Alliance for Water Stewardship

Audit Report - Nestlé Waters Manantiales la Asunción S.A.P.I de C.V.

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

Report Issued on June 17, 2019



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. 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 has control.

Assessment Information:

Client Name	Nestlé Waters Manantiales la Asunción S.A.P.I de C.V.
AWS Reference Number	AWS-010-INT-CAB-00-02-0004-0004
Stakeholder Natification	February 26, 2019
	Nestle Mexico Website, Diario de Puebla Newspaper, AWS
Client AWS Representative/Group Manager (Role/Name/Contact info)	Community Manager, NW Mexico / Javier Rivera Rodriguez/ javier.rivera@nestlewaters.com.mx /+52 246 4830352 / 52 222 356 1824
	Lead Auditor: Carlos Ortega Ayala
Audit Team (Role/Name)	Technical Auditor: Claudia Mendez Jaime
	Team Auditor: Rae Mindock
Audit dates (DD-DD Month YYYY)	27 - 28 March 2019
Audit Location (main site being audited)	Sta. María de Nestlé Plant in Puebla, México Carretera Federal México-Puebla Km 57.5 Deviation Santa María Atepatzingo C.P.74100, Santa Rita Tlahuapan, Puebla, México
Date(s) of previous audit (if applicable)	N/A
Findings from previous year	YES, see tab 9
SCS Certificate number (if applicable)	N/A
Expiry date of previous certificate	N/A
Scope of Audit (check all applicable boxes)	
The AWS International Water Stewardship St	andard Version V1.0 April 8th 2014
Initial audit	✓ YES
Surveillance audit	YES
Re-certification audit	YES
RE-evaluation audit	YES
Single-site audit	✓ YES
Multi-site audit	YES, see tab 3
Group audit	YES, see tab 3
<i>If yes, please description of the group</i> structure and relationships	

Description of Operations

Nestlé Group manages the Manantiales La Asunción, S.A. de C.V. water bottling factory producing mineral water products under the "Agua Santa María" brand, NPL and Gerber. The factory has ten production lines and a variety of different bottle types ranging from 355 ml to 4 L bottles. The water for bottling is sourced from a spring and a well, both located with the boundary of the facility. The site does not utilize municipal water for industrial use within the facility.

Description of the catchment in which the client operates:

Manantiales la Asunción Factory, is located in the upper part of the San Martin Texmelucan Hydrological Basin, North (SMTN), Rio Atoyac sub-basin (838.45 km2). The Atoyac River is the primary river the catchment. The Santa Maria Plant is located on the foothills of the Tlaloc Volcano, at the northwest end of the Puebla Aquifer. The spring of the Manantiales La Asunción factory is recharged with infiltration water originates in the forest area in the SMTN watershed. The Well of Manantiales la Asunción (PMA) is supplied with groundwater from the Valle de Puebla aquifer.

Summary of shared water challenges:

Shared water challenges are catchment water related issues shared by the site and stakeholders. A prioritized list of shared water challenges addressing each of the four outcomes, quality, quantity, IWRAs and governance was provided. Shared water challenges identified with the highest priority included maintenance and reforestation in forest and conservation areas in the catchment and upstream communities, implementing an education and information program that increases the awareness of the importance of conservation, reforestation and its impact on the water cycle, and promoting river improvement campaign and cleanup activities.

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 Attendence	Mark a	ttendance with	n an 'x' as appr	opriate
Role/Title	Opening meeting	Document review	Facility Inspection	Closing meeting
Public affairs / Relaciones Públicas	x	х	х	х
Continuous improvement / Mejora Continua	x		х	х
Engineering / Ingeniería	x		х	
Production / Producción	x		х	
Logistics / Logistica	x		х	
Comptroller / Contraloria	x			
Quality Assurance / Aseguramiento de calidad	x	х	х	х
Water stewardship manager LATAM	x	х	х	х
Community Manager / Desarrollo Comunitario y Creación de	x	х	х	х
Environmental, health and safety / Seguridad, salud y medio	x	х	х	х
VP/SCS Global Services	x		x	х
Safety, Health & Environment Specilaist / Especialista SHE	x	x		x
Plant Manager / Gerente de Fábrica	x			х
Production Coordinator / Coordinador producción	x		x	х
Integral management / Gestion Integral		х	х	
Water Quality Report / Reporte de Calidad del Agua		х	х	
Microbiology Analist / Analista de Microbiologia		х	х	
Cleaning In Place, CIP System / Limpieza CIP		х	х	
Analist / Analista		x	х	
Organoleptic qualities / Propiedades Organolepticas		x		
Human Resurces / Recursos Humanos		x		

The AWS International Water Stewardship Standard, Version 1.0, April 8th, 2014 - CORE Surveillance audits shall cover at a minimum those requirements highlighted in light green

Requirement	Indicators	Co	ntorm	s	Objective Evidence Reviewed	Allocated
		Yes	No N	/A		Points
DMMIT - Commit to being a responsible water steward					na lasta d izanza - nakiak na dana in nantan atau madakin	
1.1 Establish a leadership committment on water stewardship: Have the senior-most manager at the site, nd if necessary a suitable individual within the corporate head office, sign and publicly disclose a ommittment to: Uphold the AWS water stewardship outcomes (good water governance, sustainable water balance, good vater quality status and healthy status of Important Water. Related Areas); Engage stakeholders in an open and transparent manner; Strive to comply with legal and regulatory requirements Respect water-related rights, including ensuring appropriate access to safe water, sanitation and hygiene or all workers in all premises under the site's control; Support and coordinate with public sector agencies in the implementati on of plans and policies, including vorking together towards meeting the human right to water and sanitation. Continually improve and adapt the site's water stewardship actions and plans; Maintain the organizationa I capacity necessary to successfully implement the AWS Standard, including nsuring that staff have the time and resources necessary to undertake the implementati on; Support water-related national and international treaties; Disclose material on water-related information to relevant audiences. .1 Compromiso de liderazgo sobre la gestión sustentable del agua: Hacer que el gerente con mayor xperiencia del sitio, si es necesario una persona adecuada dentro de la oficina principal corporativa, firme y livulgue públicamente un compromiso para: Mantener los resultados de la gestión del agua e AWS (buena gobernanza del agua, balance hidrico ostenible, buen estado de calidad del agua y un estado saludable de Áreas Importantes con Relación lidrica), Involucrar a los stakeholders (partes interesadas) de manera abierta y transparente, Luchar por cumplir con los requisitos legales y regulatorios Respetar los derechos del agua, inclusive garantizar el acceso correcto al agua potable, sanidad e higiene ara todos los trabajadores de todas las instalaciones bajo el control del sit	1.1.1 Signed and publicly disclosed statement that explicitly covers all requirements (see details in Criterion 1.1). 1.1.1 Firmar y públicamente dar a conocer la declaración que explicitamente cubre todos los requerimientos.	Yes			There is a publicly disclosed commitment signed the 19th of April 2018 by the General Director of WPM, Waters Partners Mexico, Omar Sabag Peimbert of the corporate head office which meets the required criteria.	
2 Develop a water stewardship policy: Develop an internally agreed-upon and communicated and publicly vailable water stewardship policy that references the concept of water stewardship (as informed by the WS Standard, outcomes and criteria). 2 Desarrollo de una política de gestión sostenible del agua: Desarrollar una política de gestión sostenible lel agua que sea internamente acordada y comunicada y públicamente disponible que haga referencia al oncepto de la gestión del agua sostenible (como se informó por el Estándar AWS, resultados y criterios) 3 Further the alliance for Water Stewardship commit to an AWS training programme or commit to AWS membership or get a commitment from one or nore other sites to implement an AWS programme (membership, standard & certification or training).	 1.2.1 Publicly available policy that meets all requirements (see Guidance) 1.2.1 Política públicamente disponible que cumpla todos los requerimientos (ver Guía). 1.3.1 Official registration with AWS 	Yes			The corporate Nestlé Policy on Environmental Sustainability, with the apendix Nestlé Commitment on Water Stewardship as a Mandatory Policy with date July 2014 is publically available. Publicly available in the web page: https://www.nestle.co.jp/asset- library/documents/about_us/nestle_commitment_on_water_stewar dship.pdf 1.3.1 Nestlé is a member of AWS and Nestlé Waters will certify all its plants under Standard Alliance for Water Management by 2025. Nestlé Waters will expand its commitment to AWS Certification because It allows a better collaboration and more. Likewise, it seeks to motivate other companies to adopt the AWS standard, since a significant collaboration among water users is essential for the sustainable management of water resources. In the particular case of Mexico, they also are beginning to certify Nestlé Milk products.	9
	MMIT - Commit to being a responsible water steward wares that there is sufficient leadership support to enact the rest of the criteria within the Standard. This ste I Stabilish a leadership commitment on water stewardship: Have the senior-most manager at the site, ommitment to: Uphold the AWS water stewardship outcomes (good water governance, sustainable water balance, good ater quality status and healthy status of Important Water-Related Areas); Engage stakeholders in an open and transparent manner; Strive to comply with legal and regulatory requirements Respect water-related rights, including ensuring appropriate access to safe water, sanitation and hygiene rail workers in all premises under the site's control; Support and coordinate with public sector agencies in the implementati on of plans and policies, including orking together towards meeting the human right to water and sanitation. Continually improve and adapt the site's water stewardship actions and plans; Maintain the organizationa I capacity necessary to successfully implement the AWS Standard, including suring that staff have the time and resources necessary to undertake the implementatio on; Support water-related national and international treaties; Disclose material on water-related information to relevant audiences. 1 Compromiso de liderazgo sobre la gestión sustentable del agua : Hacer que el gerente con mayor merienical del sitio, si es necessario una persona adecuada dentro de la oficina principal corporativa, firme y wilgue publicamente un compromiso para: Mantener los resultados de la delad y un estado saludable de Áreas Importantes con Relación drico.), Involucrar o los stakeholders (partes interesadas) de manera abierta y transparente, Luchar por cumplir con los requisitos legales y regulatorios Respeter los deschohders (partes interesadas) de manera abierta y transparente, Luchar por cumplir con los requisitos legales y regulatorios Respeter los deado de calidad del agua y un estado saludable de Áreas Important	MMIT - Committo being a responsible water steward a to relate to commitment to legal/regulator comp It stable had water support to anot the rest of the criteria within the Standard. 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Contribuily improve and discles the site 's control: Support the control is successfully implement the AVS Statadard, including string that capacity necessaries to associate and approve the site 's control: Support the control de aguide divers at underease. If any public and the string approve and adapt the site 's control: Support the control de aguide divers at the implementation. Control is resultation and international receive and the implementation or prevent de also, is as necessing and public diverse at the implementation or prevent de also, is as necessing and approve the site 's control is any and bas is the site of a statement the second and approve the site is astatement is resultations and the site is associatedive and the a	MMIT- Commit to being a responsible water stard Weint with the issue apport to exact the rest of the criteria within the Standard. 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Dipolose material on water-related information to relevant audiences. 12 componiso pare: 12 componiso de liderago solar la gestific and eduple, solidade higher tracking solar signes y regulatorise: 12.1 multicly available policy that meets all requirements (see Guidance) 12 componiso pare: 12 student or componiso pare: 12.1 multicly available policy that meets all requirements (see Guidance)	MMR & Gomma to being regenerate wear at wear at the end of the other wear handback. The step also relates to communitants to legal/regulatory compleme and places, which andregate weter stewardback. 1.1.Spend and galabity ductores description in the second manager at the end of the other wearboard. The step also relates to communitants to legal/regulatory compleme and places, which andregate weter stewardback. 1.1.Spend and galabity ductores description in the second manager at the end of the other wearboard. 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Step 2:	step 2: GATHER AND UNDERSTAND – Gather data to understand shared water challenges and water related								
Step 2	nsures 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 a	is its co	ontribution	(both negative and positive) to these challenges and to water-related risks, impacts				
Core	2.1 Define the physical scope: Identify the site's operational boundaries, the sources the site draws its water	2.1.1 Documentation or map of the site's boundaries	Yes		2.1.1 The site map was reviewed which included the limits of the				
	from, the locations where the site returns its discharge to, and the catchment(s) that the site affect(s) and is	2.1.2 Names and location of water sources, including			factory. The site includes both a water bottling facility and logistic				
	reliant upon.	both water service provider (if applicable) and ultimate			center for water delivery by trucks for customers. The spring and well				
		source water			used by the factory are within the Site boundaries.				
	2.1 Definir el ámbito físico: Identificar los limites operativos del sitio, los recursos hidricos de los cuales el	2.1.3 Names and location of effluent discharge points,							
	sitio obtiene el agua, las ubicaciones en donde el sitio hace las descargas y la cuenca o cuencas que se	including both water service provider (if applicable) and							
	ajectan y de las cuales depende el sitio.	ultimate receiving water body							
		2.1.4 Geographical description of map of the							
		catchinent(s)							
		2.1.1 Documentación o mana do los dol sitio							
		2.1.1 Documentación o mapa de los del sitio. 2.1.2 Nombres y ubicación de las fuentes de aqua							
		incluidos el proveedor del servicio de aqua (si							
		corresponde) y la fuente de aqua fundamental.							
			Vor	\vdash	2.1.2.4 map with the names and locations of water sources was				
			res		provided. The factory has two sources of water, the Santa Maria				
					Spring and well of Santa María. The factory does not receive water				
					from a service provider				
			Yes		2.1.3 Aerial images were reviewed which show locations of the				
					wastewater treatment plant and the point of discharge of the treated				
					Atouse Biver				
					Aloyac River.				
			<u> </u>						
			Yes		2.1.4 The factory is located in the Rio Atoyac sub-basin, high part with				
					an extension of 835.45 km2, which is within the Atoyac River basin				
					the facthile of the Tiples Velcane, at the parthwest and of the Bushla				
6		2.2.4 List of stallahold and dependentions of union			2.2.4 The stable baldes may exact durith North Community Delations				
Core	2.2 Identity stakeholders, their water- related challenges and the site's sphere of influence: Identity	2.2.1 List of stakeholders, descriptions of prior	res		2.2.1. The stakeholder map created with Nestle Community Relations				
	stakeholders, document their water-related challenges and explain now the stakeholders are within the site s	challenges			considering: Legal and environmental authorities. NGOs, key opinion				
	sphere of influence.	2.2.2 Description of the site's sphere of influence			leaders local authorities and residents. Water challenges were				
	2 2 Identificar los actores, los desafíos hídricos relacionados y la esfera del sitio de influencia: Identificar a	2.2.2 Description of the site's sphere of influence			refered in the document: Workshon Report: Challenges and				
	los stakeholders, mantener un registro de los desafíos relacionados con el agua y explicar cómo los actores	2.2.1 Listado, descripciones de compromisos previos y			opportunities for biodiversity conservation in the Santa María				
	están dentro de la esfera de influencia.	resúmenes de sus desafíos relacionados con el aqua.			Reserve, National and international NGOs, scientists and government				
		2.2.2 Descripción de la esfera de influencia del sitio.			representatives participated on February 13, 2016, at the Tlahuapan				
					plant in Puebla.				
			Vor	\vdash	2.2.2.4 cohoro of influence was provided and reviewed. It is charged				
			res		with Stakeholders in the AWS Presentation				
					with stakenoiders in the Awy Presentation.				

Core	 2.3 Gather water-related data for the catchment: Gather credible and temporally relevant data on the site's catchment: 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; Water balance for all sources while considering future physical, chemical and biological quality trends; Water quality for all sources while considering future physical, chemical and biological quality trends; Important Water-Related Areas, including their identification and current status, while considering future trends; Infrastructure's current status and exposure to extreme events while considering expected future needs 2.3 Recolectar los datos relacionados con el agua para la cuenca: Recolectar datos creibles y temporalmente relevantes sobre la cuenca del sitio: Gobernanza del agua, incluido el plan de la cuenca, las políticas públicas relacionadas con el agua, mejores iniciativas dirigidas públicamente, objetivos relevantes y todos los requisitos regulatorios y legales relacionados con el agua. Balance hídrico para todos las fuentes y al mismo tiempo considerar un suministro futuro y tendencias de demanda; Calidad del agua para todas las fuentes y al mismo tiempo considerar tendencias de calidad físicas, químicas y biológicas futuras; Áreas importantes con relación hídrica, incluidas su identificación y estado actual, y al mismo tiempo considerar las tendencias de calidad físicas, excutad de la infraestructura y exposición a eventos extremos y al mismo tiempo considerar las necesidades futuras; Estado actual de la infraestructura y exposición a eventos extremos y al mismo tiempo considerar las necesidades. 	 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 2.3.2 List, and description of relevance, of all applicable water-related legal and regulatory requirements, including legally defined and customary water rights 2.3.3 Catchment water balance by temporally relevant time unit and commentary on future supply and demand trends 2.3.4 Appropriate and credibly measured data to represent the physical, chemical and biological status of the site's water quality 2.3.5 Documentation identifying Important Water Related Areas, including a description of their current status and commentary on future trends 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 2.3.1 Lista de todos los aspectos relevantes del plan de la cuenca, iniciativas importantes dirigidas públicamente u objetivos de políticas públicas relacionados con el agua para el sitio. 2.3.2 Lista y descripción de relevancia de todos los reneureminentos leanles versure 	Yes	2.3.1 List of plans including the plan prepared by the CONAGUA groundwater technical committee, the Alto Atoyac aquifer, a workshop where the challenges and opportunities of the Santa Maria factory in the basin were identified. Nestle signed a local mechanism of payment for environmental services through concurrent funds with CONAFOR (2018). Nestle also keeps internal control of the achievement plan targets with 24 actions acheieved during 2018/2019.	
			Yes	2.3.2 A list of national, state, regional and municipal permits and regulatory requirements was reviewed, including permits issued by public health secretariate, the regional basin body, and other regulatory agencies. List of legal and other requirements were also reviewed.	
			Yes	 2.3.3 A catchment water balance was provided for including rainfall, recharges and discharges for the catchment basin. The hydrological balance of the basin presented is based on the information offered by public sector agency (CONAGUA); annual data is not presented. The present study does a modeling for the following 13 years in different scenarios wever the information used is the same data generated by CONAGUA. OBS-2019-001 was issued. Catchment data should include supplemental annual data as available. 	
			Yes	2.3.4 The Santa Maria factory presented analysis of the physical, chemical and microbiological status in each of the sources, were the results generated by certified laboratories. The water sources undergo annual quality testing. Historical annual sampling data was checked and found to be within the acceptable water quality limits. Several springs in the catchment (Santa Rita Tlahuapan, Santa Cruz Otlatla, Lopez Rayon and San Rafael) are vulnerable to elevated levels of coliforms based on existing data. There is no anticipated changes in water quality with the exception listed above. OBS-2019-002 was issued. The Factory should work with the public sector (municipalities) to monitor the springs in the catchment.	

			Yes	2.3.5 IWRAs are provided in the AWS Presentation. The National Park, the mountains denominated Iztaccihuatl and PopocatepetI which contain remnants of coniferous forests and high mountain meadows in central Mexico and the Los Volcanes Biosphere Reserve. Per environmental rules In national parks, the increase of their flora and fauna and preservation of eccosystems and their elements, as well as research, recreation, is allowed.	
			Yes	2.3.6 A reference document was provided with a list of publically available reports of water-related infrastructure.	
Core	 2.4 Gather water-related data for the site: Gather credible and temporally relevant data on the site's: Governance (including water stewardship and incident response plan); Water balance (volumetric balance of water inputs and outputs); Water pullity (physical, chemical and biological quality of influent and effluent) and possible sources of water pollution; Important Water-Related Areas (identification and status); Water valuter velated services, water-related R&D and water- related energy costs), revenues and shared value creation (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 Recolectar datos relacionados con el agua: Recolectar datos creibles y temporalmente relevantes en el sitio: Gobernanza (incluida la gestión de agua sustentable y el plan de respuesta de incidentes); Equilibrio del agua (calidad física, química y biológica del influente y afluente) y fuentes de polución del agua; tratamiento del agua, servicios relacionados con el agua subcontratada, R y D relacionado con el agua y costos de energia relacionados con el agua subcontratada, R y D relacionado con el agua y costos de energia relacionados con el agua y loalor medioambiental). 	 2.4.1 Copies of existing water stewardship and incident response plans 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) 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) 2.4.4 Inventory of all material water- related chemicals used or stored on- site that are possible causes of water pollution 2.4.5 Documentation identifying existing, or historic, onsite Important Water-Related Areas, including a description of their status 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 2.4.1 Copias de gestión con relación hídrica y planes de respuesta antes incidentes 2.4.2 Equilibrio del agua del sitio (en mm3 o m3) por unidad de tiempo relevante y métrica de intensidad del uso del agua (mm3 o m3) 2.4.3 Datos apropiados y medidos de forma creible para representar el estado físico, químico y biológico de las aguas residuales directas y subcontratadas del sitio Por unidad de tiempo relevante, y posibles fuentes de polucion de todos los químicos relacionados con 	Yes	2.4.1 Within the objectives of Santa Maria Factory, the subject of water is included where it must impact on the water of the process. The documents include the actions that are consumption. The documents also have a water map, which records the extraction, the use of water throughout the process and discharge. This document helps them to identify the uses of water in the factory. Within Factory We Master they have the Contingency Plan for the Factory WWTP. There were no reported no incidents occurring in 2019.	
			Yes	2.4.2 All NWNA sites are required to create water maps containing inputs and outputs of water at each facility. These water maps include metering at each stage of the bottling process. Data is recorded continuously (daily) and then summed at a monthly level. In 2018 the factory reduced their water consumption by KPI 1.227 m3/Ton; through experiments in washer rinse optimizations, has led to significant water reduction.	
			Yes	2.4.3 The water quality protocol was described during the interviews on the site; which includes analysis of general water quality parameters and other analysis including metals and organics. They also monitor chlorine concentration and temperature.	
			Yes	2.4.4 A list of all on-site chemicals was provided. Chemical storage was inspected during audit of the facility.	

			Yes	2.4.5 The Santa Maria factory is located within the Iztaccihuatl Popocatepetl National Park Protected Natural Area. Additionally, in 2010, the Los Volcanes Biosphere Reserve was designated in the catchment. The Santa Maria factory contains forest surrounding the water sources. Additionally, it participates in local payment mechanisms for environmental services through concurrent funds. In 2017 and 2018, collaboration agreements were signed with CONAFOR whihc lead to additional areas reforested.	
			Yes	2.4.6 Annual water-related costs and revenues (single value), and shared value creation projects were discussed in two documents prepared specific to the site and catchment. Data is presented on investments made in different activities related to biodiversity conservation, water harvesting techniques (reforestation), fire fighting, conservation of roads and routes for monitoring pests and forest diseases. Shared value creation was not quantified. Minor-2019-001 was issued. Water-related costs and revenues should be presented and/or estimated for the site, where possible and where company determines proprietary information is not required to be disclosed. Shared value creation for social and environmental actions provided to the catchment should be quantified. Minor 2019-001 was closed. Water-related costs and revenues were provided and shared value creation was estimated.	
Core	 2.5 Improve the site's understanding of its indirect water use. Identify and continually improve the site's understanding of: 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; Water used in outsourced water-related services within the catchment. 2.5 Mejorar la comprensión del sitio en su uso indirecto del agua. Identificar y continuamente mejorar la comprensión del sitio de: Sus entradas principales, el uso de agua relacionado con la producción de aquellas entradas y dónde se puede identificar el origen, el estado del agua en el origen de las entradas; Agua utilizada en los servicios subcontratados relacionados con el agua dentro de la cuenca. 	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 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 2.5.1 Lista de entradas principales con su uso del agua asociado anual incorporado (o mejor) y su país/región/cuenca de origen con su nivel de presión de agua 2.5.2 Lista de servicios subcontratados que consumen aqua o afectan la calidad del agua y (A) las	Yes	2.5.1 Key Suppliers for the Site were listed with associated products, with estimates of water use and the country/catchment of origin for primary inputs was provided. 2.5.2. Documentation provided shows values of water	
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 Comprender los desafios relacionados con el agua en la cuenca: En base al estado de la cuenca y a la información del actor, identificar y priorizar los desafios relacionados con el agua compartida que afectan el sitio y que afectan el estado social, medioambiental o económico de la cuenca. Al considerar los desafios, ne deben tener en cuenta los impulsores de las tendencias futuras y cómo estos problemas se contemplan en la actualidad por las agencias del sector público 	 2.6.1 Prioritized and justified list of shared water challenges that also considers drivers and notes related to public-sector agency efforts 2.6.1 Lista con prioridad y justificada de los desafíos del agua compartidos, que también considera los impulsores y notas relacionadas con los esfuerzos de la agencia del sector público 	Yes	consumptions, quality and discusses impacts as present. 2.6.1 The List of Shared Water Challenges was provided which define and justify the shared challenges with stakeholders, priorities include culture and awareness of water use, water management and governance, river water quality, forest management and conservation areas. Stakeholders refer their concern and interest in addressing waste management issues, (disposable bottles and packaging).	

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 Comprender y priorizar los riesgos y las oportunidades del agua del sitio: En base al estado del sitio, planes de gestión de riesgo existentes o problemas identificados en 2.6, evaluar y priorizar los riesgos del agua y las oportunidad que afectan el sitio. 	 2.7.1 Prioritized list of water risks facing the site, noting severity of impact and likelihood within a given time frame 2.7.2 Prioritized list of water-related opportunities for the site 2.7.3 Estimate of potential savings/value creation 2.7.1 Lista con prioridad de los riesgos del agua que enfrenta el sitio, observando la gravedad del impacto y la probabilidad dentro de un marco de tiempo 	Yes		 2.7.1 A prioritized list of water risks for the site was provided, matching the shared water challenges, their priority, and opportunities. Risks were prioritized based on the severity of their impact and likelihood of occurrence. Observation OBS-2019-003 was issued. The site's list of water risks should include the volcanic activity and earthquakes. 2.7.2 A prioritized list of water opportunities was provided, matching 	
			Yes		the risks. 2.7.3 A list of savings and value creation provided. Value creation was not quantified as applicable	
					Observation OBS-2019-004 was issued. The value creation should be quanitified as possible.	
	2.8 Support and undertake joint water-related data collection: Engage in data gathering with two or more other organizations in the catchment or join a public-sector-led effort to gather the information required in Criterion	2.8.1 Evidence of water-related data that was jointly gathered			2.8.1 Nestlé Santa María annually invests in economic and professional resources for the generation of hydrological information and data, which is shared with the local authorities. In addition, since 2017 more than \$ 25 million pessos has been invested in the payment program of hydrological services of CONAFOR, which are especially directed to the communities surrounding the site. Commitment is endorsed annually, in addition to providing environmental education workshops. Santa María is part of the water committee of CONAGUA (Puebla).	4
	2.10 Review a formal study on future water resources scenarios: Gather detailed information that explores water usability (quantity and quality) under future scenarios (including extreme events, population and urbanization changes, economic development, possible climate change impact scenarios, and anticipated infrastructure needs) within the catchment and comment on the scenarios' impacts upon the site's growth strategy.	2.10.1 Copy of a study that details projected future state conditions relative to current quantity and quality parameters and a comment on potential impacts upon the site's growth strategy			2.10.1 Nestlé Santa María has invested in the development of various hydrological studiies. The last study was prepared by the IMTA (2018), the possible scenarios are modeled (with reforestation and without reforestation) at the basin level. The study contemplates scenarios related to reforestation; direcity impacting the future implications on water use.	3
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	e infor	mation ga	hered in Step 2 to the performance noted in Step 4 by describing who	will be doing
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 Desarrollar un sistema que promueva y evalué el cumplimiento legal relacionado con el agua: Desarrollar o consultar un sistema que promueva y evalué el cumplimiento legal relacionado con el agua: Desarrollar o consultar y legales identificados en el Criterio 2.3 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 	3.1.1 Documented description of system, including the processes to evaluate compliance and the names of those responsible and accountable for legal compliance 3.1.1 Descripción documentada del sistema incluyendo los procesos para evaluar el cumplimiento y los nombres de aquellos responsables del cumplimiento 3.2.1 Available water stewardship strategy 3.2.2 Available plan that meets all component	Yes		 3.1.1 Santa Maria AWS compliance matrix was reviewed; it includes process and names of staff in charge of implementation. An annual environmental audit is conducted every year to ensure that compliance is met. 3.2.1 Water Management Plan was reviewed which includes the strategy of the site to the year 2020. 	
	 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: 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 	requirements and addresses site risks, opportunities and stakeholder shared water challenges 3.2.1 Estrategia disponible para la gestión sostenible del agua 3.2.2 Plan disponible que cumpla todos los requerimientos y contemple los desafios del agua				
			Yes		3.2.2. The Plan refers the following challenges: Scarcity and Drought, Water Quality and Pollution, Water Culture (education), Efficient Water Use and Increase of Water Volume. It mentions some of the stakeholders with shared risks.	

	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-	3.3.1 A description of the site's efforts to be responsive and resilient to water-related issues and/or risks in an	Yes	3.3.1 The site has a description of the existing incident response plans for the plant were already in place for water risks such as:	
		related risks facing the site.	appropriate plan		water governance, sustainable water balance, water quality and	
		ů – Elektrik Alektrik – Elektrik			management in important areas related to water. The contingency	
		3.2.1 Estrategia disponible para la gestión sostenible del agua	3.3.1 Una descripción de los esfuerzos del sitio para que		plan proposes steps to follow for each of the aspects considered.	
		3.2.2 Plan disponible que cumpla todos los requerimientos y contemple los desafíos del agua compartida de	sean adecuados y resilientes a los asuntos y riesgos			
		los actores, las oportunidades y los riesgos del sitio.	relacionados con el agua en un plan adecuado		Observation OBS-2019-005 was issued. The site's list of water risk	
					should consider volcanic activity and earthquakes.	
ŀ	C		2.4.4 Demonstration interview of communications the		2.4.4 The information was abound with the Duable Vellow and for the	
	Core	3.4 Notify the relevant (catchment) authority of the site's water stewardship plans: Contact the	3.4.1 Documented evidence of communicating the	res	3.4.1. The information was shared with the Puebla Valley aquifer to	
		water stewardship objectives of their catchment plan as identified in Criterion 2.3	site's plan to the relevant catchinent authority/agency		Municipality of Tlabuanan, COPARMEX - Puebla Work meeting	
		water stewardship objectives of their caterinient plan as identified in enterior 2.5.	3.4.1 Evidencia documentada de comunicación del plan		Monthly Meeting of the Water Advisory Board, Workshop Puebla's	
		3.4 Notificar los planes de gestión sostenible del agua del sitio a las autoridades relevantes (de la cuenca):	a las autoridades/agencias		Acuifer with IMTA, Mexican Institute of Water Technology as	
		Contactar a la autoridad/agencia (en caso de existir) de la cuenca e informarles de los planes del sitio para	correspondientes.		documented with attendance lists.	
		contribuir a los objetivos de la gestión sostenible del agua del plan de cuenca como se ha identificado en el				
ŀ		3 5 Gain stakeholder consensus on the site's water stewardship targets:	3 5 1 A list that indicates which targets achieved		3.5.1 Nestlé measures its accentability in each of the sites where it is	
		Achieve a consensus amongst stakeholders around at least one of the site's targets to address shared water	consensus along with a list of stakeholders involved		established, a local company is hired to carry out surveys (the same	
		challenges.			to compare results) with the local population. To maintain the	
					monitoring of its acceptance with the local population, Nestlé has a	
					tool called "Community Relations Process" (CRP). This tool observed	
					that they have considered the local population, local authorities, local	
					private sector and other actors; in which the average value of	
					influence exceeding 3.5 is reported means that the stakeholders	
					interviewed have the possibility of influencing positively or	
					that the stakeholders interviewed show interest in Nestlé activities	
					even though Nestlé's activities have a low impact on them. They	6
					have done this monitoring since 2016 and showed the latest results	
					of 2018. The assessment includes the list of stakeholders (names.	
					positions and type of stakeholder). The site should specify what	
					objectives have reached consensus and include the list of	
					stakeholders involved, e.g. the topics identified as priorities such as	
					water quality, water quantity, wastewater and factory nuisances,	
					among others.	
ļ	Step 4:	MPLEMENT				
	Step 4 is	intended to ensure that the site is executing the plan outlined in Step 3, mitigating risks and driving actual i	mprovements in performance.			1
	Core	4.1 Comply with water-related legal and regulatory requirements and respect water rights:	4.1.1 Documentation demonstrating compliance	Yes	4.1.1 Multiple reports demonstrating complinace were reviewed,	
		Meet all applicable legal and regulatory requirements related to water balance, water management and	4.1.2 (Catchments with stakeholders who have an		some included: : Regulatory summary in which it refers to the Federal	
		Important water-keiated Areas as well as water- related rights. As noted in Criteria 1.1 and 3.2, where,	unmet numan right to safe drinking water and		and State Permits, Authorizations and Approvals, referring the	
		unough its water use, the site is contributing to an inability to meet the human right to safe drinking water	sanitation) Documentation of efforts to work with		volumes granted for water use.	
		and sampanon, the site must also continuary work with relevant public sector agencies until this basic numan right to water and sanitation is fulfilled	safe drinking water and sanitation			
		nght to water and summation is fulfilled.	Sare armang water and samtation.			
		4.1 Cumplir con todos los requisitos legales y regulatorios relacionados con el aqua y respetar los derechos	4.1.1 Documentación que acredite el cumplimiento			
		del agua: Cumplir con todos los requisitos legales y regulatorios relacionados con el balance hídrico, la	4.1.2 (Cuencas con actores que no cumplen con el			
		gestión del agua y Áreas Importantes con Relación Hídrica, así como también con los derechos relacionados	derecho humano al agua potable segura y la sanidad).			
		con el agua. Como se indicó en el Criterio 1.1 y 3.2, en donde, a través de su uso del agua, el sitio contribuye	Documentación de los esfuerzos para trabajar con las			
		a una incapacidad de cumplir los derechos humanos para el agua potable segura y la sanidad, el sitio debe	agencias públicas relevantes para cumplir los derechos			
ľ				Yes	4.1.2. Documentation of the efforts to work with the public agencies	
					relevant to fulfilling human rights of safe drinking water and	
				1	sanitation were reviewed via WASH analysis	

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 Mantener o mejorar el balance hídrico: Cumplir las metas de balance hídrico del sitio. Según lo en el Criterio 3.2) cuando la escasez del agua es un desafío del agua compartida, el sitio debe continuamente disminuir sus retiros de agua hasta que se cumplan las mejores prácticas y se trabaje con organismos públicos relevantes para contemplar el desequilibrio y el desafío del agua compartida. Nota: si 	 4.2.1 Measurement-based evidence showing that targets have been met 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 4.2.1 Medición basada en pruebas que demuestren que los objetivos se han cumplido. 4.2.2 (Solo para cuencas escasas de agua) Evidencia de la disminución continua o mejor práctica 4.2.3 (Sitios que desean aumentar los retiros en 	Yes	4.2.1 Evidence of the improvement of the water balance in the site was presented, through the KPI (key performance indicator), which shows a reduction of 1,227 m3 / ton in 2018.	
			Yes	4.2.2 The Santa Maria factory is not in a water scarce catchment.	
			Yes	4.2.3 The Santa Maria factory is not in 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 catchmen 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 Mantener o mejorar la calidad del agua del sitio: Cumplir los objetivos de calidad del agua del sitio (como se indica en el Criterio 3.2 en 3.1), cuando el estrés de la calidad del agua es un desafío de agua compartida, el sitio debe continuamente mejorar su efluente para los parámetros de importancia hasta que se cumplan las mejores prácticas y trabajar con las agencias públicas relevantes para contemplar el desequilibrio y el desafío del agua compartida. Nota: si un sitio desea aumentar su uso del agua en un contexto de estrés hidrico, el sitio no debe provocar el aumento general de la degradación de la calidad del agua en la cuenca y la degradación de las fuentes de agua que contribuyen a la degradación de la cuenca. 	 4.3.1 Measurement-based evidence showing that targets have been met 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 4.3.1 Medición basada en pruebas que demuestren que los objetivos se han cumplido. 4.3.2 (Solo cuencas con estrés hídrico de calidad) Evidencia de mejoras continuas o mejores prácticas 4.3.3 (Sitios que desean aumentar los niveles de efluentes de los parámetros de importancia de calidad del agua solo en las cuencas con estrés hídrico del agua Suiden a la cuenca de mesers que no hay degradación neta en la calidad del agua en la cuenca 	Yes	4.3.1 The site maintains a permanent monitoring system to ensure water quality in areas. The determinations of water quality made in previous years allow observing that the water quality has remained within the values required in the production processes. The evaluations of the treated waters indicate that it is within the allowed values.	
			Yes	4.3.2 The Santa Maria factory conducts frequent water quality studies, the most recent one coordinated by IMTA in 14 wells and 9 springs in the area. In the monitoring, two impacted sites within the catchment, but not attributed to the site, were identified by elevated coliforms levels.	
			Yes	4.3.3 Not applicable, the Santa Maria factory will not increase its effluents.	
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 Area defforts until best practices are met, and the site must not knowingly cause any further degradation of such areas on site. 4.4 Mantener o mejorar el estado de las Áreas de importancia relativa al agua: Cumplir con las metas para cualquier Área Importante con Relación Hidrica ubicada dentro del sitio. Como se indica en Criterio 3.2., cuando la degradación del cualquier Área Importante con Relación Hidrica viscada dentro del sitio. Sata que se cumplan las mejores prácticas, y el sitio no debe provocar a sabiendas ningún otro tipo de degradación en dichas áreas del sitio. 	 4.4.1 Documented evidence showing that targets have been met 4.4.2 (Degraded Important Water- Related Area catchments only) Evidence of continual improvement or best practice 4.4.1 Evidencia documentada que demuestre que los objetivos se han cumplido. 4.4.2 (Solo cuencas de Áreas Importantes con Relación Hídrica degradadas) Evidencia de mejora continua o mejores prácticas 	Yes	4.4.1 Documentation was provided with hydrogeological analysis of reforestation and restoration actions, in the surroundings of the Manantiales Asunción Factory, located in the aquifer of the Valley of Puebla, the baseline is established to define goals, and in collaboration with CONAFOR, the National Forest Communition, to support d communities of the Ixta Popo area with managed conservation areas, and to support sanitation, surveillance, reforestation, fire fighting, road conservation activities, opening and maintenance of firewalls, diseases and pest monitoring, etc. These actions were monitored, verified and reported to CONAFOR.	
			Yes	14.4.2 The growth of the forest cover can be verified in satellite images of 1970, 2007 and 2017, and improvements confirmed with Stakeholder Interviews.	

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 Participar activamente en la gobernanza de la cuenca: Cooperar continuamente con los esfuerzos de las autoridades de gestión de la cuenca. Como se indica en el Criterio 3.2, cuando la gobernanza del agua es un desafío de agua compartida, el sitio debe continuamente mejorar sus esfuerzos hasta que se cumplan mejores prácticas. 	 4.5.1 Documented evidence of the site's ongoing efforts to contribute to good catchment governance 4.5.2 (Weak water governance catchments only) Evidence of continual improvement or best practice 4.5.1 Evidencia documentada de los esfuerzos continuos del sitio por contribuir a la buena gobernanza de la cuenca. 4.5.2 (Solo cuencas de gobernanza de agua escasa) 	Yes	4.5.1 The evidence for the Santa Maria factory Included in the reviewed documents, programs and activities that the Factory developed, as well as the investments in the catchment.	
			Yes	4.5.2 Water governance is not identified as a shared 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 Mantener o mejorar el uso indirecto del agua dentro de la cuenca: Contactar a los proveedores de productos primarios y a los proveedores de servicios relacionados con el agua ubicados en la cuenca y solicitar que se tomen medidas para contribuir a los resultados deseados de la gestión sostenible del agua. 	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 4.6.1 Lista de proveedores y proveedores de servicios, junto con las acciones que han tomado como resultado del compromiso del sitio en relación al uso indirecto del aqua.	Yes	4.6.1 The indirect providers of supplies identified, with activities related to water use, promoting awareness in the culture of water and the decrease in water consumption, as well as promoting the recognition, measurement and monitoring of their water discharges from their processes, in order to comply with water quality regulations.	
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	4.7.1 Compliance was verified in the Self-Assessment Tool for Evaluating Access to Water, Sanitation and Hygiene (WASH).	
	4.7 Brindar acceso a agua segura, sanidad adecuada y concientización de la higiene (WASH) para los trabajadores en el lugar: Garantizar el acceso adecuado al agua limpia, la sanidad efectiva y la higiene	4.7.1 Lista de acciones tomadas para brindarles a los trabajadores acceso al agua limpia, la sanidad efectiva			
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 4.8.1 Lista de personas contactas y mensajes clave transmitidas	Yes	4.8.1 Shared water-related infrastructure on this site is limited to infrastructure related to the building itself. Shared infrastructures would be water pipelines.	
	4.9 Achieve best practice results on site water balance: Achieve best practice results with respect to the site's water balance targets as informed by stakeholder consensus or industry specific benchmarks.	4.9.1 Quantified improvement in water balance from site-set baseline date 4.9.2 Evidence showing that actions meet best practice expectations		4.9.1 and 4.9.2 Results of the amount of water saved on the site between 2010-2017 have been presented. Beginning with 1.72 m3 / t (2008) and ending with 1.21 m3 / t (2018) this graph compares the water consumption in "Nestlé Waters" and Nestlé Latin America; being "Santa María" the site that has obtained better results in the decrease of water consumption in its production processes; through almost ten years of evaluation and best practices on the site.	6
	4.10 Achieve best practice results on site water quality: Achieve best practice results with respect to the site's water quality targets as informed by stakeholder consensus or industry-specific benchmarks.	4.10.1 Quantified improvement in water quality from site-set baseline date 4.10.2 Evidence showing that actions meet best practice expectations		4.10.1 and 4.10.2 Nestlé Santa María uses the constant monitoring of water quality parameters within the site as best practices. Samples are sent abroad, under the European water quality standards; which have stricter levels than Mexican standards. In addition, the wastewater treatment plant, also maintains quality monitoring. The results are made known through workshops, visits, participation in meetings with neighboring authorities. Nestlé makes important investments for the reforestation of several sites in the basin, which prevents the erosion of the soil; likewise, they have invested in hydrological studies for the determination of various parameters of water quality.	6

3	4.17 Complete implementation of water-related initiatives: Complete implementation of one or more of the initiatives committed to in 1.4.	4.17.1 Appropriate documentation or evidence of completion of initiative			4.17.1 Nestlé Santa María signed an agreement in 2017 with CONAFOR, for the payment of environmental services for an amount of 18 Million pesos. In 2018 another 8 Million pesos were added, giving a total of 25 Million pesos. For Nestlé Santa María, it has been a win-win strategy because they have had the opportunity to request preferential support for the ejidos surrounding the plant; what has brought as a result that the citizens of the neighboring populations begin to see the plant not only as a generator of jobs, but as a company that has a commitment with them and with the environment. The CONAFOR annual reports of the beneficiary communities and ejidos were reviewed; which include stamps of the communal authorities and signatures.	3
Step 5:	EVALUATE - Evaluate the site's performance	ł			· ·	
Step 5 is	s intended to review performance against the actions taken in Step 4, learn from the outcomes – both intend	ed and unintended – and inform the next iteration of the	site's v	vater s	stewardship plan. The expectation is that such an evaluation takes place at	t least annually,
with m	re frequent evaluation encouraged as feasible Is 1 Sugluate the site/swater stawardship performance, sicks and henefits in the satehment contexts	E 1 1 Port implementation data and parrative	Voc		E 1.1 The Santa Maria factory charge information to stakeholders	
Core	 5.1 Evaluate the site's water stewardship performance, risks and benefits in the datafinnent context: Periodically review the site's performance in light of its actions and targets from its water stewardship plan to evaluate: 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. 	5.1.1 Post-implementation data and narrative discussion of performance and context (including water risk)	Yes		 S.1.1 The Santa Warfa factory shares information to stakeholders with many documented meetings and presentations. . 	
	5.1 Evaluar el desempeño, los riesgos y beneficios de la Gestión Sostenible del Agua del sitio en el contexto de la cuenca: Revisar periódicamente el desempeño del sitio en vista de sus acciones y metas del Plan de Gestión Sostenible del Agua para evaluar: El desempeño general en términos de los resultados de la gestión sostenible del agua (considerando el contexto y los riesgos del agua), las contribuciones positivas a la cuenca y los costos relacionados con el agua y los beneficios para el sitio.	5.1.1 Datos posteriores a la aplicación y discusión extensa por escrito del desempeño y del contexto (incluido el riesgo del agua) 5.1.2 Monto total de los costos relacionados con el agua, ahorros de costos y creación de valor para el sitio en base a las acciones descriptas en 3.2 (obtenidas de				
		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		 5.1.2 Site water-related costs were reviewed, cost savings and value creation were not available. Minor-2019-002 was issued. Water-related costs, savings and value created should be summarized. Minor-2019-002 was closed. Costs, savings and value created information was provided. 	
		5.1.3 Updated data for indicator 2.4.7 on catchment shared value creation based upon the actions outlined in 3.2	Yes		5.1.3 Catchment water-related costs were reviewed, cost savings and value creation was discussed.	
Core	 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. 5.2 Evaluar los incidentes de contingencia hídricos y los eventos extremos: Evaluar los impactos de los incidentes de contingencia hídricos (incluidos los eventos extremo) si se llegase a presentar alguno y determinar la efectividad de medidas preventivas y correctivas. Reportarlas en el plan actualizado 	 5.2.1 Documented evidence (e.g., annual review and proposed measures) 5.2.1 Evidencia documentada, por ejemplo, revisión anual y medidas propuestas. 	Yes		5.2.1 It was verified through February 11, 2019, the records of environmental incident. Only 2 events have been registered: One of natural nature and the other one of internal water treatment, which was managed and the actions were recorded.	
Core	 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. 5.3 Consultar los grupos de interés sobre el desempeño hídrico: Solicitar retroalimentación de los stakeholders del sitio sobre el desempeño de la gestión del agua y reportarla en el plan actualizado. 	5.3.1 Commentary by the identified stakeholders	Yes		5.3.1 Stakeholder outreach has been conducted at the Site and Stakeholder interviews were conducted during the audit. The Impacted Stakeholders Report document provides comments of stakeholders comments from participation workshops and meetings.	
Core	 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. 5.4 Actualizar los planes de Gestión Sostenible del Agua y respuestas ante incidentes: Incorporar la 	5.4.1 Modifications to water stewardship and incident response plans incorporating relevant information 5.4.1 Modificaciones a los planes de Gestión Sostenible del Agua y respuesta ante incidentes actualizado quen	Yes		5.4.1 This criterion will be reviewed during future assessments.	
	información obtenida en la siguiente aplicación programada del Plan de Gestión Sostenible del Agua del sitio. actualizarse no aplica para la ronda inicial de implementación estándar.	incorporen información relevante.				

Step 6	tep 6: COMMUNICATE & DISCLOSE – Communicate about water stewardship and disclose the site's stewardship efforts						
Step 6	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.						
Core	 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. 6.1 Divulgar la gobernanza interna relacionada al agua: Divulgar la información relevante del desempeño anual de gestión sostenible del agua del sitio incluyendo los resultados y los objetivos del sitio. 	 6.1.1 Disclosed and publicly available summary of governance at the site, including those accountable for compliance with water-related laws and regulations 6.1.1 Resumen de acceso público de la gobernanza en el sitio, incluyendo aquellos responsables del cumplimiento de las leyes y reglamentos en materia de aqua. 	Yes		6.1.1 The Santa Maria Factory developed a governance map including leadership team, staff and relevant responsible personnel for water- related laws and regulations. The information is posted in a common area where it can be observed by employees.		
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 Divulgar anualmente la gestión sostenible del agua del sitio: Divulgar la información relevante del desempeño anual de gestión sostenible del agua del sitio incluyendo los resultados con respecto a los objetivos del sitio planteados. 	 6.2.1 Disclosed summary of site's water stewardship results 6.2.1 Resumen divulgado de los resultados de la Gestión Sostenible del Agua. 	Yes		6.2.1 The AWS Certification Presentation provides the results of the water management of the site against the proposed objectives. A schedule of presentations and attendees was reviewed.		
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 Divulgar los esfuerzos para contemplar los desafíos del agua compartida: Divulgar los desafíos de agua compartida y reportar los esfuerzos del sitio para contemplar estos desafíos, incluidos todos los esfuerzos para involucrar a los actores y coordinar y apoyar las agencias públicas. 	 6.3.1 Disclosed and publicly available description of shared challenges and summary of actions taken to engage stakeholders (including public-sector agencies) 6.3.1 Descripción revelada y públicamente disponibles de los desafíos compartidos y resumen de acciones tomados para involucrar a los actores (inclusive los 			6.3.1 The Santa Maria Factory includes a presentation with Stakeholders about AWS and the report of communication activities carried out to the main Stakeholders		
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 Impulsar la transparencia en el cumplimiento hídrico: Divulgar cualquier violación al cumplimiento de reglamentos de relación hídrica del sitio y si se solicita, cualquier acción correctiva que el sitio haya tomado para prevenir incidentes futuros. Nota: cualquier violación que pueda presentar una amenza material inmediata a la salud de una persona o ecosistema por el uso o la exposición al agua relacionada con el sitio debe informarse de inmediato a los organismos públicos relevantes 	 6.4.1 Available list of water-related compliance violations with corresponding corrective actions 6.4.1 Lista disponible de violaciones de cumplimiento relacionadas con el agua con las acciones correctivas correspondientes. 	Yes		6.4.1 The internal management system SHE PM, in which environmental incidents records are kept, verified that two events have been recorded in the water treatment: One of natural causes, with high level of foam, and another one in which a high organic load was reported without damages. Records are kept on how the incidents were addressed and the actions taken. No national regulations were not violated.		
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 Aumentar la conciencia de la problemática del agua en el sitio: Luchas por aumentar el entendimiento de la importancia de los problemas del agua en el sitio a través de comunicados. 	6.5.1 Record of awareness efforts (dates and communication) and, if possible, level of awareness 6.5.1 Registro de esfuerzos de sensililización (fechas y comunicaciones) y, si es posible, nivel de	Yes		6.5.1.The Site's AWS Water Stewardship Commitment is posted and training sessions including AWS information is provided to staff.		
4	6.7 Implement a programme for water education: Implement a water education programme within the catchment to raise awareness and understanding of water stewardship issues and practices.	6.7.1 Description of water-related education programme			6.7.1 For Nestlé Santa María it is very important to provide environmental education workshops, with particular emphasis on water. They have an annual program that includes workshops for children in schools in neighboring communities, training on water culture, celebration of World Water Day at the Santa María plant and clean-up days for streams and springs. They also have an agreement with CONALEP of San Martin to prepare two students practically, who do not attend the classes and prepare themselves by learning and practicing in the site.		

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	Root Cause Analysis and Corrective Action Taken

NC #	Section #	Minor – Detail on Non Conformance	Due Date (90 calendar Days)	Root Cause Analysis and Corrective Action Taken
Minor-2019-001	2.4.6	Minor-2019-001 Water-related costs and revenues should be presented and/or estimated for the site, where possible and where company determines proprietary information is not required to be disclosed. Shared value creation for social and environmental actions provided to the catchment should be quantified.	Complete	Minor 2019-001 was closed. Water-related costs and revenues were provided and shared value creation was estimated.
Minor-2019-002	5.1.2	Minor-2019-002 Water-related costs, savings and value created should be summarized.	Complete	Minor 2019-001 was closed. Site water-related costs and revenues were provided and shared value creation was estimated.

OBS #	Section #	Observation – Detail on Opportunity for Improvement	Due Date	Corrective Action Taken
OBS-2019-001	2.3.3	OBS-2019-001 was issued. Catchment data should include supplemental annual data as available.	NA	
OBS-2019-002 2.4.3 OBS-2019-002 was issued. The factory must work with the public sector (municipalities) to monitor the springs in the catchment.		NA		
OBS-2019-003	2.7.1	Observation OBS-2019-003 was issued. The site's list of water risks should include the volcanic activity and earthquakes.	NA	
OBS-2019-004	2.7.3	Observation OBS-2019-004 was issued. The value creation should be quanitified as possible.	NA	
OBS-2019-005	3.3.1	Observation OBS-2019-005 was issued. The site's list of water risk should consider volcanic activity and earthquakes.	NA	

Certification Decision

Guidance

The recommendation section to be filled out by the auditor with optional comments.

The Certification Decision section is to be completed by the SCS's decision-making entity after initial, re-certification and re-evaluation audits.

Details of the decision making entity and any observations or further details can be included in the comments field.

Auditor's recommendation for initial, continued	Х	Initial/Continued Certification Recommended		
requirements:		Initial/Continued Certification Not Recommended		
Lovel of cortification recommended (if		AWS Core		
	Х	AWS Gold		
		AWS Platinum		
Comments (e.g. justification for change in				
certification level, recommendations for				
sampling):				

scs ty	SCS Cortification Desision	х	Approved	
y the Entii	SCS Certification Decision.		Denied	
ed b aking	Certification decision by:	Nicole Munoz		
nplet n-Ma	Technical Review by:	Nicole Munoz		
e cor ecisio	Date of decision:	17 June 2019		
To b Do	Surveillance schedule:	Next audit is scheduled for (include range): March 27, 2020 to April 27, 2020		