AWS Conformity Assessment

Report for:

Coca-Cola HBC Austria GmbH

LR reference:	PIR6021601/ 7939113
AWS reference number:	AWS-000184
Assessment dates:	02-03/12/2019
Assessment location:	Badstrasse 30, 2413 Edelstal, Austria
Assessment criteria:	AWS Standard Version 2, 22/03/2019
Assessment team:	Sophie Antoniades (LA) & Artemis Papadopoulou
Assessment type:	Initial Assessment
Single site/ Multi-site/ Group site:	Single Site
LR office:	Piraeus

Contents

Attachments

This report was presented to and accepted by:	
Name:	Mrs Theresa Fleischberger
Job title:	National Environment Manager

1. Executive report

Assessment outcome & AWS certification level:

Choose from one of the following options:

1) Recommendation for issuance of the certificate
2) ~~Recommendation for continuation of the certificate~~

Choose from one of the following options:

1) ~~AWS Core~~
2) AWS Gold (Total Scoring 59)
3) ~~AWS Platinum Certified~~

Areas of weaknesses/ opportunities for improvement:

As noted in the table of findings.
All seven (7) minor non conformities raised were closed out within 90 days. A Corrective Action Plan and supportive documentation were made available to the auditing team. The results of some of the actions presented in the CAP will be reviewed during the next annual audit when they will be completed.

Re-evaluation of AWS certification level (if applicable):

Choose from one of the following options:

1) ~~recommendation for an 'upgrade' in certification level~~
2) ~~recommendation for a 'downgrade' in certification level~~

Not applicable in this case.

2. Introduction

AWS responsible person:

Mrs Theresa Fleischberger, National Environment Manager

AWS responsible person contact details:

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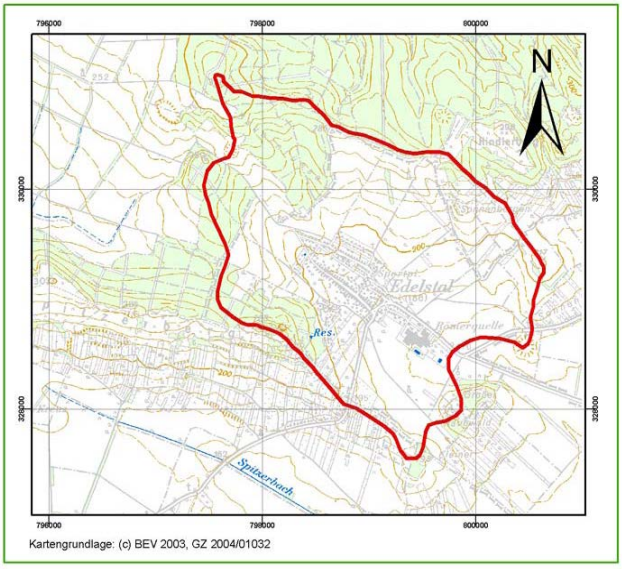
Scope of the assessment (including all locations & facilities visited):

Edelstal Plant: well no RQ17, production lines A6 & A7 PET, outdoor areas including WWTP, chemicals storage area, oils storage area, hazardous and non-hazardous waste collection areas.

Description of the catchment:

The river basin is Danube. The river sub-basin in the site is located in Leitha. The Leitha rises in Lower Austria at the confluence of its headstream Schwarza, discharging the Schneeberg, Rax and Schneealpe ranges of the Northern Limestone Alps, with Pitten Creek. Between Ebenfurth and Leithaprodersdorf, and between Bruck an der Leitha and Gattendorf, the Leitha forms part of the border between the Austrian states of Lower Austria and Burgenland. East of Nickelsdorf, the river passes into modern Hungary, where it flows into the Moson arm of the Danube west of Szigetköz Island near Mosonmagyaróvár.
Large amounts of the Schwarza headstream waters are diverted to supply the Wiener Neustadt Canal and the drinking water supply of Vienna. Furthermore, several canals diverge from the Leitha, feeding spinning companies in the past, today small hydroelectric power plants. Between Seibersdorf and Hof am Leithaberge, most of the water in the Leitha is removed for this purpose. From there on, the Leitha usually runs dry, unless its flow further upstream is abnormally high. Downriver from Katzelsdorf the river bed is almost completely dry as well.
Geoteam has been commissioned to conduct a Hydrogeological Study in 2005 and 2014/2015 in order to determine the catchment area.



The area Edelstal-Prellenkirchen lies in the transition zone between the Vienna Basin and the Pannonian Basin and comprises three major structural elements - the Hundsheim Depression, the Spitzerberg High and the Bruck Gate. Mesozoic carbonate rocks form the aquifer for the wells RQ1, RQ13, RQ15 and RQ 16 (BON). They occur mainly in a structure continuing the Spitzerberg High to the East. The Spitzerberg High is confined by faults in the North and the South. The southern fault is limiting the carbonate rocks. South of it quartzites form the base of the overlying Neogene. The main target for the mineral water exploration is the Triassic dolomite, covered by Neogene strata. The fractured and locally carstified dolomites were tapped by all mineral water producing wells at Edelstal (RQ1, RQ 15, RQ16 (BON)) and the wells RQ6, RQ13, RQ14 and S3, which are not in use or have been abandoned. RQ17 is situated in the Prellenkirchen area and draws water from the Lower Triassic Quarzite, which is stratigraphically below the dolomites, which were not present at the RQ17 location. RQ 18 is used as a monitoring well.

Summary of shared water challenges:

The company has identified the following water challenges:
Water supply – growing populations, decreasing volume
[redacted]
Mitigation actions identified and documented

General information about the site's operations:

The bottling activity in Edelstal started in1948. In 2012, the bottling plant was rebuilt and extended. Construction works were completed in May 2013. In 2016, the relocation of lines 8,9,10, the replacement of A4 with a new line, the replacement of A1 with A11 and the extension of the Warehouse took place. The plant is located 10 km away from Bratislava & 7 km away from the Danube The plant produces a big range of products including Natural mineral water (Romerquelle & Bonaqua), Near water products (i.e. Emotion - flavored carbonated water) & CSD-products. There 10 operational production lines in the plant. A11 & A2 PET, A3 UC, A4 RGB, A5 RGB, A6 & A7 PET, A8 POM, A9 BIB, A10 PEM and tanks. A CAN line is planned to be installed in April 2020.
WLV is the Municipal water supplier. Municipal water is used for CSD products (PET & NRGB) and utilities. The municipal water originates from boreholes but this groundwater is extracted from distinct and shallower aquifers.

The plant is located in the river basin of Danube. No water stress in the area i.e. 0.3 Austria (Aqueduct_2018 data). Wells RQ 01, RQ 15, RQ 17, RQ16 (BON) are used for natural mineral water and near water products.
[redacted]
The waste water is discharged in the municipal sewage system. Collaboration with a new WWTP (i.e. AVBN Bruck/Leitha) has started in 2017. The new WWTP is located 26km away.
The storm water is collected in a basin system.
The 2025 Sustainability Commitments include Emissions Reduction, Water Reduction & Stewardship, World Without Waste, Sourcing, Nutrition and Our People & Communities.

The plant blends water from several wells for the mineral water production. There are quality issues at higher pumping rates requiring an adapted blending scheme and reduced pumping rates.
Edelstal has a self-limitation regarding the extracted water quantities due to the quality issues at higher pumping rates. Taking the technical capacities (here the pump capacities) into account, there are no exceedances of the self-limitations.
[redacted]
The extraction rates are temporarily being increased in order to meet the production targets, which leads to increased concentrations of contaminants. However, regarding the future development, mineral water production and soft drink production are being assessed separately.
All wells are running constantly. In order to discharge surplus capacities, there is a free overflow from filled tanks into existing storage tanks (cisternes). These have been abandoned in July 2016 but reactivated in 2019.

Audit attendees:

Name	Job title	Company
Mrs Mona Karraoui	Accreditation & Training Manager	Alliance for Water Stewardship
Mr Oliver Maennicke	Independent Advisor & Specialist, AWS Technical Committee	Alliance for Water Stewardship
Mrs Rasha El-Khadem	Country QSE Governance Manager	Coca-Cola HBC Austria GmbH
Mrs Theresa Fleischberger	National Environment Manager	Coca-Cola HBC Austria GmbH

3. AWS Standard Requirements Checklist - Detailed

Criterion #	Indicator #	Conformance (YES/NO)	Level of non-conformance (OBS, Minor, Major)	Audit trails/ objective evidence	Scoring (when applicable)
STEP 1 GATHER & UNDERSTAND					
1.1 Gather information to define the site's physical scope for water stewardship purposes, including: its operational boundaries; the water sources from which the site draws; the locations to which the site returns its discharges; and the catchment(s) that the site affect(s) and upon which it is reliant.	1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water	YES	OBS 1912APP01	▪ AWS 1.1.-1.2 ▪ SVA-SWPP-Edelstal report final 02 Basin: Danube Sub-basin: Leitha River Leitha →discharge point Aquifer of plant's wells→ Leitha catchment Aquifer of municipal wells→ Leitha catchment There are 46 wells in the area which provide water to 66 municipalities. A map with site boundaries and other information related with location of sources and discharge points was available.	-
1.2 Understand relevant stakeholders, their water-related challenges, and the site's ability to influence beyond its boundaries.	1.2.1 Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: - Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people; - Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water	YES	MINOR NC 1219SAV01 OBS 1219SAV01	The sustainability team has identified the stakeholders of the plant (i.e.Inhabitants, Municipalities, ICPDR, Burgenland Water Right Department) using the GRI guidelines as applicable for the preparation of the Sustainability Report. An assessment of the degree of stakeholder engagement based on level of stakeholder interest, description of interest & interaction, current/potential degree of influence, vulnerable groups. Shared water challenges are analysed and mitigation actions are presented but not necessarily linked with each stakeholder group. PA & Communications Committee & Consulting	-

	body or bodies; - Provide evidence of stakeholder consultation on water-related interests and challenges; - Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups; - Identify the degree of stakeholder engagement based on their level of interest and influence.			agency partnered to conduct a stakeholder survey [redacted] The outcome of this is depicted in the Annual Sustainability Report. No vulnerable groups are defined.	
	1.2.2 Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.	YES	As noted above	As noted above	-
1.3 Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.	1.3.1 Existing water-related incident response plans shall be identified.	Yes	-	▪ IMCR procedure (last validation of the process by TCCC and CCH Group: January 2019) ▪ Spill control and emergency responses scenarios (fire, chemical leakage, earthquake), mitigation actions, PPE	-
	1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped	Yes	OBS 1912APP02	▪ 20190806 EDT_Water map and data (monthly and annual data of incoming water from municipal sources and plant's wells, water consumed in the lines, water included in the products, water used in utilities, water discharged, surplus water from the wells' overflow) A detailed diagram of the water flow in the plant, including all streams, is available.	-
	1.3.3 Site water balance, inflows, losses, storage, and outflows, including indication of	Yes	OBS 1912APP03	See above.	-

	annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.			No water related challenge, in relation to water balance has been identified (the abstraction volume is highly regulated). Nevertheless, data is available for monitoring of the monthly variance or comparison with previous years' values.	
	1.3.4 Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.	YES	OBS 1912APP04	▪ Daily on-site monitoring of mineral water ▪ Annual micro analysis of RQ1 by Fresenius Lab, 14.10.2019 ▪ Annual micro analysis of RQ17 by Fresenius Lab, 25.10.2019 ▪ Annual physico chemical analysis of RQ1 by Fresenius Lab, 16.10.2019 ▪ Annual physico chemical analysis of combined water RQ1, RQ15 by Fresenius Lab, 18.10.2019 ▪ Annual physico chemical analysis of BON carbonated water by Fresenius Lab, 22.10.2019 ▪ Annual physico chemical analysis of RQ1 by Fresenius Lab, 16.10.2019 ▪ Annual micro analysis of raw municipal water by Fresenius Lab,19.9.2019 ▪ Annual physico-chemical analysis of raw municipal water by Fresenius Lab, 9.10.2019 ▪ Monthly effluent analysis by Umwelt Analytic (e.g. for August, October 2019)-no exceeding of limits, e.g. ▪ Contact with AVBN, 1/2/2019 (limits of effluent ▪ 2400 kg COD/ day) ▪ Analysis reports of WWTP external provider (AVBN) e.g. for September 2018 Water related challenge, in relation to water quality have been identified (nitrates) and actions for addressing the issue have been taken. The water quality of incoming water is according to legal and other requirements. Effluent is discharged to a municipal WWTP. ▪ Hydrological study of Leitha river (2006) ▪ Water framework Directive (description of the Leitha	-

				river's characteristics)	
	1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site	YES	none	1)Drainage map & high risk areas 2)Overview map of areas with risk pollution 3)Waste water system (final destinations of discharged water) Potential sources of pollution are presented and designated on a map. Potential destinations are identified. Rainwater Destination points have been included in the assessment. Surface water:Piping→Wiesgraben →Spitzerback→Leitha →Danube Waste water: Public Drainage →River Leitha →Danube	-
	1.3.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	YES	-	There aren't any IWRA within the premises of the plant.	-
	1.3.7 Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.	YES	OBS 1912APP05	▪ AWS working file_Annual water-related cost/ revenues per year (Opex costs for certification, SWPP, environmental education and training, wastewater treatment, cleaning cost in case of leakage, clean-up events in Danube floodlands, A6/A7 rinser water recovery, sustainability report, wastewater drainage repair, suppliers stakeholder event, RQ19 investments, etc.) ▪ 20190827 EDT Water energy Capex and Opex project list 2020 ▪ 20190115 EDT Opex Group WE savings 2019 ▪ Water stewardship plan (policy commitment, compliance status, measure of effectiveness, due date, responsible person, benefit)- e.g. for engaging communities to increase awareness and protect water resources, assessing future water availability and reducing environmental and social risks The economic value of annual water-related costs as set in respective Opex/ Capex projects is well	-

				determined.	
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified.	YES	OBS 1912APP06	▪ Website of WASSERLEITUNGSVERBAND (municipal water provider)-analysis of the water Quality of public water is good. ▪ Burgenland legislation regarding sewage system-Obligation to connect to the municipal sewage system according to legislation. ▪ Legal, KORE and CCH requirements In Austria, there aren't any issues regarding WASH. Additionally, for food industry the hygiene measures are very strict.	-
1.4 Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.	1.4.1 The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.	YES	none	Sugar, Sweeteners, concentrates, CO2, Nitrogen, Water, Packaging water footprint calculated at a group level. None of these are located within the site's catchment. N/a for local suppliers. Their primary inputs do not originate in the catchment. ONLY water originates from this catchment.	-
	1.4.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	YES	MINOR NC 1219SAV02	Sugar, Sweeteners, concentrates, CO2, Nitrogen, Water, Packaging water footprint calculated at a group level. None of these are located within the site's catchment. N/a for local suppliers. Their primary inputs do not originate in the catchment. ONLY water originates from this catchment.	-
	1.4.3 Advanced Indicator The embedded water use of primary inputs in catchment(s) of origin shall be quantified	YES	none	Sugar, Sweeteners, concentrates, CO2, Nitrogen, Water, Packaging water footprint calculated at a group level. 2019 Water footprint Austria.xls	7

1.5 Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH	1.5.1 Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.	YES	none	▪ AWS working file/ water governance topics (e.g. flood prevention, surface water discharge system, wastewater malfunction, water protection plan, nitrate action program)	-
	1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.	YES	None	No applicable stakeholder verified customary water rights. There are regular meetings with water governance bodies. 1)Contract for discharge to the WWTP Indirektinleitervertag Coca Cola and Municipality of Edelstal (8.6.2016)-maximum permitted discharge: 405.941m^3/y 2)Contract for discharge with GZ 0036/IEV/2017 15/11/2017 AVBM signed 23/11/2017 1.763m3/day, 20,04 l/s 3)Permit for storm water discharge in the municipal channel Wiesgraben-maximum permitted discharge: 60 l/s (17.1.2014) 4)RQ16 aka BON 16/07/2015 Well Permit 5)EWS Standard Guidelines annexes.xls -list of water sources (RQ01, RQ15, RQ17, BON), sensitivity, volume abstracted, volume consumed, no sensitive period, ratio of total water consumed to total water abstracted, permit availability, permit date of issuance, expiry date, total abstraction volume, permitted abstraction rate (yearly updated) -RQ1 22/12/1993 (unlimited) 126.144m3/y -RQ15 07/10/1997 (expires 31/12/2027) 315.360m3/y -RQ17 27/05/2009 (expires 30/06/2059) 220.752m3/y off smell issues since the beginning of 2018 -BON 16/07/2015 (expires 15/07/2065) 126.144m3/y -RQ18 Geoteam Report 23/06/2017 submitted to Water Rights Authority (nitrate is high, not operational – only as a monitoring point)	-

	1.5.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.	YES	Minor NC 1912APP01	▪ AWS working file (chemical and volume status of groundwater)	-
	1.5.4 Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.	YES	none	▪ AWS working file (chemical and volume status of groundwater)-good condition in overall (the only problem identified is the concentration of the Nitrates' level) Appropriate actions have been taken for avoidance of any water quality issues in the wells. No seasonal variance of nitrate in RQ18.	-
	1.5.5 Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.	YES	OBS 1912APP07	[redacted] ▪ Water related areas map (Natura 2000 website, water provider)	-
	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	YES	none	▪ 20180910 SVA_SWPP Edelstal report final 02 ▪ Minutes of meeting with the municipal Authorities e.g. on 10.9.2019 with Edelstal municipality (quarterly meetings)	-
	1.5.7 The adequacy of available WASH services within the catchment shall be identified.	YES	none	See indicator 1.3.8.	-
	1.5.8 Advanced Indicator Efforts by the site to support and undertake catchment level water-related data collection shall be identified.	YES	none	▪ Agreement with WLV (municipal water provider) regarding the on-site monitoring of the water level for municipality's interest.	4
	1.5.9 Advanced Indicator The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.	NO	-	-	-
1.6 Understand current and future shared water	1.6.1 Shared water challenges shall be identified and prioritized from the information gathered.	YES	MINOR NC 1219SAV01	Water challenges are identified at a plant level (i.e. internally with no stakeholder involvement) in a list where mitigation actions are established.	-

challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.				The SVA – SWPP 2017 report outlines the identification & prioritization of these challenges. Initiatives & mitigation plan are documented: Cisterns activated in August 2019, re-initiate the use of RQ17, RQ 18 will remain as a monitoring well, drilling of RQ19 pending approval (expected until the end of 2019), Stakeholder list was available.	
	1.6.2 Initiatives to address shared water challenges shall be identified.	YES	As noted above.	The company acts upon the internally identified water challenges as outlined in the SVA-SWPP 2017. Other initiatives such as partnerships with governmental bodies including participation in the Nitrat Aktionprogram have been identified but not yet activated.	-
	1.6.3 Advanced Indicator Future water issues shall be identified, including anticipated impacts and trends	YES	none	▪ 20180910 SVA-SWPP Edelstal report final 02 (risk assessment, vulnerabilities and risks, SWPP mitigation plan) Future water issues (e.g. trend of nitrates in the water) have been identified and their impact and trend has been determined.	3
	1.6.4 Advanced Indicator Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	NO			
1.7 Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	1.7.1 Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	YES	None	▪ 20180910 SVA-SWPP Edelstal report final 02 (risk assessment, vulnerabilities and risks, SWPP mitigation plan) ▪ Edelstal Risk Register_11 2019 (e.g. missing contingency and limited quantity in terms of well capacity RQ)-risk assessment, response plans, accountable leader, Risk owner, financial impact, response plan date, etc. Water risks have been identified and actions have been initiated.	-
	1.7.2 Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of	YES	None	▪ 20180910 SVA-SWPP Edelstal report final 02 (risk assessment, vulnerabilities and risks, SWPP mitigation plan)	-

	potential savings, and business opportunities.			Opportunities for improvement have also been included in the above study, which is elaborated by the external consultant HPC.	
1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional,or national relevance.	1.8.1 Relevant catchment best practice for water governance shall be identified.	YES	none	▪ AWS working file/ water governance topics (e.g. flood prevention, surface water discharge system, wastewater malfunction, water protection plan, nitrate action program) ▪ WeKnow Database/ SP/QW/LL ▪ Near losses program ▪ Toolbox talks/ environmental training ▪ Water stewardship strategy ▪ Sustainability Day, April 2019	-
	1.8.2 Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.	YES	none	▪ WeKnow Database/ SP/QW/LL ▪ KORE requirements for water reuse ▪ CCH water saving engineering specifications ▪ Water reduction plan and site specific target set by the CCH Water resources and Technology Manager ▪ Top 10 water saving projects **Projects 2019:** - Rinser water recovery A6/7 (saving approx. 25.000m³/a) - CF backwash frequency was extended from 7 days to 10 days - CiP matrix - Extension of energy/water monitoring system with increased number of water counters **Projects 2020** - current status of BP 50K for water saving projects: -CiP: recovery of last rinsing step	-

	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	YES	none	▪ Wastewater study by Vienna University for Technology, December 2018 (best practices for improvement of the effluent's quality) ▪ 20180910 SVA-SWPP Edelstal report final 02 (stable flow for avoiding nitrates' problem) ▪ Legislation/ KORE	-
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	YES	none	▪ AWS working file/ water governance topics (e.g. flood prevention, surface water discharge system, wastewater malfunction, water protection plan, nitrate action program, etc.) ▪ 20181105HCV summary (map, country, name, protection goal, links, location, impact, parameters to control-actions) For Natura 2000 areas-→ targets and actions have been defined ▪ Permits of wells (determination of protection zones around wells) ▪ List of permissions for construction (e.g. license with prot. No ND-BB-107-305/65-11 2/7/2019, regarding the buffer tank for wastewater-→ reference to the water basins in place for the prevention of municipal storm water drainage system's overflow)	-
	1.8.5 Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	YES	Minor NC 1912APP02	In Austria, sufficient best practices for WASH are applied according to relevant legislation (provision of good quality water, sanitary wastewater network and treatment, separate toilets for women/ men, etc.)	-
STEP 2 COMMIT AND PLAN					
2.1 Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within	2.1.1 A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments: - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water	YES	None	▪ Water stewardship policy signed by CCH Chief Executive Officer The policy is available in company's website. ▪ Water stewardship strategy (compliance status of CEO commitments, basic requirements of AWS, trend of water KPI)	-

the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.	stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.			The strategy is available in SKYDOXX Database (for internal communication)	
	2.1.2 Advanced Indicator A statement that explicitly covers all requirements set out in Indicator 2.1.1 and is signed by the organization's senior-most executive or governance body and publicly disclosed shall be identified.	YES	OBS 1912APP08	See above.	-
2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.	2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including: - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.	YES	None.	Denkstatt legislation Denxpert → Quarterly update regarding changes of legislation. A primary evaluation on new legal requirements is carried out by Denkstatt. No changes in the Water Framework locally or at a European level during the past year. Platform LEGAL is used to include all requirements (provided by Denkstatt). A contract is available. The submission to regulatory agencies is carried out by the Engineering department.	-
2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.	2.3.1 A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.	YES	None	▪ 2025 sustainability strategy and targets ▪ Water stewardship strategy Well defined targets, for minimization of water consumption, have been set and monitored in a monthly basis.	-
	2.3.2 A water stewardship plan shall be identified, including for each target: - How it will be measured and monitored - Actions to achieve and maintain (or exceed)	YES	none	See indicators 1.3.7 and 1.8.2. For the achievement of the annual water target, Opex/ Capex projects and other actions (Successful	-

	it - Planned timeframes to achieve it - Financial budgets allocated for actions - Positions of persons responsible for actions and achieving targets - Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.			practices/ Quick Wins/ Lessons learned) are implemented. Budget, responsibilities, deadlines, expected water savings and other information are available.	
	2.3.3 Advanced Indicator The site's partnership/water stewardship activities with other sites within the same catchment (which may or may not be under the same organisational ownership) shall be identified and described.	Not covered	-	No sites in the same catchment currently. The company is looking into the Nitrat Aktionsprogramm. [redacted]	-
	2.3.4 Advanced Indicator The site's partnership/water stewardship activities with other sites in another catchment(s) (either under same corporate structure or with another corporate site) shall be identified.	YES	None	[redacted]	4
	2.3.5 Advanced Indicator Stakeholder consensus shall be sought on the site's water stewardship plan. Consensus should be achieved on at least one target. A list of targets that have consensus and in which stakeholders are involved shall be identified.	YES	MINOR NC 1219SAV03	EMAS Report – annually published in available to all stakeholders presenting targets and programmes related to water. Consensus is sought through the publication of the report. The same applies for the Sustainability Report. Also refer to evidence of meetings with municipalities as noted below 2.4.1	-
2.4 Demonstrate the site's responsiveness and resilience to	2.4.1 A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant	YES	None	[redacted]	-

respond to water risks	public-sector and infrastructure agencies shall be identified.			[redacted]. Municipality of Edelstal → meetings 02/04/2019, 09072019, 10092019 (open agenda). Constant with water supplier WLV. Meeting with the WWTP AVBN → 11/04/2019, 23/05/2019, 27/08/2019 [redacted]	
	2.4.2 Advanced Indicator A plan to mitigate or adapt to water risks associated with climate change projections developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	Not covered	-	Some information is available through the SVA 2017 but not related to climate change.	-
STEP 3 IMPLEMENT					
3.1 Implement plan to participate positively in catchment governance.	3.1.1 Evidence that the site has supported good catchment governance shall be identified.	YES	None.	▪ Minutes of meeting with the municipal Authorities e.g. on 10.9.2019 with Edelstal municipality (quarterly meetings) The best practices identified in 1.8.1 have been planned.	-
	3.1.2 Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	YES	None.	This is covered through the SVA 2017 in terms of access to water by local communities. No indigenous peoples in the area.	-
	3.1.3 Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.	YES	None.	Since 2018, improvement has been noted: -Dialogue with suppliers in sustainability day -Meetings with municipalities-more detailed list of projects that the plant can participate -Increase of employees' training hours on environmental/ water topics (Training rate in 2018: 40% and training rate in 2019: 90%) -Water governance programs	2
	3.1.4 Advanced Indicator Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the good water governance of the catchment shall be identified.	YES	OBS – Evidence from a representative range of stakeholders showing consensus could be extended to a greater number of stakeholders.	Consensus if confirmed through the Clean Up days & Open days where stakeholders welcome actions & events planned by the plant.	-
3.2 Implement system to	3.2.1 A process to verify full legal and regulatory compliance shall be implemented.	YES	None	1)Procedure to ensure legal compliance RL02.07.04 Version 02/12/2019	-

<table>
<tr><td>comply with water-related
legal and regulatory requirements and respect
water rights.</td><td></td><td></td><td></td><td>2)Procedure for permits RL 20.01.01 Version 26/02/2019
Through SAP there is an alarm notification regarding expiry of permits.</td><td></td></tr>
<tr><td></td><td>3.2.2 Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.</td><td>YES</td><td>None</td><td>No water rights for indigenous ppl are applicable.</td><td>-</td></tr>
<tr><td>3.3 Implement plan to achieve site water balance targets.</td><td>3.3.1 Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.</td><td>YES</td><td>None</td><td>▪ Water stewardship plan
The water KPI (WUR) is monitored and its status reported in a monthly basis.
In an annual basis:<table><tr><th></th><th>2017</th><th>2018</th><th>2019</th><th>2020</th></tr><tr><td>WUR (lt/ lt)</td><td>1.72</td><td>1.68</td><td>1.67</td><td>1.65*</td></tr></table>*Target</td><td>-</td></tr>
<tr><td></td><td>3.3.2 Where water scarcity is a shared water challenge, annual targets to improve the site’s water use efficiency, or if practical and applicable, reduce
volumetric total use shall be implemented.</td><td>YES</td><td>none</td><td>Although, no water scarcity has been identified in the plant’s catchment, water minimization is targeted and achieved, in an annual basis. See above.</td><td>-</td></tr>
<tr><td></td><td>3.3.3 Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</td><td>YES</td><td>none</td><td>There is no such requirement in the company’s wells’ permits.</td><td>-</td></tr>
<tr><td></td><td>3.3.4 Advanced Indicator
The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.</td><td></td><td></td><td>No water is re-allocated.</td><td></td></tr>
<tr><td>3.4 Implement plan to achieve site water quality targets.</td><td>3.4.1 Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</td><td>YES</td><td>none</td><td>▪ Wastewater study by Vienna University for Technology, December 2018 (best practices for improvement of the effluent’s quality)
The plant’s effluent is discharged to a municipal</td><td>-</td></tr>
</table>

				WWTP (limited risk of water pollution). A neutralization station is on-site for the stabilisation of the pH, according to legal requirements. ▪ 20180910 SVA-SWPP Edelstal report final 02 (stable flow for avoiding nitrates' problem) ▪ Annual micro analysis of raw municipal water by Fresenius Lab,19.9.2019 (within limits) ▪ Annual physico-chemical analysis of raw municipal water by Fresenius Lab, 9.10.2019 (within limits) Extended analysis (heavy metals, pesticides, organic and inorganic substances etc.) of the water from the wells showed that there isn't any quality issue.	
	3.4.2 Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.	YES	None	See above.	-
3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.	3.5.1 Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.	YES	none	▪ AWS working file/ water governance topics (e.g. flood prevention, surface water discharge system, wastewater malfunction, water protection plan, nitrate action program, etc.) ▪ 20181105HCV summary (map, country, name, protection goal, links, location, impact, parameters to control-actions) Actions are taken for minimization of the impact to environment and as a consequence to the IWRA.	-
	3.5.2 Advanced Indicator Evidence of completed restoration of non-functioning or severely degraded Important Water-Related Areas including where appropriate cultural values from a site-selected baseline date shall be identified. Restored areas may be outside of the site, but within the catchment.	YES	none	▪ Clean up activities, 29 May 2019 Participants: 325 municipalities, 10558 people, collection from National parks, 500 kg waste collected, etc.	6
	3.5.3 Advanced Indicator Evidence from a representative range of stakeholders showing consensus that the site	Not covered	-	-	-

	is seen as positively contributing to the healthy status of Important Water-Related Areas in the catchment shall be identified.				
3.6 Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.	3.6.1 Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.	YES	none	During the site tour, sufficient evidence of WASH was available. See also indicator 1.3.8.	-
	3.6.2 Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for Indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.	YES	none	Appropriate control measures and best practices are in place, according to relevant legislation. No violations of traditional access rights for indigenous and local communities were observed. The wells of the plant are for private use only.	-
	3.6.3 Advanced Indicator A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified.	-	-	No such need has been recognised.	-
	3.6.4 Advanced Indicator In catchments where WASH has been identified as a shared water challenge, evidence of efforts taken with relevant public-sector agencies to share information and to advocate for change to address access to safe drinking water and sanitation shall be identified.	-	-	WASH hasn't been identified as a shared water challenge.	-
3.7 Implement plan to maintain or improve indirect water use within the	3.7.1 Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.	YES	MINOR NC 1219SAV04	Stakeholder Survey 2019 March 2019 online tool used to evaluate material issues. 157 invited to fill in the online questionnaire. 44 responses available. Employees, business	-

catchment.				partners, suppliers, politicians, authorities, chamber of commerce, media, NGOs, academic institutions. Sustainability Report 2017 was made available to all stakeholders. Water was categorized high in importance. EMAS Report & Sustainability Report provides the framework for knowledge sharing. No specific targets on indirect use are set. Targets are set for inputs that originate within the catchment.	
	3.7.2 Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.	YES	None.	There is evidence of engagement with suppliers through the LCA analysis of primary inputs carried out at a global level. There is evidence of engagement with service providers through the regular meetings with municipalities.	-
	3.7.3 Advanced Indicator Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated.	Not covered	-	-	-
3.8 Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.	3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	YES	none	[redacted] Municipality of Edelstal → meetings 02/04/2019, 09072019, 10092019 (open agenda). Constant with water supplier WLV. Meeting with the WWTP AVBN → 11/04/2019, 23/05/2019, 27/08/2019 [redacted]	-
3.9 Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.	3.9.1 Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.	YES	None	Group (Top 10, Successful Practices, Quick wins), National Working Groups, Other bottlers recommendations (i.e. ECA CIP)	-
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance	YES	None	Actions mentioned in the indicator 1.8.2 have been implemented or are on-going.	-

	shall be implemented.				
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	YES	None	Actions mentioned in the indicator 1.8.3 have been implemented.	-
	3.9.4 Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	YES	None	▪ AWS working file/ water governance topics (e.g. flood prevention, surface water discharge system, wastewater malfunction, water protection plan, nitrate action program, etc.) ▪ 20181105HCV summary (map, country, name, protection goal, links, location, impact, parameters to control-actions) ▪ Permits of wells (determination of protection zones around wells) ▪ Clean up activities, 29 May 2019	-
	3.9.5 Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	YES	None	Best practices mentioned in 1.8.5 are already implemented.	-
	3.9.6 Advanced Indicator Achievement of identified best practice related to targets in terms of good water governance shall be quantified.	YES	None	See indicator 3.1.3.	8
	3.9.7 Advanced Indicator Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.	YES	none	See indicator 1.8.2. Water savings (in m^3/y) from Opex/ Capex projects are estimated/ calculated.	8
	3.9.8 Advanced Indicator Achievement of identified best practices related to targets in terms of water quality shall be quantified.	NO	-	-	-
	3.9.9 Advanced Indicator Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.	NO	-	-	-
	3.9.10 Advanced Indicator Achievement of identified best practice	NO	-	-	-

	related to targets in terms of WASH shall be quantified.				
	3.9.11 Advanced Indicator A list of efforts to spread best practices shall be identified.	YES	None	▪ WeKnow Database/ SP/QW/LL ▪ Toolbox talks/ environmental training ▪ Sustainability Day, April 2019/ dialogue with stakeholders	3
	3.9.12 Advanced Indicator A list of collective action efforts, including the organizations involved, positions of responsible persons of other entities involved, and a description of the role played by the site shall be identified.	YES	None	Meetings with Municipalities etc where decisions & action plans are decided. Water Stewardship, Packaging policy, Supplier Guiding principles, trainings publicly available	8
	3.9.13 Advanced Indicator Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified.	YES	None	A6-A7 upgrade published in the company's website, WUR publicly available in the Sustainability Repot	3
STEP 4 EVALUATE					
4.1 Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.	4.1.1 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.	YES	none	▪ Water stewardship plan (policy commitment, compliance status, measure of effectiveness, due date, responsible person, benefit)- e.g. for engaging communities to increase awareness and protect water resources, assessing future water availability and reducing environmental and social risks ▪ 2019 10 Operational Sustainability report (monthly status of sustainability KPI)	-

	4.1.2 Value creation resulting from the water stewardship plan shall be evaluated.	YES	None	See indicator 1.3.7 and 4.1.1. The projects' performance is discussed during weekly, monthly and quarterly meetings.	-
	4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified.	YES	none	See indicator 4.1.1.	-
	4.1.4 Advanced Indicator A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified.	YES	none	▪ Edelstal Risk Register_11 2019 (e.g. missing contingency and limited quantity in terms of well capacity RQ)-risk assessment, response plans, accountable leader, Risk owner, financial impact, response plan date, etc. In the meetings for the discussion of the risks and associated actions, members from senior management also participate. CAPEX/ OPEX costs regarding water-related projects/ actions are reviewed and agreed by senior management as well.	3
4.2 Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.	4.2.1 A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.	YES	None.	No water related incident in 2019.	-
4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.	4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	YES	None.	Stakeholder survey as noted above	-
	4.3.2 Advanced Indicator	Not covered	Not covered	-	-

	The site's efforts to address shared water challenges shall be evaluated by stakeholders. This shall include stakeholder reviewing of the site's efforts across all five outcome areas, and their suggestions for continual improvement.				
4.4. Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.	4.4.1 The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.	YES	None		-
STEP 5 COMMUNICATE & DISCLOSE					
5.1 Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.	5.1.1 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	YES	None	Analytical requirements of each permit and monitoring of compliance ▪ Permits_Edelstal_xls (permit, number of permit, requirements, status of compliance, comments)_regularly updated ▪ Denkstatt legislation Denxpert → New platform (quarterly information on legislation, obligations, monitoring of compliance) The Sustainability Legal Compliance Manager responsibilities are now held by the Sustainability Team i.e. Country QSE Governance Manager (key responsibilities for legal monitoring & is the key contact point with authorities). External contractor Denkstatt is responsible for identifying and informing the plant about new and future legal requirements. Updates are provided every quarter. Quarterly training from the consultant company about new legislation also takes place. Through this tool the plant has access to legislation/ requirements which might affect water related operations. The procedure is well managed. They also provide information on pending legislation.	-

				Different sources of information are available in terms of new legal requirements. The compliance check is carried out as part of the internal audit process & legal compliance reviews (effluent 7th of August 2019). Engineering is responsible for applying for new permits.	
5.2 Communicate the water stewardship plan with relevant stakeholders.	5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	YES	none	Through the Sustainability Report water related programmes are documented and disclosed to stakeholders (water use ratio trend, quantity abstracted & discharged over a 3yr period, programmes related to water in 2019). The same happens through the EMAS report 2018 (published in 2019) but not in much detail	-
5.3 Disclose annual site water stewardship summary, including the relevant information about the site's annual water stewardship performance and results against the site's targets.	5.3.1 A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	YES	none	Through the Sustainability Report water related programmes are documented and disclosed to stakeholders (water use ratio trend, quantity abstracted & discharged over a 3yr period, programmes related to water in 2019). The same happens through the EMAS report 2018 (published in 2019) but not in much detail	
	5.3.2 Advanced Indicator The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.	Not feasible. The company had not decided to proceed with AWS certification at the time the annual report was published	-	-	-
	5.3.3 Advanced Indicator Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.	Not feasible. Too early to assess this.	-	-	-
5.4 Disclose efforts to collectively address shared water challenges,	5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	YES	MINOR NC 1219SAV05	Challenges are partially discussed in the Sustainability Report as well as through Meetings with Municipalities.	-

including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.					
	5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	YES	None	Engagement with municipalities is evident, documented and systematic.	-
5.5 Communicate 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.	5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.	YES	none	No violations hence no disclosures.	-
	5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	YES	none	No violations hence no actions. IMCR and other preventive measures are in place in order to avoid occurrence of incidents. IMCR training & Validation 23/01/2019 & 24/01/2019. Spill control and emergency response-scenarios (fire, chemical leakage, earthquake), mitigation actions, PPE -ABC Analysis of environmental impacts.xls -Drills on chemical leakage -Secondary containment tanks -Integrity tests -Piping checks -Oil separatos checks	-

				-Spill kits check_per area -Automatic chemical supply in production lines -Inlet water & outlet wastewater monitoring	
	5.5.3 Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.	YES	none	Specific internal procedures, roles & responsibilities in terms of incident management. No such incidents have occurred for the past 5 years.	-

4. Stakeholder interviews

An announcement was made by LR 30 days before the audit but no request has been submitted to the audit team.

5. Conformity Assessment Findings Log – AWS standard

	LIST OF MAJOR NON CONFORMITIES				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
(NEW, OPEN, CLOSED)					

	LIST OF MINOR NON CONFORMITIES				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
Closed	It is not clear if the water challenges faced by the plant coincide with the stakeholders' water related challenges.	Implementation of a stakeholder breakfast by latest Q3; Agenda related to water related challenge discussion (invitees: municipalities Edelstal, Kittsee, Prellenkirchen, AVBN (WWTP), WLV (water supplier), Wiesgraben (municipalities related to surface water discharge drain), other industries (Mars Bruck/Leitha) Closed 27/02/2020	The plant is installing a new CAN line and will therefore not be able to host this event before the works are completed. The company wants to link the event with a tour through the production plant. In the workshop itself they intend to provide an overview of the water management achievements and give an insight on AWS in general. The results of this meeting will be checked during the next audit.	1219SAV01	1.2.1
Closed	For the following set of outsourced services (within the site's catchment) i.e. Maintenance activities, Waste contractors, WWTP company, Water supplier, the embedded water use is not quantified.	Inquire embedded water use of partners within the site´s catchment: water supplier, AVBN WWTP company; Summarized in AWS Working file Sheet: 1.4.2 Embedded Water Use Closed 27/02/2020	An email has been prepared and sent to these suppliers introducing the company's efforts on water management and requesting related information from suppliers through the use of a questionnaire. The results of this survey will be checked during the next audit.	1219SAV02	1.4.2

	LIST OF MINOR NON CONFORMITIES				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
Closed	Clearer evidence of stakeholders consensus on targets & water stewardship plan shall be sought. At the moment there is no consensus from stakeholders on these challenges.	In the course of the stakeholder engagement event (Breakfast) the water stewardship plan will be presented. (invitees: municipalities Edelstal, Kittsee, Prellenkirchen, AVBN (WWTP), WLV (water supplier), Wiesgraben (municipalities related to surface water discharge drain), other industries (Mars Bruck/Leitha) Closed 27/02/2020	The plant is installing a new CAN line and will therefore not be able to host this event before the works are completed. The company wants to link the event with a tour through the production plant. In the workshop itself they intend to provide an overview of the water management achievements and give an insight on AWS in general. The results of this meeting will be checked during the next audit.	1219SAV03	2.3.5
Closed	There are no specific targets for indirect water use in the water stewardship plan.	There is limited room for switching to other suppliers since we need to use the concentrates provided by TCC, Even others are validated by TCCC., Understanding the finding by limiting it to suppliers within the catchment we will go back to AVBN WWTP and WLV water supplier, because they are the only ones operating in the catchment. the Austrian sugar supplier is not operating in the catchment but one of the direct suppliers where a indirect water use can be challenged. We will intensify the Ecovadis procurement project in general and we will submit a survey concerning water use to our main raw material suppliers, sent on March 2nd 2020, summary of feedback in AWS working file sheet 3.7.1 Indirect water use.	An email has been prepared and sent to these suppliers introducing the company's efforts on water management and requesting related information from suppliers through the use of a questionnaire. The results of this survey will be checked during the next audit.	1219SAV04	3.7.1
Closed	The site's shared water-related challenges and efforts made to address these challenges have not been fully disclosed.	In the course of the stakeholder engagement event (Breakfast) the water stewardship plan will be presented. (invitees: municipalities Edelstal, Kittsee, Prellenkirchen, AVBN (WWTP), WLV (water supplier), Wiesgraben (municipalities related to surface water discharge drain), other industries (Mars Bruck/Leitha) Closed 27/02/2020	The plant is installing a new CAN line and will therefore not be able to host this event before the works are completed. The company wants to link the event with a tour through the production plant. In the workshop itself they intend to provide an overview of the water management achievements and give an insight on AWS in general. The results of this meeting will be checked during the next audit.	1219SAV05	5.4.1

	LIST OF MINOR NON CONFORMITIES				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
Closed	Information regarding catchment water balance is qualitative rather than quantitative.	More information was found provided by University of Applied Science. AWS Workingfile, 1.5.3 Water Balance Catchment. Closed 27/02/2020	A report was made available to the auditing team.	1912APP01	1.5.3.
Closed	The plant should document applicable WASH practices in a list, based on their experience and relevant legislation.	A guideline RL 11.02.07 Einhaltung Hygienestandards – WASH has been created. Closed 27/02/2020	The guideline was made available to the auditing team.	1912APP02	1.8.5.

	LIST OF OBSERVATIONS				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
NEW	The plant has not included narrative/ guideline in defining high, medium, low degree of engagement.			OBS 1219SAV01	1.2.1
NEW	The plant is advised to: a) investigate and narrow down the number and location of the wells that supply the plant (region Gattendorf) and b) seek information about the aquifer from which municipal wells are supplied from (not the same as the plant's)			OBS 1912APP01	1.1.1.
NEW	Losses (e.g. from evaporation) haven't been identified/ mapped.			OBS 1912APP02	1.3.2.
NEW	Unaccountable water/ Losses haven't been quantified.			OBS 1912APP03	1.3.3.
NEW	No water quality data regarding the receiving water body (river Leitha) of municipal's effluent.			OBS 1912APP04	1.3.4.

	LIST OF OBSERVATIONS				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
NEW	The social, cultural and environmental values from the Opex/ Capex projects could be also described.			OBS 1912APP05	1.3.7.
NEW	A short description of the hygiene measures taken on-site could be elaborated.			OBS 1912APP06	1.3.8.
NEW	Feedback from meetings with municipal authorities, or from stakeholders' survey could be taken into consideration in the determination of catchment's IWRA.			OBS 1912APP07	1.5.5.
NEW	The water stewardship policy could describe more explicitly the AWS commitments.			OBS 1912APP08	2.1.2.

6. Next visit details

Visit type	SV1				
Audit days	tbd	**Due date**	12/2020	**Visit start / end dates**	tbd
Locations	Edelstal Plant				
Team	tbd				
Remarks and instructions					

7. Audit Programme/Plan

Visit Type	IA		SV1		Sv2			CR
Due Date			12/2020		12/2021			12/2022
Start Date	02/12/ 2019							
End Date	03/12/ 2019							
Audit Days	2.75							
Any changes that may impact visit duration (if yes add new number)	Y/N	Y/ N	Y/N	Y/ N	Y/N	Y/N	Y/ N	Y/N
Process / aspect / location ***Final selection will be determined after review of management elements and actual performance***								
Site visit	X		X		X			X
Sample of source water locations visit	X		X		X			X
Sample of water discharge locations visit	X		X		X			X
Stakeholder interviews	X		X		X			X
STEP 1	X		X		X			X
STEP 2	X		X		X			X
STEP 3	X		X		X			X
STEP 4	X		X		X			X
STEP 5	X		X		X			X

Visit start time (approximate)	09:30	Visit end time (approximate)	16:00	The exact start and finish times for the visit will be agreed at the pre-visit contact with the assessor and recorded in the report introduction.

8. Certificate details

CERTIFICATE No.: PIR6021601/ 01
AWS REFERENCE No.: 000184

GOLD AWS LOGO TO BE INSERTED HERE

Issued to

Coca-Cola HBC Austria GmbH

Badstrasse 30, 2413 Edelstal, Austria

Standard

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

Date of certification: xx/xx/xxxx (TR date)

This certificate covers the following processing unit which meets the criteria of the Alliance for Water Stewardship Standard:

Certificate scope	Catchment & Industry sector	Process
Single site	Leitha/ Beverages	Bottling of mineral water and non-alcoholic beverages

This certificate remains property of HELLENIC LLOYD'S S.A. and can be withdrawn in case of terminations as mentioned in the client contract, or in case changes or deviations of the above mentioned data occur. The client is obliged to inform HELLENIC LLOYD'S S.A. immediately of any changes in the above mentioned data. Only an original and signed certificate is valid. HELLENIC LLOYD'S S.A. declares to have inspected the processing unit of the above-mentioned client, and have found them in accordance with the standards mentioned above.
The AWS Gold Certification Level demonstrates that the operator complies with all core indicators and additional points have been awarded for performance against the advanced criteria (AWS Gold: 40-79 points).
This certificate is in force until further notice, provided that the above-mentioned client continues meeting the conditions as laid down in the client contract with HELLENIC LLOYD'S S.A. Based on the annual inspections that HELLENIC LLOYD'S S.A. performs, this certificate is updated and kept in force. This certificate cannot be used as a guarantee certificate for delivered products.

Expires on: xx/xx/xxxx
Period of validity: 3 years
Issued by: HELLENIC LLOYD'S S.A.
Place and date of issue: xx/xx/xxxx [TR date]

9. Report explanation

LR Findings Log definitions and information

Definitions of Grade Findings

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 (check note 1)
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 LR 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 (check note2) 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. LR 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, LR 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.

NOTE 1 - closed = actioned by the client, corrections & corrective actions verified and closed by the auditor.
NOTE 2 - 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).

Additional information

Confidentiality
We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling
The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Terms and conditions
Please note that, as detailed in the Terms and Conditions clause of the contract ***(insert appropriate clause number here),*** *clients have an obligation to advise LR of any breach of legal, regulatory, or statutory requirements and any pending prosecution. Although proportionality and scale of the situation should be considered, you are required to advise LR of any serious potential risks to our certification but not, for example, isolated cases of a minor nature*.

"The Client is required to inform LR as soon as it becomes aware of any breach or pending prosecutions for the breach of any regulatory requirements relevant to the Certified Management System. LR will review the details of any breaches brought to its attention and may elect to perform additional verification activities chargeable to the client to ensure compliance with specified requirements. LR reserves the right to suspend or withdraw certificates of approval / verification statements and opinions for both failure to inform LR and the appropriate regulator of such breaches".