



Alliance for Water Stewardship Assessment Report

Prepared for Spa Monopole

(AWS-000227)

Prepared by: SGS

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REPORT DETAILS

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PREPARED BY:	Olivier Bodart
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Table of content

REPORT DETAILS	2
1 EXECUTIVE SUMMARY	4
2 SCOPE OF ASSESSMENT	5
3 STAKEHOLDER ANNOUNCEMENT AND CONSULTATION	6
4 DESCRIPTION OF CATCHMENT	8
5 SUMMARY OF SHARED WATER CHALLENGES	17
6 AUDIT FINDINGS	43
6.1 MAJOR NON CONFORMANCES	43
6.2 MINOR NON CONFORMANCES	44
6.3 OBSERVATIONS	45
7 SUMMARY	47
8 OPPORTUNITIES FOR IMPROVEMENT	48
9 CONCLUSIONS AND RECOMMANDATIONS	49
10 REFERENCES	50

Figures index

Figure 1 Information Disclosure posted on site's webpage	6
Figure 2: arian map (source: google map)	8
Figure 3: Location of the Spa Monopole Factory into the natural park 'parc naturel des sources'	9
Figure 4: General map of the aquifer in the Walloon region	10
Figure 5: map of underground water body RWM100 – boreholes localisation	11
Figure 6: map of underground water body RWM100 – specifi vulnerability	12
Figure 7: geological section map	13
Figure 8: geological section map with the localization of the aquifers	14
Figure 9: map of the surface water body on Vesdre catchment	14
Figure 10: Map of AWS catchment for Spa Monopole	15

Table index

Table 1: SGS Audit Team	5
Table 2: Stakeholder meetings	7
Table 3: annual withdrawal in the main wallonia aquifer (2006-2014)	12

1 EXECUTIVE SUMMARY

The scope of services covers the conformity assessment of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for Spa Monopole (hereinafter referred to as “the site”) located at Spa.

The assessment has been completed in compliance with the AWS Certification requirements, Version 2.0 dated March 2019.

The site is a mineral water bottling plant including 30 boreholes.

On June 15-16, 2020, SGS BELGIUM S.A., (hereinafter referred to as “SGS”) conducted the conformity assessment for site’s facilities and activities with regard to certification to the AWS Standard. Findings were raised during the course of the audit process, and they were categorized as 2 minor non conformance, 12 observations and 1 improvement opportunity.

Given the review of evidence produced and site visit inspections performed at the Spa Monopole plant, SGS recommends that Spa Monopole, is awarded AWS Platinum Certified status with a surveillance audit interval of annual frequency.

2 SCOPE OF ASSESSMENT

The scope of services covers the conformity assessment of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for Spa Monopole Factory (hereinafter referred to as “the site”) located at Spa, in Belgium.

The assessment has been completed in compliance with the AWS Certification requirements, Version 2.0 dated March 2019.

On June 15-16, 2020, SGS conducted the conformity assessment of site’s facilities and activities with regard to certification to the AWS Standard. Table 2.1 presents SGS audit team. The audit plan is attached as a separate document.

Audit Team	Qualifications/Experience	
Olivier Bodart	Team Leader	AWS certified auditor, with more than 20 years experience in pollution control, environmental impact assessment, ISO14001 audit and training.
Francesca Cerchia	Technical Reviewer	AWS certified auditor and Accreditation Manager.

Table 1:SGS Audit Team

During the conformity assessment, the audit team spent 0,25 day on the stakeholder consultation meeting, and 1,75 day on the inspection of site’s installations and activities in its bottling plant, together with personnel interviews and document reviews.

Site provided most of the requested supporting documentation as evidence whilst on site. SGS provided initial feedback on the gaps between site’s current management and the level required by the standard during the closing meeting of the conformity assessment on June, 2020.

3 STAKEHOLDER ANNOUNCEMENT AND CONSULTATION

Following the AWS Certification Requirements, before the on-site conformity assessment, site's prepared a stakeholder announcement, which stated intention to pursue AWS certification.

Besides submitting to AWS for publication on the AWS website, the stakeholder announcement was also :

- Local Newspaper 'Vers l'Avenir'; 6 June 2020
- posted on site's website:

Spadel further strengthens the protection of its water catchment areas by going for AWS certification

→ Description

The AWS standard (Alliance for Water Stewardship, www.a4ws.org) describes good methods of the sustainable use of water in the production of various products (agriculture, industry, etc.). It is jointly developed by companies, NGOs and the public sector.

Spadel has always been a pioneer in the protection of its water resources. For example, the Spa water catchment protection zone has been in place for over 175 years. Every day the Spadel teams work together to continue this tradition of protection and improvement of the environment around the sources.

To recognize the work already done, but also and above all to go even further in the process, Spadel is committed to certifying all production sites according to the AWS standard by 2021.

Committing to AWS certification means:

- To have your management methods evaluated by an independent external body and
- To engage in a process of continuous improvement.

This way consumers can be assured that the water used to make their product is managed sustainably: without overexploitation, within the limits set by the local legal framework, and in all transparency and trust with other local actors using this water.

Spadel wants to communicate, to any person or institution that requests it, the list of its commitments and its main achievements in connection with the AWS action plan.

→ Planning

The first site of Spadel to undergo the AWS certification audit is Spa Monopole. The Spa Monopole audit will take place on June 15 and 16, 2020; Rue Auguste Laporte 34, 4900 Spa.

→ Ask your questions to the audit team

SGS will be the AWS auditor. SGS will collect any questions or comments from stakeholders related to sustainable water management on the Spa Monopole site.

Questions and / or comments can be submitted by email to the SGS audit team:

- Olivier BODART - AWS Principal Auditor - SGS - Olivier.Bodart@sgs.com
- Francesca CERCHIA - AWS Accreditation Manager and Certifier - SGS - francesca.cerchia@sgs.com

→ Contact us

For any questions, do not hesitate to contact Spadel at info@spadel.be

Figure 1 Information Disclosure posted on site's webpage

It is important to notice that the delay of 30 days announcement was not respected because of Coronavirus crisis (delay to obtain the AWS number).

During the conformity assessment, no stakeholder participated to the consultation.

Ahead of the on site audit, Spa Monopole held several stakeholder meetings and a stakeholder survey. Evidence of these meetings were showed during the assessment. Some of them are listed below:

Name	Description
Annually meeting 'Modus Vivendi' comitee	PV of annual meeting 'Modus Vivendi' (comitee of the surveillance the obligations for water resource management); 2 nd March 2020: Meeting with Authorities (city of Spa, DNF-Division of Forest Management, Ministry of the Walloon Region - Direction Eaux souterraines).
Natural Parco f spring	PV of general meeting 29 May 2019 Meeting with the City of Stoumont; city of Spa; DNF;
Spa aerodrome	PV - meeting with Malchamps aerodrome 5/9/2018
Spa city	PV - quarterly meeting with the city of Spa ;12 May 2020.

Table 2: Stakeholder meetings

non-profit association Domaine de Bérinzenne (a structure active in nature conservation) and the Spadel group.

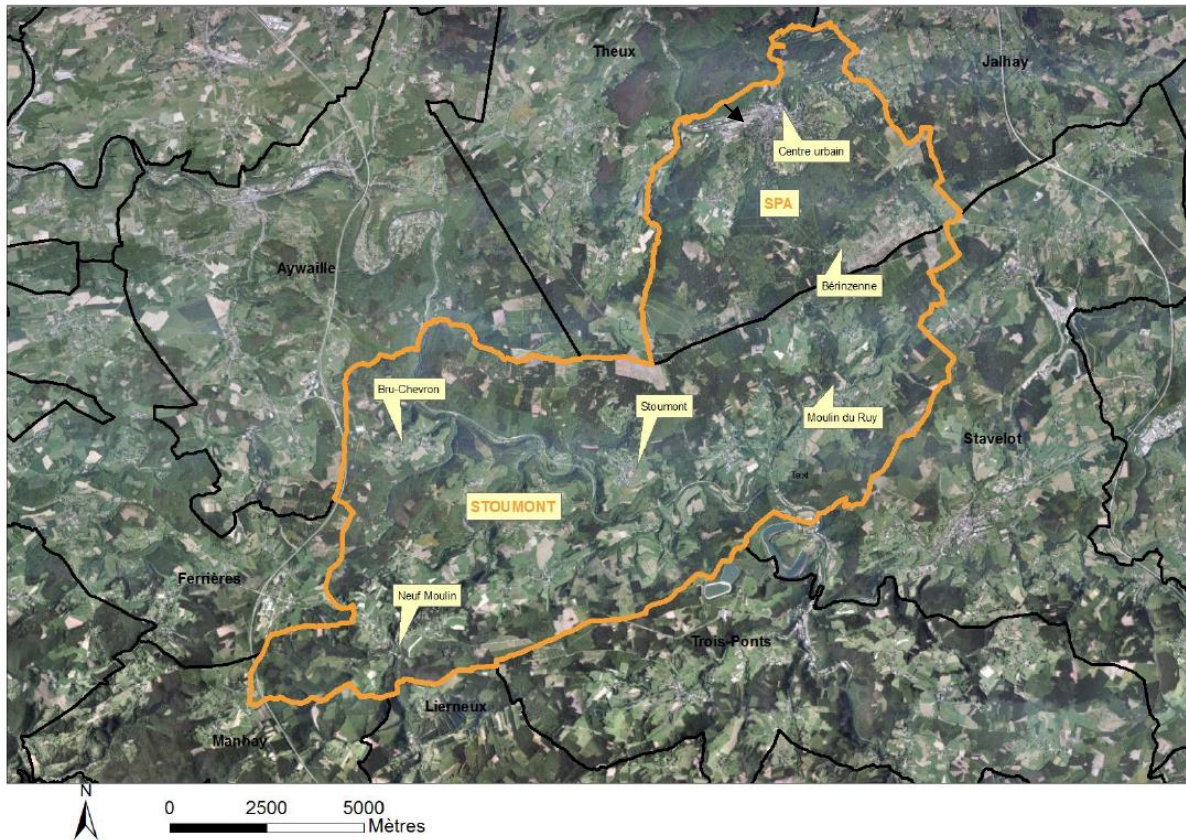


Figure 3: Location of the Spa Monopole Factory into the natural park 'parc naturel des sources'

With a surface area of 358,71 ha for an approximate length of 3 km and a width of a little more than 1 km, the 'Malchamps fagne' is an very interesting natural area culminating at an altitude of 576 m. It can be considered as the western most part of the Hautes Fagnes region which is about 10 km away and the impluvium of the Spa Water.

Geology and hydrogeology

The bedrock of this region is the Cambro-Silurian basement. The formations are mainly composed of schists, phyllades, quartzophyllades and fissured quartzites (500 million ago).

These rocks underwent folding during orogenesis and then erosion forming a peneplain. At the secondary period, the bedrock was covered by Cretaceous flint chalk formations that were dissolved, leaving flint clay flakes. By the Tertiary period, marine sand deposits covered the area; now, it remains only on the top. In the Quaternary period, the formations of the peneplain were significantly eroded; now, it remains only on the top. The bedrock was completely demineralized to a thickness of 50-100 m. Deeper, the bedrock is less altered.

On the basis of the geological context, the formations likely to contain an aquifer are, at and near the site :

1. the alluvial deposits of the Wayai which may contain an aquifer of limited extension and of relatively low interest;
2. the alteration mantle of the Cambro-Silurian bedrock, which contains a semi-permeable aquifer with a mixed type of porosity (of interstices and cracks). The importance of the latter is related to the rate of alteration of the bedrock rocks. The reserves of this surface water table are variable and subject to climatic variations;
3. the quartzites and quartzophyllades of the Cambro-Silurian bedrock contain a fissure aquifer. In the Spa area, this aquifer is exploited in particular by the SA Spa Monopole for the bottling of natural mineral water or for thermal use.

It is generally known where the rocks have undergone an ancient natural alteration (known as paleo-alteration) that the aquifer is the most productive and can therefore be exploited.

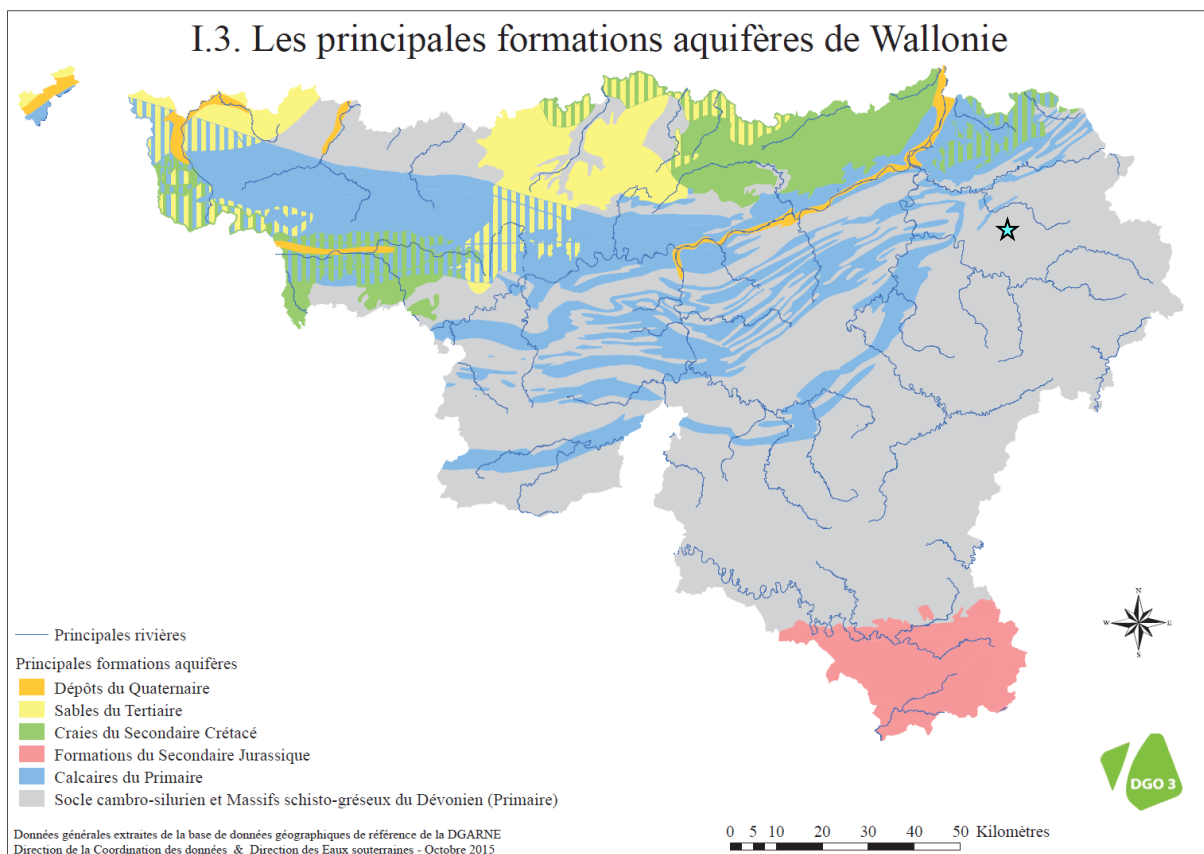


Figure 4: General map of the aquifer in the Walloon region

The underground water body which is concerned by the catchment is BERWM100 'Grès et schiste du massif ardennais' (Lesse, Ourthe, Amblève, Vesdre) which has a superficies of 3.311 km². In this water body, the annual volume withdrawal was 11,7 Million m³ in 2010. The following figure shows the localization of the different boreholes (558 boreholes).

The Rate of the renewable resource use or WEI is weak (<5%).¹

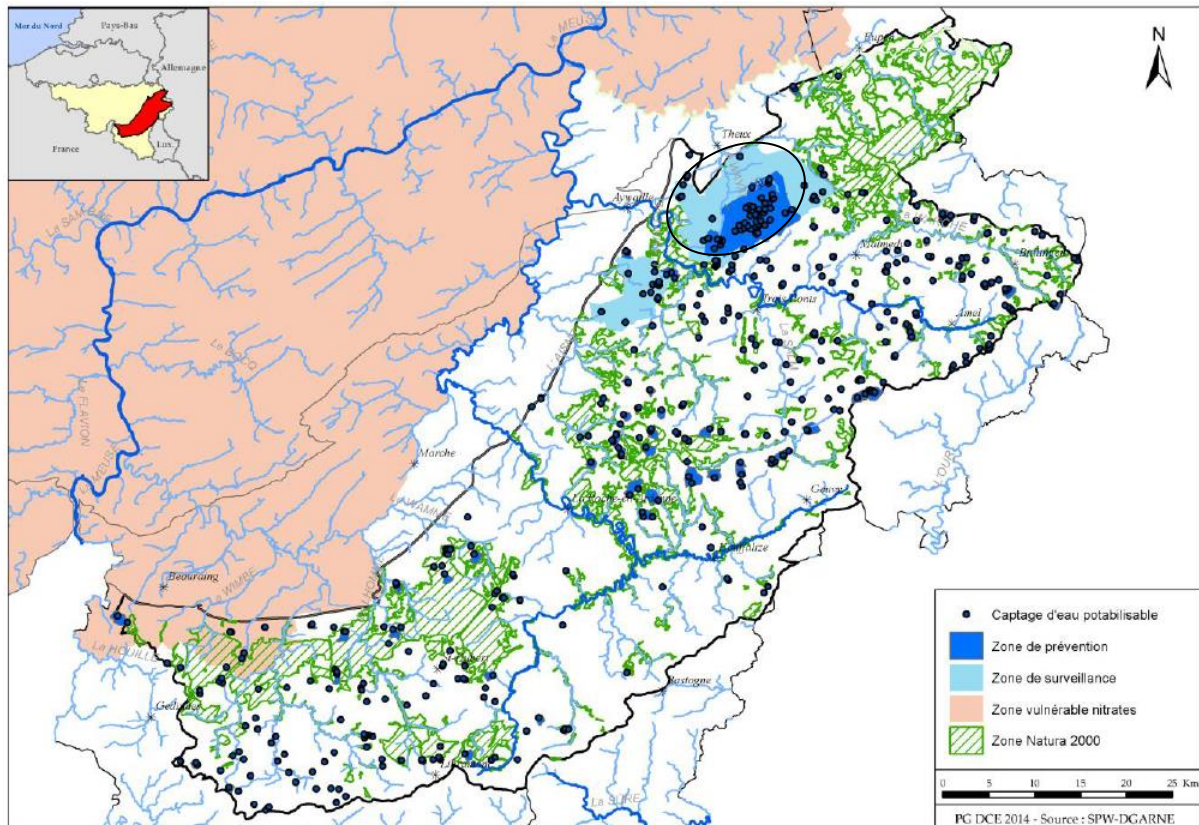


Figure 5: map of underground water body RWM100 – boreholes localisation

The map of groundwater vulnerabilities, by kilometre grid, is presented below: the distribution graph shows that 66% of the water body is in a low vulnerability area.

¹ Water mass characterization sheet RWM100 "Sandstone and schist from the Ardennes massif: Lesse, Ourthe, Amblève"; May 2016; SPW; Direction Générale

"Agriculture, Ressources naturelles & Environnement"

WEI or Water Exploitation Index = ratio between the total volumes withdrawn (less the volumes returned: leaks, cooling water, etc.) and the total water resources

Vulnérabilité spécifique (recharge) de la masse d'eau souterraine RWM100

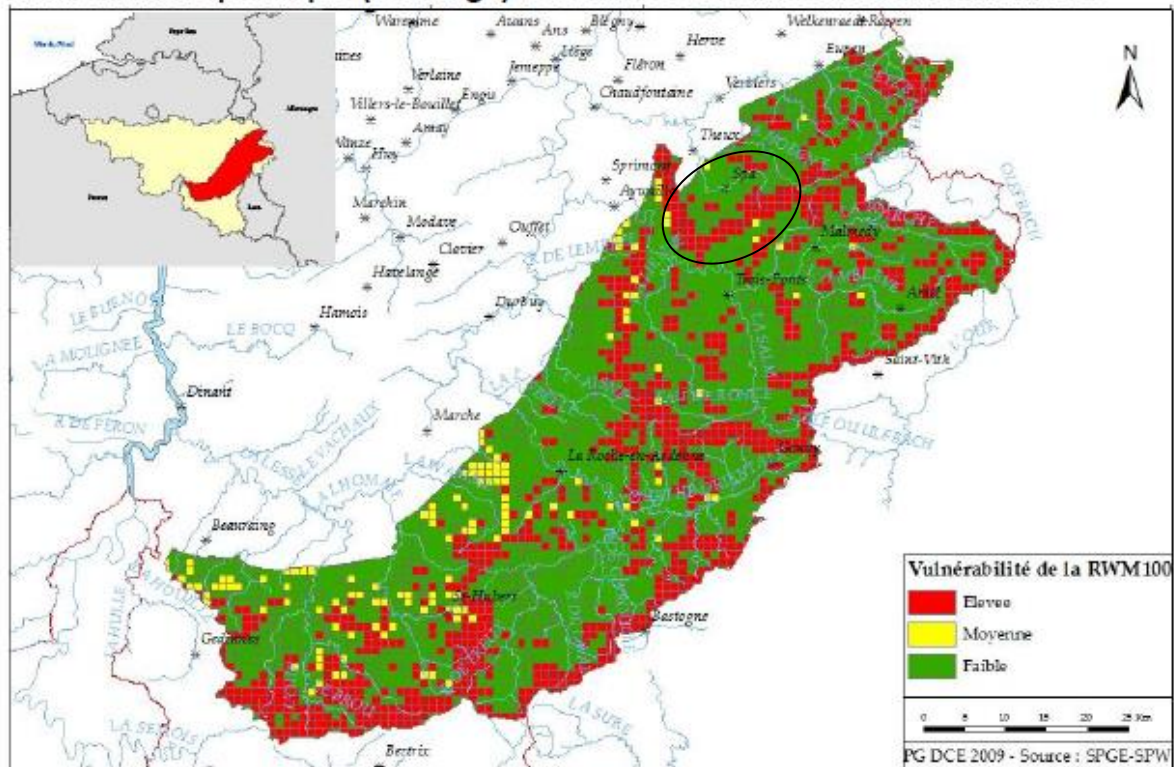


Figure 6: map of underground water body RWM100 – specific vulnerability

The annual recharge of the water body n° RWM100, resulting from the accumulation of basic percolation (recharge) and slow hypodermic flows, is estimated at 339 mm on average over a 20-year period (from 1994 to 2013) with huge variation (a minimum of 163 mm in 1996 (dry year) and a maximum of 475 mm in 2001 (wet year)).²

In a more local area, the water aquifer which is concerned by the catchement is AQ13 'socle Cambro-silurien de l'Ardenne'. The water withdrawal in this aquifer is decreasing between 2004 and 2014.

Table 3: annual withdrawal in the main wallonia aquifer (2006-2014)

Formation aquifère principale	Code	Aquifères	Volume prélevé (millions m³)								
			2006	2007	2008	2009	2010	2011	2012	2013	2014
Calcaires du Primaire	Aq01	Calcaires du bord Nord du bassin de Namur	101,3	99,2	98,7	99,4	100,7	101,8	99,7	97,2	95,6
	Aq02	Calcaires carbonifères du bassin de Dinant	73,5	79,3	85,5	81,6	73,3	77,5	74,8	82,6	78,0
	Aq06	Calcaires carbonifères du Tournaisis	12,1	11,6	11,3	12	12,1	13,3	12,9	13,0	13,4
	Aq12	Calcaires dévonien du bassin de Dinant	7,0	5,5	7,4	6,6	6,4	6,9	7,4	6,8	6,3
	Aq14	Aquifères du massif de la Vesdre	2,3	2,4	2,4	2,3	2,4	2,4	2,3	2,3	2,2
Massifs schisto-gréseux du Primaire	Aq10	Massif schisto-gréseux de l'Ardenne	10,3	10,1	10,7	11,2	10,8	10,0	10,9	10,9	10,2
	Aq11	Massif schisto-gréseux du bassin de Dinant	9,7	10	10,7	9,6	10	9,4	9,5	9,4	9,4
	Aq13	Socle cambro-silurien de l'Ardenne	3,5	3,7	3,5	3,5	3,3	2,8	2,8	2,6	2,6
	Aq16	Socle cambro-silurien du Brabant	4,7	4,6	4	3,8	4,2	4,1	3,4	3,7	3,7
Craies du Secondaire Crétacé	Aq03	Craies du bassin de Mons	52,8	49,8	49,5	51,6	52,4	51,0	50,1	51,0	50,2
	Aq04	Craies de Hesbaye	25,6	22,8	22,7	24,5	25,3	22,6	23,3	22,8	22,7
	Aq08	Craies captives du Brabant	8,9	8,4	8,3	9,4	9,2	8,5	7,6	7,5	8,1
	Aq15	Crétacé du Pays de Herve	0,2	0,2	0,2	0,3	0,3	0,2	0,2	0,2	0,2
Formations du Secondaire Jurassique	Aq09	Formations jurassiques du Sud-Luxembourg	11,4	12,5	12,8	12	12,7	11,6	13,1	14,2	12,9
Sables du Tertiaire	Aq05	Sables Bruxellois et Landénien du Brabant	23,8	24,1	25,1	24,7	23,3	24,4	24,0	21,9	22,7
Dépôts du Quaternaire	Aq07	Graviers de la Meuse	21,1	20,9	21,1	19,8	20,1	17,9	25,4	24,8	33,7

² Report of the characterisation – underground mass body n° RWM100 ; SPW - D GARNE; May 2016

The site of Spa Monopole is located at the right of the Salmian quartzophylls and phyllades rocks (Sm1, Lower Salmian, Cambrian, Primary). These formations are covered at the bottom of the Wayai Valley by modern Quaternary alluvium.

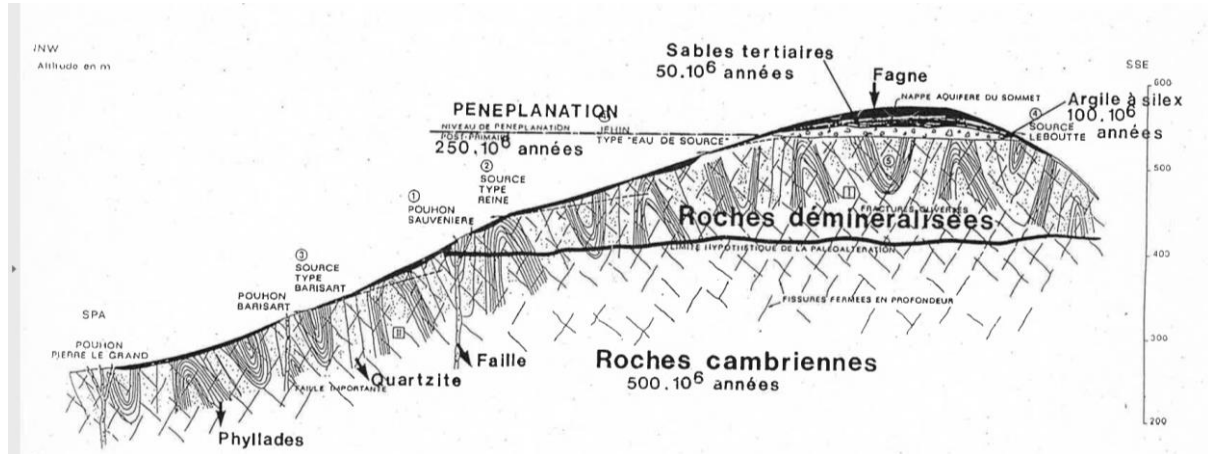


Figure 7: geological section map

Given the general hydrogeological context, the direction of flow of these aquifers, to the right of the site, is oriented North towards the Wayai.

Aquifers are present in quartzite cracks and faults. In contrast, schist and phylastic horizons are composed of impermeable materials which compartmentalize the aquifers.

The Spa area is also characterized by CO₂ rich mineral ground water springs (called 'pouhon') emerging by the upward force of the gas bubbles.

Spa Monopole exploits three different mineral sources : Spa Reine (natural mineral water), Spa Barisart (with added industrial CO₂ gas), Spa Marie-Henriette (natural sparkling water). There are also some boreholes and drains for industrial uses (source Tonnelet, ...). The total annual water intake was 1,1 Billion m³ in 2019.

The water mass balance of each borehole was evaluated during the authorization process based on pump tests. Spa Monopole monitors periodically the water intake for each borehole and verifies the compliance with the legal limit. The water level of into the borehole is also monitored to check if there is an impact on the aquifer.

Based on the period 1980-2010, the mean annual rainfall was 1.193 mm/year in the Spa country with an evapotranspiration of 700 mm/year; so, the water recharge was around 494 mm/year. The water exploitation index of Spa Monopole was 2,92%, which mean that there are no water stress (<10%).

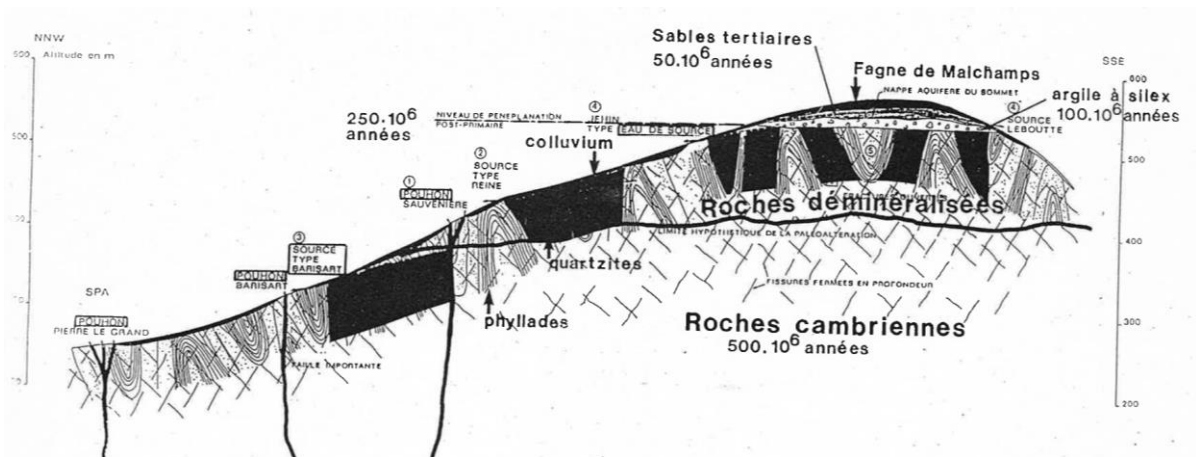


Figure 8: geological section map with the localization of the aquifers

The quality of the water body RWM100 is good. Spa Monopole monitors periodically the quality of the underground water for each borehole. This water is recognized officially as natural mineral water.

Hydrography

The factory site is located at the southern slope of the Wayai river valley (surface water body n° VE20R WAYAI II) about 130 m south of the river. This river is an affluent of the Vesdre river (surface water body VE18R Vesdre III) which is an affluent of the Meuse river (see figure below).

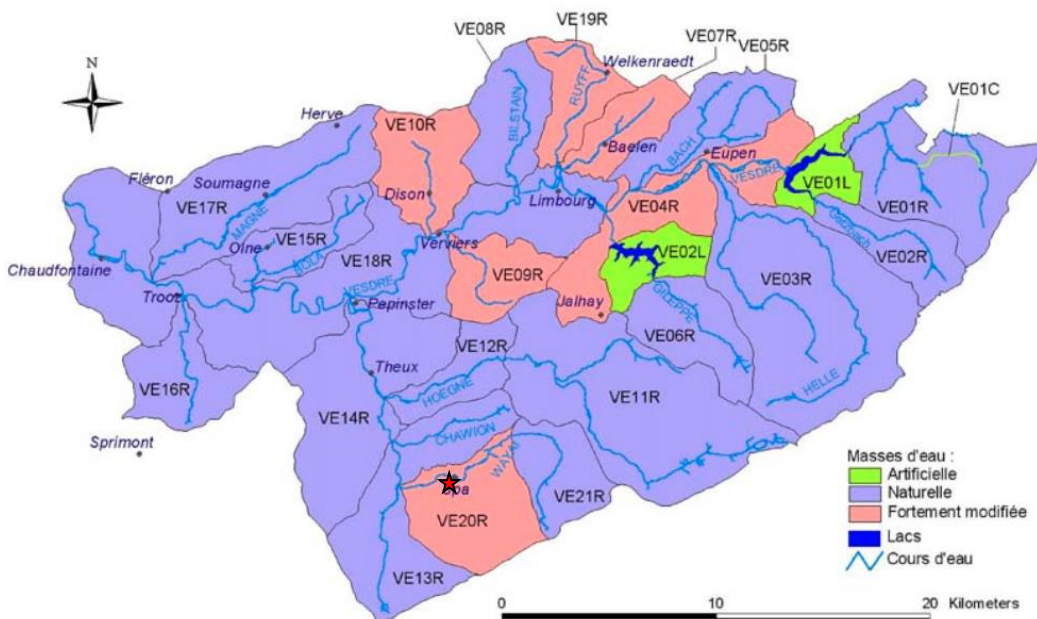


Figure 9: map of the surface water body on Vesdre catchment

The quality of the surface water in this catchment is not good and not reached the objectives of the DCE (European Directive for water):

- body VE20R WAYAI II: the ecological quality is not good (for parameters Phosphore total; Azote amoniacal; MES; Diatomées; Macroinvertébrés) and the chemical quality (parameters PBT ubiquistes : HAP + mercure (biote)).
- body VE14R Hoëgne III: the chemical quality is not good (for the parameters HAP).
- body VE18R VESDRE: the ecological quality is not good (for parameters Carbone organique dissous; D.C.O.; Orthophosphates; Phosphore total; Nitrites; Azote, amoniacal; Diatomées; Macroinvertébrés; Poissons) and the chemical quality (parameters PBT ubiquistes : HAP + mercure (biote) + tributylétain).

AWS scope

Spa Monopole has a bottling plant in the town of Spa and several boreholes in the forest. The scope is defined based on the underground water catchment and more precisely based on the prevention area of the different boreholes which is defined by law. Concerning the surface water catchment, the scope is limited downstream because the impact of the wastewater discharge of the site is low.

The map below defines the scope of AWS identifying the water relationships with the main stakeholders. The superfcy of the AWS area is around 53,94 km² (5394 ha).

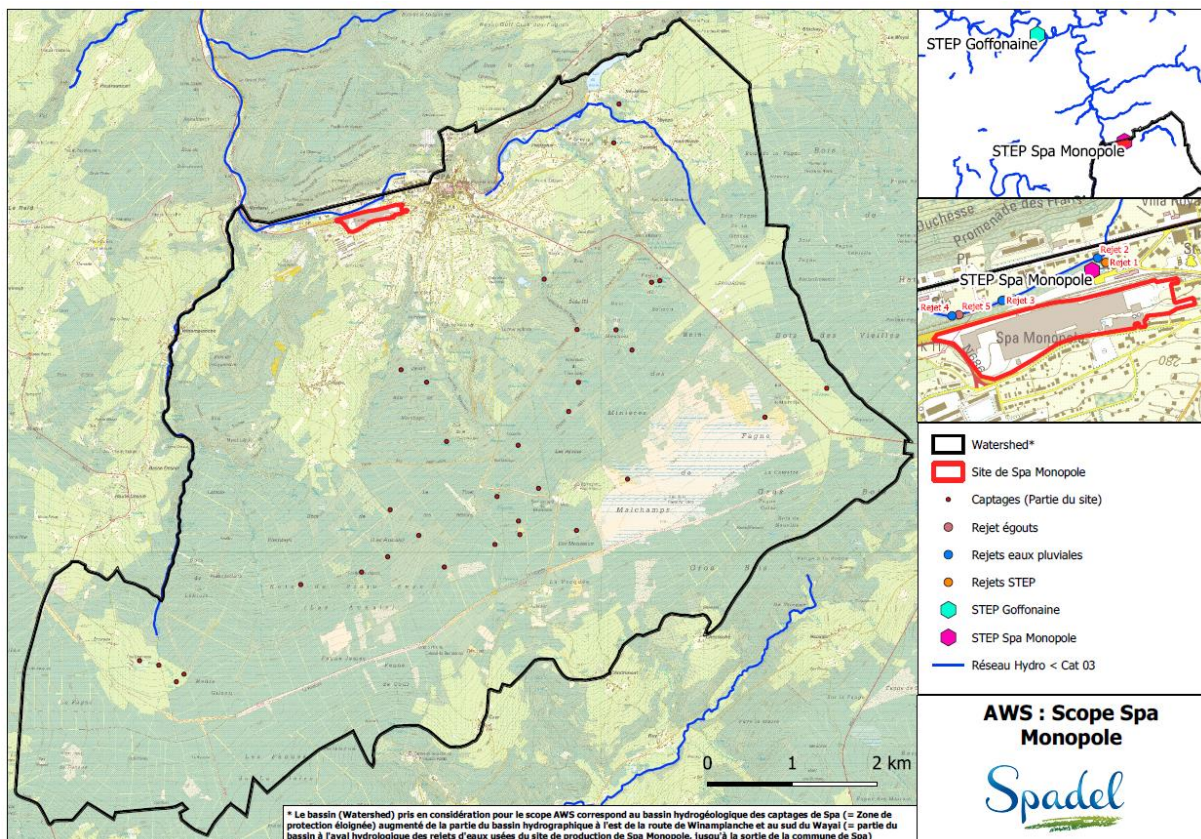


Figure 10: Map of AWS catchment for Spa Monopole

Spa Monopole takes its environmental stewardship responsibilities seriously and is committed to sustainable natural resources management. The company monitors groundwater, habitat and precipitation in the region to guide its activities and share water knowledge to build mutual understanding. Spa Monopole supports regular studies carried out by third-party scientists.

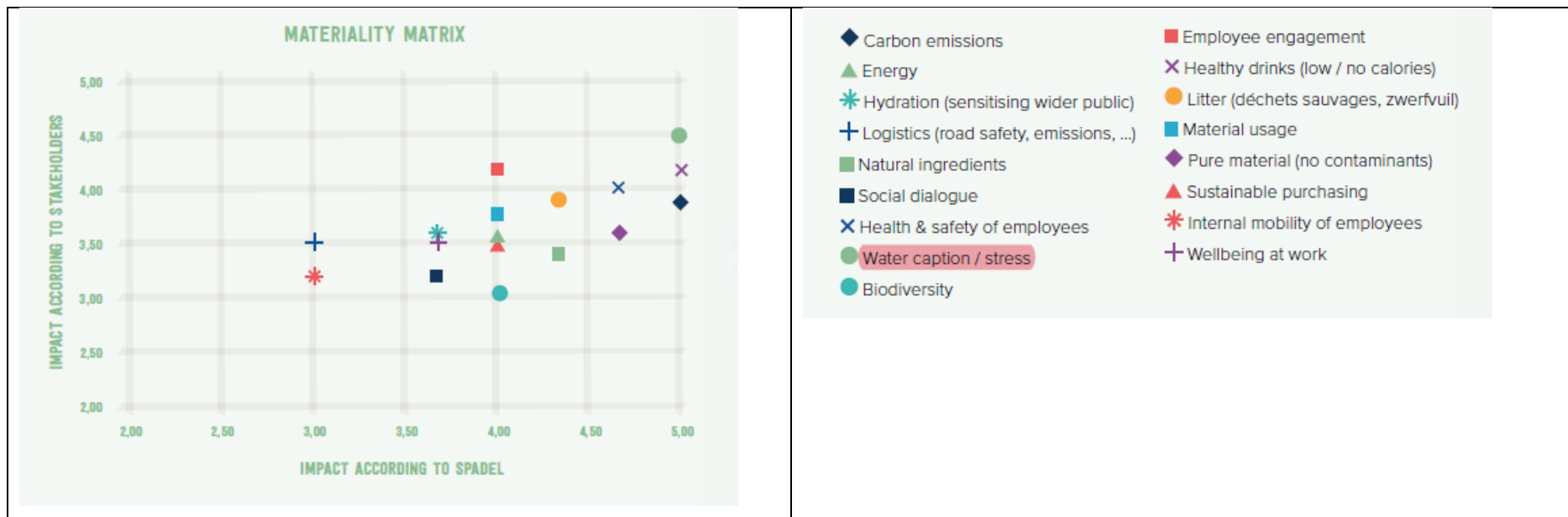
The annual average precipitation is 1193.5 mm/year, with important variation between years. The evapotranspiration is estimated between 500 and 700 mm/year. The Infiltration is around 100 mm for dry years and 300 mm/year for wet years.

5 SUMMARY OF SHARED WATER CHALLENGES

SPA MONOPOLE has developed a matrix to identify the shared environmental challenges and ranked them according to their impact.

Reasons for ranking were provided together with reasons why the challenges are to be considered priorities for both stakeholders and the site.

Below, the matrix summarizes the identified shared challenges including water challenge.



Clause	Details	Yes	No	Score	Comments/Evidence
1	GATHER AND UNDERSTAND				
1.1	<i>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.</i>				
1.1.1 (core)	<p>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</p> <ul style="list-style-type: none"> - 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>A map 'Spa_scope AWS' shows the scope: including the site, the infrastructures (water piping), the water sources and borehole boundaries, the large protection area of undergroundwater, the wastewater discharge points and and the ultimate receiving water body (Wayai until the Municipality limit); wastewater treatment plant.</p> <p>The surface water catchment that the site affect is identified: it is limited to the Wayai until the city limit.</p> <p>NC: The impact of the wastewater discharge of the plant is evaluated as non significant, but it is not clearly documented that the site has no impact on the river Wayai downstream of this point.</p>

1.2	Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its boundaries.				
1.2.1 (core)	<p>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified.</p> <p>This process shall:</p> <ul style="list-style-type: none"> - 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has listed their stakeholders in a Excel sheet ('Stakeholders Matrix_Spa.Xlsx).</p> <p>For each stakeholders, SPA MONOPOLE identified:</p> <ul style="list-style-type: none"> - the water-Related challenges - the evidence of engagement - the degree of stakeholder engagement - risk level which is evaluated to define priority of actions. <p>Spadel has realized a survey in June 2020 for the main stakeholders in terms of water related challenge.</p> <p>After this population consultation, SPA MONOPOLE has developed meetings with the main stakeholders identified in order to define the action plan.</p> <p>SPA MONOPOLE has performed three mains activities in 2019 related to stakeholder engagement:</p> <ul style="list-style-type: none"> - PV – annual meeting 'Modus Vivendi' March 2020: comitee of the surveillance of the obligations for water resource management (Ville de Spa; DNF; Direction Eaux souterraines; Domaine de Berinzenne. - PV – meeting with Malchamps aerodrome 5/9/2018 - PV – quarterly meeting with the Spa community 12 May 2020. <p>OBS: some minor stakeholders are missing (AIDE, pêcheur, Golf).</p>
1.2.2 (core)	<p>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.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has identified and assessed the influence of the site on the stakeholder within the catchment.</p>

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 (core)	Existing water-related incident response plans shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>SPA MONOPOLE has two Emergency Plan:</p> <ul style="list-style-type: none"> - a Emergency plan for the Spa water sources (V5; 21/04/2017) to protect the underground water sources from any pollution (fire; hydrocarbur leakage, airplane crash; dangerous chemicals leakage). - An Emergency Plan for the plant - Spa Monopole : "Plan d'urgence Pollution provoquée & Spa Monopole : Plan d'urgence Pollution subie"
1.3.2 (core)	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SPA MONOPOLE has realized a site water balance, the losses, storage and outflows has been mapped.
1.3.3 (core)	<p>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where</p> <p>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.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>SPA MONOPOLE has realized a site water balance:</p> <ul style="list-style-type: none"> - weekly monitoring of the flow rate – withdrawal of each boreholes (30). - Yearly report of the withdrawals which is communicated to the authorities <p>SPA MONOPOLE checks also the ratio m^3 outflow / m^3 inflow in order to study the aquifer sustainability. This indicator of performance is checked each week and monthly. Another ratio studied by SPA MONOPOLE is water use ratio (liter inflow in the plant/ liter bottling), 2019 ratio is 1.7 and the 2020 goal is 1.6.</p> <p>OBS: the water balance – Water Extract Index - should be up-to-dated in regard to climate change trends (in particular the actual trends of the three last years).</p>
1.3.4 (core)	<p>Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified.</p> <p>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</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>SPA MONOPOLE realizes water quality analysis periodically:</p> <ul style="list-style-type: none"> - Underground Water inflow quality is analysed in the entrance of the plant in a daily basis (main chemical composition; microbiology) - Wastewater after the treatment plant are analysed quarterly (legal requirement); weekly monitoring (main parameters); online monitoring of flowrate, conductivity, turbidity, ph, T°. The evidences show they comply with their limits. These analysis are performed monthly.

	appropriate, seasonal, high and low variances shall be quantified.				
1.3.5 (core)	Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has identified the risk of soil/underground pollution ('Registre des aspects environnementaux') and evaluated the risks.</p> <p>There is a map with the main pollution risks: Map 0_3 Ensemble rev 15 Produits dangereux.</p> <p>OBS : The map with water pollution risks on the site could be linked to the environmental risk analysis.</p>
1.3.6 (core)	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has identified all borehole areas as IWRA.</p> <p>The status is evaluated in a map: 'IWRA_carte de qualité de protection'.</p>
1.3.7 (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The cost and revenues of the site are identified annually (see annual report): includes costs and water taxes.</p> <p>The impact of the site on the economic, environmental, and socio-economic is evaluated: the File 'Water source, environmental and socio-economic impact assessment of Spa Monopole' describes the main impacts of the plant:</p>
1.3.8 (core)	Levels of access and adequacy of WASH at the site shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE provides water and sanitair to employees on the plant. A list of WC and showers is identified.
1.4	<i>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.</i>				
1.4.1 (core)	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Spa Monopole has made this evaluation: No water consumption from supplier located in the catchment.

1.4.2 (core)	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Spa Monopole has made this evaluation: The suppliers from the catchment does not use water.
1.4.3 (advance)	The embedded water use of primary inputs in catchment(s) of origin shall be quantified.	<input type="checkbox"/>	<input type="checkbox"/>	7	<p>Spa Monopole has made this evaluation: No water consumption from supplier located in the catchment.</p> <p>The environmental footprint of the product was evaluated: the water use represents only 1,4% of the total environmental footprint of the product.</p>
1.5	<i>Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>				
1.5.1. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has developed or has taken part in different initiatives in order to improve and inform about a better water management. Some of them are the following ones;</p> <ul style="list-style-type: none"> • Co-creation of the natural park • Modus Vivendi • Fuel tank Replacement plan in the protection area. • Project BEE Monitoring: biodiversity analysis • Project Life+ 'restauration des habitats naturels de l'Ardenne liégeoise'
1.5.2. (core)	Applicable water-related legal and regulatory requirements shall be quantified, including legally-defined and / or stakeholder verified customary water rights.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has a database ('Readonline') where the legal and regulatory requirements are identified.</p> <p>The BD_Captage includes all boreholes with their authorization and the deadline. Each borehole has an authorization of the catchment.</p> <p>The site plant including water discharge has an Authorization 'Permis d'environnement – 21/02/1996' (valid to 2026).</p> <p>SPA MONOPOLE assess the compliance with this legal and regulatory requirements.</p>

1.5.3.
(core)

The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.



Spa-Monopole has an exclusivity of the aquifer exploitation in this area.

The catchment water balance is described in a report of ULg University: « 1995_Les ressources hydrominérales et les eaux souterraines de la région de Spa ». The mass balance of the catchment, summarized in a table as follow, showed that the mass balance is positive.

TABLEAU 1

	DEBIT POTENTIEL m³/h	DEBIT CAPTE m³/h	SOLDE m³/h
REINE	75	70	15 à 20
BARISART Ouest	40	} 47	5 à 10
Zone aval	10 à 15		10 à 15
SOURCES	20	21	1 à 5
BIOLLE	20		20 à 30
EST	(100 à 110)	(Bronromme) 20	(100 à 110)
OUEST	(110 à 130)		(90 à 100)
SUD	(30 à 40)		(30 à 40)
TOTAL		158	
Marie-Henriette - carbogazeux		28	

The evolution of the mass balance is indirectly evaluated in another report (Etat des nappes Spa Monopole 2009-2018): the Water levels are relatively constant over the 2009-2018 period. The difference in level between seasonal averages in the same year is rarely greater than 2 m. The difference between summer level averages for two consecutive years rarely exceed 3 m. Particularly dry years such as 2018 do not cause a significant drop in levels.

The general quantitative state of the water resource for the three types of water exploited is good and does not cause a significant drop in levels doesn't seem to degrade over time.

Water Extraction Index is also calculated based on the period 1980-2010: this Index is 2,92% (<10%) that means there are no scarcity for the catchment.

OBS: The water extraction Index should be evaluated based on the general trends (last years presented deficit of precipitations).

1.5.4. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE has analyzed chemical parameter about all the wells yearly. This analysis show a good quality: Each source is analysed</p> <ul style="list-style-type: none"> - monthly: Conductivity, turbidity; biucarbonate; NPOC - Annually for all parameters (general physico-parameters; metals; microbiology; VOC). <p>NC: the quality of surface water (Wayai river) is not evaluated.</p>
1.5.5 (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE has mapped the main IWRA on the catchment and for each one, the status (quality of the environmental protection) of the different area is assessed.
1.5.6. (core)	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The boreholes and pipes are listed and mapped.
1.5.7. (core)	The adequacy of available WASH services within the catchment shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		This WASH services in the catchment are good (no issues in Belgium).
1.5.8. (advance)	Efforts by the site to support and undertake catchment level water-related data collection shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	<p>SPA MONOPOLE listed the different studies to develop knowledge of catchment.</p> <p>A project (PhD in company) is in progress to study the knowledge of the CO2 rich water resource 'Marie-Henriette'.</p>
1.5.9. (advance)	The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	<p>This criteria is not applicable to Belgian.</p> <p>A chart is signed by the suppliers with engagement in term of hygiene for employees.</p> <p>An evaluation of supplier is realized periodically including hygiene aspects.</p>

1.6	Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.																																								
1.6.1 (core)	Shared water challenges shall be identified and prioritized from the information gathered.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The Shared water challenges are evaluated into a matrix: the shared water challenge are the water use ratio and the AWS certification.</p> <p>OBS: there are no detailed evaluation of the shared water challenge.</p>																																				
1.6.2. (core)	Initiatives to address shared water challenges shall be identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The water ratio is monitored annually and monthly. An action plan is developed to reduce this ratio (Plan action WUR 2020).</p> <div><p>WUR - Spa Monopole</p><table><thead><tr><th>Year</th><th>Real</th><th>Forecast</th></tr></thead><tbody><tr><td>2010</td><td>2,13</td><td>2,13</td></tr><tr><td>2011</td><td>1,99</td><td>1,99</td></tr><tr><td>2012</td><td>2,01</td><td>2,01</td></tr><tr><td>2013</td><td>1,89</td><td>1,89</td></tr><tr><td>2014</td><td>1,82</td><td>1,82</td></tr><tr><td>2015</td><td>1,81</td><td>1,81</td></tr><tr><td>2016</td><td>1,95</td><td>1,95</td></tr><tr><td>2017</td><td>1,86</td><td>1,82</td></tr><tr><td>2018</td><td>1,78</td><td>1,77</td></tr><tr><td>2019</td><td>1,70</td><td>1,72</td></tr><tr><td>2020</td><td></td><td>1,60</td></tr></tbody></table></div>	Year	Real	Forecast	2010	2,13	2,13	2011	1,99	1,99	2012	2,01	2,01	2013	1,89	1,89	2014	1,82	1,82	2015	1,81	1,81	2016	1,95	1,95	2017	1,86	1,82	2018	1,78	1,77	2019	1,70	1,72	2020		1,60
Year	Real	Forecast																																							
2010	2,13	2,13																																							
2011	1,99	1,99																																							
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2018	1,78	1,77																																							
2019	1,70	1,72																																							
2020		1,60																																							
1.6.3. (advance)	Future water issues shall be identified, including anticipated impacts and trends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	The climatic change is the main issues with an impact fo resource reduction (included in the AWS Plan).																																				
1.6.4. (advance)	Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	This aspects is evaluated into the document “Water source, environmental and socio-economic impact assessment of Spa Monopole”																																				

1.7	<i>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.</i>			
1.7.1 (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Water risks are identified (Waterstewardship Plan.xlsx) and prioritized based on likelihood, severity of impact and also vulnerability.
1.7.2 (core)	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Water opportunities are identified in a table (sheet : Waterstewardship Plan.xlsx). OBS: the prioritization of opportunities should be more developed.
1.8	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>			
1.8.1 (core)	Relevant catchment best practice for water governance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Spa Monopole has many contacts with Authorities, Federations, other companies. Benchmarking with other company of Spadel group: - EFBW_QRC 23/10/2019: presentation of meeting - Training 'assises de l'Eau'.
1.8.2 (core)	Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A benchmark of water balance (AWS) was realized in 2019.
1.8.3 (core)	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A benchmark for Good water Quality is traduced into a document "standard water resource and water process facilities".

1.8.4. (core)	Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The best practice are identified into the meeting with Parc Naturel des sources or during other projects (Bee project).
1.8.5 (core)	Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Not applicable in Belgium.
2	COMMIT AND PLAN			
2.1	<i>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.</i>			
2.1.1. (core)	<p>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</p> <ul style="list-style-type: none"> - 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. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Spadel Director (CO of Spadel) signed a statement AWS including the required commitments.

2.1.2. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	Spadel Director (CO of Spadel) signed a statement AWS including To engage in a process of continuous improvement. This document is public (web site: https://www.sustainabilityspadel.com/).
2.2.	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>				
2.2.1. (core)	<p>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</p> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>Spa Monopole has an Environmental management system (ISO 14001 certified): see QSE Manuel includes the responsibilities for water and wastewater management and identifies responsible persons / position within facility organizational structure.</p> <p>Readonline software allows to identify the compliance obligations for water and wastewater management.</p>
2.3	<i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i>				
2.3.1. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The water stewardship strategy is defined into the CSR strategy report 2015-2020 and 2020-2025: improve water use ratio and to be gold AWS certification.</p> <p>OBS: the AWS strategy should be better documented (in the AWS plan or in the statement).</p>
2.3.2 (core)	<p>A water stewardship plan shall be identified, including for each target:</p> <ul style="list-style-type: none"> - How it will be measured and monitored 	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>A water stewardship plan is defined: water stewardship plan_Spa Monopole</p> <p>The plan includes the Planned timeframes to achieve it; How it will be measured and monitored; Financial budgets allocated for actions.</p>

	<ul style="list-style-type: none"> - Actions to achieve and maintain (or exceed) 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. 				OBS: <ul style="list-style-type: none"> - The table with indicators should be adapted to monitor the evolution of each indicators. - Some actions are too general; so it is difficult to monitor (objective are not always measurable – SMART objectives).
2.3.3 (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	Spa Monopole has different partnership activities : Parc Naturel, plan urgence, Modus Vivendi.
2.3.4 (advance)	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.	<input type="checkbox"/>	<input type="checkbox"/>	4	The site has partnership with other sites of the group SPADEL (see QSE audit of other sites) and Partnership with the Federations EFBW.
2.3.5 (advance)	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.	<input type="checkbox"/>	<input type="checkbox"/>	0	<p>Spa Monopole has realized a stakeholder consultation (report of the stakeholder consultation in 2020): each stakeholder has evaluated the importance of the different projects realized by Spa Monopole.</p> <p>But, the consultation should be more specific about each objective and specific target (see guidance).</p>

2.4.	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>				
2.4.1 (core)	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The risk analysis and the action plan was presented to the Authorities (Modus Vivendi meeting; 10/06/2020) including City of Spa; DNF; regional fire Service; SPF-DEE.
2.4.2 (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	The risk analysis and the action plan was presented to the Authorities (Modus Vivendi meeting; 10/06/2020): one action is included concerning the impact of climate change. But, the assessment and the plan is not realized in coordination with relevant public-sector agencies, and other expert sources.
3	IMPLEMENT				
3.1.	<i>Implement plan to participate positively in catchment governance.</i>				
3.1.1. (core)	Evidence that the site has supported good catchment governance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The most important evidences verified are: <ul style="list-style-type: none"> - Meeting 'Modus Vivendi': annually meeting with authorities - Co-Creation of the Natural parc of the spring' in 2017 - Participation to the 'Contrat de rivière Vesdre'
3.1.2. (core)	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Spa Monopole maintains the water source in the city of Spa (it is not a legal requirement but it is an agreement with local authorities).
3.1.3. (advance)	Evidence of improvements in water governance capacity from a site-	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	Timeframe of water stewardship project is presented: creation of a protection area in 2001; Life project in 2012; plan to put in conformity the fuel storage in the city of Spa 2013; project BeeOdiversity in 2015; certification EWS in 2015; natural parc in 2017.

	selected baseline date shall be identified.				
3.1.4. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	<p>Spa Monopole was awarded in 2009 with the European Prize for quality Minerals Waters (CERAM).</p> <p>The CSR policy of Spadel is recognized in the top 3 in Belgium (methodology RepTrack Belgium in 2017).</p> <p>The stakeholders survey report realized in June 2020 shows a positive image from stakeholders: 90% of the stakeholders considers that Spa Monopole has a positive impact on the water resources and environment in the catchment area.</p>
3.2.	<i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i>				
3.2.1. (core)	A process to verify full legal and regulatory compliance shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>Spa Monopole is certified ISO 14001: there is a procedure to evaluate the environmental legal compliance: SDL.PRO.DE.02. This evaluation is realized with the Redonline database.</p> <p>Spa Monopole has different authorizations: for Wells; for the plant activities; for the wastewater discharge. Authorizations were checked during the audit.</p>
3.2.2 (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>Spa Monopole has an agreement with the Spa City to exploit water in the city of Spa (consession to exploit the water valid to 2039).</p> <p>Spa Monopole has an authorization for each borehole: there is a list of borehole with the authorization and the deadline. Different Authorizations were checked during the audit (The 'Permis d'environnement pour le captage de la source Fontaine à huile 30 Mars 2017).</p>
3.3.	<i>Implement plan to achieve site water balance targets.</i>				
3.3.1 (core)	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The Document 'Water Stewardship Plan_Spa Monopole' identifies the targets and their progress towards achieving the water stewardship plan:</p> <ul style="list-style-type: none"> - risk reduction for water governance, water balance, water quality, IWRA status. - water use ratio which is followed weekly, monthly and annually (WUR Spadel.xls).

3.3.2 (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>Based on the evaluation with the WWF indicator, Spa Monopole area is not in a scarcity area.</p> <p>However, SPA MONOPOLE followed different indicator:</p> <ul style="list-style-type: none"> - water efficiency (water use >90%); a part of the natural water is not used and is discharged in the river; - water use ratio: the ratio Bottled water / catchment water. <p>OBS: the natural water discharged outside the plant should be also monitored.</p>
3.3.3. (core)	Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE has a contract to supply water to the company 'Les Thermes de Spa'.
3.3.4. (advance)	The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6	<p>Spa Monopole gives water in bottle to local association (sponsoring fo school; sport manifestation, ...): around 110.000 liter per Year (110 m³).</p> <p>The natural water discharge into the river is also monitored (300.000 m³/year).</p>
3.4.	<i>Implement plan to achieve site water quality targets.</i>				
3.4.1. (core)	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>SPA MONOPOLE monitored periodically the underground water quality: several analysis which guarantee the water quality.</p> <p>SPA MONOPOLE has an indicator about the water quality risk (target: risk > 8 should be maitrised).</p>
3.4.2. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>Spa-Monopole monitors the Wastewater composition SPA MONOPOLE (operator make weekly analysis; extern laboratory makes quarterly analysis); the results shows that the effluents are under the limits of discharge.</p> <p>Spa Monopole has realized an audit of the STEP in March 2020; different recommandations are listed and planned. Investments are planned in 2021-2022.</p>

3.5.	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>				
3.5.1. (core)	Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The actions linked to the most important Water related areas (IWRA) are listed in the AWS plan. Spa Monopole implemented several actions to improve the IWRA: plan to Conform the fuel tanks; Project Life Ardenne Liégeoise"; "BeeSpa project; Life Project Liégoise Ardenne" is the Natural Park.</p> <p>Furthermore, Spa Monopole has cooperated with the Authority to create the Natural Park of the springs.</p>
3.5.2. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6	Different projects are realized in partnership with the DNF (Modus Vivendi) to improve the forestry management: reduce the coniferous in the protection area; project Life (restauration of the area Fagne of Malchamp: restauration of humid area); restauration of a forest in Bronromme area.
3.5.3. (advance)	Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the healthy status of Important Water-Related Areas in the catchment shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	The stakeholders survey report realized in June 2020 shows a positive image from stakeholders: 90% of the stakeholders considers that Spa Monopole has a positive impact on the water resources and environment in the catchment area.
3.6	<i>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.</i>				
3.6.1. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE gives access to WASH for all workers. There is an investment plan to restore the sanitair in the administrative building (2023).
3.6.2. (core)	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	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The Spa citizen has a water access (SWDE public network).

	remedial actions are in place where this is not the case, and that these are effective.				Furthermore, there is some CO2 rich natural sources (9 'Pouhons') in the city available for the public. Spa Monopole is responsible to maintain and analyse these sources.
3.6.3. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5	There are some CO2 rich natural sources (9 'Pouhons') in the city available for the public. Spa Monopole is responsible to maintain and analyse these sources. Spa Monopole has a museum (Eaudyssée) to sensitize public to water management and environment protection.
3.6.4. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	WASH is not a shared water challenge in Belgium, in the city of Spa and in the Spa Monopole factory. Furthermore, there is some natural sources (9 'Pouhon') in the city available for the public. Spa Monopole is responsible to maintain these sources.
3.7.	<i>Implement plan to maintain or improve indirect water use within the catchment.</i>				
3.7.1. (core)	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		There is not indirect water use within the catchment.
3.7.2. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		There is no significant water use of suppliers within the catchment.
3.7.3. (advance)	Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7	Spa Monopole is engaged to reduce its environmental footprint of 60% from 2015 to 2030 (project PEF – Product Environmental footprint including 16 indicators): actions are planned to use 100% recycled PET, reduction of sugar reduction, increase of bottle collection, lightweight packaging, ...

3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have</i>				
3.8.1. (core)	Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		There are no shared water related infrastructures.
3.9	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>				
3.9.1. (core)	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The document Water Stewardship Plan includes actions in terms of water governance:</p> <ul style="list-style-type: none"> - Spa Monopole conducted audits on other Spadel plants in regard to the standard water facilities and actions are realized - The modernization of the boreholes is planned in horizon 2025.
3.9.2. (core)	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The document Water Stewardship Plan includes actions in terms of water balance and are detailed in the WUR action plan: many actions are realized to improve the water use ratio:</p> <ul style="list-style-type: none"> - WUR 2019: improve the bottle washing machines; recuperation of loss water; reduction the water consumption of pumps - WUR 2020: recuperation of loss water; reduction of the CIP frequency.
3.9.3. (core)	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The Water Stewardship Plan includes action linked to the best practice for water quality: protection of the catchment in regard to the Modus Vivendi comitee.</p> <ul style="list-style-type: none"> • Reduction of pollution risks • Management forest
3.9.4. (core)	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The Water Stewardship Plan includes action linked to the best practice for IWRA: protection of the catchment in regard to the Modus Vivendi comitee.</p> <ul style="list-style-type: none"> • Reduction of pollution risks • Management forest

3.9.5. (core)	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		WASH is not a shared water challenge in Belgium, in the city of Spa and in the Spa Monopole factory. Actions were realized to improve WASH infrastructures on site and in the city of Spa (Pouhon maintenance each year).
3.9.6. (advance)	Achievement of identified best practice related to targets in terms of good water governance shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	The implementation of actions in term of good water governance is monitored in the AWS plan: risk control indicator is calculated. But it is not specific to best practice. Moreover, this indicator should be evaluated after complete finalization.
3.9.7. (advance)	Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	The implementation of actions in term of mass balance is monitored in the AWS plan: risk control indicator is calculated. But it is not specific to best practice. . Moreover, this indicator should be evaluated after complete finalization.
3.9.8. (advance)	Achievement of identified best practices related to targets in terms of water quality shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	The implementation of actions in term of water quality is monitored in the AWS plan: risk control indicator is calculated. But it is not specific to best practice. . Moreover, this indicator should be evaluated after complete finalization.
3.9.9. (advance)	Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	The implementation of actions in term of IWRA is monitored in the AWS plan: risk control indicator is calculated. But it is not specific to best practice. . Moreover, this indicator should be evaluated after complete finalization.
3.9.10. (advance)	Achievement of identified best practice related to targets in terms of WASH shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4	WASH is not a shared water challenge in Belgium, in the city of Spa and in the Spa Monopole factory, but Spa Monopole listed the WASF infrastructures and there are specific actions to improve it.
3.9.11. (advance)	A list of efforts to spread best practices shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	Spa Monopole makes many efforts to communicate about water: <ul style="list-style-type: none"> - Museum 'EAUDYSSEE': 15000 visitors (school; public,) - Audit of other sites in Spadel group (standard) - Extern communications to stakeholders - Intern: training of new employees - Press communication - CSR annual report available on the website

3.9.12. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8	The efforts are listed in the stakeholders matrix with the link between projects and stakeholders, but there are not a complete description of the role played by the site.
3.9.13. (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	<p>The result of efforts are evaluated in the stakeholders survey: 88% of the stakeholders evaluated that Spa Monopole play a positive role.</p> <p>OBS: But, this evaluation is global and not specific to a specific action.</p>

4	EVALUATE				
4.1	<p>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.</p> <p>These indicators will be reviewed during the surveillance audit.</p>				
4.1.1 (core)	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Performance against targets in the site's water stewardship plan are indentified in Water Stewardship Plan: global indicator in regard of the water related risk: in June 2020, 77% of the high risk (> 8) are maitrised with an objective of 80%; Water use ratio is monitored periodically.
4.1.2. (core)	Value creation resulting from the water stewardship plan shall be evaluated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The water source, environmental and socio-economic impacts were evaluated.</p> <p>OBS: the value creation should be evaluated each year;</p> <p>There is project to develop a methodology to evaluate the benefit of water stewardship.</p>
4.1.3 (core)	The shared value benefits in the catchment shall be identified and where applicable, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The water source, environmental and socio-economic impact is evaluated.</p> <p>OBS: the value creation should be evaluated each year; There is project to develop a methodology to evaluate the benefit of water stewardship.</p>
4.1.4 (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	<p>There are different meeting which are organized into the organization about water.</p> <p>OBS: the management review does not yet include specific AWS data. These information will be included in the next meeting.</p>

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.				
	These indicators will be reviewed during the surveillance audit.				
4.2.1. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The management review ISO 14001 (29 May 2019) include the environmental incidents of the site: 10 incidents in 2019.</p> <p>Meetings are organized in regard of catchment Emergency plan; 3/4/2019 (PV_Réunion annuelle Plan d'urgence source). Incident report including the root-cause of incident.</p> <p>OBS: the last annual report did not include root-cause analysis and corrective action.</p>
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 (core)	Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE performed a survey in June 2020.
4.3.2 (advance)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6	SPA MONOPOLE performed a survey in June 2020. This survey included the evaluation of the performance and suggestions for 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. (core)	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.	<input type="checkbox"/>	<input type="checkbox"/>		It will be reviewed on Surveillance audit.

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. (core)	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The AWS statement includes a summary of the site governance in term of environment. It is published in the Spadel Web site.</p> <p>OBS: this document could be clearer in term of responsibilities: see AWS guidance "provide a summary of how water-related issues at the site are governed at the site level. This can be a general overview of the management systems in place".</p>
5.2	Communicate the water stewardship plan with relevant stakeholders.				
5.2.1. (core)	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		SPA MONOPOLE has communicated its AWS plan to the relevant stakeholders (via Modus Vivendi comitee): see 'Analyse des risques dans la zone de protection de Spa Monopole – 10/06/2020'. This report was also internally communicated to the site management.
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. (core)	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	<input type="checkbox"/>	<input type="checkbox"/>		It will be reviewed on Surveillance audit.
5.3.2. (advance)	The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.	<input type="checkbox"/>	<input type="checkbox"/>	0	<p>The CSR report includes indicators, but not yet AWS actions.</p> <p>It will be reviewed on Surveillance audit.</p>

5.3.3. (advance)	Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.	<input type="checkbox"/>	<input type="checkbox"/>		It will be reviewed on Surveillance audit.
5.4	<i>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.</i>				
5.4.1. (core)	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The site's shared water-related challenges and efforts made has been disclosed in the followings meetings:</p> <ul style="list-style-type: none"> • Modus Vivendi comitee meeting ; • Report 'Analyse des risques dans la zone de protection de Spa Monopole – 10/06/2020'. • Management meeting ISO 14001.
5.4.2. (core)	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The above meetings has been performed to engage stakeholders and public-sector.</p> <p>Spa Monopole was the main actor for the co-creation of the Natural parc of the spring.</p>
5.5	<i>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.</i>				
5.5.1. (core)	Any site water-related compliance violations and associated corrections shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The non compliances linked to water are identified in the database Redonline. There are small non compliance identified.</p> <p>OBS: Any non compliance should be summarized in management review report.</p>
5.5.2. (core)	Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		No corrective actions have been necessary to prevent future compliance violations.

5.5.3. (core)	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>There is a procedure in case of STEP non conformity: this kind of accident must be reported.</p> <p>There are also emergency procedure for the site and for the catchment with communication to the emergency number 112.</p> <p>No incidents are recorded in 2019-2020.</p>
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6 AUDIT FINDINGS

A findings log was issued to SPA MONOPOLE which detailed the findings raised during the audit. As there were a large number of documents supplied to SGS as evidence and each one had to be reviewed, the findings log acted as a live document and was updated periodically until all indicators and documents had been reviewed for compliance. SPA MONOPOLE was then 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 the Certifier.

6.1 MAJOR NON CONFORMANCES

During the course of the audit no major non-conformances were raised.

6.2 MINOR NON CONFORMANCES

Two minor non-conformances was raised during the audit process. Spa Monopole sent an action plan to address it.

Table 7.2.1. Minor Non-Conformances raised during the AWS audit process

No.	Type	Ref.	Details	Response by Spa Monopole	Relevant References
1	Minor NC	§1.1.1	The impact of the wastewater discharge on the river Wayai quality is evaluated as non significant by Spa Monopole, but this evaluation is not documented.	Action: Annual study of the impact of the flows discharged by the STEP on the Wayai River quality Dead-line : June 2021 Responsible: Arnaud Collignon and Energy department	-
2	Minor NC	§1.5.4	The quality of surface water (Wayai river) is not evaluated. <i>“Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified.”</i>	Action : <ul style="list-style-type: none">- collection of bibliographical informations from the SPW measurement networks in terms of water quality in the Wayai basin (physico-chemical, biological, flowrate).- Annual study of Wayai river quality before and after STEP discharge and assessment of the STEP impact on Wayai river quality Dead-line : June 2021 Responsible: Arnaud Collignon and Energy department	-

6.3 OBSERVATIONS

Three observations were raised during the audit which are only to be considered as improvement opportunities. No action is necessary during this audit period but these issues would most likely come under scrutiny during a surveillance audit scenario.

Table 7.3.1. Observations and New Information Requests raised during the AWS audit process

No.	Type	Ref.	Details	Response by Spa Monopole	Relevant References
1	Observation	1.2.1	Some minor stakeholders are missing in the matrix (AIDE, pêcheur, Golf).		
2	Observation	1.3.3	The water balance should be up-to-dated in regard to climate change trends (the last years presented big deficits of precipitations): <ul style="list-style-type: none"> - water Extract Index should be calculated each year - The study of ULg should be up-to-date 		
3	Observation	1.3.5	The map with water risks on the site could be improved: add link to the environmental risk analysis.		
4	Observation	1.6.1	There are no detailed evaluation of the shared water challenge.		
5	Observation	1.7.2	In the Water stewardship Plan, the prioritization of opportunities should be more developed.		
6	Observation	2.3.1	The AWS strategy should be better documented (in a specific document or in the AWS plan file or in the statement).		
7	Observation	2.3.2	In the water stewardship plan, the monitoring of the key indicator should be improve: <ul style="list-style-type: none"> - The table with indicators should be adapted to monitor the evolution of each indicators. - Some actions are too general; so it is difficult to monitor it (objective are not always measurable – SMART objectives). 		
8	Observation	3.3.2	The natural water discharged upstream outside the plant should be monitored (water efficiency).		
9	Observation	3.9.13	The evaluation of Spa Monopole efforts should be realized specifically and periodically for each project by the relevant stakeholders.		
9	Observation	4.1.2	The value creation resulting from the water stewardship plan should be evaluated each year. There is project to develop a methodology to evaluate the benefit of water stewardship.		

10	Observation	4.1.4	OBS: the management review does not yet include specific AWS data. These information will be included in the next meeting (including any non compliance should be summarized in management review report).		
11	Observation	4.2.1	OBS: The last annual report of the meetings organized in regard of catchment Emergency plan did not include the root-cause analysis and corrective actions.		
12	Observation	5.1.1	The AWS statement should be clearer in term of AWS responsibilities (see AWS guidance: "provide a summary of how water-related issues at the site are governed at the site level. This can be a general overview of the management systems in place").		

7 SUMMARY

In reviewing the body of evidence presented by Spa Monopole, 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.

Two minor non-conformances has been identified. An action plan is presented to solve these two non-conformances.

In regard to advance indicators, the score rating is 89 which mean that Platinum status is reached.

8 OPPORTUNITIES FOR IMPROVEMENT

The certification audit for Spa Monopole against the AWS Standard is for the initial assessment of conformity and as such allows for some areas for improvement going forward.

As this was a first year assessment focus of the review has been centred on the documented plan and implementation of it to date.

In regard to the certification of other Spadel plants, it would be interesting to improve the documentation of the system (in particular, for the step 1:).

9 CONCLUSIONS AND RECOMMANDATIONS

Given the review of evidence produced and site visit inspections performed at the Spa Monopole Plant in Spa, SGS recommends that Spa Monopole is awarded Platinum AWS Certified status with a surveillance audit interval of annual frequency.

10 REFERENCES

- Map Spa_scope AWS
- Stakeholders Matrix_Spa
- Spa Monopole_Plan d'urgence_pollution provoquée
- Schéma entrée eau 2018
- Report 'Economic, environmental and socio-economic impact of Spa Monopole_2020'
- Map 'IWRA_Carte de qualité de protection'
- Matrice IWRA
- Carte analyse de risqué_2020_06
- Diagnostic parc Naturel des sources
- Liste des études_Spadel
- Procédure de veiller églementaire 'SDL.PRO.DE.02
- Rapport Stakeholders consultation water ressources_2020
- Water stewardship plan_Spa Monopole
- Action Plan 'WUR_Spadel'
- Report 'Analyses eaux usées'
- Report 'Analyses des eaux de sources'
- Spadel CSR Strategy 2015_2020_Rapport CSR_2018_EN
- Spadel CSR Strategy 2025_EN
- 2019 SPA_MONOPOLE_Registre des aspects environnementaux DRAFT
- Report 'Etat des nappes Spa Monopole 2009-2018
- Report '1995_Les ressources hydrominérales et les eaux souterraines de Spa_Bilan hydro_Montjoie
- Statment AWS
- Plan d'urgence_V5_20170421
- Spa Monopole_Plan d'urgence_pollution provoquée
- Spa Monopole_Plan d'urgence_pollution subie

Job / Cert n°:		Organisation:	Spa Monopole	Date:	14/07/2020
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Document:	Rev_00	Issue n°:	--	Page n°:	51 of 51