

# Alliance for Water Stewardship

Audit Report for Nestlé Waters Lebanon

Falougha Factory

The AWS International Water Stewardship Standard, Version 1.0, April 8th, 2014

Report Issued on June 17, 2019



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### Introduction to the Alliance for Water Stewardship

The AWS Standard (“the Standard”) is intended to drive water stewardship, which is defined as the use of water that is socially equitable, environmentally sustainable and economically beneficial, achieved through a stakeholder-inclusive process that involves site- and catchment-based actions. Good water stewards understand their own water use, catchment context and shared concerns in terms of water governance, water balance, water quality and Important Water-Related Areas, and then engage in meaningful individual and collective actions that benefit people and nature. The Standard outlines a series of actions, criteria and indicators for how one should manage water at the site level and how water management should be stewarded beyond the boundaries of a site. In this Standard, the “site” refers to the implementing entity that is responsible for fulfilling the criteria. The site includes the facility and the property over which the implementer that is using or managing water (i.e., withdrawing, consuming, diverting, managing, treating and/or discharging water or effluent into the environment) has control.

### Assessment Information:

Client Name	Nestlé Waters Lebanon Beirut
AWS Reference Number	AWS-010-INT-CAB-00-07-0004-0028
Stakeholder Notification	April 9 AWS Website, SCS Website, Nestle Website, Falougha Municipality
Client AWS Representative/Group Manager (Role/Name/Contact info)	Elie Sfeir, Quality Officer, Nestle Waters Lebanon
Audit Team (Role/Name)	Lead Auditor: Rae Mindock
	Local Auditor: Owen Wentzel
Audit dates (DD-DD Month YYYY)	07-08 May 2019
Audit Location (main site being audited)	Falougha Factory, (Ain El Sohat) Falougha village, Baabda 1003
Date(s) of previous audit (if applicable)	N/A
Findings from previous year	<input type="checkbox"/> YES, see tab 9
SCS Certificate number (if applicable)	
Expiry date of previous certificate (if applicable)	12:00 AM

### Scope of Audit (check all applicable boxes)

The AWS International Water Stewardship Standard Version V1.0 April 8th 2014	
Initial audit	<input checked="" type="checkbox"/> YES
Surveillance audit	<input type="checkbox"/> YES
Re-certification audit	<input type="checkbox"/> YES
RE-evaluation audit	<input type="checkbox"/> YES
Single-site audit	<input checked="" type="checkbox"/> YES
Multi-site audit	<input type="checkbox"/> YES, see tab 3
Group audit	<input type="checkbox"/> YES, see tab 3

<i>If yes, please description of the group structure and relationships</i>	
<b>Description of Operations</b>	
<p>The Falougha Factory is a water bottling facility, producing bottled mineral water products under the brand name of Nestle Pure Life and Sohat which comes from the mountains and is pure water. The factory produces a variety of different bottle types ranging from 0.5L to 6 L, in both plastic and glass. Water for bottling comes from one on-site well, one off-site well, and is sold under the Nestle brand. Whilst the water from the Sohat spring up in the mountain is bottled under the trade name of Sohat Water. The site also receives municipal water from the district water supplier for domestic and industrial use within the facility when necessary.</p>	
<b>Description of the catchment in which the client operates:</b>	
<p>The Falougha Factory is located within the Shouf mountain catchment area and is part of the Shouf Biosphere Reserve. The site is located in Baabda district and is some 25 km east of Beirut. Water for bottling is received from one on-site well, one off site well and the Sohat spring near the factory.</p>	
<b>Summary of shared water challenges:</b>	
<p>Falougha has identified a few shared water challenges with the assistance and support of stakeholders. The main challenge is in assisting the local municipality with water testing and maintaining infrastructure, as funds from local and central government to properly maintain the water infrastructure are limited.</p>	

## Audit Attendance

### Guidance:

Record in this section the people attending the different parts of the audit. Tick the parts of the audit attended by each person.

### Audit Attendance

*Mark attendance with an 'x' as appropriate*

Attendee Name	Role/Title	Opening meeting	Document review	Facility Inspection	Closing meeting
Owen Wentzel	SCS Auditor	x	x	x	x
Elie Sfeir	Quality Officer, Nestle	x	x	x	x
Hady Sarkis	Quality Officer/Water Resources, Nestle	x	x	x	x
Joseph Chibani	Plant Manager, Nestle	x			
Assaad Saadeh	Regional Water Resource Manager, Nestle	x			x
Ragi Chbat	Technical Manager: Falougha & Ain Zhalta Plants, Nestle	x			x
Joseph Chibani	Plant Manager, Ain Zhalta				x
Elsa Khazzaka	SHE Officer				x
Rony El bitar	Maintenance Manager, Ain Zhalta				x
George Chahine	SHE Manager				x
Haitham Hmeidani	Production Supervisor				x
Romanos Kassab	IP Manager				x
Tarek Dahbour	Warehouse Acting Manager				x

### Additional information on audit attendance

As both factories share common staff, a combined closing meeting was held at the Ain Zhalta plant.

## The AWS International Water Stewardship Standard, Version 1.0, April 8th, 2014

Surveillance audits shall cover at a minimum those requirements highlighted in light green

Core / Points	Requirement	Indicators	Conforms			Objective Evidence Reviewed / Finding	Allocated Points
			Yes	No	N/A		
<b>Step 1: COMMIT - Commit to being a responsible water steward</b>							
<b>Step 1 ensures that there is sufficient leadership support to enact the rest of the criteria within the Standard. This step also relates to commitments to legal/regulatory compliance and rights-related issues, which underpin water stewardship.</b>							
Core	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: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Uphold the AWS water stewardship outcomes (good water governance, sustainable water balance, good water quality status and healthy status of Important Water- Related Areas);</li> <li><input checked="" type="checkbox"/> Engage stakeholders in an open and transparent manner;</li> <li><input checked="" type="checkbox"/> Strive to comply with legal and regulatory requirements</li> <li><input checked="" type="checkbox"/> 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;</li> <li><input checked="" type="checkbox"/> Support and coordinate with public sector agencies in the implementation on of plans and policies, including working together towards meeting the human right to water and sanitation.</li> <li><input checked="" type="checkbox"/> Continually improve and adapt the site's water stewardship actions and plans;</li> <li><input checked="" type="checkbox"/> Maintain the organizational I capacity necessary to successfully implement the AWS Standard, including ensuring that staff have the time and resources necessary to undertake the implementation on;</li> <li><input checked="" type="checkbox"/> Support water-related national and international treaties;</li> <li><input checked="" type="checkbox"/> Disclose material on water-related information to relevant audiences.</li> </ul>	1.1.1 Signed and publicly disclosed statement that explicitly covers all requirements (see details in Criterion 1.1).	Yes			A standard commitment letter from Nestle dated July 2014 and a pledge signed by Mr Ragi Chbat, Technical Manager of Nestle Waters dated 1 March 2019 has been received which contains all elements described in criteria.	
Core	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).	1.2.1 Publicly available policy that meets all requirements (see Guidance)	Yes			Nestle's Corporate Water Stewardship Policy "Nestle and Water: Sustainability, Protection, and Stewardship" extensively discusses Nestle's commitment to sustainable water use. The policy is displayed on their notice boards and publicly available on the Nestle website. It is also posted on the Falougha Municipal Office notice board.	
<b>Step 2: GATHER AND UNDERSTAND – Gather data to understand shared water challenges and water related</b>							
<b>Step 2 ensures that the site gathers data on its water use and its catchment context and that the site employs these data to understand its shared water challenges as well as its contributions (both negative and positive) to these challenges and to water-related risks, impacts and</b>							
Core	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.	2.1.1 Documentation or map of the site's boundaries	Yes			A map of the site was reviewed. The map included the property boundaries of the factory, discharge points, and municipal water source. The sewerage and treated waste water is discharged directly to the municipal system	
		2.1.2 Names and location of water sources, including both water service provider (if applicable) and ultimate source water	Yes			A map with the names and locations of water service provider and water sources was reviewed. The main source of water is from the Kneisseh cretaceous Aquifer which has a catchment of 16,5 Km2 which is also part of the Shouf Biosphere Reserve.	
		2.1.3 Names and location of effluent discharge points, including both water service provider (if applicable) and ultimate receiving water body	Yes			A map of the Falougha Factory and surrounding areas was provided with locations of waste water treatment facility and treated waste water discharge. Discharge is directly to the municipal piped system which runs past the factory. Stormwater and surface water is discharged into the water course below the factory in the commonage of the municipality	

		2.1.4 Geographical description or map of the catchment(s)	Yes		A map of the site catchment was provided. The catchment is within the Shouf Mountains and is part of the Shouf Biosphere Reserve. The site is located in the Kneisseh Cretaceous Aquifer Watershed (16,5 km <sup>2</sup> ). As the site is 1,500m above sea level, there is no major river present, only streams that flow down the mountain to the sea. The site is 25,5 km from the airport and sea .	
Core	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.	2.2.1 List of stakeholders, descriptions of prior engagements and summaries of their water-related challenges	Yes		The stakeholder map created via the Nestle Community Relations Process (CRP2) and sphere of influence was reviewed. Stakeholders identified include the local municipality, regulatory agencies, school districts, neighboring industries and local representatives. Of the stakeholders interviewed, all were aware of the Falougha Plant and their activities in the community and were pleased with Nestle and what they are doing for the communities around Falougha. The facility has strong stakeholder relationships and has been engaged in water-related issues with the Falougha community. The manager of the Shouf Biosphere Reserve stated that initially they were not keen to allow Nestle to draw water from the reserve, but now they are happy with Nestle and what they are doing to assist the area and community with water-related projects such as seminars on agricultural needs and crop growing.	
		2.2.2 Description of the site's sphere of influence	Yes		A sphere of influence was provided and reviewed. Stakeholders related to the site's catchment were identified, as were the stakeholders' ability to influence or be influenced by the Plant's operations. They assist with water testing in and around the area and have talks relating to water use with the local schools.	
Core	2.3 Gather water-related data for the catchment Gather credible and temporally relevant data on the site's catchment: <input checked="" type="checkbox"/> 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; <input checked="" type="checkbox"/> Water balance for all sources while considering future supply and demand trends; <input checked="" type="checkbox"/> Water quality for all sources while considering future physical, chemical and biological quality trends:	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	Yes		The list of significant initiatives for the area was submitted by Nestle.	
		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	Yes		A list of water-related legal, regulatory and rights issues with sites linkages requirements was provided for each borehole, factory and spring area (Sohat).	
		2.3.3 Catchment water balance by temporally relevant time unit and commentary on future supply and demand trends	Yes		A catchment water balance was provided for the area. The area has a recharge of 17,85MCM/a and a discharge of 7,7MCM/a which results in a positive balance of 10,15MCM/a.	

		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 anticipated future changes in water quality	Yes		The water sources undergo monthly standard quality testing. Physical/chemical data was provided from 2010 - 2018. Microbiological data for the sites was provided and is tracked daily at the plant. Water tests of other places such as schools and drinking fountains in and around Falougha are done yearly.	
		2.3.5 Documentation identifying Important Water Related Areas, including a description of their current status and commentary on future trends	Yes		The Aammiq wetland which is 13 km to the south-south-east of the site in the Bekaa valley watershed is a Ramsar site that was identified as an important WRA.	
		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	Yes		A factory product matrix dated 16/11/2018 provides future water requirements for the factory. No other water requirements were provided.	
Core	2.4 Gather water-related data for the site Gather credible and temporally relevant data on the site's: <input checked="" type="checkbox"/> Governance (including water stewardship and incident response plan); <input checked="" type="checkbox"/> Water balance (volumetric balance of water inputs and outputs); <input checked="" type="checkbox"/> Water quality (physical, chemical and biological quality of influent and effluent) and possible sources of water pollution; <input checked="" type="checkbox"/> Important Water-Related Areas (identification and status); <input checked="" type="checkbox"/> 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).	2.4.1 Copies of existing water stewardship and incident response plans	Yes		Plans provided for review included the Nestle Emergency Response Plan, Overcome and Prevent Flooding Plan, Business Contingency Plan and Disaster Recovery Plan Crisis Response, as well as their Water Stewardship Plan. This is provided in their private and confidential report dated September 2017.	
		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)	Yes		Nestle provided site water balance sheets in addition to a map illustrating the recharge and discharge figures for the catchment. Meter readings were provided for the bottling plant and all other uses. Discharge to the municipal system is not measured, but is calculated as inflow into the holding tanks and is thereby measured for each area. A yearly audit is carried out as per Nestle requirements, but calculations are made on a monthly basis. The factory tracks use water on a daily, weekly and monthly 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)	Yes		Water quality protocol includes analysis of direct and outsourced water for general water quality parameter, trace minerals, volatile organic parameters and other organics since 2010. The waste water treatment system has been monitored for general parameters since June 2016 and is monitored on a daily basis. The effluent is then discharged into the municipal system based on the municipal requirements for accepting waste water. The water in the tank is treated as it enters the tank and is a holding tank, untreated water is not stored in it.	
		2.4.4 Inventory of all material water-related chemicals used or stored on-site that are possible causes of water pollution	Yes		A list of all on-site chemicals was provided. Chemical storage was inspected during the audit of the facility and is stored correctly. Spillage is catered for by a sloped floor to a sump and pump to remove it. All necessary safety precautions are in place, e.g. shower, eye wash location and chemical details to take to medical doctor, including treatment details.	

		2.4.5 Documentation identifying existing, or historic, onsite Important Water-Related Areas, including a description of their status	Yes		A IWRAs was identified in their undated indicator 5.1.1 Report.
		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	Yes		Annual water-related costs and revenues, and costs for shared value creation projects were provided. Shared value creation was provided and is in excess of \$300,000. This information is restricted and could not be provided in hard copy or electronic format, but is available on their 2.4.6 and 5.1.2 indicators on their system, which is available from their IT manager Mr Remanos.
Core	2.5 Improve the site's understanding of its indirect water use Identify and continually improve the site's understanding of: <input type="checkbox"/> 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; <input type="checkbox"/> Water used in outsourced water-related services within the catchment.	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	Yes		Water use was provided for external outsourced water.
		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	Yes		The following services are outsourced: Gardening, laundry, cleaning of floors, toilets and food canteen. They all use on-site water except the toilets, which use recycled water from the WWTP. The list of outsourced services were identified, but water use for these services has not been quantified. Water for toilets is measured. All other users are measured, including water for glass bottles, soft water treatment and industrial water uses.
Core	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.	2.6.1 Prioritized and justified list of shared water challenges that also considers drivers and notes related to public-sector agency efforts	Yes		A prioritized list with rationale of shared water challenges was provided and reviewed. Shared water challenges identified included water quality and quantity. Drivers and public-sector agency efforts were noted.
Core	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.	2.7.1 Prioritized list of water risks facing the site, noting severity of impact and likelihood within a given time frame	Yes		A prioritized list of water risks was provided and reviewed. Water risks matched water challenges. Water risks were prioritized based on the site's ability to operate. Priorities were ranked from high to low.
		2.7.2 Prioritized list of water-related opportunities for the site	Yes		A list of water-related opportunities for the site, water challenges and water risks lists were received.
		2.7.3 Estimate of potential savings/value creation	Yes		A report was received which provided this information

**Step 3: PLAN – Develop a water stewardship plan**

*Step 3 focuses on how a site will improve its performance and the status of its catchment in terms of the AWS water stewardship outcomes. Step 3 needs to explicitly link the information gathered in Step 2 to the performance noted in Step 4 by describing who will be doing what and when. The monitoring methods in Step 5 should also reflect the plan.*



Core	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.	3.1.1 Documented description of system, including the processes to evaluate compliance and the names of those responsible and accountable for legal compliance	Yes			The Falougha Compliance Matrix was reviewed, which included various processes and responsibilities, and the dates completed or reviewed.	
Core	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): 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) A plan that contains:	3.2.1 Available water stewardship strategy	Yes			A water stewardship strategy was provided and reviewed. Falougha's strategy is a high level document stating the overall strategy in alignment with the AWS requirements.	
		3.2.2 Available plan that meets all component requirements and addresses site risks, opportunities and stakeholder shared water challenges	Yes			A detailed water stewardship plan has been developed and documented. The plan is broken into objectives, targets, and actions. There are different actions corresponding to different targets, each with their own metrics, budget, responsible person, status, and other criteria. Actions to be implemented at Site Level and Beyond the Fence are identified in this plan.	
Core	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.	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			Falougha provided their Business Contingency Plan - Disaster Recovery Plan Crisis Response, which included a description of their required responsiveness and resilience to water-related issues and risks.	
Core	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.	3.4.1 Documented evidence of communicating the site's plan to the relevant catchment authority/agency	Yes			Falougha provided the Meeting Results Document, including details of communication with catchment authorities about the AWS process. Communication and outreach was confirmed through stakeholder interviews.	
<b>Step 4: IMPLEMENT – Implement the site's stewardship plan and improve impacts</b>							
<b>Step 4 is intended to ensure that the site is executing the plan outlined in Step 3, mitigating risks and driving actual improvements in performance.</b>							
Core	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 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.	4.1.1 Documentation demonstrating compliance	Yes			Falougha compliance and environmental report were provided and met the indicator criteria.	
		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.	Yes			No unmet human rights needs identified within this catchment.	
Core	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.	4.2.1 Measurement-based evidence showing that targets have been met	Yes			Evidence of the improvement of the water balance in the site was presented. The water ratio was 1.35.	
		4.2.2 (Water scarce catchments only) Evidence of continual decrease or best practice 4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net increase in water scarcity	Yes			The site is not within a water scarce catchment.	
		4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net increase in water scarcity	Yes			The site is not within a water scarce catchment.	

Core	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.	4.3.1 Measurement-based evidence showing that targets have been met	Yes		Measurement system for this was received.
		4.3.2 (Water quality-stressed catchments only) Evidence of continual improvement or best practice 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	Yes		Information on improvements to effluent was received, but as quality of effluent was good, no improvements were required and information was provided on effluent quality. Data is supplied to indicate no degradation of water quality at the site. All effluent is discharged into the municipal system, but is treated prior to discharge in two holding tanks located adjacent to the factory
		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	Yes		Falougha has provided data to indicate no degradation of water quality at the Site. All roof run-off and site drainage discharges into a stormwater drainage canal running adjacent to the factory, which then discharges into the surrounding streams.
Core	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.	4.4.1 Documented evidence showing that targets have been met	Yes		A IWRAs is not present on the site itself but there is a Ramsar wetland site (called Aammia) approximately 12 km to the east of the factory, which is well protected.
		4.4.2 (Degraded Important Water- Related Area catchments only) Evidence of continual improvement or best practice.	Yes		No information received, as not applicable to this site.
Core	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.	4.5.1 Documented evidence of the site's ongoing efforts to contribute to good catchment governance	Yes		Falougha provided documentation of their efforts to support good catchment governance through participation with the various organizations.
		4.5.2 (Weak water governance catchments only) Evidence of continual improvement or best practice	Yes		Water governance is not identified as a shared water challenge.
Core	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.	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	Yes		A list of suppliers and service providers was prepared. Water usage data have been compiled for outsourced services via a spreadsheet that was provided.
Core	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.	4.7.1 List of actions taken to provide workers access to safe water, effective sanitation and protective hygiene (WASH) on-site	Yes		Nestle uses a self-assessment tool at each site to review access to drinking water, sanitation and hygiene awareness (WASH). The nature of the product made at the facility requires strict adherence to these principals which are strictly enforced.
Core	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.	4.8.1 List of individuals contacted and key messages relayed	Yes		Shared water-related infrastructure on this site is limited to infrastructure related to the building itself. Falougha works closely with service providers to address issues when they arise.
<b>Step 5: EVALUATE - Evaluate the site's performance</b>					

<p><i>Step 5 is intended to review performance against the actions taken in Step 4, learn from the outcomes – both intended and unintended – and inform the next iteration of the site’s water stewardship plan. The expectation is that such an evaluation takes place at least annually, with more frequent evaluation encouraged as feasible.</i></p>						
Core	<p>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:</p> <ul style="list-style-type: none"> <li>☐ 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.</li> </ul>	5.1.1 Post-implementation data and narrative discussion of performance and context (including water risk)	Yes			<p>Falougha provided documentation of meetings with stakeholders on performance and successes in actions taken to improve surface water quality. The general comment from a subset of stakeholders with regard to the operation of the Falougha factory is positive. Continued evaluation will be conducted during the surveillance and renewal years.</p>
		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)	Yes			<p>See 5.1.1 Costs have been confirmed.</p>
		5.1.3 Updated data for indicator 2.4.7 on catchment shared value creation based upon the actions outlined in 3.2	Yes			<p>See 5.1.1</p>
Core	<p>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.</p>	5.2.1 Documented evidence (e.g., annual review and proposed measures)	Yes			<p>Falougha has not conducted an Environmental Impact Assessment for the area, but the site did demonstrate compliance over several areas including waste water management and hazardous waste management. An EIA is not considered necessary for the factory. Water withdrawal is managed through permits. No water related emergency events were recorded. The Annual Environmental Review documents these emergency events, if any occur. Falougha has an Environmental Management System in place and evidence of this system was provided.</p>
Core	<p>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.</p>	5.3.1 Commentary by the identified stakeholders	Yes			<p>Stakeholder outreach has been conducted at the site by Nestle. Stakeholder interviews included Falougha outreach programs, the shared challenge of ground and surface water quality impacts and the Falougha Action Plan. No concern from stakeholders. They are satisfied with what Nestle is doing in the area and for the community. Nestle conduct water awareness and water hygiene outreaches to local schools and test the water quality at the schools.</p>
Core	<p>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.</p>	5.4.1 Modifications to water stewardship and incident response plans incorporating relevant information			N/A	<p>This is the initial assessment, therefore this indicator does not apply for this initial round of standard evaluation.</p>
<p><b>Step 6: COMMUNICATE &amp; DISCLOSE – Communicate about water stewardship and disclose the site’s stewardship efforts</b></p> <p><i>Step 6 is intended to encourage transparency and accountability through communication of performance relative to commitments, policies and plans. Disclosure allows others to make informed decisions on a site’s operations and tailor their involvement to suit.</i></p>						
Core	<p>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.</p>	6.1.1 Disclosed and publicly available summary of governance at the site, including those accountable for compliance with water-related laws and regulations	Yes			<p>Falougha posts the factory organization chart in the common area of the factory where it is most visible to staff. It includes the staff and relevant responsible personnel for water-related laws and regulations.</p>

Core	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.	6.2.1 Disclosed summary of site's water stewardship results	Yes		Meetings have been held with the local municipality and Nestle has been involved with projects to resolve water issues and improve water problems, as per their publically led initiatives from 2018 to 2019, such as testing spring water, placing reflective markers on the road from the factory to the main highway to assist traffic in mist and snow conditions.	
Core	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.	6.3.1 Disclosed and publicly available description of shared challenges and summary of actions taken to engage stakeholders (including public-sector agencies)	Yes		Nestle have produced an undated Water Stewardship Plan which includes action indicators, responsible persons, timelines and risk/opportunity creation.	
Core	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.	6.4.1 Available list of water-related compliance violations with corresponding corrective actions	Yes		An undated written statement from the Technical Manager states that no problems were noted during the period January 2016 to December 2018. A further letter confirmed that as end April 2019 they are still compliant.	
Core	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.	6.5.1 Record of awareness efforts (dates and communication) and, if possible, level of awareness	Yes		The Site's AWS Water Stewardship Commitment is posted on the Nestle website as well as on notice board at the factory and at the local municipal office. On World Water Day staff are reminded about water issues and they assist local schools with water awareness.	

## Audit Non-conformities and Observations

**Guidance**

Disclaimer: auditing is based on a sampling process of the available information and therefore nonconformities may exist which have not been identified.

Observations are defined as an area of concern regarding a process, document, or activity where there is opportunity for improvement.

Major non-conformity is raised if the issue represents a systematic problem of substantial consequence; the issue is a known and recurring problem that the client has failed to resolve; the issue fundamentally undermines the intent of the AWS Standard; or the nature of the problem may jeopardize the credibility of AWS.

**Applicants** must close\* major NCR within Ninety (90) days of the NCR issue date. Failure to meet this deadline will require another conformity assessment.

**Certificate Holders** must close\* major NCR within Thirty (30) days of the NCR issue date. If the Major NCR is not addressed within 30 days SCS shall suspend or withdraw the certificate and reinstatement shall not occur before another conformity assessment has been successfully completed.

Minor non-conformity: Where the audit team has evaluated an audit finding and determines that the seriousness of the issue does not meet the any of the criteria for Major non-compliance the audit team shall grade the finding as a minor non-conformity.

**Applicants** must submit an acceptable corrective action plan^ to address all minor non-conformities to be recommended for certification.

**Certificate Holders** must close minor NCR within Ninety (90) days of the NCR issue date. SCS may agree to an alternative time frame with the client as long as this can be justified and is documented in the NCR report. If corrective actions are inadequate to resolve a minor non-conformity by the time of the next scheduled audit, SCS shall upgrade the audit finding to a major non-conformity. If an unusually large number of minor non-conformities are detected during the course of a single audit, the audit team may at their discretion raise a major non-conformity to reflect a systematic failure of the client's management system to deliver conformity with the AWS Standard.

\* closed = actioned by the client, corrections & corrective actions verified and closed by the auditor.

^The corrective action plan shall include an analysis of the root cause of the minor non-conformity; the specific corrective action(s) to address the minor non-conformity; and an appropriate time frame to implement corrective action(s).

NC #	Criteria / Indicator #	Major – Detail on Non Conformance	Due Date (XX calendar Days)	Root Cause Analysis and Corrective Action Taken


NC #	Section #	Minor – Detail on Non Conformance	Due Date (XX calendar Days)	Corrective Action Taken

OFI #	Section #	Observation – Detail on Opportunity for Improvement	Due Date	Corrective Action Taken

## Certification Decision

Guidance
<p>The recommendation section to be filled out by the auditor with optional comments.</p> <p>The Certification Decision section is to be completed by the SCS's decision-making entity after initial, re-certification and re-evaluation audits.</p> <p>Details of the decision making entity and any observations or further details can be included in the comments field.</p>

Auditor's recommendation for initial, continued or re-certification based on compliance with requirements:	<input checked="" type="checkbox"/>	Initial Certification <b>Recommended</b>
Level of certification recommended (if applicable):	<input checked="" type="checkbox"/>	AWS Core
		AWS Gold
		AWS Platinum
Comments (e.g. justification for change in certification level, recommendations for sampling):		

To be completed by the SCS Decision-Making Entity	SCS Certification Decision:	<input checked="" type="checkbox"/>	<b>Approved</b>
			<b>Denied</b>
	Certification decision by:		<b>Nicole Munoz</b>
	Technical Review by:		<b>Nicole Munoz</b>
	Date of decision:	24 June 2019	
	Surveillance schedule:	<b>Next audit is scheduled for (include range) : March 28 to April 28, 2020</b>	