

AWS Glossary of Terms

Version 1.0

July, 2015

© 2015 Alliance for Water Stewardship Inc.

[Type text]

Purpose

The purpose of this document is to define the terms, abbreviations and acronyms used by AWS.

Responsibility for these Requirements

The AWS Technical Advisory Committee (TAC) is the body responsible for the *AWS Glossary of Terms*. The TAC will review the contents of this document on an ongoing basis. A record of amendments is shown below.

Amendment Record

Version No.	Date of Publication	Description of Amendment
1.0	July 2015	Approved

1 Introduction

Definitions found in the AWS Glossary of Terms are adapted from various source references including:

- The International Organization for Standardization (ISO)
- ISEAL Alliance's Code of Good Practice
- The Forest Stewardship Council
- The Marine Stewardship Council
- Accreditation Services International GmbH

Additional terms and definitions that are used by AWS in relation to water stewardship can be found in Appendix A of *The AWS International Water Stewardship Standard*.

[Type text]

2 Glossary

Term	Definition
Accreditation	Third-party attestation related to a conformity assessment body (CAB) conveying formal demonstration of its competence to carry out specific conformity assessment tasks.
Accreditation Agreement	An agreement specifying the terms and obligations on all parties for accreditation assessment.
Accreditation Body (AB)	An organization that assesses whether or not CABs are competent to carry out conformity assessment(s) against specified standards.
Advanced-Level Criterion	Specified subset of criteria of the AWS Standard for which indicators may be awarded points but only after a client has demonstrated fulfillment of all core criteria.
Advanced-Level Indicator	An indicator which is part of an advanced-level criterion.
Affiliate Office	An organization with which the CAB collaborates in the provision of any part of the accredited AWS conformity assessment services for the CAB's clients.
Agreement for AWS Interim Accreditation	The accreditation agreement currently used in the AWS Standards System.
Appeal	Request by the client to the CAB for reconsideration of a decision it has made relating to that client.
Assessment	The combined processes of audit, review, and decision on a client's conformance with the requirements of a standard.
Assessment Agreement / Contract	See: Certification Agreement
Assessment Report	Report of an assessment.
Attestation	Issue of a statement, based on a decision following assessment, that fulfillment of specified requirements has been demonstrated. Note: A 'declaration' is an attestation based on first-party conformity assessment, a 'certification' is an attestation based on third-party conformity assessment.
Audit	Systematic, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.
Audit Agenda	Detailed itinerary of specific audit activities to be conducted during an audit.
Audit Criteria	A set of policies, procedures or requirements which are referenced during an audit.
Audit Evidence	Records, statements of fact or other information, which are relevant to the audit criteria and verifiable.
Audit Finding(s)	Results of the evaluation of the collected audit evidence against audit criteria.
Audit Report	A report of an audit.
Audit Team	One or more auditors conducting an audit, supported if needed by technical experts.
Audit Team Leader	Person who is given the overall responsibility for the audit. Note: the audit team leader is a qualified Lead AWS Auditor.

[Type text]

Auditor	Person who performs the audit.
AWS	The Alliance for Water Stewardship.
AWS Assets	AWS intellectual property including all claims, logos and trademarks.
AWS Certification Level	A ranking of client performance against the AWS Standard which is attached to the certificate. The three AWS certification levels are Core, Gold and Platinum.
AWS Certification System	Rules, requirements, procedures and management for carrying out certification against the AWS Standard.
AWS Chief Executive Officer (AWS CEO)	Person or authority delegated by the Board for management of AWS.
AWS Core Certified	The most basic of the three AWS certification levels. Designated based on fulfillment of all core criteria.
AWS Certifier	Person appointed by a CAB who is responsible for review and approval or rejection of the audit report and the final certification decision. May be the same person as the AWS Program Manager.
AWS Claim(s)	An assertion or statement which is approved by AWS and made in relation to conformance of an entity with the AWS Standard.
AWS Gold Certified	The intermediate of three AWS certification levels. Designated based on fulfillment of all core criteria and on the number of aggregate points awarded for meeting advanced-level indicators.
AWS Interim Accreditation	An accreditation awarded by AWS to an organization that has fulfilled the AWS accreditation requirements. AWS Interim Accreditation is awarded in three service areas: conformity assessment, training services, and consultancy. Note: AWS Interim Accreditation may be replaced with accreditation by an independent accreditation body (AB) at a future time.
AWS License Agreement	See: License Agreement
AWS Objection Procedure	See: Objection Procedure
AWS Program Manager	Person appointed by a CAB who is responsible for communications between the CAB and AWS. Responsibilities include seeking AWS approvals, supervising audits, assigning auditors, and coordinating the work of the AWS Certifier.
AWS Reference Number	A unique identification code assigned by AWS upon registration a new conformity assessment.
AWS Secretariat	Staff employed by AWS CEO to service the needs of the organization.
AWS Service / AWS-Related Service	Activity(ies) performed by a service provider in relation to application of the AWS Standard.
AWS Service Provider	A service provider recognized by AWS. Includes interim accredited AWS service providers as well as applicants for AWS interim accreditation.
AWS Standards Framework	See: Standards Framework
AWS Standards System	See: Standards System
Board of Directors	Governance body appointed by the AWS General Assembly to develop, approve and implement the AWS Standards System on behalf of the AWS membership constituency.
Can	Used for statements of possibility and capability, whether material, physical or causal.
Certificate	A formal document issued by a CAB as evidence that the party or parties named on the

[Type text]

	certificate is in conformity with the standard noted on the certificate for the scope given.
Certificate Holder	A client holding a valid AWS certificate.
Certification	Procedure by which a third party gives written or equivalent attestation that a product, process or service conforms to specified requirements.
Certification Agreement	An agreement specifying the terms and obligations on all parties for a conformity assessment.
Certification Body (CB)	See: Conformity Assessment Body (CAB)
Certification Level	A tiered system for ranking certifications according to the client's performance against advanced-level criteria of the AWS Standard.
Certification Requirements	Mandatory requirements applicable to CABs.
Certification System	Rules, requirements, procedures and management for carrying out certification.
CEO	See: AWS Chief Executive Officer
Claim(s)	An assertion of the truth of something, typically one that is disputed or in doubt.
Client	Person or entity applying to the CAB for certification or that holds a valid AWS certificate.
Client Group	See: Group
Client Group Member	See: Group Member
Competency	The combination of the knowledge, skills and attributes required to fulfill the responsibilities outlined by a job role.
Complainant	Person or organization filing a complaint.
Complaint	A formal expression of dissatisfaction, other than an appeal or an objection, by any person or organization, relating to the activities of a CAB where a response is expected.
Conflict of Interest	An actual or perceived interest in an action that results in, or has the appearance of resulting in, personal, organisational, or professional gain.
Conformity	Fulfilment of a need or expectation that is stated, generally implied or obligatory.
Conformity Assessment	Demonstration that specified requirements relating to a product, process, system, person or body are fulfilled.
Conformity Assessment Body (CAB)	Body that performs conformity assessment services and that can be the object of accreditation. NOTE: Whenever the word CAB is used in the text, it applies to both the "applicant and accredited or AWS interim accredited CABs" unless otherwise specified.
Consultancy	Participation in: a) the designing, manufacturing, installing, maintaining or distributing of a certified product or a product to be certified; or b) the designing, implementing, operating or maintaining of a certified process or a process to be certified; or c) the designing, implementing, providing or maintaining of a certified service or a service to be certified.
Core Criterion	A basic, required element of the AWS Standard. Sites must be in conformity with all core criteria in order to be certified against the AWS Standard.
Core Indicator	An indicator which is part of a core criterion.

[Type text]

Corrective Action Plan	A planned course of action to eliminate the cause of a detected non-conformity or other undesirable situation.
Criterion	A means of judging whether or not a specific water stewardship component has been fulfilled. Criteria are the conditions that need to be met in order to achieve a water stewardship component. Criteria add meaning and operationality to a water stewardship component without themselves being direct measures of performance. Note: singular is Criterion, plural is Criteria
Day(s)	Indicates calendar days unless otherwise specified.
Declaration	First-party attestation.
Desk-Based Review	A review of documents which is conducted off-site. May be used to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
Document Review	See: Desk-Based Review
European Water Stewardship (EWS)	The European Water Stewardship certification scheme.
Expression of Interest (EOI)	Letter or other formal communication of a proposal or application, typically in response to a solicitation for services.
External Audit	In group certification, the systematic inspection and review of the Internal Control System (ICS) performed by the CAB.
First-Party Attestation	See: Declaration
First-Party Conformity Assessment	Conformity assessment activity that is performed by the person or organization that provides the object or service. Also see: Self-Verification
Framework	The set of content areas that organize the basis of the AWS Standard.
Geographic Region	Classification used by AWS to group together organizations based on locale.
Global Reporting Initiative (GRI)	A standardized framework that sets forth the outcomes and indicators by which organizations can measure and report their economic, environmental and social performance.
Group	An organised body of persons or enterprises that share similar characteristics, are part of a shared internal control system, and, for assessment purposes, are considered as a single client (e.g., groups of farmers, of retail stores, of distributors).
Group Member	An individual enterprise (e.g., farmer, retail store owner, distributor) that participates in a group operation.
Group Operation	An enterprise which, after having been evaluated against AWS Group Criteria, is treated as a group for the purposes of conformity assessment and certification against the AWS Standard. Compare to: Single Site Operation and Multi-Site Operation
Group Representative	Person nominated by a group operation who assumes overall responsibility for the group's implementation of and compliance with the AWS Standard and AWS certification requirements.
Guidance	Examples, explanations, illustrations, background and other information to help users understand AWS Certification Requirements or AWS Self-Verification Requirements.
IAF	The International Accreditation Forum.
IAF Product MLA	The IAF Multilateral Recognition Arrangement (MLA) for product certification.

[Type text]

Impartiality	The presence of objectivity.
Implementer	Person or entity that is implementing the AWS Standard but has not entered into a certification agreement with a CAB for conformity assessment against the AWS Standard. Also see: Client
Important Water-Related Area (IWRA)	The specific water-related areas of a catchment that, if impaired or lost, would adversely impact the environmental, social, cultural or economic benefits derived from the catchment in a significant or disproportionate manner.
Industry Sector	Classification used by AWS to group together organizations based on similar production processes, products, supply chains, or other relevant attributes.
Indicator	A quantitative or qualitative factor or variable that provides a simple and reliable means to measure the achievement of outcomes, to reflect the changes connected to a standards system or to help assess the performance of an organization.
Intellectual Property Rights	Any and all rights to copyright, typography, databases, designs, patents, trade or service marks, know-how and all other intellectual property, any and all proprietary or other rights (whether or not any of the same are registered or registerable, and including any applications or rights to apply for registration of any of the same) which may exist anywhere and in any form worldwide.
Interim Accreditation	See: AWS Interim Accreditation
Internal Audit	The mechanism of verifying a site's compliance with ICS requirements, AWS group certification requirements, and requirements of the AWS Standard. This may include onsite audits, remote paperwork reviews, or other means, and will be appropriate to the size and nature of the site.
Internal Control System (ICS)	In group certification, the documented set of procedures and processes that a group will implement to ensure it can achieve its specified requirements. The existence of an Internal Control System allows the assurance provider to delegate inspection of individual group members to an identified body or Group Representative within the group.
ISO	The International Organisation for Standardisation.
IWRA	See: Important Water-Related Area
Judgemental Sampling	Process used to adjust sample selection for group operations to reflect auditor judgment about known areas of weakness or non-conformity (adapted from ISEAL Assurance Code).
Lead Auditor	See: Lead AWS Auditor
Lead AWS Auditor	Auditor who fulfills AWS requirements for lead auditor and has been assigned by an accredited CAB to perform such activities.
License	The document which, when signed, incorporates the Terms and Conditions of the License Agreement and its Annexes and which together with AWS approval constitute the 'License'.
License Agreement	An agreement that: 1) each applicant for AWS certification and/or AWS certificate holder must enter into with AWS in order to be eligible for AWS certification; and 2) each implementer has to enter into with AWS in order to be eligible for AWS self-verification. The License Agreement for the AWS Standards System authorizes certain uses of the AWS trademarks under specified terms and conditions.
Local Auditor	See: Local AWS Auditor
Local AWS Auditor	Auditor who fulfills AWS requirements for local auditor and has been assigned by an accredited CAB to perform such activities.
May	Indicates a permitted course of action, within the limits of the standard.

[Type text]

Multi-Site	Denotes the structure of an enterprise or collection of enterprises comprised of multiple, discontinuous locations within a single watershed that is/are using or managing water. Includes the building(s) and property over which the implementer or client has control.
Multi-Site Operation	An enterprise or collection of enterprises which, after having been evaluated against AWS Group Criteria, is treated as a 'multi-site' entity for the purposes of conformity assessment and certification against the AWS Standard. Compare to: Single Site Operation and Group Operation
Non-Conformity	Failure of a client to conform to any requirement of the AWS Standard, or of a CAB to conform to one or more AWS certification or accreditation requirements.
Normative	A prescriptive element; a requirement.
Objection Procedure	Procedure for objecting to a certification as described in Appendix 3 of the AWS Certification Requirements.
Objective Evidence	Verifiable information or records pertaining to the quality of an item or service or to the existence and implementation of a quality system element, which is based on visual observation, measurement or test, that can include independent witnesses, peer-reviewed scientific research, or otherwise verifiable and credible information.
Observation	An area of concern regarding a process, document, or activity where there is opportunity for improvement. Observations may be raised in the audit report for the benefit of the client.
Performance Disclosure	Required information collected in a self-verification assessment summarizing performance against select indicators which is submitted to AWS for publication.
Platinum Level of Performance	The highest of the three AWS certification levels. Designated based on fulfillment of all core criteria and on the number of aggregate points awarded for meeting advanced level criteria.
Pre-Assessment	An informal and confidential gap-analysis of a client against the requirements of the AWS Standard in order to determine readiness for conformity assessment.
Pre-Assessment Report	A report to a client following a pre-assessment by a CAB.
Quarter	One-fourth of the calendar year; each quarter being three months long.
Quarterly Summary of AWS Services	A summary of all AWS-related services performed by a service provider during the quarter.
Re-Assessment	Conformity assessment of a certified client prior to expiration of the valid AWS certificate.
Reinstatement	Re-activation or lifting of suspension (or the suspended part of scope) of certification following successful implementation of corrective action.
Requirement	See: Specified Requirement
Responsibility	A sphere of duty or obligation assigned to a person by the nature of that person's position, function or work, within the implementer.
Risk	The chance of something happening that will have an impact on objectives. It is measured in terms of a combination of the probability of an event and its consequence.
Root Cause	The source or origin of non-conformity, as well as any contributing factors involved.
Standards Framework Document	Normative documents setting out rules, requirements and procedures for accreditation, certification, assessment and audit relevant to the AWS Standards System.
Scope	Can mean scope of certification or scope of accreditation or both depending on context.
Scope of Accreditation	Range of activities for which a CAB is accredited to issue certifications under a given standard. Scope of accreditation may be restricted by geography, industry sector, or other

[Type text]

	factors.
Scope of AWS Accreditation (Scope of Interim AWS Accreditation)	Scope for which AWS accreditation is sought or has been granted to a CAB.
Scope of AWS Certification	The specific activities and localities that are or will be assessed by the CAB for conformity with the requirements of the AWS Standard.
Scope of AWS Self-Verification	The specific activities and localities that are of will be assessed by the implementer for conformity with the requirements of the AWS Standard.
Scope of Certification	Specific activities and localities for which certification is sought or has been granted.
Scope of Consulting Activity	Specific activities of a consultant that are approved by AWS and form the basis of interim AWS accreditation of a consultancy.
Secretariat	See: AWS Secretariat
Sector	See: Industry Sector
Self-Verification	First-party conformity assessment of an implementer against the AWS Standard.
Service Area	A defined range of activities performed by a service provider in relation to application of the AWS Standard. The AWS Standards System has three services areas: conformity assessment, training services, and consultancy.
Service Provider	An organization which has entered into an agreement with AWS for the provision of services related to application of the AWS Standard.
Shall	Indicates requirements strictly to be followed in order to conform to the standard.
Shared Water Challenges	The water-related issues that are of interest or concern to both the site and to other stakeholders in the catchment and which, if addressed, will provide positive impacts or prevent negative impacts. Shared water challenges are not necessarily unique and may be the same for multiple sites or stakeholders.
Should	Indicates that among several possibilities one is recommended as particularly suitable, without mentioning or excluding others, or that a certain course of action is preferred but not necessarily required. A CAB can meet these requirements in an equivalent way provided this can be demonstrated and justified.
Single Site	Denotes the structure of an enterprise which occupies one site.
Single Site Operation	An enterprise which, after having been evaluated against AWS Group Criteria, is treated as a single entity for the purposes of conformity assessment and certification against the AWS Standard. Compare to: Multi-Site Operation and Group Operation
Site	A single location, including the building(s) and the property over which the implementer or client has control, which is using or managing water.
Small and Medium Enterprises (SMEs)	Formal enterprises with annual turnover, in US-dollar terms, of between 10 and 1,000 times the mean per capita gross national income, at purchasing power parity, of the country in which they operate.
Specified Requirement	A need or expectation that is stated. NOTE Specified requirements may be stated in normative documents such as regulations, standards and technical specifications.
Stakeholders	Individuals, groups of individuals, organizations or other species that affect and/or could be affected by a standards system's activities, products, services or associated

[Type text]

	performance.
Standard	A document that provides, for common and repeated use, rules, guidelines or characteristics for products or related processes and production methods, with which compliance is not mandatory. It may also include or deal exclusively with terminology, symbols, packaging, marking or labelling requirements as they apply to a product, process or production method.
Standards Framework	The canon of documents providing for the rules, requirements, procedures and management for carrying out conformity assessment in relation to a standard.
Standards System	The collective of organisations responsible for the activities involved in the implementation of a standard, including standard setting, capacity building, assurance, labelling and monitoring.
Standards System Owner	The organisation that is responsible for the standards system. The standards system owner determines the objectives and scope of the standards system, as well as the rules for how the scheme will operate and the standards against which conformance will be assessed.
Supplier	A distinct entity that provides goods or services to a client or implementer. Also see: Supply Chain
Supply Chain	A system of organizations, people, technology, activities, information and resources involved in moving a product or service from supplier to customer. General supply chains are organized as follows: producer, processor, manufacturer, distributor, retailer and customer. Not to be confused with indirect water use: the use of water by the supply chain (including embedded/virtual water).
Surveillance	Systematic iteration of conformity assessment activities as a basis for maintaining the validity of attestation of conformity.
Surveillance Audit	The periodic or random review and assessment of a certificate holder's activities in order to determine on-going conformity with standards and compliance with conditions and/or non-conformities raised.
Surveillance Level	Frequency and intensity of surveillance.
Surveillance Report	The report of a surveillance audit.
Suspension	Temporary invalidation of certification or accreditation for all or part of the specified scope of attestation.
Technical Advisory Committee (TAC)	A body appointed by the Board of Directors.
Technical Expert	Person who provides specific knowledge or expertise to the audit team. Note: Specific knowledge or expertise is that which relates to the organization, the process or activity to be audited, or language or culture.
Termination of Accreditation	Revocation or cancellation of the accreditation agreement by the CAB or the accreditation body (or AWS if interim accreditation) according to contractual arrangements.
Termination of Certification	Revocation or cancellation of the certification agreement by the CAB or the client according to contractual arrangements.
Terms and Conditions	The terms and conditions appended to a License Agreement.
Third-Party Conformity Assessment	Conformity assessment activity that is performed by a person or body that is independent of the person or organization that provides the object, and of user interests in that object Also see: Conformity Assessment Body
Third-Party Attestation	See: Certification
Training Service Provider	An organization providing AWS with training services related to application of the AWS Standard.

[Type text]

Water Stewardship	The use of fresh water that is socially equitable, environmentally sustainable and economically beneficial, achieved through a stakeholder-inclusive process that involves site- and catchment-based actions.
Water Steward(s)	The individual(s) responsible for the operational management of the water resource and of the enterprise, as well as the management system, structure, planning and field operations in a manner consistent with the definition of water stewardship. Water stewards may be implementers and/or promoters of the AWS Standard.
Withdrawal	Revocation or cancellation of AWS certification or AWS interim accreditation.
Witness Audit	Observation of the CAB carrying out conformity assessment services within its scope of accreditation.