Alliance for Water Stewardship Certification Audit Report
Prepared for Nestlé East and Southern Africa

Single site certification

Site: Nestlé Mossel Bay

AWS Reference: AWS-010-INT-SGS-0005-0004-0116

Prepared by: SGS

SGS Ref.: GS776

Version: 2

Date: 4 December 2019

REPORT DETAILS

REFERENCE	GS776
CLIENT REFERENCE	Risuna Ntshani
REPORT TITLE	**ALLIANCE FOR WATER STEWARDSHIP ASSESSMENT REPORT**
DATE	4 December 2019
CLIENT:	Risuna Ntshani SHE Manager SHE Department | Nestlé (South Africa) (Pty) Limited 1 Depot Road, Voorbaai, Mossel Bay, 6500 Risuna.ntshani@za.nestle.com +27 044 606 4035
PREPARED BY:	Mia Antoni-Naidoo Ninian Westmead Estate, Unit 2, Building 4, 33 Henry Pennington (Richmond) Road, Westmead, 3610 mia@skyside.co.za +2731 100 1303
SIGNED:	Mia Antoni-Naidoo Signed: Digitally signed by Maryanne Louise Antoni-Naidoo Date: 2019.12.18 08:59:52 +02'00'
TECHNICAL SIGNATORY	Francesca Cerchia Signed:
STATUS	FINAL
NOTICE	**This document is issued by SGS under its General Conditions of Service accessible at http://www.sgs.com/terms_and_conditions.htm. Attention is drawn to the limitation of liability, indemnification and jurisdiction issues defined therein.** **Any holder of this document is advised that information contained hereon reflects SGS's findings at the time of its intervention only and within the limits of Client's instructions, if any. SGS's sole responsibility is to its Client and this document does not exonerate parties to a transaction from exercising all their rights and obligations under the transaction documents. Any unauthorised alteration, forgery or falsification of the content or appearance of this document is unlawful, and offenders may be prosecuted to the fullest extent of the law.**

Table of content

1 EXECUTIVE SUMMARY

The scope of services covers the first certification of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for Nestlé Mossel Bay (hereinafter referred to as “NMB” or “the site”) located in Mossel Bay, South Africa. The certification audit has been completed in compliance with the AWS Certification requirements, Version 2.0 dated March 2019. This is the first certification audit for NMB, the following audit will be a surveillance audit.

A total of eight findings were raised during the conformity assessment process, two major non-conformances, two minor non-conformances, three new information requests and one observation.

Nestlé Mossel Bay responded with root cause analysis and action plans and submitted corrected documentation as evidence to successfully clear all findings raised in the audit.

Given the review of evidence produced and site visit inspections performed at the Nestlé Mossel Bay factory, SGS recommends that Nestlé Mossel Bay is awarded AWS Core Certified status with a surveillance audit interval of annual frequency.

2 SCOPE OF ASSESSMENT

The scope of services covers the assessment of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for Nestlé Mossel Bay. The assessment has been completed in compliance with the AWS Standard, Version 2.0 dated March 2019.

Nestlé purchased the milk section of Langeberg on 1 September 1956 and started production of milk products Nespray, Lactogen and Klim on 30 June 1958. The factory currently has a staff complement of approximately 240 employees (including Agricultural Services). The number of employees varies year to year. Casuals are part of the daily crew, which varies as well. The factory produces shelf stable dairy products and Growing-up Milks and consists of two plants namely:

- Liquid Plant which manufactures Sweetened Condensed milk, Ideal Milk, Ideal Light, Caramel Treats and Dessert Creams
- The Powder Plant manufactures Nespray, Kilm, Nido 1+, Full Cream Powder &Foamy Full Cream Powder

SGS visited Mossel Bay, South Africa from 28th - 31st October 2019 to perform the site visit and assess the facilities and activities of Nestlé Mossel Bay with regard to assessment for certification to the AWS Standard Version 2. The audit took place both at the offices and factory of Nestlé.

The audit interviews were held at the offices at the Factory and the on-site-audit also included inspection of the installations and activities both within the factory and also a site visit to a supplier dairy farm. NMB provided most of the requested supporting documentation as evidence whilst on site. Outstanding documentation was forwarded on via email during the following month.

Table 2.1 photos from NMB Factory and Farm

	
Opening Meeting	**Opening Meeting**

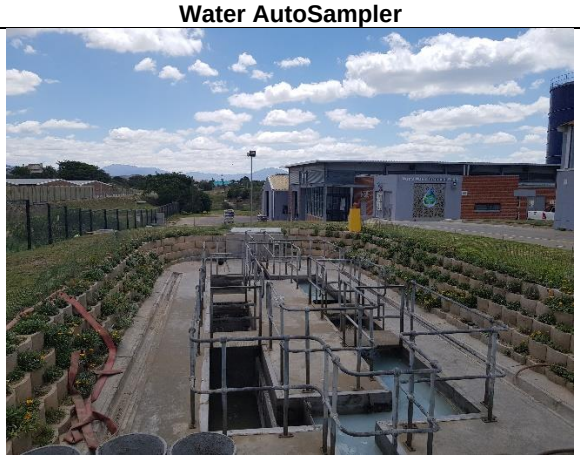
Incoming Water Meter

Incoming Water Meter

Water Flow Meter

Water AutoSampler

Amphitheatre



Fat Trap

Milk Water Recovery

Wastewater Treatment Works

Wastewater Treatment Works

Veolia Staff

Stakeholder Engagement

Dairy Farm

Dairy Farm

Dairy Farm

Dairy Farm

Moisture Meter

3 DESCRIPTION OF CATCHMENT

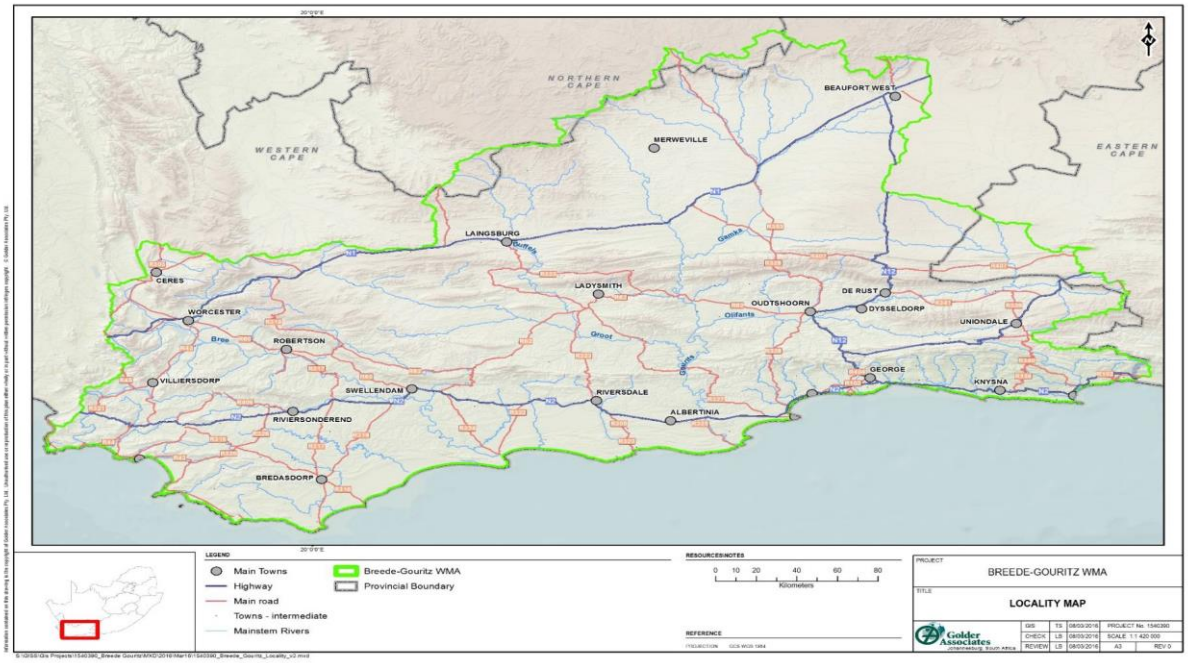
The Breede-Gouritz Water Management Area (BGWMA) is bounded by the Indian Ocean to the south, the Berg-Olifants WMA to the west, the Orange WMA to the north and the Mzimvubu-Tsitsikama WMA to the east (Figure 1). It largely falls within the Western Cape Province with small portions of the upper catchment of the Olifants River falling in the Eastern Cape Province and tiny portions of the upper catchments of the Gamka and Groot Rivers falling in the Northern Cape Province.

There are two large rivers within the WMA, the Breede and Gouritz Rivers:

- The Breede River with its main tributary the Riviersonderend River discharges into the Indian Ocean; and
- The Gouritz has three main tributaries, the Groot, Gamka and Olifants Rivers.

There are a number of other smaller rivers in the WMA including the Touws-, Duivenhoks-, Goukou-, Hartenbos-, Great Brak-, Kaaimans-, Knysna- and Keurbooms Rivers as well as the Palmiet-, Kars-, Sout-, Uylenkraals-, Klein-, Onrus- and Bot-Swart Rivers.

Figure 1 Breede-Gouritz Water Management Area1



[1] Figure taken from REF035 Catchment Mapping

4 SUMMARY OF SHARED WATER CHALLENGES

Nestlé Mossel Bay has identified general shared challenges which have been detailed below and were extracted from reference REF073 NMB Water Stewardship Plan.

Table 4.1 Shared Water Challenges

Target	Action	Expected benefit	Related shared water-related challenges	Outcome	Related AWS criteria
Target for 2019 4.4 m3/t water consumption	Update and validate current water map to find alternatives for grey water and cow's water usage in order to reduce municipal water intake	Better site water balance	Physical; Increased water scarcity	Water Balance	3.3
Compliance to internal standard	Upgrade chemical storage bund in the Technical stores	Eliminate Risk of Chemical Pollution	Contamination of natural resources	Water Quality	3.4
	Upgrade WWTP storage to bulk storage format	Eliminate Risk of Chemical Pollution			3.4
100% compliance	1. Replace faulty UF filters and repair digestor and Balancing tank 2. Extend Sump with a screen for Ash settling and divert water to effluent line	Water quality and water balance	Quality of effluent water	Water Quality	3.2
Target for 2020 4.2 m3/t water consumption	1. Install non-return valves on all municipal lines 2. Monitor Pressure on municipal line and verify root cause of the variance. 3. Implement electronic tracking on the totalizer 4. Phase 1: Repair meters for the plant	Better site water balance	Physical; Increased water scarcity	Water Balance	3.3
Target for 2021 4.0 m3/t water consumption	Phase 2 Install identified meters meters for the plant	Better site water balance	Physical; Increased water scarcity	Water Balance	3.3

100% compliance	Review relevance of stipulated conditions on the permit with municipality since the commissioning of the WWTP	Exceling in compliance	Quality of effluent water	Governance	3.2
Meeting to review water performance	1. Review SHE KPI Measure tree and update OMP 2. Create Project and WOR tracking at the WWTP	Water governance and Corrective action measuring	Site water balance and water quality	Water Balance	3.3
Increase Cow's water from 216m3 to 250m3	Installation Vacuum skids for Improved Vacuum in the evaporators	Increase Cow's water to RO plant Improve temperature control to the WWTP	Physical; Increased water scarcity	Water Balance	3.3
AWS training	Arrange for an AWS workshop for the FLT	increased awareness	Resource allocation to implement the standard	Governance	2.1.1
Target for 2020 4.2 m3/t water consumption	Execute ETS Wave 1 project and validate water saving	reduced water withdrawal	Physical; Increased water scarcity	Water Balance	3.3
Target for 2021 4.0 m3/t water consumption	Execute ETS Wave 2 project and validate water saving	reduced water withdrawal	Physical; Increased water scarcity	Water Balance	3.3
Maintain WASH Score at 2	Upgrade of Men's ablution block Phase 1	Improved hygiene and sanitation conditions and employee morale	Internal WASH status	WASH	3.6
Maintain WASH Score at 2	Upgrade of Men's ablution block Phase 2 and Liquid Plant ablution	Improved hygiene and sanitation conditions and employee morale	Internal WASH status	WASH	3.6

Target for 2019 4.4 m3/t water consumption	Automation of Liquid Plant 25kg filling line to raise alarm for any potential spills	Spillage control for the effluent, which will prevent biomass failure in the digestor	Physical: Increased scarcity and water quality	Water Quality	3.3
Target for 2019 4.4 m3/t water consumption	1 Cooling tower pump upgrade 2. Liquid Plant Retort PLC Upgrade 3. CIP pulsating valves in Liquid Plant 4. Reduction of water push during cream transfer	Reduced water intake and improvement on product quality	Physical: Increased scarcity	Water Balance	3.3
Target for 2020 4.2 m3/t water consumption	Installation of Grey Water line for Weak caustic and CIP acid tank top	Increase demand of grey water and reduction in municipal water intake	Physical: Increased scarcity	Water Balance	3.3
Target for 2020 4.2 m3/t water consumption	Install samplers on the LP and PP lines for leak detection	Spillage control for the effluent, which will prevent biomass failure in the digestor	Physical: Increased scarcity and water quality	Water Quality	3.3
Target for 2020 4.2 m3/t water consumption	1. Conduct Sensory evaluation on grey water after simulating steam generation process 2. Obtain necessary approval from Co-Eng on use of water in identified areas	reduced water withdrawal	Physical; Increased water scarcity	Water Balance	3.3
Collective action at catchment level	Collaborate with DWS for Alien vegetation clearing in the Wolwedans Catchment area K20A	Youth employment and skills development	Physical Risks / quality and water scarcity,	Water Quality	3.7
Water and Energy Savings -2017-2019	Provide funding via the advanced payment programme for energy and water saving	reduced water withdrawal	Physical Risks / quality and water scarcity,	Water Balance	3.7
Water and Energy Savings -2020	Provide funding via the advanced payment programme for energy and water saving				
Water Saving 2020	Project Eden -2017-2019 340 Ha moisture reading - Water fund				

Water Saving 2019	Project Eden -2020 500 Ha moisture reading - Water fund				
	Water harvesting using lecithin drum				
	Donate Redundant stainless milk tanks for water harvesting				
Upgrade barnyard into a learning centre	Upgrade toilet facilities for the barnyard	Improved hygiene and sanitation for the community	Hygiene and sanitation	WASH	3.6
Water balance	Conduct water resource study	Improved understanding of water balance and quality status around the area	Physical Risks / quality water scarcity, potential flooding	IWRA	3.9
Attend Quarterly Forums	Join Local catchment forum in order to increase stakeholder network	Increase participation at a catchment level	Physical Risks / quality water scarcity, potential flooding	Governance	3.8
Water Awareness	Include Water awareness during annual Farmers' day	Share knowledge on water saving and water quality management with Milk producers	Physical Risks / quality water scarcity	Water Balance	3.7
Collaboration with regards to clean up campaigns	Participate with municipality during their clean up campaigns	Improvement on health of natural streams	Water Quality	WASH	3.6
	Fill tankers with water for drought relief	Improve access to water	Physical Risk - water scarcity	Water Balance	3.6
Community awareness on water use	Sponsor 1 water awareness session	More awareness with by the community	Physical Risks / quality water scarcity	Water Balance	3.7
1 Kick start workshop	Arrange for an AWS workshop for the Key stakeholders	More awareness with our stakeholders	Water Governance	Governance	3.9
Launch Forum with stakeholders	Create a structured forum to discuss Nestlé Water stewardship Programme	More awareness with our stakeholders	Physical Risks / quality water scarcity	Governance	3.8

5 STAKEHOLDER ENGAGEMENT

SGS conducted one large stakeholder engagement session on the afternoon of October 29, 2019. SGS met with some stakeholders whilst onsite and recorded the following feedback:

1. Anton Dellemijn: – Executive Councillor – Technical Services & Safety, Ward 5, Mossel Bay Municipality. Mr Dellemijn made apologies for the Mayor who could not attend the stakeholder engagement session. Mr Dellemijn is responsible for community projects for the Municipality. He commended NMB for their efforts in water-saving projects, their good working relationships with the communities of the rural areas and he indicated that Nestlé Mossel Bay is considered a front-runner in social, nutritional and water education in these areas. The Mossel Bay area has experienced drought and the Municipality is able to use Nestlé Mossel Bay as a good example of resource management to other industries and businesses in the area.
2. Cliffy Bayman: Executive Mayoral Committee, Planning & Economic Services Committee. Alderman. Commends Nestlé Mossel Bay on their social development projects within the local community as it supports the efforts of the Municipality.
3. Nicky Le Roux: Mossel Bay Municipality. Was a reporter for the Mossel Bay advertiser when NMB announced their water-wise project, indicated that the public feedback at the time was tremendously positive. There is a general appreciation for the manner in which NMB conducts its business, providing employment to many and acting responsibly during droughts.
4. Jannie Du Plessis: Mossel Bay Advertiser: As a consumer he can say the Nestlé Mossel Bay products are loved and trusted and he is aware of the roll-out of the water saving project at the factory.
5. Thys Van Zyl: Manager (Technical Support Services) Mossel Bay Municipality. Mr Van Zyl manages the Municipal water treatment works and indicated that there is good communication and notification practices processes within NMB, and that the wastewater received from the factory was within limits.
6. Vincent Strangefeld: Regional Manager Veolia. Mr Strangeveld indicated that he was aware that NMB engaged with the community by running a nutritional educational programme at schools, NMB had renovated an E-centre and supported a mayoral sports tournament. NMB sponsored and manned a water table for the local fun run. NMB further supported the municipality who were having difficulty with a

remote community and school in Hibbertsdale; by sinking a borehole for the provision of water to learner's and the community. NMB are known to be frequently involved in clean-up operations in local water ways and provide toiletry boxes to underprivileged children. From a professional perspective Veolia consider themselves to have an excellent working relationship with NMB.

7. Sophu Qoma & Andrea Bradfield: Oceans' Research. NMB is highly regarded in the community known for their involvement in coastal clean-up initiatives and waste collection.

6 INDICATORS CHECKLIST

As per the requirement set out in the AWS certification requirements Section 2.11.3.1 below is a checklist of all the CORE AWS indicators with the relevant reviewed evidence provided by the site. and the indicator with which it is associated.

Table 1: Evidence reviewed by SGS against each CORE AWS indicator

CRITERIA	AWS Standard Version 2.0	Document/ include reference to document
	STEP 1 - GATHER AND UNDERSTAND	
CRITERION 1.1	INDICATOR 1.1.1	
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.	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, 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 and its ultimate water source; - Discharge points and waste water service provider and ultimate receiving water body or bodies; - Catchment that the site affect & is reliant upon for water.	See Water Stewardship Programme document. NMB has a water map with the effluent points and discharge areas. Shows the meters, 4 incoming meters from municipality's, car park, the canteen, Spoornet, and liquid plant. All incoming water enters the site via these four points. There is a totalizer for car park, canteen and Spoornet, for the purpose of the water balance there are two incoming data streams, totalizer and liquid plant. Mossel Bay Municipality is the water provider and also the water treatment body. The Wolvedans dam is the main source via the Groot Brak river. At the point of the Klein Brak there is a potable water treatment works which prepares the water before delivering to water users. the greater catchment is Breede-Gouritz basin. All water from rainfall is captured in a plant storm-water system which leads to amphitheatre which is a collecting pond. The water from this pond is pumped out to the storm water drain and is not included in the water map. REF001, REF002, REF003, REF004.
CRITERION 1.2	INDICATOR 1.2.1	

Understand relevant stakeholders, their water related challenges, and the site's ability to influence beyond its boundaries.	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 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.	Stakeholders have been identified in WS Programme document, REF005. This document is comprehensive in its address of the indicator requirements. REF006
	INDICATOR 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.	Stakeholders have been identified in WSProgramme document, REF005. This document is comprehensive in its address of the indicator requirements. REF006
CRITERION 1.3	**INDICATOR 1.3.1**	
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.	Existing water-related incident response plans shall be identified.	Site Emergency Procedure. REF007. All spills are pumped to the amphitheatre and to storm water or straight to WWT plant. There was a recent condense milk spill, the spillage was captured partly by the WWTW and partly by the amphitheatre which then relayed spillage contents to the WWTW. There was a milk spill in 2016 and the incident report has been provided as evidence. Site emergency procedure has been updated to include the above requirements of the standard. There has been an incident where the evaporator evac system failed and this has been logged on the system. REF007.
	INDICATOR 1.3.2	
	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped.	REF008 The water map has been redesigned and is much more easily understood.
	INDICATOR 1.3.3	

	Site water balance, inflows, losses, storage, and outflows, including indication of 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.	The water balance has been designed and there are still some meters to be installed in order to complete this. The water balance is not able to be verified as yet as the meters are not in yet. This will be checked at surveillance. NMB has taking existing data and created a trend for 2019. In this way the annual variance has the basis to be tracked accurately once the meters have been included once they have been installed. A problem was discovered in July where the variance fluctuated beyond normal levels. an investigated followed which indicated that there was a problem with the water pressure from the municipal water supply. The water balance does not account for water returning to the WWTW which has to be accurately reflected in the water balance. Some aspects of the water balance are based on calculations, there need to be validated as the most accurate way to reach this figure. Where possible meters should be installed ASAP. The final step of the calculation, the outgoing water to be subtracted from the incoming water has also been omitted, this needs to be corrected
	INDICATOR 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.	Water quality entering the site is tested by internal lab for microbes. See effluent monitoring procedure REF010 and REF009. Water quality exiting the site is tested by the internal NMB laboratory and Veolia and is further tested once a month by the Municipality. REF014, REF016 - REF022. Quarterly reports are generated as well as an annual report on water quality performance against permitted limits. Once a year NMB audits the WWTW run by MB Municipality and they test the water once a month for billing purposes. There is an internal lab on site which tests the water as does Veolia, who manages the internal WWTW onsite at the factory. The permits, test results and procedure have all been reviewed. The permit does not indicate what should be done should a non-compliance or exceedance occur. NMB now sends water tests out externally and informs the municipality on a monthly basis. The water permit expires on 31 October 2019, SGS requested a copy of the new permit, this was received on 22 November 2019 by SGS.
	INDICATOR 1.3.5	
	Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.	NMB is ISO 14001 certified and has identified and mapped these in the aspect register. The aspect register has been updated and pollution source mapping document with the index adequately covers the requirement of this indicator. REF011, REF012 & REF013.
	INDICATOR 1.3.6	
	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	IWRAs have been considered and discussed in a team workshop for AWS. REF023, REF024. IWRAs have been mapped in REF015. There are no IWRAs on site at NMB.

	INDICATOR 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.	REF025 document covers the WR costs, shows that revenues have been considered and the also the shared value creation.
	INDICATOR 1.3.8	
	Levels of access and adequacy of WASH at the site shall be identified.	NMB performs WASH self-assessment on site. REF027. A Health Facilities Assessment is performed by an external service provider on site at the plant once a year. REF026
CRITERION 1.4	**INDICATOR 1.4.1**	
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.	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.	REF028 and REF029 identified and map the most relevant indirect water users to. NMB The primary IWU has been identified as the milk farmers, NMB have been working with the farmers for three years to reduce their water use on the farms and therefore lessen the impact to water withdrawals and make them more resilient in drought scenarios.
	INDICATOR 1.4.2	
	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	Laundry and electricity review document as per above.
CRITERION 1.5	**INDICATOR 1.5.1**	
Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH	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.	REF030 - REF034 indicate the variety of management plans for the catchments and water sources. This gives an indication of the government initiatives with regards water management and the awareness of NMB to these. There is the BCGMA they have not completed a catchment plan for the area; however, it is currently under development. They are currently running a programme of reviewing all farmers in the catchment and reviewing their water extraction practices and if it matches the relevant water use licences. NMB has compiled a catchment mapping document. REF035. REF036 & REF037 are the minutes from the Klein and Groot Brak Estuary Forums as evidence to demonstrate NMB awareness of government activities. REF038 provides a document reflecting NMB actions for Criterion 1.5
	INDICATOR 1.5.2	

	Applicable water-related legal and regulatory requirements shall be identified, including legally defined and/or stakeholder-verified customary water rights.	NMB has developed a comprehensive legal register. REF039. NMB has a valid water discharge permit. REF020. NMB has a compliance process which is followed to track and ensure compliance. REF042.
	INDICATOR 1.5.3	
	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.	Catchment mapping document. REF035
	INDICATOR 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.	REF030- REF032, REF040. Water management protocols and estuary management plans are available with this information. REF040 -REF051 Catchment data on the health of estuaries and catchments.
	INDICATOR 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.	REF024, REF052 & REF053. Important Water Related Areas have been identified and mapped using government documentation and the status assessed in the above references.
	INDICATOR 1.5.6	
	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	NMB is aware of the planned opening of the Hartenbos Desalination Plant and an upgrade to the current WWTW with the purpose to increase its capacity. Mossel Bay annual report - does not appear to have evaluated potential exposure however, the desalination plant is running again. Wolvedans dam is at 50% so desal plant is substituting. REF033.
	INDICATOR 1.5.7	
	The adequacy of available WASH services within the catchment shall be identified.	Mossel Bay Municipality has included WASH data in the annual report - available for 2017 - 2018. Limited information available for catchment for BCGMA
CRITERION 1.6	**INDICATOR 1.6.1**	
Understand current and future shared water challenges in the	Shared water challenges shall be identified and prioritized from the information gathered.	Shared water challenges have been identified in the NMB AWS Plan and have been prioritised accordingly. REF073

catchment, by linking the water challenges identified by stakeholders with the site's water challenges.	**INDICATOR 1.6.2**	
	Initiatives to address shared water challenges shall be identified.	As the shared water challenges have been identified in the AWS Plan, the target which relates to each one is the initiative to address the problem. REF073
CRITERION 1.7	**INDICATOR 1.7.1**	
Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.	Water risk assessment has been performed and updated (much improved) in REF055. The Business Impact Analysis document has been updated, REF054. The two documents have sufficient information to address the criteria more than adequately.
	INDICATOR 1.7.2	
	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	REF055 has a section which identifies opportunities for improvement with regards to identified risks.
CRITERION 1.8	**INDICATOR 1.8.1**	
Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance	Relevant catchment best practice for water governance shall be identified.	REF056, REF057 and REF058. NMB has "workplace" a Facebook type site for Nestle which acts as an intranet. NMB has put together a presentation "Best Practices" which showcases all the best practice undertaken by NMB, there are clean-up campaigns, waste awareness week, Ocean's research plastic campaign. Video was made by NMB to explain water mapping of the plant and shows the meters for the factory, where they are placed and how they mapped the plant. A post was developed to explain to all staff on what to do during should an environmental incident occur. NMB upgraded the men's shower room as the ladies had already be upgraded. AWS brainstorming workshop, factory meeting. Nestle in society report. Water efficiency measures taken at the factory can be considered as best practice. NMB's extensive work with the Diary Farmers to reduce water use is considered Best Practice.
	INDICATOR 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.	By working closing with dairy farmers to improve their water management techniques through education and forward payments for moisture monitoring equipment, NMB continually contributes to improving the catchment water balance. REF059, REF060, REF061, REF062. REF068
	INDICATOR 1.8.3	
	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	The installation of an onsite WWTW is considered best practice as it ultimately both reduces the quantity of water released to the municipality but drastically improves the quality of the water before releasing for treatment to the municipal sewer line. REF016 - REF022.

	INDICATOR 1.8.4	
	Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified	NMB works closely with communities and Municipality to arrange and take part in riverine clean-up sessions, educating local communities on WASH issues and working with Ocean Research. REF131- REF137.
	INDICATOR 1.8.5	
	Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	During times of drought NMB delivered tankers of clean water to Kareedouw at no charge to support the provision of drinking water to neighbouring communities. REF063 & REF064
STEP 2 - COMMIT AND PLAN		
CRITERION 2.1	**INDICATOR 2.1.1**	
Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within 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.	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 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.	There is a global Nestle commitment to water stewardship. REF030 and also an AWS Commitment from the Factory Manager REF065, REF066 &REF067.
CRITERION 2.2	**INDICATOR 2.2.1**	
Develop and document a process to achieve and maintain legal and regulatory compliance.	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.	Legal Register and Legal Compliance Procedure in place. REF039 & REF042 The appointment letter has been completed, REF069. The new discharge permit was received on 22 November 2019 REF071 & REF020. REF070 details the communication and submissions to regulatory bodies.
CRITERION 2.3	**INDICATOR 2.3.1**	
Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities	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.	WS Strategy meets the requirements of the standard. REF072
	INDICATOR 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) it	The AWS Plan has been references as REF073. The plan has not been separated into definitive year's but rather jumps around with various target over a three-year period. Each year should have its own sheet. There is no indication of how each target will be measures and monitored for completeness. There are some items which have already been completed, these need not appear if completed prior to 2019.
CRITERION 2.4	**INDICATOR 2.4.1**	
Demonstrate the site's responsiveness and resilience to respond to water risks	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	Business Impact Analysis REF54. Business impact analysis has not been updated since the pre-assessment. This indicator has been insufficiently addressed.
STEP 3 - IMPLEMENT		
CRITERION 3.1	**INDICATOR 3.1.1**	
Implement plan to participate positively in catchment governance.	Evidence that the site has supported good catchment governance shall be identified	NMB has taken many steps to establish good relations with catchment authorities from meeting and presentation from authorities meeting and attendance lists, to a signed MOU on the treatment of spills and pollution incidents. Meetings with stakeholders on AWS and presentation made. Presented to BCGMA in July, presented to Municipality on 12 August and October to the Mayor of Mossel Bay. REF074, REF075, REF076
	INDICATOR 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	During times of drought NMB delivered tankers of clean water to Kareedouw at no charge to support the provision of drinking water to neighbouring communities. REF063 & REF064. This is evidence that NMB respects the rights of others to access to water.
CRITERION 3.2	**INDICATOR 3.2.1**	
Implement system to comply with water-related legal and regulatory requirements and respect water rights.	A process to verify full legal and regulatory compliance shall be implemented	NMB has developed a comprehensive legal register. REF039. NMB has a valid water discharge permit. REF020. NMB has a compliance process which is followed to track and ensure compliance. REF042.
	INDICATOR 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.	During times of drought NMB delivered tankers of clean water to Kareedouw at no charge to support the provision of drinking water to neighbouring communities. REF063 & REF064. This is evidence that NMB respects the rights of others to access to water.
CRITERION 3.3	**INDICATOR 3.3.1**	

Implement plan to achieve site water balance targets.	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified	Monthly dashboard available for progress on water targets is shared with leadership. REF080. Water inflow meter readings are taken daily they are entered into a spreadsheet. REF077. Wastewater treatment works flow data is provided in spreadsheet format from Veolia. REF078. Milk water is water recovered from milk in the evaporation process in the creation of dried milk products. This water is treated on site and re-used in several practical and safe ways within the plant. The outcome of this is that there is sometimes more water is going to the WWTW than is being drawn from the municipal water supply. There is the potential for the water balance to be negative as a result if the outflow exceeds the inflows. REF079, REF081, REF082 and REF083. Some amendments to the water balance are required for the balance to be both complete and accurate.
	INDICATOR 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.	REF078, REF079, REF080, REF081, REF082 and REF083.
	INDICATOR 3.3.3	
	Legally binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	There is no requirement for legally binding documentation for re-allocation of water in the case of NMB.
CRITERION 3.4	**INDICATOR 3.4.1**	
Implement plan to achieve site water quality targets	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.	Water quality entering the site is tested by internal lab for microbes. See effluent monitoring procedure REF010 and REF009. Water quality exiting the site is tested by the internal NMB laboratory and Veolia and is further tested once a month by the Municipality. REF014, REF016 - REF022. Quarterly reports are generated as well as an annual report on water quality performance against permitted limits. Once a year NMB audits the WWTW run by MB Municipality and they test the water once a month for billing purposes. There is an internal lab on site which tests the water as does Veolia, who manages the internal WWTW onsite at the factory. The permits, test results and procedure have all been reviewed. The permit does not indicate what should be done should a non-compliance or exceedance occur. NMB now sends water tests out externally and informs the municipality on a monthly basis. The water permit expires on 31 October 2019, SGS requested a copy of the new permit, this was received on 22 November 2019 by SGS. REF084 & REF085 water quality tests.
	INDICATOR 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	Although NMB is continually working managing their water better each year there were two instances where a spill caused the WWTW to be overwhelmed and parameters set by the Municipality were exceeded. REF082. Non compliances occurred in June and May 2019. REF014, REF016 - REF022
CRITERION 3.5	**INDICATOR 3.5.1**	
Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas	Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented	IWRAs have been considered and discussed in a team workshop for AWS. REF023, REF024. IWRAs have been mapped in REF015. There are no IWRAs on site at NMB.
CRITERION 3.6	**INDICATOR 3.6.1**	
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	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.	NMB performs WASH self-assessment on site. REF027. A Health Facilities Assessment is performed by an external service provider on site at the plant once a year. REF026. REF086, REF087, REF088, REF089 and REF090 are pictures of the ladies' ablution block which has been revamped.
	INDICATOR 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	NMB has over the last 10 years have reduced their withdrawal of water from municipal supply consistently and have worked constantly towards keeping the effluent discharge with permitted limits. REF082. In times of drought NMB provided water to neighbouring communities. REF063 & REF064.
CRITERION 3.7	**INDICATOR 3.7.1**	
Implement plan to maintain or improve indirect water use within the catchment.	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified	Working with the milk producers, Project Eden is a grant from a fund, a MOU is signed for the farmer to make use of the water consultant for 12 months paid for by Nestle there after which they pay for a further 12 months. The money is taken from a self-imposed tax. 2017 they validated this project with adjacent farm. the study showed that 1 million litres per hectare per year can be saved by the farmer. Conservative savings are shown to be 15%. The remainder of the farms receive advancement payment, interest free, for the installation of water and energy saving measures. repayment over 48-60 months. for example, fund for centre pivot. R12 million in advance payments have been made. Also, provision of solar panels for the running of pivot pumps; begins with pumping water to buffer dam and then gravity feeds water down to the pivot. NMB also engage sugar suppliers and made efforts to understand the water footprint of the coal supplied to them. REF091, REF092, REF093, REF094, REF095
	INDICATOR 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	REF059, REF060, REF061 and REF062. NMB engages in Catchment Planning is undertaken with each farmer. 10 farms have implemented moisture mapping to reduce irrigation. Working with the service providers to create the system. Regional Farmer Days, soil improvement programmes, solar panels to reduce electricity consumption, and DFM systems Digital Farm Moisture have all been implemented through engagement with dairy farmers. Dairy days are arranged to inform farmers of options for water and energy reduction.
CRITERION 3.8	**INDICATOR 3.8.1**	
Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have	Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	Evidence of engagement with authorities has been received. A Bayview estuary email evidence has been provided and a requested an amendment to the MOU which tasks NMB to undertake a plan which is legally a requirement of the catchment agency. Also email on AWS, request for discharge permit. REF096, REF097.
CRITERION 3.9	**INDICATOR 3.9.1**	
Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented	NMB has requested to be an active member of the Hartenbos Estuary Forum. REF098. Further information in REF099 the presentation used in the opening meeting of AWS audit to introduce the activities of NMB within the AWS arena.
	INDICATOR 3.9.2	
	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented	The repair of faulty meters and installation of new meters in order have a more accurate water balance have been provided as evidence to demonstrate best practice in achieving targets in the water balance. REF099 AWS Audit presentation. The implementation of an onsite WWTW is considered best practice with regards to improving the water balance. REF055 demonstrate best practice in understanding and managing water use in the plant. The extensive work done with indirect water users mentioned previously is further evidence of best practice toward achieving good water stewardship for the catchment.
	INDICATOR 3.9.3	
	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented	Installation of internal WWTW on site to treat all water before either re-using or discharging to sewer. The water quality tests are performed inhouse and also sent to an external laboratory for analysis also.
	INDICATOR 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	No internal IWRAs but there are clean-up campaigns which NMB play an active role in managing and executing. REF131 - REF137. Riverine areas are cleared of trash and debris to allow for free flow of water ways and to reduce contamination of stream which are used by local communities.
	INDICATOR 3.9.5	
	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	NMB performs WASH self-assessment on site. REF027. A Health Facilities Assessment is performed by an external service provider on site at the plant once a year. REF026. REF086, REF087, REF088, REF089 and REF090 are pictures of the ladies' ablution block which has been revamped.
STEP 4 - EVALUATE		
CRITERION 4.1	**INDICATOR 4.1.1**	
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	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated	SHE management review was done in September 2019. REF100. Progress on the achievements relating to the targets set in the WS Plan has been discussed in this management review. It is a good start. This will be further checked at Surveillance.
	INDICATOR 4.1.2	
	Value creation resulting from the water stewardship plan shall be evaluated	This will be reviewed at Surveillance
	INDICATOR 4.1.3	
	The shared value benefits in the catchment shall be identified and where applicable, quantified	This will be reviewed at Surveillance
CRITERION 4.2	**INDICATOR 4.2.1**	
Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures	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	REF100 and REF101 Annual Management Review document, root cause can be found in the incident reports. REF103 - REF105 is the root cause analysis exercise performed for each incident which has taken place in 2019. REF102 is the operating procedure for equipment cleaning which will help prevent future occurrences of one of the incidents.
CRITERION 4.3	**INDICATOR 4.3.1**	

Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process	Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	This will be reviewed at Surveillance
CRITERION 4.4	**INDICATOR 4.4.1**	
Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement	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.	This will be reviewed at Surveillance
STEP 5 - COMMUNICATE AND DISCLOSE		
CRITERION 5.1	**INDICATOR 5.1.1**	
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.	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed	The AWS audit presentation includes in an organogram with the people named in a hierarchy relating to governance of water issues and Aws responsibility.
CRITERION 5.2	**INDICATOR 5.2.1**	
Communicate the water stewardship plan with relevant stakeholders.	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	WS Plan has not yet been shared with stakeholders at the time of the audit. This finding has been raised and closed with evidence to show that the plan has been shared with stakeholders. REF107. REF125 is the evidence that the Plans has now be shared with stakeholders.
CRITERION 5.3	**INDICATOR 5.3.1**	
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.	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum	This will be reviewed at Surveillance
CRITERION 5.4	**INDICATOR 5.4.1**	

Disclose efforts to collectively address shared water challenges, including associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed	Evidence to support that NMB has disclosed both shred water challenges and also their efforts to address these has been provided in an article in the Mossel Bay advertiser on the opening of the WWTW. REF107 & REF108. The presentation at the National Cleaner Production Centre conference explained challenges and the company responses. REF109. Article in the farmer's weekly 27 September 2019. REF110. Global Annual sustainability report. REF111. South African Society of Dairy Technology presented at conference. REF112. Massmart Supplier Environmental Award. REF113, REF114, REF115, REF116
	INDICATOR 5.4.2	
	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified	Hartenbos Effluent plant had a shut down. NMB informed the Municipality that they would temporarily redirect the effluent into the balancing tank under the WWTR to relieve some of the pressure on the Municipal works. REF117
CRITERION 5.5	**INDICATOR 5.5.1**	
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.	Any site water-related compliance violations and associated corrections shall be disclosed	SGS Reviewed all the notification on non-compliances and or incidents, and any response from the municipality. REF118, REF119 and REF120. The 18th July, the Municipality was notified and then again on 23rd August once it was realised that it was going to take longer to replace the relevant membranes needed to run the WWTW.
	INDICATOR 5.5.2	
	Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable	Email to the Municipality to inform them of the corrective actions taken by NMB. REF121.
	INDICATOR 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	There were no violations which posed a significant threat to human or ecosystem health.

7 SGS AUDIT FINDINGS

A findings log was issued to NMB which detailed the findings raised during the audit. The findings log acted as a live document and was updated periodically until all documents that were submitted to close out findings had been reviewed for compliance. NMB had been afforded time to respond to the findings and supply additional information for SGS to the review and to either accept and close the finding or request further information or action. Once all findings were closed by the Lead Auditor all documentation and audit trail were then reviewed by a technical reviewer, independent from the audit process.

7.1 MAJOR NON-CONFORMANCES

During the audit two major non-conformances were raised. 01MAJCAR non-conformance related to the water balance and the completeness and accuracy of the information entered into the calculations. 002MAJCAR was raised as the Water Stewardship plan had not been shared with stakeholders and this is a Standard requirement. These areas of concern were considered significant enough to warrant the categorisation of the non-conformance as major.

Table 2. Major Non-Conformances raised during the AWS audit process

No.	Ref.	Criteria	Finding Details	Response by NMB
1	001MAJCAR	Criteria 1.3.3	When reviewing the water balance, it was noted that the return water to the WWTW had not been accounted for, neither was the final calculation of waster out subtracted from water in included in the balance. Please make the necessary corrections to include ALL water inflows, through flows and outflows in the water balance. IT was further noted that in place calculation had been made in the absence of meters, please ensure that all calculations have been validated for accuracy and completeness and where possible please install meters.	"1. Water Balance has been updated to include the Wastewater Treatment Plant on the 30.10.19 2. Meters for the Wastewater Treatment Plant flow, and evaporative loss will be sourced in order to validate current losses "
2	002MAJCAR	Criteria 5.2.1.	The WS Plan had not been shared with any stakeholders, please rectify and provide evidence.	Consolidate plan and share with our key stakeholders

7.2 MINOR NON-CONFORMANCES

Two minor non-conformances were raised during the audit process. In both cases of non-conformances, it was considered that NMB had either not met or partially-met the AWS Core criterion requirement but were requested to make some small adjustments to the documentation in order to be considered fully compliant.

Table 3. Minor Non-Conformances raised during the AWS audit process

No.	Ref.	Criteria	Finding Details	Response by NMB
3	003MINCAR	Criteria 2.4.1.	Whilst the BIA addresses some aspects of water risks this evidence needs to be developed further as per indicator requirements to achieve compliance.	The BIA was updated: update of the current Water Key Process Assessment with how we're co-ordinating our emergency planning with the different departments from municipality. The Voorbaai Joint emergency plan has been used as an input for the plan.
7	007MINCAR	Criteria 2.3.2	Some alterations are required to the WS Plan. Targets should be separate by year and each should have their own sheet in the document. Any targets completed before 2019 need not appear. More detail on how each target will be monitored and measured is required.	WS Plan has been modified to cover 3 years, and also includes monitoring and measuring forum for the different initiatives. We have also set up a quarterly review for Plan as detailed in the Evaluation of Compliance Procedure.

7.3 OBSERVATIONS

One observation was raised during the audit, reminding NMB, that there are more examples available than presented as a response to an indicator, observations are effectively recommendations for future improvement.

SGS further added an additional finding category of a New Information Request (NIR) which is not an aspect of the AWS Standard. This is to address the circumstance where the information provided during the site audit proved insufficient to evaluate compliance and further clarification or evidence is required to make a professional assessment of conformity. Three new information requests were sent to NMB for further information, to allow for a decision on conformity to be made by the SGS audit team. Details of the new information request raised have been detailed in the table below.

Table 4. Observations and New Information Requests raised during the AWS audit process

No.	Ref.	Criteria	Finding Details	Response by NMB
4	004NIR	Criteria 1.3.4.	Please send through a copy of the new water permit.	Document Sent
6	006NIR	Criteria 1.5.2.	In the pre-assessment the attached document was submitted under the compliance section. Are you still using this document? If so, has it been updated since May 2019? If so, please send me a copy or let me know under which section it has been saved. "	Documents Sent
8	008NIR	Criteria 1.8.4, 3.5.1 and 3.9.4.	NMB made reference to several clean-up operations, work with Ocean Research and work on a community barn/clubhouse. Please can you send through more information on these, dates, who was involved, what was achieved, who you engaged with etc. Some of the information has been included in other presentations but I would like to see a comprehensive picture of this engagement as it is required for several indicators.	Information Sent.

8 AUDIT SUMMARY

In reviewing the body of evidence presented by Nestlé Mossel Bay it is apparent that a considerable quantity of effort and work has been put into the preparation for the audit for Alliance for Water Stewardship Certification.

The major non-conformances indicated a necessity to pay closer attention to the completeness and accuracy of the water balance and an attention to detail on the disclosure requirements of the Standard.

The minor non-conformances were all situations where NMB was considered to have partially met the AWS Core criterion requirement but were requested to make some small adjustments to the documentation, data provided or work process in order to be considered fully compliant.

All evidence submitted to SGS in response to the findings was reviewed and evaluated for compliance to the AWS standard. All actions were accepted as sufficient to demonstrate compliance and the findings were cleared and closed.

9 CONCLUSIONS AND RECOMMANDATIONS

Given the review of evidence produced and site visit inspection performed at the Mossel Bay Dairy Factory, SGS recommends that Nestlé Mossel Bay is awarded AWS Core Certified status with a surveillance audit interval of annual frequency.

10 REFERENCES

REF001 Mapping of Water Resources and Discharge

REF002 Physical Layout

REF003 Site Boundary of Factory

REF004 Site Water Related Infrastructure

REF005 AWS Stakeholder Mapping

REF006 Stakeholder Session

REF007 Site Emergency Procedure

REF008 Water Layout

REF009 Water Mass Document

REF010 Effluent Monitoring

REF012 Pollution Source Mapping

REF013 Aspect and Impact Engineering

REF014 Effluent Discharge Permit 2019

REF015 Onsite IWRA

REF016 Nestle Effluent Test Results

REF017 Nestle Effluent Test Results

REF018 Nestle Effluent Test Results

REF019 Nestle Effluent Test Results

REF020 Nestle Effluent Discharge Permit 2020

REF021 Effluent Internal Analysis Communication

REF022 Effluent Permit Test External Lab

REF023 AWS workshop – onsite IWRA discussion

REF024 IWRAs

REF025 Annual Water related costs

REF026 Nestle Health Facilities Assessment

REF027 WASH Pledge Self-Assessment Tool

REF028 Indirect Water Use

REF029 Indirect Water Use Mapping

REF030 Great Brak Estuary Management Plan

REF031 Hartenbos Estuary Management Plan

REF032 Klein Brak EMP Final

REF033 Mossel Bay Municipality Annual Report 2017-2018

REF034 Notice on Water Restrictions

REF035 Catchment Mapping

REF036 Minutes – GB Estuary Forum Aug 2019

REF037 Minutes – KB Estuary Forum Aug 2019

REF038 Water Stewardship Gather and Understand

REF039 Legal Mandatory Register

REF040 Great Brak EMP

REF041 Breede Gouritz Water Resources Document

REF042 Evaluation of Compliance

REF043 Breede EMP final

REF044 Cape Estuaries Conservation Plan

REF045 Draft Gouritz EMP June 2018

REF046 DWS Annual Report 2017-18

REF047 Alien Plant Control

REF048 GRDS Klein Brak Estuary

REF049 Catchment Map

REF050 SA Estuaries

REF051 MAP for Hartenbos

REF052 IWRA Map

REF053 IWRA

REF054 BIA Factory Oct 2019

REF055 Water Key Processes

REF056 Best Practice

REF057 March Water Awareness

REF058 Water Stewardship Gemba

REF059 Advanced Payment to Farmers

REF060 Advanced Payments Evidence

REF061 Audit Farm Visit Information

REF062 Farmer's Day

REF063 Kareedouw Water Transfers

REF064 Kareedouw Water Tankers

REF065 Signed Commitment to AWS

REF066 Commit and Plan information

REF067 Nestle Global Commitment

REF068 Probe Calibration Certificate

REF069 Environmental Officer Appointment Letter

REF070 Communication and Participation

REF071 Nestle WS visit

REF072 WS Strategy

REF073 WS Plan

REF074 AWS Presentation to the Mayor

REF075 AWS Stakeholders Presentation

REF076 AWS Presentation Attendance Register

REF077 Incoming and Raw Water Meter Readings

REF078 WWTP Meter Readings

REF079 Milk Water Meter Readings

REF080 September Dashboard Pyramids

REF081 Water Usage Powders – Evaporation Losses

REF082 Journey to Zero Presentation

REF083 ZAOA TP Roadmap

REF084 Lab Results Daily June 2019

REF085 Monthly Average lab results pH and Free Chlorine

REF086 – REF090 Ladies Ablution photos

REF091 Water Footprint Data

REF092 Request for Water Usage Information – Sugar

REF093 Video on Milk Farmer

REF094 Indirect Water – Nampak

REF095 Beyond the Fence Presentation

REF096 Correspondence with local authorities

REF097 Interaction with Municipality

REF098 Interaction with Stakeholders

REF099 Audit Presentation

REF100 Extract from Management Review

REF101 Water-related incident review

REF102 SOP for cleaning the evaporator

REF103 GSTD for UF Membrane Failure

REF104 GSTD for increase in water use

REF105 GSTD Evaporation Build Up

REF106 Stakeholder Presentation

REF107 MBM news article

REF108 Mossel Bay Advertiser

REF109 SWPN Nestle Slides

REF110 Farmers Weekly

REF111 Nestle Sustainability Report

REF112 Nestle SASDT

REF113 Massmart Article

REF114 Daily Mail

REF115 Conference photo

REF116 Conference Photo

REF117 Hartenbos TW Shutdown Plan

REF118 WWTW Process Upset

REF119 WWTW status update

REF120 Process upset May 2019

REF121 WWTW corrective and preventive action

REF122 Water Mass Document updated

REF123 Voorbaai Joint Emergency Response Plan

REF124 Response to Findings

REF125 Sharing the Plan with Stakeholders

REF126 Response to findings

REF127 Updated WS Plan

REF128 Updated Key Water Processes

REF129 Updated BIA

REF130 Updated Evaluation of Compliance

REF131 World Ocean Day Clean up

REF132 Nestle Clean-up initiative

REF133 Nestle Clean-up May 2019

REF134 International Coastal Clean-up Day

REF135 Clean-up Campaign March 2019

REF136 International Coastal Day Sept 2019

REF137 Ocean’s Clean-up