Nestle Islamabad Factory

AWS AUDIT REPORT

1. Client and Certificate Details

1.1 Client details:

Client Name: Nestle Pakistan Limited, Islamabad Factory	**Audit location:** Plot # 32, Street 3, sector I-10/3, Islamabad Pakistan
Activities/Processes: Bottled Water Manufacturing Company	**Contact person:** Amjad Saleem
AWS Reference Number: AWS-010-INT-CAB-00-06-0004-0023	**Type of audit:** AWS Audit
Audit date(s): 11 –13 Dec, 2017	**Audit standard :** AWS Core criteria
Proposed date of next audit: Dec 2018	**Audit report completed by:** Tariq Qamar

1.2 Audit team:

Name	Nationality	Telephone number	Role in team	Spoken Languages
Tariq Qamar	Pakistan	0092-300-8488792	Lead Auditor	English+Urdu
Imran Altaf Bhatti	Pakistan	0092-300-8290788	Local Support	English+Urdu
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2. Details of Audit and Scope of Certification

Audit Standard	The AWS International Water Stewardship Standard Version V1.0 April 8th 2014
Scope of Certification	Manufacturing and warehouse of bottled water.
Description the catchment in which client operates	The catchment scope includes middle Indus Basin that encompasses river Soan, river Korang & river Haro. Coming all the way from foothills of Patriyata, fed by melting snow and natural springs of Murree Hills. It drains much of the water of Potohar region. This area is located in the north of Islamabad-Rawalpindi and affects a scope of 25km of width and 150 km of length.
Summary of shared water challenges	The catchment has two major shared challenges: very deep water table and water quality degradation. Organization has identified the actions to tackle with these challenges. Two type of actions are in progress: within company boundary/scope of work and collaborative work in the catchment. The company has identified the site location as water stressed region and set benchmarks for its water consumption accordingly.

3 Audit Summary

Main processes/ activities / places inspected	Practices adopted (concise summary of the client's conformity or non-conformity with: all core indicators; and all advanced-level indicators)	Point values (each core indicator and advanced-level indicator)
1 commit	A documented commitment statement was available at site which was also signed by site senior most management. The commitment statement mainly focus on "water to meet human right to water". It emphasis on continuous improvement in efficient use of water in its operations and innovative agricultural program with formers of catchment. The site is following the corporate water stewardship policy which is endorsed by Nestle Globe in July 2014 and also available on web. This policy is also being followed company wide and found satisfactory. Site management is working with government and non-government bodies for identification, planning and execution of water related projects to mitigate shared catchment challenges. Policy communicated thru awareness session. This year 4 Awareness session conducted and 73 persons attended session	CORE 1. 1 1. 1. 1 1. 2 1. 2. 1
2 gather and understand	The site management have acquired adequate water related information of the location and surroundings. The site related basic information like; site layout, geographical location/boundaries, water source, drain points etc. were found well documented. They have only one drain point. The site has performed a surrounding community survey to acquire information about water related challenges of the area. The site has only one source of water i.e. deep well, for which hydrological surveys were performed by technical experts. The catchment of site has been defined (17Km Radius around the site) on the basis hydrological survey estimating the influence of water extraction from deep well at site. Hydrological and metrological studies provide adequate water inputs data for the catchment The effluent water discharge of the site is continuously being monitored for its compliance with national environmental quality standards (NEQS). The discharged effluents first enters in industrial drain, which further joins the Nala Lai and finally get in to Suan river. Suan river is considered as ultimate receiving body and lies within the defined catchment.	CORE 2. 1 2. 1. 1 2. 1. 2 2. 1. 3 2. 1. 4 2. 2 2. 2. 1 2. 2. 2 2. 3 2. 3. 1 2. 3. 2 2. 3. 3 2. 3. 4 2. 3. 5 2. 3. 6 2. 4 2. 4. 1 2. 4. 2

	Site has installed adequate instrumentation on water lines and area wise water consumption is being monitored and recorded. On the basis of site water consumption and well water extraction data, site water balance is calculated and recorded on weekly basis. Training and awareness sessions for workers about water related issues and mitigation measures have been conducted, which also includes the awareness about the indirect water use. Suppliers and service provider have also been communicated about the shared water related challenges and responsible water. On the basis of community survey and technical surveys, shared water related challenges of the catchment have been identified. The shared challenges have been analyzed and discussed with concerned authorities. Finally, two major shared challenges have been identified: very deep water table and water quality degradation. The company (Nestle) has identified the site location as water stressed region and set benchmarks/targets for its water consumption accordingly. To achieve water consumption targets site has initiated many projects at site. The site management has also identified potential water related emergencies and their mitigation plans. Site has identified the water related risks and prioritized them on basis of likelihood and impact based priority matrix. Three risks are defined high priority; - well pump/casing malfunctioning - Well contamination - Static level (water table) decreasing	2. 4. 3 2. 4. 4 2. 4. 5 2. 4. 6 2. 5 2. 5. 1 2. 5. 2 2. 6 2. 6. 1 2. 7 2. 7. 1 2. 7. 2 2. 7. 3
3 plan	Site has identified a team of AWS champions with their roles and responsibilities. Site SHE Manager is responsible for identification of water related legal requirements and monitoring their compliance. Site has identified water stewardship initiatives with timelines. The initiatives are focused on water governance, sustainable water balance, water quality and status of other water related important areas. These initiatives were identified on the basis of; - Peer reviews - CSV (Creating shared value) - Pre-assessment, internal assessment and WWF - Site visits with local authority (CDA)	CORE 3. 1 3. 1. 1 3. 2 3. 2. 1 3. 2. 2 3. 3 3. 3. 1 3. 4 3. 4. 1

	Site has developed an incident and response plan which includes the undesired water related incidents and emergencies. Site water stewardship plan has been shared with Director General, (EPA) Environmental Protection Agency and Director General (env), Capital Development Authority in meetings.	
4 Implement	The water related legal compliance is being monitored on regular basis, EPA has defined quarterly monitoring on priority effluent quality parameters. However, site is monitoring effluent quality on monthly basis as a good practice. Well water and product water quality is also being monitored in addition to effluent water quality. All the water quality results were found in compliance with requirements. The site is located in capital territory (Islamabad) and haven't faced any incident resulted in unmet human result. Site water stewardship plan is based on SMART targets and these targets are continuously being monitored. These targets have been presented on site progress meeting board. The ownership of initiatives has been assigned to process owners and AWS leaders. The company (Nestle) has identified the site location as water stressed region (not water scars region) and set benchmarks/targets for its water consumption. Many water relater initiative have been implemented for improvement in site water consumption targets. Site water consumption have been reduced from 1.67 to 1.57 $m^3$of water/ton of production. The quality of source water is monitored. The monitoring results shows quality degradation in term of conductivity which has increased from 800 – 900 ppm over the passage of 7 years (2009 to 2016). However these values are in safe range. Site management is engaged in activities to improve water related areas. These activities are focused on reducing the water withdrawal and adopting best practices to avoid water quality degradation. Static and dynamic depth of water table is being monitored on daily basis. Site management is actively involved in water related improvement areas of catchment through collaborative work with WWF, NARC, CDA and other NGOs. Current water related projects include drip irrigation for maize crop to reduce water consumption, construction of check-dams and dug-wells to reduce rain water runoff and etc	CORE 4. 1 4. 1. 1 4. 1. 2 4. 2 4. 2. 1 4. 2. 2 4. 2. 3 4. 3 4. 3. 1 4. 3. 2 4. 3. 3 4. 4 4. 4. 1 4. 4. 2 4. 5 4. 5. 1 4. 5. 2 4. 6 4. 6. 1 4. 7 4. 7. 1 4. 8 4. 8. 1

	The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers. Site is also using a self-assessment tool for evaluating access to water sanitation and hygiene (WASH) at work place. It covers the workplace facilities related to water supply, sanitation and hygiene.	
5 evaluate	The performance against water stewardship plan is continuously being monitored. Following are some of the achievements during year 2017 - Water consumption reduction from 1.67 to 1.57 $m^3$of water/ton of production. - Water saving of 6300 m^3 till Nov, 2017 - 2.5 million PKR saving from water related areas - 16.5 % water saving have been achieved by water related projects These results are evident of site's efforts to minimize risk of static depletion of water table. No water related emergency incident or extreme event occurred, hence no incident report available. The water stewardship plan was shared in an event organized by Sustainable Development Policy Institute (SDPI). The feedback was also taken from key participants including stakeholder and technical experts. Overall feedback was positive about the planned water related initiatives.	CORE 5. 1 5. 1. 1 5. 1. 2 5. 1. 3 5. 2 5. 2. 1 5. 3 5. 3. 1 5. 4 5. 4. 1
6 communication and disclose	The internal procedure for alliance for water steward ship 1580-FE D3 10.00. They mentioned all six steps in details. They have internal audit team for SKP like AWS lead. Corporate public Affair, AWS link Nestle water, and Factory Compliance Manager and Employee Relationship Manager. They also disclosed Summer of Site stewardship Result http://www.nestle.pk/csv/water/alliance-for-water-stewardship.This is all verified during interview with stakeholder. No deviation to compliance is observed. They have participated in many conferences with SDPI and also in Government session and record were maintained	CORE 6. 1 6. 1. 1 6. 2 6. 2. 1 6. 3 6. 3. 1 6. 4 6. 4. 1 6. 5 6. 5. 1
Only Core Level of AWS certificate are considered in the scope at this stage. No advance level criteria have been included and assessed as Nestle asked only for CORE.		
Comments on points of weakness &	It is better for the company to establish quality standard for surface water, ground water and soil quality. International	

opportunities for improvement	standards may be used as reference.	
Comments on points of strengths	1. The company has good compliance with legal requirement. 2. The documentation is impressive and also retrieve ability is excellent 3. The site AWS plan and management is good, such as water usage and effluent data and information were collected and analyzed, objective and actions are properly established. 4. The company involved stakeholders to take part in water awareness education, meeting and seminars. 5. Supply resource to support AWS management establishing, planning, implementation and performance disclose	
Audit Conclusion:	No major NCR found however four minor NCRs have been raised.	Tariq Qamar (TL) Concluded By
Recommendation for Certification & AWS Core, AWS Gold, or AWS Platinum Certified to be awarded	It is recommended the company to be registered for AWS certification (Core level) after satisfactory corrective actions are taken and closed.	Recommended By

4. Audit Observations, Findings and Conclusions

Main processes/ activities / places inspected	Names & Dept . of people interviewed	Number of NCRs
1 commit	Plant Manager - ISB Factory (Amjad Saleem) Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad) QA Manager (Ahmer Waheed) Human Recourse Manager (Beenish Saba) Business Executive Officer (Khurram Zia)	Nil
2 gather and understand	Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad) SHE Manager (Mehwish Khalid) Public Affairs Manager (Aatikah Meer)	2
3 plan	Plant Manager - ISB Factory (Amjad Saleem) Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad)	1

	NCE Champion (Nauman Javed) QA Manager (Ahmer Waheed) Public Affairs Manager (Aatikah Meer)	
4 Implement	Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad) SHE Manager (Mehwish Khalid) NCE Champion (Nauman Javed) QA Manager (Ahmer Waheed) Public Affairs Manager (Aatikah Meer) Human Recourse Manager (Beenish Saba)	1
5 evaluate	Plant Manager - ISB Factory (Amjad Saleem) Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad) Business Executive Officer (Khurram Zia)	Nil
6 communication and disclose	Plant Manager - ISB Factory (Amjad Saleem) Team Leader Prod + AWS Lead (Sameera S. Malik) Team Leader Production (Afnan Amjad) Public Affairs Manager (Aatikah Meer)	Nil
Total		4

Major Non Conformity

NO.	AWS requirement	Description of NC	Client's response and Documentation provided	BV assessment
		Nil	Nil	Nil

Minor Non Conformity

No.	AWS requirement	Description of NC	Client's response and Documentation provided	BV assessment
1	3.2.2	Water stewardship action items are listed on progress meeting board but consolidated stewardship plan not available, need to compile a consolidated AWS plan, which elaborate site water related risks, opportunities and initiatives clearly.	Site has developed a consolidated stewardship plan which is available at; https://www.nestle.pk/csv/water/alliance-for-water-stewardship	Closed

2	2.4.6	Social, environmental or economic value analysis of water stewardship projects hasn't been done; need to be more elaborative in terms of environmental, social and economic value.	Site has developed a List of annual water-related project showing costs, revenues and description/quantification of social, environmental or economic value generated by the site to the catchment. Both internal site projects and catchment projects, their cost and benefits are clearly mentioned	Closed
3	2.5.1	The standard requirements related to indirect water use has not been properly addressed, only communication with suppliers and service provider is done. No quantification of water usage and water (effluent & drinking) quality is available for supplier and service providers.	Site has collected quantitative and qualitative data about water consumption of main outsourced service provider (ATM Caps Supplier)	Closed
4	4.6.1	List of service providers is available and food service provider has been identified as AWS stakeholder. But no record was available showing the service provider has been communicated about AWS requirement and their role in responsible water usage.	The contract with service provider has been revised/amended. The water related compliance have been incorporated revised/amended contract.	Closed

Observations

No points allocates to factory for advanced criterion as the audit has been conducted against only core level criteria, as it was requested by client. Actually, they have only addressed core criteria clauses at the moment. However, they have an objective to upgrade to advance levels by end of 2018.

5 Surveillance schedule and if samplings required:

Default surveillance level to be annual on-site audit will be due in Dec 2018 and Advance level will also be included

5. Disclaimer

Bureau Veritas is an independent professional services company that specializes in Quality, Health, Safety, Society responsibility and Environmental management with almost 180 years history in providing independent verification and audit services. The audit was based on a sampling approach and therefore nonconformities may exist which have not been identified. No member of the audit team has a business relationship with Nestle. We have conducted this audit independently, and there has been no conflict of interest.

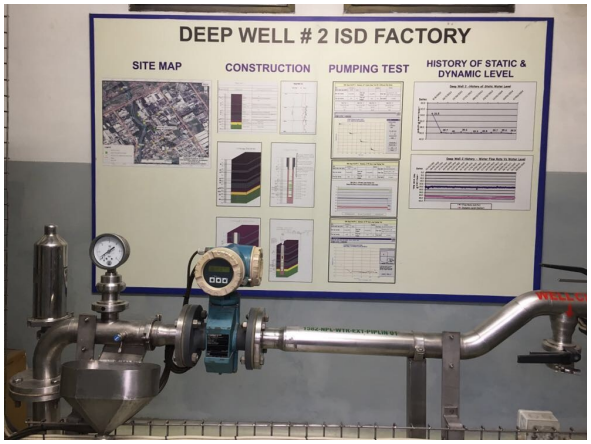
6 Appendix A Checklist

	Description	Objective evidence (audit team shall not give a response of "not applicable")(stakeholder consultation results should be included in relevant cells)
STEP 1: COMMIT		
Criterion 1.1	1.1 Establish a leadership commitment on water stewardship: Have the senior-most manager at the site, and if necessary a suitable individual within the corporate head office, sign and publicly disclose a commitment to: x Uphold the AWS water stewardship outcomes (good water governance, sustainable water balance, good water quality status and healthy status of Important Water-Related Areas); x Engage stakeholders in an open and transparent manner; x Strive to comply with legal and regulatory requirements x Respect water-related rights, including ensuring appropriate access to safe water, sanitation and hygiene for all workers in all premises under the site's control; x Support and coordinate with public	A documented commitment statement was available at site which mainly includes; commitment to continuously improve the efficient use of water in its operations, work together with stakeholders in catchment for better water governance and comply with all water related legal requirements. The right of access to safe water, adequate sanitation and hygiene for all on-site workers is also committed. The commitment statement covers almost all aspects of alliance for water stewardship standard. A conference was organised in collaboration with Ssustainable Development Policy Institute (SDPI) in Dec 2016. The agenda of conference includes environmental management and water conversation. The conference was attended by key stakeholders and technical experts. Nestle used that platform form sharing there AWS activities and getting feedback from stockholders and technical experts. The organization have allocated adequate resources for implementation of AWS program. AWS team has been provided trainings on AWS standards. The team

	sector agencies in the implementation of plans and policies, including working together towards meeting the human right to water and sanitation. x Continually improve and adapt the site's water stewardship actions and plans; x Maintain the organizational capacity necessary to successfully implement the AWS Standard, including ensuring that staff have the time and resources necessary to undertake the implementation; x Support water-related national and international treaties; x Disclose material on water-related information to relevant audiences.	includes motivated individuals from different departments and Ms. Sameera S. Malik has been nominated as AWS lead and focal person. Organization has also signed an MOU with WWF Pakistan and LUMS university for capability development and awareness enhancement in water related issues University workshop in 2015 in LUMS and signed by Factory Manager and publicaly communicated to students, government official, civil society followed by question answer session. The event called Nestle-WWF-LUMS for importance of water for livelihoods and press releases date 18 March, 2016. They maintained record like pictures, also maintained attendance of stake holders approximately 80 persons attended.They also signed MoU in between Nestle and WWF for AWS. The existing commitment covers all the requirements in detail like to meet human rights to safe water, ensure ecosystem, effectively use of water in industry and agriculture. They also identified role for Government and their commitment to focus cost effective measures. They also focused to right of worker on-site to have access of safe water, adequate sanitation and hygiene. They also focused on engagement of stake holder, and also coordinating with and supporting Public Sector. They also committed for continual improvement and also committed for disclosing material on water related information to all relevant audience and also committment to law. This is also avaiable on their website
	1.1.1 Signed and publicly disclosed statement that explicitly covers all requirements (see details in Criterion 1.1)	The commitment document has been signed by Plant Manager (Islamabad Factory), NW technical manager and NW Business Executive Officer. The commitment statement was signed on May, 2107 and is available on company website for public.
Criterion 1.2	1.2 Develop a water stewardship policy: Develop an internally agreed-upon and communicated and publicly available water stewardship policy that references the concept of water stewardship (as informed by the AWS Standard, outcomes and criteria).	The site is following the corporate water stewardship policy which is also being followed company wide and found satisfactory. The policy document is titled as "Nestle Commitment on water stewardship (Appendix) to Nestle Policy on Environment Sustainability" and available on company website.
	1.2.1 Publicly available policy that meets all requirements (see Guidance)	The documented policy is available and main focus of policy is; - Work to achieve water efficiency across operations - Advocate for effective water policies and stewardship - Treat water discharge effectively

		- Engage with supplier, especially those in agriculture - Raise awareness of water access and conservation - Report publicly on a regular basis on the progress of meeting AWS commitments
STEP 2: GATHER & UNDERSTAND		
Criterion 2.1	2.1 Define the physical scope: Identify the site's operational boundaries, the sources the site draws its water from, the locations where the site returns its discharge to, and the catchment(s) that the site affect(s) and is reliant upon.	A documented layout of site is available. Operational boundries includes the exisisting facility and an adjecent plot which is owned by company but still have no construction. Site have a deep well as only water source and single drain point. The drains from different areas in site comes to single main drain and discharged in CDA drain. Surrounding area layout is also available showing the CDA drain, nabouring roads and facilities.
	2.1.1 Documentation or map of the site's boundaries	Updated site layout/map is available mentiontion different areas including; deep well, process area, bottle washing, social block, main enterence and etc. The site map was verified during site visit.
	2.1.2 Names and location of water sources, including both water service provider (if applicable) and ultimate source water	The site has only one source of water supply, which is a deep well. The well is located within site's operational boundries and clearly identified in site layout.
	2.1.3 Names and location of effluent discharge points, including both water service provider (if applicable) and ultimate receiving water body	The site have only one effluent drain point, which is clearly identified in site layout. The drains from different areas in site comes to single main drain point and discharged in industrial drain. The industrial drain joins the Nala Lai and finally get in to Suan river. Suan river is considered as ultimate receiving body.
	2.1.4 Geographical description or map of the catchment(s)	The catchment scope includes middle Indus Basin that encompasses river Soan, river Korang & river Haro. Coming all the way from foothills of Patriyata, fed by melting snow and natural springs of Murree Hills. It drains much of the water of Potohar region. This area is located in the north of Islamabad-Rawalpindi and affects a scope of 25km of width and 150 km of length

Criterion 2.2	2.2 Identify stakeholders, their water-related challenges and the site's sphere of influence: Identify stakeholders, document their water-related challenges and explain how the stakeholders are within the site's sphere of influence.	The organization have identified the stake holders including general public, community, nabouring industry, business and legal authorities. On the basis of community survey and technical surveys, shared water related challenges of the catchment have been identified. The shared challenges have been analyzed and discussed with concerned authorities. Finally, two major shared challenges have been identified: very deep water table and water quality degradation. "Antea Group (Technical report based on data from NESPAK) Nestlé Pakistan - Islamabad Water Factory, Constructive critical review of hydrogeological reports – A83640/C"
	2.2.1 List of stakeholders, descriptions of prior engagements and summaries of their water-related challenges	The organization have defined to types of stakeholders: internal and external stakeholders. Internal stakeholders are company management and employees. The external stakeholders includes; - Neighbouring industry and local residents - Research and Development organizations, like NARC and SDPI - Government offices, like PCWR - Non government organizations like WWF - Regulatory and administrative bodies like EPA and CDA - General public, media and academic institutes The site has also identified shared water related challenges, such as; **Waste water discharge concern** Waste water discharges, bad odour, drinking and sewage water mixing and lack of proper channels or pipelines for sewage. **Drinking water related challenges as community** Dirty water Need clean drinking water Water scarcity Static water level drop The interviews were also conducted during audit , Dr Munir Ahmed from NARC, Dr Imran from SDPI and Mr. Rashid Latif from Neighbour Factory were interviewed.

	2.2.2 Description of the site's sphere of influence	The site has only one source of water i.e. deep well, for which hydrological surveys were performed by technical experts. The catchment of site has been defined (17Km Radius around the site) on the basis hydrological survey estimating the influence of water extraction from deep well at site.  Dynamic and Static underground water level History and other KPIs displayed at site's deep well The discharged effluents first enters in industrial drain, which further joins the Nala Lai and finally get in to Suan river. Suan river is considered as ultimate receiving body and lies within the defined catchment.
Criterion 2.3	2.3 Gather water-related data for the catchment: Gather credible and temporally relevant data on the site's catchment's x Water governance, including catchment plan(s), water-related public policies, major publicly led initiatives under way, relevant goals, and all water-related legal, regulatory requirements; x Water balance for all sources while considering future supply and demand trends; x Water quality for all sources while considering future physical, chemical and biological quality trends; x Important Water-Related Areas, including their identification and current status, while considering future trends; x Infrastructure's current status and	Adiquate metoerological and hydorlogical information is avalble for the catchment. Hydrological and metrological studies provide adequate water inputs data for the catchment but there is no data available about the total extractions (quantity extracted from water wells) of catchment. They have withdrawal permit IEE.Nestle-DD(EIA/Most)57 dated 22.10.2015NOC for installation of Deep well A detailed technical report was available for the catchment area ground water status and future trends. "Design Report – NESPAK Hydrogeological Study for a Deep Well in Islamabad"

	exposure to extreme events while considering expected future needs.	
	2.3.1 List of relevant aspects of catchment plan(s), significant publicly led initiatives and/or relevant water-related public policy goals for the site	The catchment has two major shared challenges: very deep water table and water quality degradation. Organization has identified the actions to tackle with these challenges. Current water related projects include drip irrigation for maize crop to reduce water consumption, construction of check-dams and dug-wells to reduce rain water runoff and etc Tree plantation MOU with EPA has also been signed for trees per year. They also have public let initiative like WWF & Nestle conducted two- three sessions annually to raise awarnesss within the community,WET project initiated in 2015 and same activitty will be on-going in 2016-17 to educate 250000 more stakeholders including students and teachers,To implement good Water Management Practices in the agriculture sector within the associated catchement.
	2.3.2 List, and description of relevance, of all applicable water-related legal and regulatory requirements, including legally defined and customary water rights and water-use rights	Site has developed a list of water related legal requirements which includes; - Pakistan Environmental Protection Act, 1997 - National Environmental quality standards, 2000 - Drainage act, 1873 - Pakistan standards and quality control authority - Environmental Impact Assessment - Factory act 1934 - Initial environmental examination - Drinking water standards – EPA

		- Pakistan water law The compliance monitoring mechanism is also in place
	2.3.3 Catchment water balance by temporally relevant time unit and commentary on future supply and demand trends	Adiquate metoerological and hydorlogical information is avalble for the catchment. Hydrological and metrological studies provide adequate water inputs data for the catchment but there is no data available about the total extractions (quantity extracted from water wells) of catchment. A detailed technical report was available for the catchment area ground water status and future trends. "Design Report – NESPAK Hydrogeological Study for a Deep Well in Islamabad"
	2.3.4 Appropriate and credibly measured data to represent the physical, chemical and biological status of the site's water source(s) by temporally relevant time unit, and commentary on any nticipated future changes in water quality	EPA has defined quarterly monitoring on priority effluent quality parameters. However, site is monitoring effluent quality on monthly basis as a good practice. Well water and product water quality is also being monitored in addition to effluent water quality. All the water quality results were found in compliance with requirements.
	2.3.5 Documentation identifying Important Water-Related Areas, including a description of their current status and commentary on future trends	Site has adiquate studies on status of water related issues of catchment including future trends. Following are main studies available "Design Report – NESPAK Hydrogeological Study for a Deep Well in Islamabad" "Antea Group (Technical report based on data from NESPAK) Nestlé Pakistan - Islamabad Water Factory, Constructive critical review of hydrogeological reports – A83640/C"
	2.3.6 Existing, publicly available reports or plans that assess water-related infrastructure, preferably with content exploring current and projected sufficiency to meet the needs of water uses in the catchment, and exposure to extreme events	On the basis of community survey and technical surveys, shared water related challenges of the catchment have been identified. The shared challenges have been analyzed and discussed with concerned authorities. Finally, two major shared challenges have been identified: very deep water table and water quality degradation.

Criterion 2.4	2.4 Gather water-related data for the site: Gather credible and temporally relevant data on the site's: x Governance (including water stewardship and incident response plan); x Water balance (volumetric balance of water inputs and outputs); x Water quality (physical, chemical and biological quality of influent and effluent) and possible sources of water pollution; x Important Water-Related Areas (identification and status); x Water-related costs (including capital investment expenditures, water procurement, water treatment, outsourced water-related services, water-related R&D and water-related energy costs), revenues and shared value creation (including economic value distribution, environmental value and social value).	Site water stewardship plan is available, have SMART action items. Site has developed an incident and response plan which includes the undesired water related incidents and emergencies. Site has installed adequate instrumentation on water lines and area wise water consumption is being monitored and recorded. On the basis of site water consumption and well water extraction data, site water balance is calculated and recorded on weekly basis.
	2.4.1 Copies of existing water stewardship and incident response plans	Site water stewardship plan is available, have SMART action items. Site has developed an incident and response plan which includes the undesired water related incidents and emergencies.
	2.4.2 Site water balance (in Mm3 or m3) by temporally relevant time unit and water-use intensity metric (Mm3 or m3 per unit of production or service)	Site has installed adequate instrumentation on water lines and area wise water consumption is being monitored and recorded. On the basis of site water consumption and well water extraction data, site water balance is calculated and recorded on weekly basis.
	2.4.3 Appropriate and credibly measured data to represent the physical, chemical and biological status of the site's direct and outsourced water effluent by temporally relevant time unit, and possible pollution sources (if noted)	site is monitoring effluent quality on monthly basis as a good practice. Well water and product water quality is also being monitored in addition to effluent water quality. All the water quality results were found in compliance with requirements. Records are available.
	2.4.4 Inventory of all material water-related chemicals used or stored on-site that are possible causes of water pollution	List of water critical (15) chemicals was available, which are allowed to store at site. The application of chemicals are defined and MSDS also available. The storage and handling found according to safe guidelines
	2.4.5 Documentation identifying existing, or historic, on-site Important Water-Related Areas, including a description of their status	maintained

	2.4.6 List of annual water-related costs, revenues and description/quantification of social, environmental or economic value generated by the site to the catchment	Average water cost has been calculated to be Swiss franc 0.06 /m^3 for 2017, which is based on average cost of well water including losses & process water. Social, environmental or economic value analysis of water stewardship projects hasn't been done; need to be more elaborative in terms of environmental, social and economic value. (NC)
Criterion 2.5	2.5 Improve the site's understanding of its indirect water use: Identify and continually improve the site's understanding of: x Its primary inputs, the water use embedded in the production of those primary inputs and, where their origin can be identified, the status of the waters at the origin of the inputs; x Water used in outsourced water-related services within the catchment.	As CDA no indirect ia at this site as single source is deepwell. They himself identified as indirect used like leak bottle , spot bottle and also performed measurement From Capital Development authority no idirect water
	2.5.1 List of primary inputs with their associated embedded annual (or better) water use and (where known) their country/region/or catchment of origin with its level of water stress	As CDA no indirect ia at this site as single source is deepwell. They himself identified as indirect used like leak bottle , spot bottle and also performed measurement From Capital Development authority no idirect water The standard requirements related to indirect water use has not been properly addressed, only communication with suppliers and service provider is done. No quantification of water usage and water (effluent & drinking) quality is available for supplier and service providers. (NC)
	2.5.2 List of outsourced services that consume water or affect water quality and both (A) estimated annual (or better) water withdrawals listed by outsourced services (Mm3 or m3) and (B) appropriate and credibly measured data to represent the physical, chemical and biological status of the outsourced annual (or better) water effluent	They have list of outsources services like Following is the list OF OUTSOURCED SERVICES USING WATER ON-SITE • Cleaning/washing of floors (Non production area) • Food service provider • Laundry

Criterion 2.6	2.6 Understand shared water-related challenges in the catchment: Based upon the status of the catchment and stakeholder input, identify and prioritize the shared water-related challenges that affect the site and that affect the social, environmental and/or economic status of the catchment(s). In considering the challenges, the drivers of future trends and how these issues are currently being addressed by public-sector agencies must all be noted.	On the basis of community survey and technical surveys, shared water related challenges of the catchment have been identified. The shared challenges have been analyzed and discussed with concerned authorities.
	2.6.1 Prioritized and justified list of shared water challenges that also considers drivers and notes related to public-sector agency efforts	Two major shared challenges have been identified: very deep water table and water quality degradation.
Criterion 2.7	2.7 Understand and prioritize the site's water risks and opportunities: Based upon the status of the site, existing risk management plans and/or the issues identified in 2.6, assess and prioritize the water risks and opportunities affecting the site.	Site has identified the water related risks and prioritized them on basis of likelihood and impact based priority matrix.
	2.7.1 Prioritized list of water risks facing the site, noting severity of impact and likelihood within a given time frame	Three risks are defined high priority; - well pump/casing malfunctioning - Well contamination - Static level (water table) decreasing
	2.7.2 Prioritized list of water-related opportunities for the site	Yes The bottle washing was an opportunity for reducing water consumption through implementation new technique
	2.7.3 Estimate of potential savings/value creation	16.5 % saving
STEP 3: PLAN		
Criterion 3.1	3.1 Develop a system that promotes and evaluates water-related legal compliance: Develop, or refer to, a system that promotes and periodically evaluates compliance with the legal and regulatory requirements identified in Criterion 2.3.	Site SHE Manager is responsible for identification of water related legal requirements and monitoring their compliance.
	3.1.1 Documented description of system, including the processes to evaluate compliance and the names of those responsible and accountable for legal compliance	Site SHE Manager is responsible for identification of water related legal requirements and monitoring their compliance.

Criterion 3.2	3.2 Create a site water stewardship strategy and plan: Develop an internally available water stewardship strategy and plan for the site that addresses its shared water challenges, risks and opportunities identified in Step 2 and that contains the following components (see Guidance for plan template): x a strategy that considers the shared water challenges within the catchment, water risks for the site (noting in particular where these are connected to existing public-sector agency catchment goals) and the site's general response (from Criteria 2.6 and 2.7) x a plan that contains: o A list of targets (based upon Criterion 2.7) to be achieved, including how these will be measured and monitored. Note: where identified as a shared water challenge, these targets must be continually improving for the four water stewardship outcomes until such time as best practice is achieved; o A list of annual actions that links to the list of targets; o A budget for the proposed actions with cost/benefit financial information (based, in part, upon financial data from 2.7); o An associated list indicating who will undertake the actions (i.e., who is responsible for carrying out the work) and who will ensure that the work is completed (i.e., who is accountable for achieving the target), including actions of other actors in the catchment; o A brief explanation that speaks to how the proposed actions will affect: (A) water-risk mitigation, (B) water stewardship outcomes and (C) shared water challenges.	Site has identified water stewardship initiatives with timelines. The initiatives are focused on water governance, sustainable water balance, water quality and status of other water related important areas. These initiatives were identified on the basis of; - Peer reviews - CSV (Creating shared value) - Pre-assessment, internal assessment and WWF - Site visits with local authority (CDA) Current water related projects include drip irrigation for maize crop to reduce water consumption, construction of check-dams and dug-wells to reduce rain water runoff, tree plantation and etc Water stewardship action items are listed on progress meeting board but consolidated stewardship plan not available, need to compile a consolidated AWS plan, which elaborate site water related risks, opportunities and initiatives clearly. (NC)
	3.2.1 Available water stewardship strategy	Avaiable and found adiquate

	3.2.2 Available plan that meets all component requirements and addresses site risks, opportunities and stakeholder shared water challenges	Site water stewardship plan includes actions to improve internal and external water governance
Criterion 3.3	3.3 Demonstrate responsiveness and resilience to water-related risks into the site's incident response plan: Add to or modify the site's incident response plan to be both responsive and resilient to the water-related risks facing the site.	Incident and response plan is in place. Water related incidents and emergency situations are identfied. The guideline to respond such event are defin in folowings - Emergency preparedness and business contingency plan in case of seasonal (monsoon rainfall) floods [1583-SHA-D3-03-00] - Emergency preparedness and response [1583-SHE-D1-02-02] - Business contingency plan for non-operational DW [1582-MFG-D3-0805]
	3.3.1 A description of the site's efforts to be responsive and resilient to water-related issues and/or risks in an appropriate plan	Yes In SOPs mentioned in 3.3
Criterion 3.4	3.4 Notify the relevant (catchment) authority of the site's water stewardship plans: Contact the appropriate catchment authority/agency (if any) and inform them of the site's plans to contribute to the water stewardship objectives of their catchment plan as identified in Criterion 2.3.	W Site water stewardship plan has been shared with Director General, (EPA) Environmental Protection Agency and Director General (env), Capital Development Authority (CDA) in meetings.
	3.4.1 Documented evidence of communicating the site's plan to the relevant catchment authority/agency	Yes, agenda and minutes of meeting
STEP 4: IMPLEMENT		
Criterion 4.1	4.1 Comply with water-related legal and regulatory requirements and respect water rights: Meet all applicable legal and regulatory requirements related to water balance, water management and Important Water-Related Areas as well as water-related rights. As noted in Criteria 1.1 and 3.2, where, through its water use, the site is contributing to an inability to meet the human right to safe drinking	The water related legal compliance is being monitored on regular basis, EPA has defined quarterly monitoring on priority effluent quality parameters. However, site is monitoring effluent quality on monthly basis as a good practice. Well water and product water quality is also being monitored in addition to effluent water quality. All the water quality results were found in compliance with requirements. The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for

	water and sanitation, the site must also continually work with relevant public sector agencies until this basic human right to water and sanitation is fulfilled.	all workers. Site is also using a self-assessment tool for evaluating access to water sanitation and hygiene (WASH) at work place. It covers the workplace facilities related to water supply, sanitation and hygiene.
	4.1.1 Documentation demonstrating compliance	Records of water quality test reports and self assessment (WASH) were available. Also all results found in compliance
	4.1.2 (Catchments with stakeholders who have an unmet human right to safe drinking water and sanitation) Documentation of efforts to work with relevant public sector agencies to fulfil human right to safe drinking water and sanitation.	In Capital teritary no such incident happend for unmet human rights
Criterion 4.2	4.2 Maintain or improve site water balance: Meet the site's water balance targets. As noted in Criterion 3.2., where water scarcity is a shared water challenge, the site must also continually decrease its water withdrawals until best practices are met and work with relevant public sector agencies to address the imbalance and shared water challenge. Note: if a site wishes to increase its water use in a water scarce context, the site must cause no overall increase in water scarcity in the catchment and depletion of the site's water source(s) and encourage relevant public sector agencies to address the unlawful water use contributing to the imbalance in the catchment.	The company (Nestle) has identified the site location as water stressed region (not water scars region) and set benchmarks/targets for its water consumption. Many water relater initiative have been implemented for improvement in site water consumption targets. Site water consumption have been reduced from 1.67 to 1.57 $m^3$of water/ton of production.
	4.2.1 Measurement-based evidence showing that targets have been met	Site water consumption have been reduced from 1.67 to 1.57 $m^3$of water/ton of production.
	4.2.2 (Water scarce catchments only) Evidence of continual decrease or best practice	Reduction in water from 1.67 to 1.58
	4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net	They are providing training to public and community regarding water scarcity and they also have a different projects on water recovery

	increase in water scarcity	
Criterion 4.3	4.3 Maintain or improve site water quality: Meet the site's water quality targets. As noted in Criterion 3.2., where water quality stress is a shared water challenge, the site must also continually improve its effluent for the parameters of concern until best practices are met and work with relevant public sector agencies to address the imbalance and shared water challenge. Note: if a site wishes to increase its water use in a water stressed context, the site must cause no overall increase in the degradation of water quality in the catchment and degradation of the site's water source(s) and encourage relevant public sector agencies to address the unlawful water use contributing to the degradation in the catchment.	The quality of source water is monitored. The monitoring results shows quality degradation in term of conductivity which has increased from 800 – 900 ppm over the passage of 7 years (2009 to 2016). However these values are in safe range. Site management is engaged in activities to improve water related areas. These activities are focused on reducing the water withdrawal and adopting best practices to avoid water quality degradation. Static and dynamic depth of water table is being monitored on daily basis.
	4.3.1 Measurement-based evidence showing that targets have been met	Water quality test reports are available and all paramenters found in safe range
	4.3.2 (Water quality-stressed catchments only) Evidence of continual improvement or best practice	They are only focusing to site water and improving this water
	4.3.3 (Sites wishing to increase effluent levels of water quality parameters of concern in water quality-stressed catchments only) Evidence of no net degradation in water quality in the catchment	Site is strictly monitoring quality of its effluent water so that it doesnot harm the catchment water reserviors. Thrid party effluent quality test reports are avaiable as evidance that the effulents quality parameters are in range defined by EPA.
Criterion 4.4	4.4 Maintain or improve the status of the site's Important Water-Related Areas: Meet the site's targets for Important Water-Related Areas at the site. As noted in Criterion 3.2., where Important Water-Related Area degradation is a shared water challenge, the site must also continually improve its Important Water-Related efforts until best practices are met, and the site must not knowingly cause any further degradation of such areas on site.	Site has intiatited some new project to reduce it water consumption and following water conservation best practices. Site water consumption have been reduced from 1.67 to 1.57 $m^3$of water/ton of production.

	4.4.1 Documented evidence showing that targets have been met	Yes, Site water consumption have been reduced from 1.67 to 1.57 $m^3$of water/ton of production.
	4.3.2 (Water quality-stressed catchments4.4.2 (Degraded Important Water-Related Area catchments only) Evidence of continual improvement or best practice	Yes, water saving of 6300 m^3 till Nov, 2017
Criterion 4.5	4.5 Participate positively in catchment governance: Continually coordinate and cooperate with any relevant catchment management authorities' efforts. As noted in Criterion 3.2, where water governance is a shared water challenge, the site must also continually improve its efforts until best practices are met	Site management is actively involved in water related improvement areas of catchment through collaborative work with WWF, NARC, CDA and other NGOs. Current water related projects include drip irrigation for maize crop to reduce water consumption, construction of check-dams and dug-wells to reduce rain water runoff and etc
	4.5.1 Documented evidence of the site's ongoing efforts to contribute to good catchment governance	Yes, miniutes of meetings with government official, pictures, progress report and interviews with stakeholders
	4.5.2 (Weak water governance catchments only) Evidence of continual improvement or best practice	Site managemment is invloved in a project of drip irrigation for maize crop to reduce water consumption. This project is in collaboration with NARC
Criterion 4.6	4.6 Maintain or improve indirect water use within the catchment: Contact the site's primary product suppliers and water-related service providers located in the catchment and request that they take actions to help contribute to the desired water stewardship outcomes.	The community and Government and NGOs was interviewed they appriciated the effort of Nestle.
	4.6.1 List of suppliers and service providers, along with the actions they have taken as a result of the site's engagement relating to indirect water use	List of service providers is available and food service provider has been identified as AWS stakeholder. But no record was available showing the service provider has been communicated about AWS requirement and their role in responsible water usage. (NC)
Criterion 4.7	4.7 Provide access to safe drinking water, adequate sanitation and hygiene awareness (WASH) for workers on-site: Ensure appropriate access to safe water, effective sanitation and protective hygiene for all workers in all premises under the site's control.	The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers. Site is also using a self-assessment tool for evaluating access to water sanitation and hygiene (WASH) at work place. It covers the workplace facilities related to water supply, sanitation and hygiene.
	4.7.1 List of actions taken to provide workers access to safe water, effective sanitation and protective hygiene (WASH) on-site	Site management is; Providing clean drinking water to all workers Continuously monitoring cleanliness through inspection Ensuring good condition of sanitation system Implementing best hygiene practices

Criterion 4.8	4.8 Notify the owners of shared water-related infrastructure of any concerns: Contact the owners of shared water-related infrastructure and actively highlight any concerns the site may have in light of its risks and shared water challenges.	They have supplier list and list of all satke holders with contacts
	4.8.1 List of individuals contacted and key messages relayed	Maintained
STEP 5: EVALUATE		
Criterion 5.1	5.1 Evaluate the site's water stewardship performance, risks and benefits in the catchment context: Periodically review the site's performance in light of its actions and targets from its water stewardship plan to evaluate: x General performance in terms of the water stewardship outcomes (considering context and water risks), positive contributions to the catchment, and water-related costs and benefits to the site.	The performance against water stewardship plan is continuously being monitored. Following are some of the achievements during year 2017 - Water consumption reduction from 1.67 to 1.57 $m^3$of water/ton of production. - Water saving of 6300 m^3 till Nov, 2017 - 2.5 million PKR saving from water related areas - 16.5 % water saving have been achieved by water related projects
	5.1.1 Post-implementation data and narrative discussion of performance and context (including water risk)	Site water stewardship plan results are evident of site's efforts to minimize risk of static depletion of water table.
	5.1.2 Total amount of water-related costs, cost savings and value creation for the site based upon the actions outlined in 3.2 (drawn from data gathered in 2.4.6)	They have different water saving projects. 2.5 million PKR saving from water related areas
	5.1.3 Updated data for indicator 2.4.7 on catchment shared value creation based upon the actions outlined in 3.2	They have updated data for catchment which is Soan
Criterion 5.2	5.2 Evaluate water-related emergency incidents and extreme events: Evaluate impacts of water-related emergency incidents (including extreme events), if any occurred, and determine effectiveness of corrective and preventive measures. Factor lessons learned into updated plan.	No water related emergency incident or extreme event occurred, hence no such evaluation available.
	5.2.1 Documented evidence (e.g., annual review and proposed measures)	Maintained as presentation and also photographs

Criterion 5.3	5.3 Consult stakeholders on water-related performance: Request input from the site's stakeholders on the site's water stewardship performance and factor the feedback/lessons learned into the updated plan.	The water stewardship plan was shared in an event organized by Sustainable Development Policy Institute (SDPI). The feedback was also taken from key participants including stakeholder and technical experts. Overall feedback was positive about the planned water related initiatives.
	5.3.1 Commentary by the identified stakeholders	
Criterion 5.4	5.4 Update water stewardship and incident response plans: Incorporate the information obtained into the next iteration of the site's water stewardship plan. Note: updating does not apply for initial round of Standard implementation.	They have water steward ship plan focusing to sustaiable water balance,water governance,healthy status and quality
	5.4.1 Modifications to water stewardship and incident response plans incorporating relevant information	They have updated as this is first water stewardship plan they mentioned indicator , responsibility and mitigation as well.
STEP 6: COMMUNICATE & DISCLOSE		
Criterion 6.1	6.1 Disclose water-related internal governance: Publicly disclose the general governance structure of the site's management, including the names of those accountable for legal compliance with water-related laws and regulations.	They have documented Internal Procedure for Alliance for watersteward ship, They explained all 6 steps. They have also Internal team for Islamabad like AWS Lead, Corporate Public affair, AWS Link Nestle water, Fcatory Compliance Manager
	6.1.1 Disclosed and publicly available summary of governance at the site, including those accountable for compliance with water-related laws and regulations	They have documented Internal Procedure for Alliance for watersteward ship, They explained all 6 steps. They have also Internal team for Islamabad like AWS Lead, Corporate Public affair, AWS Link Nestle water, Fcatory Compliance Manager
	6.2 Disclose annual site water stewardship performance: Disclose the relevant information about the site's annual water stewardship performance, including results against the site's targets.	They have a web link for DISCLOSED SUMMARY OF SITE WATER STEWARDSHIP RESULTS, http://www.nestle.pk/asset-library/documents/creating_shared_value/yearly-water-ratio-trends-isf.pdf
	6.2.1 Disclosed summary of site's water stewardship results	http://www.nestle.pk/asset-library/documents/creating_shared_value/yearly-water-ratio-trends-isf.pdf

	6.3 Disclose efforts to address shared water challenges: Publicly disclose the site's shared water challenges and report on the site's efforts to help address these challenges, including all efforts to engage stakeholders and coordinate and support public-sector agencies.	This was verified during stake holder interview of Community, Industry and NGO and found satisfactory
	6.3.1 Disclosed and publicly available description of shared challenges and summary of actions taken to engage stakeholders (including public-sector agencies)	This was verified during stake holder interview of Community, Industry and NGO and found satisfactory
	6.4 Drive transparency in water-related compliance: Make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences. Note: any site-based violation that can pose an immediate material threat to human or ecosystem health from use of or exposure to site-related water must be reported immediately to relevant public agencies.	They have CRP tool kit whiohc was verified and foud satisfactroy
	6.4.1 Available list of water-related compliance violations with corresponding corrective actions	Yes they used compliance tool kit and CRP tool kit which was verified during audit and found satisfactroy
	6.5 Increase awareness of water issues within the site: Strive to raise the understanding of the importance of water issues at the site through active communications.	The have communication on Intranet, and also notice borad and also proviuded tarining from AWAS and in house and also thru WWF
	6.5.1 Record of awareness efforts (dates and communication) and, if possible, level of awareness	The staff at different level interviewed and awareness level found satisfactory and also training is provided

7 Appendix B Competence of team members

Mr Tariq Qumar	Bureau Veritas Certification, Pakistan	Team Lead, approved Local AWS Lead Verifier, He holds a Bachelor Degree in Agriculture and M.Sc in Agriculture Engineering. Before joining BV, he gained 12 years of working experience in food industries including water industries He passed the training and obtained the certificate of AWS Verifier and Lead Auditor for SA8000 and ISO 14001. He has good knowledge and fluency in Urdu & English languages.

Mr Imran Altaf Bhatti	Bureau Veritas Certification, Pakistan	Team Member, approved Local AWS source, He holds a Bachelor Degree in Mechanical Engineering and Masters in Business Administration (MBA). Before joining BV, he have 18 years of diversified experience in different industries including engineering services, foods, water and certifications. He is Lead Auditor for SA8000, ISO 14001, ISO 50001 and OHSAS 18001.He is also Lead verified for CDM. He has good knowledge and fluency in Urdu & English languages.

Ms May Huang	Bureau Veritas Certification, China	Team Member, approved AWS Lead Verifier, She holds a Bachelor Degree in Environmental engineering in Electrics and hydraulics of Wuhan University and a Master of Environmental Chemistry. Before joining BV, she gained 7 years of technical working experience in water treatment and environment protection. She pass the training and obtained the certificate of AWS Verifier and also Lead Auditor for ISO 14001.