

# AWS Conformity Assessment

Report for:


Coca-Cola HBC Lietuva, UAB

<b>LR reference:</b>	PIR00000738/ 3708296
<b>AWS reference number:</b>	AWS-000267
<b>Assessment dates:</b>	10-11/08/2020
<b>Assessment location:</b>	Rudnios str.1, LT-65201 Varena, Lithuania
<b>Assessment criteria:</b>	AWS Standard Version 2, 22/03/2019
<b>Assessment team:</b>	Artemis Papadopoulou
<b>Assessment type:</b>	Initial assessment
<b>Single site/ Multi-site/ Group site:</b>	Single site
<b>LR office:</b>	Piraeus

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<b>Attachments</b>

<b>This report was prepared by:</b>		<b>This report was presented to and accepted by:</b>	
Name:	Artemis Papadopoulou 	Name:	Justinas Kirbutas
Job title:	AWS Lead Auditor	Job title:	Plant Manager

## 1. Executive report

### Assessment outcome & AWS certification level:

Choose from one of the following options:

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

Choose from one of the following options:

- ~~1) AWS Core~~
- 2) AWS Gold
- ~~3) AWS Platinum Certified~~

### Areas of weaknesses/ opportunities for improvement:

The plant is advised to amplify its efforts at stakeholders' engagement and focus on obtaining their opinion in company's water management and performance.

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

Choose from one of the following options:

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

## 2. Introduction

### AWS responsible person:

Justinas Kirbutas, Plant Manager

### AWS responsible person contact details:

Office telephone:	
Mobile telephone:	+370 671 61514
Email:	Justinas.Kirbutas@cchellenic.com

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

### CCH Neptunas plant (no on-site visit, due to COVID-19 restriction measures)

NOTE: The site was visited last year, in the framework of EWS assessment. The visit to the plant's well was part of the assessment.

### Description of the catchment:



The site is dependent on the Nemunas Basin Region and sits on top of the Lower Chalk Aquifer system. The groundwater flow from south to north across the UAb " Neptūno Vandenys " site. The approximate depth to water is 12.5 m below ground level.

The site is located approximately 4 km to the south east of the river Merkys. The river Merkys flows for 13 km through Belarus and is a significant river in the region. 5 km along the Belarus and Lithuanian border. All length of the river is 203 km, in Lithuania territory is 185.2 km before joining river Nemunas near small village Merkinė. A series of interconnecting lakes and streams are located approximately 1.2 km to the north of the site, which feed into river Merkys to the northwest. Merkys is mostly fed by underground streams.

Catchment of wells is described in a hydrogeological report prepared by Grota [2004] for the application of the well drilling.

Varėna is located in the Southeast Lithuanian Quaternary groundwater basin in Quaternary characterized areas with sand and gravel deposits above Cretaceous rocks.

The groundwater system comprises six or more water bearing horizons (quaternary sand and gravel aquifers agl IIIbl, agl III-IIgr-md, agl IImd-zm, agl IIzm-dn; and cretaceous sandy or fractured aquifers K2cn and K2cm/K1 and P2nk) down to > 200 m depth.

The quaternary aquifers are separated from each other by several meters of confining clayey-silty horizons, from the cretaceous by several meters of banks of chalk sediments. These confining beds form a natural protective barrier against potential pollution from upper horizons or from the surface.

The aquifer thickness at well 30850 was reported with 25 m. The aquifer is tapped at depth of 43 – 49 m below ground level (bgl). Depth to the water table was 12.19 m bgl.

Groundwater flow is from southeast to northwest.

### Summary of shared water challenges:

- ✓ Maintenance of good water quality
- ✓ Droughts (increase of forest fire risk)

### General information about the site's operations:

-The plant was founded by Gintas Petrus. Coca-Cola HBC Lithuania acquired NEPTUNAS in [REDACTED].

- NEPTUNAS produces natural mineral water from [REDACTED] private groundwater well ([REDACTED]) and [REDACTED]. [REDACTED] other wells, all situated close to each other, south of the production hall are currently unused ([REDACTED]). [REDACTED]

-One NRPET line, capacity of [REDACTED].

-Packages: 0,5L, 0,7L and 1,5L. Portfolio: Still & Carb NMW, Flavoured Carb. Water

- A NRGB line is combined with PET line, there is dedicated NRGB filler, max capacity [REDACTED].

-Portfolio: Still & Carb NMW in 0,33L and 0,75L NRGB

-Number of employees: 27

-Number of shifts: [REDACTED], at peak season)

-The wastewater is discharged to the municipal WWTP

### Audit attendees:

Name	Job title	Company
[REDACTED]	Plant Manager	Coca Cola HBC, Neptunas Water plant
[REDACTED]	Baltics Governance Coordinator	Coca-Cola HBC
[REDACTED]	Production & Maintenance Manager	Coca Cola HBC, Neptunas Water plant

████████████████████	Environmental Health & Safety specialist	Coca Cola HBC, Neptunas Water plant
████████████████████	Baltics Market & Distribution Quality Supervisor	Coca Cola HBC
████████████████████	BU QSE Governance Manager PL&BAL	Coca Cola HBC

### 3. AWS Standard Requirements Checklist - Detailed

Criterion #	Indicator #	Conformance (YES/NO)	Level of non conformance (OBS, Minor, Major)	Audit trails/ objective evidence	Scoring (delete if NA)
<b>STEP 1 GATHER &amp; UNDERSTAND</b>					
<b>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.</b>	1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water	YES		<ul style="list-style-type: none"> <li>▪ Well location map</li> <li>▪ Water source list               <ul style="list-style-type: none"> <li>○ Nemunas river basin</li> <li>○ Sub-catchment of river Merkys</li> </ul> </li> <li>■ wells in the ownership of the plant (16 HA in the forest area) but abstraction only from well no [REDACTED]. [REDACTED]</li> </ul> <p>The municipal water supplier is the company "Varėnos Vandenyš'".</p> <p>Water network of the Water Supply map (plant is taking water from 5 of the municipal sources in the district)- water is taken from the 600-m<sup>3</sup> water tower (mixed water).</p> <p>Municipal water is currently used for utilities (toilets, showers, boiler, for pump cooling in the mixer and at the fire station) and for CIP cleaning (process water).</p>	
<b>1.2 Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its</b>	1.2.1 Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: - Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous	YES	Minor 0820APP01	<ul style="list-style-type: none"> <li>▪ Stakeholders' mapping (name of stakeholder, description of interest and interaction, method of influence, degree of engagement based on interest, current/ potential degree of influence, vulnerable groups, water-related challenges of stakeholders</li> </ul>	

<p><b>boundaries.</b></p>	<p>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.</p>			<p>and plant's, supporting evidence)</p> <p>Identified stakeholders: employees, UAB 'Varėnos vandenys', suppliers/ clients, community of Varena, authorities, institutions, NGO's, TCCC, the Natural Mineral water manufacturers association, etc.</p> <p>The water challenges (current and future), the risks/ opportunities and the mitigation measures have been determined. The risks have been prioritised.</p> <p><b><u>Evidence of stakeholder consultation/ sources for identification the water challenges of the stakeholders:</u></b></p> <p>World Water Day, March 2019 (discussion with people from community about deforestation issues)</p> <p>Water week, 22 march 2019 (presentation of water strategy, 2025 targets, etc.)</p> <p>In April 2019: plantation of 2600 trees, installation of 50 bird houses, cleaning of the area around the plant. Participants: 75 employees and family members, kindergarten kids, representatives from Authorities</p> <p>Conference organised by PAC Department in 2019→ presentation of 2025 sustainability targets to different audiences (Ministries, municipal authorities, representatives from Varena Institutions and local Agencies, universities, Environmental Agency, etc.)</p> <p>Survey organised by the plant and sent to 12 stakeholders in the catchment (feedback by 5)- questions regarding the water management of the stakeholders and willingness for sharing best practices/ collaborating with the plant</p> <p>Annual report by UAB Varenos Vandenys (water strategies, risks, targets, projects.et.c.)→ identified challenge: poor condition of the water and wastewater pipeline network</p> <p>Collaboration with Water provider for resolution of the micro issues in the municipal water (e-mail from the</p>	
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				Plant Manager to the responsible persons from UAB 'Varėnos vandenys' inviting for a meeting for the micro issues, 24.05.2018, cleaning of pipelines internal and external of the plant	
	12.2 Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.	YES		See indicator 1.2.1	
<b>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.</b>	13.1 Existing water-related incident response plans shall be identified.	YES		<ul style="list-style-type: none"> <li>■ IMCR procedure (last validation by Group and TCCC: August 2018)-validation score: ■</li> <li>▪ Emergency response plan, S-13-02 (scenarios, preventive measures, mitigation actions, contact persons, etc.)→ it has been updated so as to include actions in case of a COVID-19 situation</li> </ul> Scenarios: leakages, fire, earthquake, etc.	
	13.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped	YES		<ul style="list-style-type: none"> <li>▪ Water flow map Neptunas 2020 (■ approximately the water losses)- monthly data regarding inflows, outflows, recycled water, treated water</li> </ul>	
	13.3 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.	YES		See above.	
	13.4 Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.	YES		<ul style="list-style-type: none"> <li>▪ Well water MIBI trend 2020 (micro analysis in the inlet and at the borehole)</li> <li>▪ Bacterial community analysis, 8/7/2020 (CCH requirement for water plants, to be conducted twice per year)</li> <li>▪ Monitoring program for period 2015-2019, report by UAB Neptuno Vandenys (monitoring of the well water</li> </ul>	

				<p>is included)</p> <ul style="list-style-type: none"> <li>▪ Annual analysis of municipal water by Fresenius (30.9.2019)-Parameters checked: micro, process performance indicators, metals, Ionic balance, SOC, VOC, phenols, DBP, haloforms, pesticides</li> <li>▪ Annual analysis of municipal water by Lithuanina Lab, 12.12.2019</li> <li>▪ Quarterly report of municipal water analysis (micro and chemical) is published in the official website of the Water provider</li> <li>▪ Annual analysis of water from well [REDACTED] by Fresenius Lab (13.11.2018)-radiation (once every 3 years), micro and physicochemical analysis</li> </ul> <p>Internal analysis: every 2 weeks, check of physicochemical parameters and daily, a micro analysis is conducted.</p> <p>No legal requirement regarding the frequency of the effluent's analysis. The parameters analysed are according to the Agreement with the WWTP provider.</p> <p>According to TCCC requirements: annual analysis of the effluent</p> <p>The plant takes at least twice per year sample for analysis. There isn't a requirement for reporting to Authorities.</p> <ul style="list-style-type: none"> <li>▪ Analysis by DZUKIJOS VANDENYS Laboratory, on 5/6/2020 (TSS, BOD, COD)-no excess of legal limits</li> <li>▪ Analysis by DZUKIJOS VANDENYS Laboratory, on 8/6/2020 for storm water (TSS, BOD, COD, oil)-no excess of legal limits</li> </ul> <p>pH is measured internally</p> <p>The wastewater is discharged to the municipal WWTP. Policy of the plant is the minimization of chemicals' usage.</p>	
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	<p>13.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Chemicals' list (area of usage, name of chemical, supplier, package size, MSDS issuance date, related risks, purpose, biocide or not, H&amp;R phrases, classification according to WFD, hazardous to aquatic environment, annual consumption of the chemical, annual maximum consumption of the hazardous substances contained in the chemicals): last update in July 2020</li> </ul> <p>Some main pollutants have been identified but not any priority substances.</p> <p>According to the latest issue of the RBMP (5.2017), the following substances are considered as main pollutants of the Dereznycia stream: Ni, NH<sub>4</sub>, P.</p> <ul style="list-style-type: none"> <li>▪ Drainage map of the plant (process wastewater and storm water drainage system)-the final destinations are indicated.</li> <li>▪ Risk plan May 2019 (CIP, chemical storage areas, hazardous waste storage area, LPG station, etc.)-points of pollution, description of the final destination per water stream, including leakages</li> <li>▪ E-04-01, Environmental aspects (risk of storm water contamination from oil or chemicals, water leakages, risks of discharged wastewater to the WWTP, positive impact from the re-use of rinsing water), November 2019</li> </ul> <p>The final destination of the effluent from the municipal WWTP is the Dereznycia stream (which flows to Merkys river) and the final destination of storm water is the underground water (through the soil).</p>	
	<p>13.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</p>	<p>YES</p>		<p>No IWRA are located on-site.</p>	
	<p>13.7 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</p>			<ul style="list-style-type: none"> <li>▪ CAPEX investments 2018 (change of water pipelines, dry lubrication, well heads housing and</li> </ul>	

	inform the evaluation of the plan in 4.12.			<p>equipment)</p> <ul style="list-style-type: none"> <li>▪ CAPEX 2020 (purchase of gas, electricity and water counters, NRGB separation, installation of ██████████ in WWTP)</li> <li>▪ Wishlist CAPEX 2021 (full monitoring of equipment in processes like CIP, wells, etc., upgrade of WT for municipal water, installation of fence around water protection zone, decommission of unused wells)</li> <li>▪ SVA-EWS-SWPP Neptunas (most of the actions proposed have been completed. Only 3 are open: ██████████, installation of water and energy monitoring system, creation of a fire-protection zone around the plant from the side of the forest)</li> <li>▪ True cost of water 2020 ██████████</li> </ul> <p>In OPEX, future expenses for best practices, water and wastewater analysis, training, sustainability activities, etc. are included.</p> <p>A detailed record of the description/ quantification of the environmental/ social/ economic water-related value generated by the site is available.</p>	
	13.8 Levels of access and adequacy of WASH at the site shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ Information about WASH in Lithuania from the internet (96.6% of the population has access to safe water)</li> <li>▪ WASH Lithuania (info regarding WASH, measures taken, evaluation)</li> <li>▪ WASH, E-1602-02 (purpose, responsibilities, process, legal requirements, measures/ actions)</li> </ul> <p>In 2018, additional toilets/ showers were built in the plant, according to legal requirements</p> <ul style="list-style-type: none"> <li>▪ Annual training of employees on GMP requirements</li> </ul>	

				<ul style="list-style-type: none"> <li>Internal and external analysis of municipal water used in the utilities</li> <li>Self-assessment tool for evaluating the ACCESS to WASH in the plant</li> </ul>	
<p><b>1.4 Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</b></p>	<p>14.1 The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</p>	YES		<ul style="list-style-type: none"> <li>Indirect water use (water and electricity suppliers, raw materials and chemicals' suppliers, etc.)-supplier, address, type, certifications, river basin, overall water risk, sustainability report, other information</li> <li>Annual water use of the suppliers/ outsourced services in Nemunas river basin (e.g. 0.788 millions of m<sup>3</sup>/y from the WWTP)-Water KPI from the laundry [REDACTED], from [REDACTED] (preforms and closures), [REDACTED] (electricity provider)</li> </ul> <p>The suppliers of the plant's primary inputs aren't located in the same catchment.</p>	
	<p>14.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</p>	YES		<p>Only the Water and WWTP provider is located in the catchment of Merkys.</p> <p>See above.</p>	
	<p><b>1.4.3 Advanced Indicator</b> The embedded water use of primary inputs in catchment(s) of origin shall be quantified</p>	YES	OBS 0820APP01	See above.	--
<p><b>1.5 Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</b></p>	<p>15.1 Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</p>	YES		<ul style="list-style-type: none"> <li>Water governance.xls (initiatives of EPA, WWTP and water provider)</li> </ul>	

	<p>15.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ The list of local applicable environmental legislation and other requirements, last update: 20.4.2020</li> <li>▪ Passport of the wells [REDACTED] (not operational currently)-indefinite value</li> <li>▪ Passport of the well [REDACTED]-maximum capacity of the well: [REDACTED] (the only operational)-indefinite value</li> <li>▪ Permit by the Environmental Ministry for well [REDACTED] and [REDACTED], issue date: [REDACTED], valid till [REDACTED] ([REDACTED])</li> <li>▪ Quarterly and annual reports to the Geological Institute Survey (part of the Environmental Ministry).</li> <li>▪ Agreement with Water and Discharge Provider VARENOS VANDENYS, 02.2013, indefinite validity (parameters checked in the effluent: TSS: 230 mg/l, COD: 230 mg O2/l, pH: 6.5-8.5)-no limitations at the quantity of provided or discharged water</li> <li>▪ SAZ zona (3 sanitary zones) in the hydrological study (forbidden activities are included)</li> <li>▪ [REDACTED]) [REDACTED]</li> </ul> <p>From the beginning (2002), the wells were protected by official water protection zones. Potential competitive user of groundwater resources is only the municipality of Varena operating several wells north of the city.</p>	
	<p>15.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Water balance of Merkys (information about the inflows, outflows, availability of water, groundwater sources, surface water etc.)</li> </ul>	
	<p>15.4 Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Water quality of river Merkys (chemical and ecological status): the quality of surface and</li> </ul>	

	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.			<p>underground water of the region is in overall in very good status</p> <ul style="list-style-type: none"> <li>Information about the pollution from nitrogen, phosphorus, e.t.c.</li> </ul> <p>According to the Environmental Protection Agency, the quality of Dereznycia stream is rated as middle while the quality of Mercys river is good.</p> <p>The final recipients are considered as sensitive. The Dereznycia stream is included in the RBMP as surface water with concentrated pollution and its quality is ranged as middle.</p> <p>No risks to people or environment have been identified.</p>	
	1.5.5 Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.	YES	OBS 0820APP02	<ul style="list-style-type: none"> <li>HCV Areas (25 radius' circles around the plant's well, the municipal wells and the municipal WWTP)- name, protection goals, location, type of impact, parameters to control, links</li> </ul> <p>The Municipal WWTP is located 1.8 km from the plant while the municipal wells are, approximately, 2 km far.</p> <p>IWRA: river Merkys and Dereznycia steam</p>	
	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	YES		<ul style="list-style-type: none"> <li>Information about the municipal water-related infrastructure is available in the website (e.g. info about the renovation of the network and the water wells in 2018)</li> <li>WWTP report, 2019</li> </ul>	
	1.5.7 The adequacy of available WASHservices within the catchment shall be identified.	YES		See indicator 1.3.8.	
	<b>1.5.8 Advanced Indicator</b> Efforts by the site to support and undertake catchment level water-related data collection shall be identified.	NO		---	--
	<b>1.5.9 Advanced Indicator</b> The adequacy of WASHprovision within the catchments of origin of primary inputs shall be identified.	NO		----	--
<b>1.6 Understand current and future shared</b>	1.6.1 Shared water challenges shall be identified and prioritized from the information gathered.	YES		See indicator 1.2.1	

<p><b>water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</b></p>				<p><b>Shared water challenges identified:</b></p> <ul style="list-style-type: none"> <li>✓ Maintenance of good water quality</li> <li>✓ Droughts (increase of forest fire risk)</li> </ul>	
	<p>1.6.2 Initiatives to address shared water challenges shall be identified.</p>	<p>YES</p>		<p>See indicator 1.2.1</p>	
	<p><b>1.6.3 Advanced Indicator</b> Future water issues shall be identified, including anticipated impacts and trends</p>	<p>YES</p>		<p>See indicator 1.2.1</p>	<p>3</p>
	<p><b>1.6.4 Advanced Indicator</b> Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.</p>	<p>YES</p>	<p>OBS 0820APP03</p>	<p>See below.</p>	<p>4</p>
<p><b>1.7 Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.</b></p>	<p>1.7.1 Water risks by the site shall be identified and prioritized, including likelihood and severity of impact within and given timeframe, potential costs and business impact.</p>	<p>YES</p>		<p>On-line measurement of well water level. The pumping rate is currently at [REDACTED] (instead of [REDACTED] in the past). However, the water level [REDACTED] since last year.</p> <ul style="list-style-type: none"> <li>▪ Graph with average precipitation level in Varena per month [REDACTED]</li> <li>▪ Varena plant monthly well capacity vs. water demand (e.g. in June 2018, the daily limit of the abstraction rate was [REDACTED])</li> <li>▪ Communication with TCCC-21/5/2019</li> <li>▪ SVA_EWS_Neptunas SWPP</li> </ul> <p>According to the HPC, the risk for the general groundwater resources of the area from a geological and hydro-chemical point of view is considered negligible.</p> <ul style="list-style-type: none"> <li>▪ Impacts from abstraction and actions (including socio-economic)</li> </ul>	



				<ul style="list-style-type: none"> <li>▪ E-04-01, Environmental aspects (water abstraction, pollution of storm water, flood, fire, draught, water leakages, discharged water to municipal WWTP, positive impact from the re-use of rinsing water), November 2019</li> </ul>	
	17.2 Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	YES		<ul style="list-style-type: none"> <li>▪ Country Operational Sustainability QSE management review minutes of meeting, October 2019 (QSE risks and opportunities, CAPEX investments, environmental performance, new projects, legal compliance and changes)</li> </ul> <p>The progress of the KPI, projects, risks and opportunities is discussed during the daily, weekly and monthly production meetings and in the monthly QSE meeting in BU level. During the annual management review, the performance of the whole year is presented.</p>	
<b>1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</b>	18.1 Relevant catchment best practice for water governance shall be identified.	YES		<ul style="list-style-type: none"> <li>○ Tool-box talks</li> <li>○ Presentation of environmental KPI progress in billboard</li> <li>○ Quarterly competition: best improvement memo (regarding near losses/ misses)</li> <li>○ Vision and commitments (2020 targets, main environmental KPI trends, near losses program, water map, SVA, EWS main points, etc.) were presented to all employees in May 2019</li> <li>○ Training of the Environmental Health &amp; Safety specialist in Vienna, regarding EWS implementation in July 2019.</li> <li>○ On-line training on water management participated by Baltic Governance Coordinator, in May 2020</li> <li>○ Ambassador Training of employees on environmental topics (including water management) in the period 21st of April to 5<sup>th</sup> of May 2020</li> <li>○ World water day in Varena: on 22<sup>nd</sup> of March 2019 (12 local community representatives e.g. from the</li> </ul>	



				<ul style="list-style-type: none"> <li>MEMO DB (person, area, description of the problem/improvement, proposed action, responsible person for implementation, status)-e.g. reuse of water from the cooling of the pump, identification of leakages in CIP and buffer tanks, etc.</li> </ul> <p><b><u>Implemented projects in 2019-2020:</u></b></p> <p>Reuse of rinsing water, Q4 2019</p> <p>Installation of dry lubrication, Q1 2019</p> <p>Installation of wastewater counter, Q4 2019</p>	
	18.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	YES		<ul style="list-style-type: none"> <li>CCH and TCCC requirements</li> </ul> <p>Best practices for water quality are determined by legal or Group's requirements, which are more stringent.</p> <p>Regular monitoring of wastewater according to legal and KORE limits.</p> <p><b><u>Implemented projects in 2019-2020:</u></b></p> <p>-Upgrade of WT for the municipal water, Q4 2019</p> <p>-Installation of new pipeline between well and production as per CCH engineering standards, Q1 2019</p>	
	18.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	YES		<ul style="list-style-type: none"> <li>World Clean-up day on 15<sup>th</sup> of September 2018: Cleaning of the Regional park in Alytus and presentations on sustainability topics. Participants: around 50 people-employees and their families</li> <li>In April 2019: plantation of 2600 trees, installation of 50 bird houses, cleaning of the area around the plant. Participants: 75 employees and family members, kindergarten kids, representatives from Authorities</li> </ul>	
	18.5 Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	YES		See indicator 1.3.8.	
<b>STEP 2 COMMIT AND PLAN</b>					
<b>2.1 Commit to water</b>	2.1.1 Assigned and publicly disclosed site statement OR organizational document shall be identified. The	YES		<ul style="list-style-type: none"> <li>Water stewardship commitments signed by the Plant</li> </ul>	

<p><b>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.</b></p>	<p>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.</p>			<p>Manager (available to employees and visitors)</p>	
	<p><b>2.1.2 Advanced Indicator</b>          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.</p>	<p>YES</p>		<p>See indicator 2.1.1.</p>	<p>1</p>
<p><b>2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.</b></p>	<p>2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including:          - Identification of responsible persons/positions within facility organizational structure          - Process for submissions to regulatory agencies.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ List of local applicable environmental legislation and other requirements (reviewed every 6 months by the Management Systems Coordinator)-last review: 20.4.2020</li> <li>▪ Water source list</li> <li>▪ Legal compliance CAP</li> <li>▪ Reports to local authorities and monitoring programme (e.g. monitoring of plant's well)</li> <li>▪ Folder with passports and licenses/ permits of the wells.</li> </ul> <p>The Plant Manager is currently the authorised person for the communication with the Authorities.</p>	

				Regular review of governmental websites by the Baltic Governance Coordinator, regarding new legislation.  o Last legal compliance check during internal audit: October 2019	
<b>2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</b>	2.3.1 A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.	YES		<ul style="list-style-type: none"> <li>▪ Water stewardship strategy in Neptunas (the environmental roadmap till 2025 is included)</li> <li>▪ Water stewardship policy signed by CCH CEO</li> </ul>	
	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 - 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.	YES		<ul style="list-style-type: none"> <li>▪ Neptunas production KBI (monthly production, water usage, wastewater discharge)</li> <li>▪ Neptunas WUR target calculator (process/ water consumption, actions)</li> </ul> <p>Water ratio (2018): █████ with target: █████</p> <p>Water ratio (2019): █████ with annual target: █████</p> <p>Water ratio (YTD 2020): █████ with annual target: █████</p> <p>See also indicators 1.3.7 and 2.3.1.</p>	
	<b>2.3.3 Advanced Indicator</b> 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.	NO		---	--
	<b>2.3.4 Advanced Indicator</b> 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.	NO		---	--
	<b>2.3.5 Advanced Indicator</b> Stakeholder consensus shall be sought on the site's	NO		---	--

	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.				
<b>2.4 Demonstrate the site's responsiveness and resilience to respond to water risks</b>	2.4.1 A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ Stakeholders' mapping (shared water challenges)</li> <li>○ Collaboration with Water provider for resolution of the micro issues in the municipal water (e-mail from the Plant Manager to the responsible persons from UAB 'Varėnos vandenys' inviting for a meeting for the micro issues, 24.05.2018, cleaning of pipelines internally and externally of the plant, as the problem was identified in the municipal pipeline network.</li> <li>▪ Internal alert: TC grows in softening unit and buffer tank (proposed actions: installation of an additional UV lamp)</li> <li>▪ Wish list CAPEX 2021 (upgrade of the municipal WT)</li> </ul>	
	<b>2.4.2 Advanced Indicator</b> 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.	NO		---	--
<b>STEP 3 IMPLEMENT</b>					
<b>3.1 Implement plan to participate positively in catchment governance.</b>	3.1.1 Evidence that the site has supported good catchment governance shall be identified.	YES		See indicator 1.8.1.	
	3.1.2 Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	YES		See indicator 1.3.8.	
	<b>3.1.3 Advanced Indicator</b> Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.	NO		---	--
	<b>3.1.4 Advanced Indicator</b> 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.	NO		---	--

<b>3.2 Implement system to comply with water-related legal and regulatory requirements and respect water rights.</b>	3.2.1 A process to verify full legal and regulatory compliance shall be implemented.	YES		See indicator 2.2.1.	
	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.	YES		See indicator 1.3.8.	
<b>3.3 Implement plan to achieve site water balance targets.</b>	3.3.1 Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	YES		See indicator 2.3.2.	
	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.	YES		See indicator 2.3.2.	
	3.3.3 Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	YES		There isn't any obligation for water re-allocation.	
	<b>3.3.4 Advanced Indicator</b> The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.	NO		---	--
<b>3.4 Implement plan to achieve site water quality targets.</b>	3.4.1 Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.	YES		See indicator 2.4.1.	
	3.4.2 Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.	YES		See indicator 2.4.1. No need to improve the effluent water as its quality is very good. Appropriate best practices are in place.	
<b>3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</b>	3.5.1 Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.	YES		No on-site IWRA.	

	<p><b>3.5.2 Advanced Indicator</b> 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.</p>	NO		---	--
	<p><b>3.5.3 Advanced Indicator</b> 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.</p>	NO		---	--
<p><b>3.6 Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</b></p>	<p>3.6.1 Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</p>	YES		See indicator 1.3.8.	
	<p>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.</p>	YES		See indicator 1.3.8.	
	<p><b>3.6.3 Advanced Indicator</b> 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.</p>	NO		---	--
	<p><b>3.6.4 Advanced Indicator</b> 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.</p>	NO		---	--



<p><b>3.7 Implement plan to maintain or improve indirect water use within the catchment.</b></p>	<p>3.7.1 Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</p>	<p>YES</p>	<p>OBS 0820APP01</p>	<p>See indicator 2.4.1.  The only service provider in the catchment of the Merkys river in the municipal Water &amp; Wastewater provider 'Varėnos Vandenyš'.</p> <p>The elimination of the micro issues in the municipal water is amongst the targets of the plant and relevant actions/ projects have been proposed and implemented.</p>	
	<p>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.</p>	<p>YES</p>		<p>See indicators 2.4.1 and 3.7.1.</p>	
	<p><b>3.7.3 Advanced Indicator</b> Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated.</p>	<p>NO</p>		<p>---</p>	<p>--</p>
<p><b>3.8 Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</b></p>	<p>3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</p>	<p>YES</p>		<p>See indicator 2.4.1.</p>	
<p><b>3.9 Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</b></p>	<p>3.9.1 Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</p>	<p>YES</p>		<p>The best practices described in indicator 1.8.1 have been implemented or are on-going.</p>	

	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	YES		The best practices described in indicator 1.8.2 have been implemented or are on-going.	
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	YES		The best practices described in indicator 1.8.3 have been implemented or are on-going.	
	3.9.4 Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	YES		See indicator 1.8.4	
	3.9.5 Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	YES		See indicator 1.3.8.	
	<b>3.9.6 Advanced Indicator</b> Achievement of identified best practice related to targets in terms of good water governance shall be quantified.	NO		---	--
	<b>3.9.7 Advanced Indicator</b> Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.	YES		In most of the best practices described in indicator 1.8.2 the performance is measured.	8
	<b>3.9.8 Advanced Indicator</b> Achievement of identified best practices related to targets in terms of water quality shall be quantified.	NO		---	--
	<b>3.9.9 Advanced Indicator</b> Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.	YES		See indicator 1.8.4	8
	<b>3.9.10 Advanced Indicator</b> Achievement of identified best practice related to targets in terms of WASH shall be quantified.	NO		---	--
	<b>3.9.11 Advanced Indicator</b> A list of efforts to spread best practices shall be identified.	YES		<ul style="list-style-type: none"> <li>○ WeKnow Database/ SP/QW/LL</li> <li>○ Toolbox talks/ environmental training</li> <li>○ World water day in Varena: on 22<sup>nd</sup> of March 2019 (12 local community representatives e.g. from the Education Centre, the Director of Varena pool, Authorities, etc.)-presentation of the water management system and the projects of the plant, site tour, e.tc.</li> </ul>	3

				<ul style="list-style-type: none"> <li>o Meeting with Key accounts (e.g. █████ in 21.6.2019)-presentation of activities, sustainability achievements, etc.</li> </ul>	
	<p><b>3.9.12 Advanced Indicator</b> 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.</p>	YES		See indicator 1.8.4	10
	<p><b>3.9.13 Advanced Indicator</b> 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.</p>	NO		---	--
<b>STEP 4 EVALUATE</b>					
<p><b>4.1 Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</b></p>	4.11 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.			The progress of the KPI, projects, risks and opportunities is discussed during the daily, weekly and monthly production meetings and in the monthly QSE meeting in BU level. During the annual management review, the performance of the whole year is presented.	
	4.12 Value creation resulting from the water stewardship plan shall be evaluated.	YES		See indicators 1.3.7 and 1.7.2.	
	4.13 The shared value benefits in the catchment shall be identified and where applicable, quantified.	YES		See indicators 1.3.7 and 1.7.2.	
	<p><b>4.1.4 Advanced Indicator</b> Agovernance 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.</p>	YES		See indicator 1.7.2.	3

<p><b>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.</b></p>	<p>4.2.1 A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</p>	<p>YES</p>		<p>No incidents have occurred.</p> <p>There is an efficient procedure in place, in case of an incident.</p> <p>See also indicator 1.3.1.</p>	
<p><b>4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</b></p>	<p>4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</p>	<p>YES</p>	<p>OBS 0820APP04</p>	<ul style="list-style-type: none"> <li>○ World water Day</li> <li>○ Constant communication with local authorities and the municipal WWTP in terms of good water/wastewater quality preservation (see indicator 2.4.1.)</li> <li>○ Conference meeting organised by PAC Department</li> <li>○ Meeting with Key accounts (e.g. █████ in 21.6.2019)- presentation of activities, sustainability achievements, etc.</li> <li>○ Survey of stakeholders → invitation for collaboration on water management (e.g. sharing of best practices)</li> </ul> <p>See also indicator 1.2.1.</p> <p>The feedback from relevant stakeholders is positive. However, no concrete evidence is available.</p>	
	<p><b>4.3.2 Advanced Indicator</b> 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.</p>	<p>NO</p>		<p>---</p>	<p>--</p>
<p><b>4.4. Evaluate and update the site's water stewardship plan, incorporating the information obtained from</b></p>	<p>4.4.1 The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</p>	<p>YES</p>		<p>See indicator 4.1.1.</p> <p>The water stewardship plan is modified accordingly.</p>	

the evaluation process in the context of continual improvement.					
<b>STEP 5 COMMUNICATE &amp; DISCLOSE</b>					
<b>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.</b>	5.1.1 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	YES		<ul style="list-style-type: none"> <li>▪ Water management team (Plant Manager, Baltic Governance Coordinator, QA Manager and Environmental Health &amp; Safety specialist)</li> <li>▪ SKYDOXX Baltics management System Documents (responsibilities per position)</li> <li>▪ CSR report 2019 (communication with PAC Department)</li> </ul> <p>Communication with external stakeholders is, in overall, controlled and implemented by the PAC Department.</p> <p>The plant manager is responsible for communicating with relevant Authorities.</p>	
<b>5.2 Communicate the water stewardship plan with relevant stakeholders.</b>	5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	YES		<ul style="list-style-type: none"> <li>▪ 2015-2019, UAB Varėnos Vandenyys report</li> </ul> <p>Annual reports regarding the exploitation of the wells are sent to the Environmental Agency, in order to be checked the condition of the natural resources</p> <p>See also below.</p>	
<b>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.</b>	5.3.1 A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	YES		<ul style="list-style-type: none"> <li>▪ Sustainability report 2019 (trend of WUR since 2017, consumption of water in 2018-2019, example of good practices, achievement in water management, commitments and strategy, information about the wells, EWS certification, 2020 goal: transition to AWS, elaboration of SVA_SWPP for evaluation of risks and identification of future needs)</li> </ul> <p>A CSR report is elaborated every year and is communicated via the company's website.</p>	
	<b>5.3.2 Advanced Indicator</b> The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.	NO		---	--

	<b>5.3.3 Advanced Indicator</b> Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.	NO		---	--
<b>5.4 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.</b>	5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	YES		<ul style="list-style-type: none"> <li>▪ Publication of events regarding shared water-related challenges in the social media, CSR report, webpages (e.g. announcement at the webpage of the City Library of Varena about the training on water organised for the children of Varena, announcement at website of '15 minutes' regarding the conference organised by the PAC Department and the positive output of the meeting)</li> <li>▪ CSR report 2019 (efforts for good water quality, plantation project based on stakeholders' concerns, etc.)</li> </ul> <p>See also indicator 1.2.1.</p>	
	5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	YES		See above.	
<b>5.5. Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.</b>	5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.	YES		No such an incident has occurred.  Regular inspections by Authorities (e.g. in June 2020); no environmental violation was detected, the condition of the wells was good	
	5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	YES		See above.	
	5.5.3 Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.	YES		No such an incident has occurred.  There is an efficient procedure in place, in case of an incident.	

## 4. Stakeholder interviews

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

## 5. Conformity Assessment Findings Log – AWS standard

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

LIST OF MINOR NON CONFORMITIES					
Status	Description of the Finding	Proposed corrective action & root cause analysis & timeframe	CAP review	Reference Number & Date of Issue	AWS Indicator
NEW	<ol style="list-style-type: none"> <li>Further effort to engage and include in the consultation process more stakeholders with focus to water management is required.</li> <li>The relevant procedure needs to be updated, in order to capture the requirements of AWS standard.</li> </ol>	<p><b>Root cause analysis:</b> CCHBC Lithuania has annual forum with whole stakeholders. Event is organized usually after sustainability report preparation. In 2019, due to BU integration the elaboration of the CSR report has been delayed.</p> <p><b>Proposed corrective action and timeframe:</b></p> <ol style="list-style-type: none"> <li>To build and organize stakeholders panel related to water resources' sustainability</li> <li>To expand annual survey: add additional questions connected with water stewardship, covering AWS requirements</li> <li>To introduce general stakeholders management process steps in stakeholders map document</li> </ol> <p>Responsibilities: Plant manager/EHS specialist/PAC Deadline: 31/3/2021</p>		0820APP01	1.2.1



**LIST OF OBSERVATIONS**

	<b>LIST OF OBSERVATIONS</b>				
<b>Status</b>	<b>Description of the Finding</b>	<b>Proposed corrective action &amp; root cause analysis &amp; timeframe</b>	<b>CAP review</b>	<b>Reference Number &amp; Date of Issue</b>	<b>AWS Indicator</b>
NEW	<ol style="list-style-type: none"> <li>1. The water footprints of suppliers in a different catchment area haven't been determined.</li> <li>2. Although one of the goals of the plant is to have incoming water with good quality and projects are in place for improving the municipal water parameters, in collaboration with municipal Water provider, no specific KPI/ targets for minimization of indirect water use have been set.</li> </ol>			0820APP01	1.4.3/ 3.7.1
NEW	<p>A note, regarding the status of the IWRA identified, as stated in the relevant documentation by the Environmental Agency should be added in the relevant file for HCV areas. Additional info, through stakeholder engagement, should also be requested.</p>			0820APP02	1.5.5
NEW	<p>The positive impact from the plant's activities (e.g. educational training of children, cooperation with local authorities for common water-related projects, etc.) could be included in the Environmental assessment Register.</p>			0820APP03	1.6.4
NEW	<p>More effort is required for obtaining and disclosing of a concrete feedback from company's stakeholders regarding site's water stewardship performance through the consultation process.</p>			0820APP04	4.3.1

## 6. Next visit details

<b>Visit type</b>	SV1				
<b>Audit days</b>	1.5	<b>Due date</b>	8/2021	<b>Visit start / end dates</b>	
<b>Locations</b>	Rudnios str.1, LT-65201 Varena, Lithuania				
<b>Team</b>	TBD				
<b>Remarks and instructions</b>					



## 8. Certificate details

**CERTIFICATE No.: .....**  
**AWS REFERENCE No.: AWS-000267**

**GOLD AWS LOGO TO BE INSERTED HERE**

### Issued to

**„Coca-Cola HBC Lietuva“, UAB - Neptunas plant  
 Spaudos str. 6-1, LT-05132 Vilnius, Lithuania**

### Standard

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

**Date of certification: 17/09/2020 (TR date)**

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

Certificate scope	Catchment & Industry sector	Process
Single site	Sub-basin Merkys river/ food sector	Bottling of mineral water

This certificate remains property of HELLENIC LLOYD'S S.A. and can be withdrawn in case of terminations as mentioned in the client contract, or in case changes or deviations of the above mentioned data occur. The client is obliged to inform HELLENIC LLOYD'S S.A. immediately of any changes in the above mentioned data. Only an original and signed certificate is valid. HELLENIC LLOYD'S S.A. declares to have inspected the processing unit of the above-mentioned client, and have found them in accordance with the standards mentioned above.

The AWS Gold Certification Level demonstrates that the operator complies with all core indicators and additional points have been awarded for performance against the advanced criteria (AWS Gold: 40-79 points). This certificate is in force until further notice, provided that the above-mentioned client continues meeting the conditions as laid down in the client contract with HELLENIC LLOYD'S S.A. Based on the annual inspections that HELLENIC LLOYD'S S.A. performs, this certificate is updated and kept in force. This certificate cannot be used as a guarantee certificate for delivered products.

Expires on: 16/09/2023

Period of validity: 3 years

Issued by: HELLENIC LLOYD'S S.A.

Place and date of issue: 17/09/2020 [TR date]

## 9. Report explanation

### LR Findings Log definitions and information

#### Definitions of Grade Findings

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

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

**Applicants** must close major NCR within Ninety (90) days of the NCR issue date. Failure to meet this deadline will require another conformity assessment (check note 1)

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

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

**Applicants** must submit an acceptable corrective action plan (check note2) to address all minor non-conformities to be recommended for certification.

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

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

*NOTE 2 - The corrective action plan shall include an analysis of the root cause of the minor non-conformity; the specific corrective action(s) to address the minor non-conformity; and an appropriate time frame to implement corrective action(s).*

#### Additional information

##### **Confidentiality**

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

##### **Sampling**

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

##### **Terms and conditions**

*Please note that, as detailed in the Terms and Conditions clause of the contract ([insert appropriate clause number here](#)), clients have an obligation to advise LR of any breach of legal, regulatory, or statutory requirements and any pending prosecution. Although proportionality and scale of the situation should be considered, you are required to advise LR of any serious potential risks to our certification but*

*not, for example, isolated cases of a minor nature.*

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