number of HCPs stated that they had received a sample of Infant formula from a manufacturer in the past 2 years. However, these statements were anecdotal and not supported by objective evidence; Bureau Veritas did not observe any Nestlé samples during the audit. On this basis Bureau Veritas does not consider any of these claims to constitute a breach of the WHO Code or Cameroun Decree.

Retailers

Visual observations across a range of retail establishments indicate that there is the potential for promotion of infant formula to take place. Nestlé Nutrition stands are used in pharmacies to display a range of nutrition products. It was observed that on a number of occasions the stands were being misused, often stocking predominantly infant formula products and/or being placed in prominent locations within stores. A number of Cerelac branded advertisements used in supermarkets were poorly located drawing the public's attention to infant formula.

Bureau Veritas' opinion

From our assurance activities, evidence and observations, nothing of significance came to our attention to indicate that Nestlé Cameroun is systematically or intentionally operating in contravention of the WHO Code or the Cameroun Decree.



Bureau Veritas' recommendations

Detailed findings and recommendations from our assurance activities have been provided to Nestlé S.A. as part of an internal Management Report. This report contains recommendations and actions regarding the management system and stakeholder observations. Nestlé S.A. should ensure that these recommendations are implemented by Nestlé Cameroun and where applicable CWAR.

Limitations

- Stakeholder interviews were limited to Yaoundé and Douala.
- No interviews were conducted directly with mothers or their families.
- All external stakeholder interviews, with the exception of the two distributors, were arranged by Bureau Veritas.

This limited assurance is not intended to provide a definitive opinion as to whether or not Nestlé Cameroun complies with the WHO Code or Cameroun Decree within Cameroun. Consequently, neither the limited assurance conducted by Bureau Veritas nor this statement constitutes a guarantee or assurance by Bureau Veritas that infringements against the WHO Code or Cameroun Decree have not taken place.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in quality, health, safety, social and environmental management advice and compliance with 180 years of history in providing independent assurance services.

Bureau Veritas has implemented a Code of Ethics across its businesses which ensures that all our staff maintains high standards in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest. This assurance assignment did not raise any conflicts of interest.



Bureau Veritas UK Ltd

London, October 2011



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