# AWS Conformity Assessment

Report for:

## COCA COLA HBC HUNGARY LTD

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| **LR reference:** | PIR6021939/ 3216928 |
| **AWS reference number:** | AWS-000260 |
| **Assessment dates:** | 26-28/08/2020 |
| **Assessment location:** | H-8790 Zalaszentgrot, Sziv utca 17, Hungary |
| **Assessment criteria:** | AWS Standard Version 2, 22/03/2019 |
| **Assessment team:** | Artemis Papadopoulou |
| **Assessment type:** | Initial assessment |
| **Single site/ Multi-site/ Group site:** | Single site |
| **LR office:** | Piraeus |

## Contents



| Attachments |
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| **This report was prepared by:** | | **This report was presented to and accepted by:** | |
| --- | --- | --- | --- |
| Name: | Artemis Papadopoulou | Name: | Zoltan Kolcsar |
| 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:

- Stakeholders' engagement and consultation process

## 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:

Mr. Zoltan Kolcsar, Plant Manager

### AWS responsible person contact details:

| | |
|---|---|
| Office telephone: | |
| [redacted] | [redacted] |
| [redacted] | [redacted] |

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

**CCH Zalaszentgrot plant (no site visit, due to COVID-19 restriction measures)**

NOTE: The site has been visited in previous occasions, in the framework of EWS assessment. Company's wells/ springs have been visited during these audits.

### Description of the catchment:

The International River Basin District Danube (IRBD) is composed of the Danube river basin and its associated groundwater and coastal waters. It covers, from upstream to downstream, 18 countries or parts of their territories which makes it the most international river basin of the world.

The plant is located in the Zala River valley with a mainly flat topography. The river is approx. 1 km west of the plant. At the banks of the river, there are extended flood plains. Reportedly, flooding has never influenced production of the plant.

The plant is located in the northern Zala basin, between two main tectonic lines called Rába and Balaton strike-slip faults.

All wells extract water from the same fractured and karstified limestone aquifer within the Ugod Formation of Upper Cretaceous age in a depth of 687-690 m bgl. and 616 - 635 m bgl., respectively. The aquifer is protected by hundreds of meters of low permeability layers (clay, silty clay), which protect the aquifer against infiltration of surface water.

### Summary of shared water challenges:

- ✓ Improvement of water-related infrastructure
- ✓ Management of floods
- ✓ Protection of natural resources from waste pollution

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

- The plant started its operations in 2002
- Bottling of natural mineral water (mineral water & flavoured water)
- Plant area is 10 ha - Used area 2.5 ha
- 3 wells exist, K72-Naturaqua (for Hungarian market sales), K76-Bistra (production of Smart water and technological water), K37-Bonaqua (exports in Czech Republic, Slovakia and the Baltics). K-

37 is a 23-years old well, which was till recently inactive. The operation of K-72 was inaugurated in 2005 and of K-76 in 2012. All 3 wells were visited during previous site tour. Temporary, Bonaqua well isn't used.

- 3 production lines are in operation at the moment: 2 PET lines & 1 RGB line. Flavoured water (7 flavours) and SMART water is only produced in PET2 line.
- Water is thermal and needs to be cooled down (from 33 $^{0}$C to 17 $^{0}$C)
- 56 employees
- 80% of the production covers domestic needs (export volume: 20%)
- Wastewater is discharged to the Municipal WWTP
- Municipal water is only used in toilets and showers.
- An extension of the production and warehouse area was completed in May 2018. The ''smart water'' commercial trial started in March 2018.

## Audit attendees:

| Name | Job title | Company |
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| Mr. Zoltan Kolcsar | Plant Manager | CCHBC Hungary |
| Mr. Zoltan Borsos | Quality System & Processing Geologist | CCHBC Hungary |
| Mrs. Krisztina Andrea Jani | Country Environmental Supervisor | CCHBC Hungary |
| Mr. Adam Gyalog | Energy & Water Specialist | CCHBC Hungary |
| Mr. Jozsef Baa | Maintenance Manager | CCHBC Hungary |
| Mrs. Orsolya Nyilas | PAC representative | CCHBC Hungary |

## 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) |
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| **STEP 1 GATHER & UNDERSTAND** | | | | | |
| **1.1 Gather information to define the site's physical scope for water stewardship purposes, including: its operational boundaries; the water sources from which the site draws; the locations to which the site returns its discharges; and the catchment(s) that the site affect(s) and upon which it is reliant.** | **1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:**<br>**- Site boundaries;**<br>**- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;**<br>**- Any water sources providing water to the site that are owned or managed by the site or its parent organization;**<br>**- Water service provider (if applicable) and its ultimate water source;**<br>**- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;**<br>**- Catchment(s) that the site affect(s) and is reliant upon for water** | YES | | ▪ Report by Doronicum, 2017<br>▪ CCH-SVA-SWPP Zalaszentgrot 2018<br>▪ Map of sources and pipelines (abstraction from 600 m deep aquifer)<br>▪ Map of municipal sources by Zalaviz Zrt<br>▪ Map with location of WWTP and HCV areas<br>3 wells exist, K72-NaturAqua, K76-Bistra (for production of Smart water), K37-Bonaqua.<br>Municipal water is used only for toilets & showers.<br>The overflow of the wells (artesian water) is used for cleaning, in the fire station and for irrigation.<br>All wells are 'positive', meaning they are over-pressured (the pressure is at 2.6 bar-it doesn't have significant fluctuations throughout the year)-no water stressed periods.<br>**Catchment area: Zala river basin**<br>Catchment area of municipal sources: Kis-Balaton water basin (aquifer, 100 m deep) | |
| **1.2 Understand relevant stakeholders, their waterrelated challenges, and the** | **1.2.1 Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified.**<br>**This process shall:**<br>**- Inclusively cover all relevant stakeholder groups** | YES | Major NC 0820APP01<br>**(downgraded** | ▪ Stakeholders' list (suppliers, local authorities, employees, municipal Water and Wastewater provider, inhabitants, direct neighbours/ companies, NGO's, Institute for Hydrology, municipalities, etc.)- | |

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| **site's ability to influence beyond its boundaries.** | **including vulnerable, women, minority, and Indigenous people;**<br>**- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;**<br>**- Provide evidence of stakeholder consultation on water-related interests and challenges;**<br>**- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;**<br>**- Identify the degree of stakeholder engagement based on their level of interest and influence.** | | **to Minor NC)** | Description of interest and interaction, Degree of engagement based on level of stakeholder interest, current and potential degree of influence between site and stakeholder, vulnerable groups<br>▪ AWS stakeholder map (water challenges of stakeholders and common water challenges)<br>All industries in Hungary have to cooperate with Water authorities in the framework of EU2020 strategy for Danube protection program (Kvassay Jeno Terv).<br>Cooperation with the Ministry of Interior in water related issues.<br>▪ Minutes of meeting with Ministry of Interior and PET Kupa NGO (22.5.2019)<br>▪ 2020-2030 Strategy of Zalaszengrot Local Authorities (project: improvement of wastewater network)<br>○ Meeting of the Mayor with representatives from the big companies in the area about the above project, 8.7.2020<br>○ Sustainability day with suppliers (21.10.2019)<br>○ Tisza Zero waste project<br>○ Communication with Water Authority regarding the construction of a new water pipeline (23.7.2020) | |
| | **1.2.2 Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.** | YES | Major NC 0820APP01 **(downgraded to Minor NC)** | See above. | |
| **1.3 Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance,** | **1.3.1 Existing water-related incident response plans shall be identified.** | YES | | ▪ IMCR Manual Risk Assessment & Mitigation plan (last validation by TCCC and CCH Group in 14 March 2019)<br>▪ Emergency preparedness procedure (scenarios: sewage obstruction, fire, leakages etc., actions, | |

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| **WASH; water-related costs, revenues, and shared value creation.** | | | | responsible persons, contact persons, maps, reporting of incidents etc.)<br>▪ Risk assessment of environmental aspects<br>Impacts to environment, people and community are identified.<br>Emergency drills are performed every 2 years (a leakage response drill was performed in April 2019 with the cooperation of the Fire Brigade). | |
| | **1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped** | YES | | ▪ Water production 2019.xls -monthly and quarterly water use (total quantity abstracted from K-72, K-37 and K-76, water from K-37 which goes to the spa)<br>▪ Zala environmental KPI 2019.xls (total monthly water consumption from all sources including municipal water, total produced volume, discharged quantity to WWTP and to the nature from the overflow and the storm water)<br>▪ Monthly water map water balance 2019 (areas and quantity of water use including re-use)<br>▪ Estimated losses: 445 $m^3$ (0.3% of total water use) | |
| | **1.3.3 Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.** | YES | | See above. | |
| | **1.3.4 Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.** | YES | | ▪ Annual water analysis report for K72 (16.5.2019) by Fresenius lab (physicochemical, VOC, PAH, phenols, pesticides, microbiological, metals, etc.)<br>▪ Annual water analysis report for all wells K37, K72 and K76 (2/4/2020) by a Hungarian lab (physicochemical, metals, etc.) according to Hungarian law. | |

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| | | | | ▪ Annual water analysis report for K76 (30.07.2019) by Fresenius lab (physicochemical, VOC, PAH, phenols, pesticides, microbiological, metals, etc.)<br>▪ Annual water analysis report for K37 (16.05.2019) by Fresenius lab (inorganic and organic compounds VOC, phenols, pesticides, microbiological, metals, etc.)<br>▪ Website of Zalaviz (municipal water supplier and WWTP provider)-annual quantity, wastewater analysis (8.2019), water analysis (06.2019), water treatment steps, sources-sensitive areas, mitigation plan in case of limits' excess, permit, water capacity, e.tc.<br>▪ Monthly analysis of the wastewater quality by governmental lab ZALAVIZ (e.g. on 29/4/2020, 10/6/2020)<br>▪ Summary of wastewater analysis (pH, COD, total hardness, sodium equivalent, TDS, iron, potassium, sodium, nitrogen, sediments)<br>▪ Summary of water-going-to-nature (overflow and storm water) analysis: pH, nitrogen, phosphorus, iron, COD, BOD, potassium, sodium, total hardness, sodium equivalent, TSS, TDS, organic materials)-Twice per year monitoring of storm water (according to permit)<br>▪ Last storm water analysis by ZALAVIZ lab in 29.4.2019<br>▪ Annual analysis of river Zara by ZALAVIZ (pH, TN, TP, nitrates, nitrites, BOD, COD, sediments, oils/ grease)- (last one: 19.06.2019-good water quality)-The next one is scheduled for September 2020 | |
| | **1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site** | YES | | ▪ Dangerous materials inventory 2019.xls (location, brand, name of chemical, label of hazards, maximum storage quantity, MSDS)<br>▪ Zala map with chem & hazardous waste storage | |

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| | | | | areas<br>▪ Procedure for handling hazardous materials, Z-0321-11 (handling of incoming chemicals, responsibilities, storage requirements, areas of use, control and administrative measures, emergency situations)<br>▪ Water balance map (final destinations are also marked)<br>Potential final destination (via the municipal WWTP): river Zala<br>River Zala is also the destination of storm water and sources' overflow. | |
| | **1.3.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.** | YES | | Part of the plant is located in a Natura 2000 area but there aren't any on-site IWRA. | |
| | **1.3.7 Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.** | YES | | ▪ OPEX 2018 (CIP optimization, estimated water saving: 1000 $m^3$/ y, estimated energy saving 5000 KWh/ y)<br>▪ Water and energy planning for CAPEX and OPEX projects (forecasted water, energy and chemical usage, forecasted production volumes, actual consumption after the completion of the projects)<br>▪ True cost of water 2020 (1.83 euros)<br>[redacted]<br>▪ [redacted] | |
| | **1.3.8 Levels of access and adequacy of WASH at the site shall be identified.** | YES | | ▪ Legal requirements e.g. law 3/2002 (11.8)<br>▪ KORE requirements e.g. for Potable water, January | |

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| | | | | 2020<br>▪ EDV website (provision of safe drinking water to all households/ industries in the 17 towns which it covers)<br>▪ National Water strategy, 2017<br>There aren't any issues regarding WASH in Hungary. Access to safe water and hygiene is ensured by laws.<br>Water used in the plant for sanitary purposes or in the canteen comes from municipal sources.<br>Relevant analysis is performed in order to ensure that the water is potable and safe to drink.<br>▪ TCCC & CCHBC group Continuous knowledge sharing<br>▪ COVID-19 consolidated action plan<br>▪ Instructions for hands washing, use of masks, etc.<br>▪ Entrance protocol<br>Extra measures for hygiene and sanitization have been taken due to COVID-19. Masks and gloves have been distributed to all employees, sanitizers are available and the level of cleaning/ disinfection has increased. Relevant parties (e.g. suppliers, partners) have been notified. | |
| **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** | **1.4.1 The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.** | YES | Minor NC 0820APP01 | ▪ Suppliers assessment (main suppliers, distance from the plant, major and minor basin, CSR reports)<br>Suppliers and service provider are located at the Danube or at the Balaton basin area (low water stressed areas). | |

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| **water used in out-sourced water-related services.** | | | | | |
| | **1.4.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.** | | See above. | See above. | |
| | **1.4.3 Advanced Indicator**<br>**The embedded water use of primary inputs in catchment(s) of origin shall be quantified** | NO | | --- | |
| **1.5 Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH** | **1.5.1 Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.** | YES | | ▪ National water strategy, 2017 (95% of the domestic households' needs for water are covered)<br>- Projects for water improvement (in the past there were problem with water quality as the concentration of As, nitrates, NH4 was high)<br>- Projects for improvement of waste water network (30% of the pipelines is old)<br>▪ Website of Water Authorities (planned projects e.g. elimination of the problem with stagnant water 2017-2020 project, construction of embankments at Mura river: flooding mitigation project, information about Danube water quality protection projects, etc.)<br>▪ 2020-2030 Strategy of Zalaszengrot Local Authorities (project: improvement of wastewater network) | |
| | **1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.** | YES | | ▪ Zala permits and licences<br>▪ Water permit for Bonaqua water (K37 source)-issued in 12.1.2016, valid for 10 years<br>▪ Water abstraction permit for all 3 wells, issued in February 2016 by the Regional Water Authority (maximum abstraction rate: 370.000 $m^3$/ y, 54.707 $m^3$/ y is the maximum quantity which must be sent to the local spa for free, 120,4 $m^3$/d is the maximum total discharge to WWTP, maximum discharge per source of waste water (e.g. from cleaning, from CIP, toilets etc.), storm water limit: 277 l/s from the oil | |

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| | | | | separators and 334 l/s from the roofs, details of the storm water pipelines, maximum municipal water use: 6.4m$^3$/d), valid till 31.12.2020<br>▪ Attestation of the hydrological study's acceptance, 133-4/2014/VH, valid till 31.12.2024<br>▪ Contract with Zalaviz for the provision of municipal water and the discharge of wastewater (valid from 1.1.2015 onwards- no expiry date)<br>▪ Review of the protection area of the aquifer (5.5.2015) by geological expert (map of the protection area, wells' interrelation, effect to the aquifer, CCH right to abstract water from this area)<br>▪ Hydrogeological study by the Geological institute of Hungary for the region Deli-Bakony and Zala (15.4.2009) (no impacts, from the abstraction, to environment and community)<br>A protection area has been agreed and set with the Competent Authority as per CC HBC Hungary requirements, in order to safeguard the status of the wells. The land around the wells is owned by the government, although the wells are plant's property. No one else, apart from the plant, has the right to exploit the water of the mentioned area.<br>The activity around the plant is controlled, in order to avoid groundwater pollution. | |
| | **1.5.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.** | YES | | ▪ Zala water catchment area study, elaborated by local Authorities in 2007 (water balance: level of precipitation, withdrawals by agriculture, industries, fishing farms and other smaller consumers, wastewater quantity, etc.)<br>▪ Balaton water collection study by the Balaton Water Authorities, May 2020 (information about the catchment's characteristics) | |
| | **1.5.4 Water quality, including physical, chemical, and biological status, of the catchment shall be** | YES | | ▪ Zalaviz Water & WWTP website (analysis of underground water quality-municipal wells e.g. on | |

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| | identified, and where possible, quantified. Where there<br>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<br>appropriate, seasonal, high and low variances shall be identified. | | | 12.8.2020)<br>▪ Zala river sampling points (analysis of conductivity, oxygen demand, BOD, COD, Nitrates, TN,TP, NH4, PO4, etc.)-some of the parameters (PO4, BOD, COD) exceed the legal limits<br>▪ Study by Local Water Authorities, 2015 (nitrates' problem in 2 small areas near Balaton lake)<br>▪ Map of Balaton lakes, May 2020<br>▪ Website of Water Authorities/ annual water balance of small Balaton lakes)<br>▪ Analysis of municipal water, 29.8.2019<br>See also indicator 1.5.5. | |
| | 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 0820APP01 | ▪ Study by the Ministry of Agriculture and Water in 2010 (Zala river characteristics: forest types, recreational, fishing, etc. activities, flora and fauna, impacts from industry, communities and agricultural, hydro-morphology, protected areas, etc.), not considered sensitive, only some parts which aren't in the surrounding area.<br>▪ HCV areas study by Doronicum (2014)-national parks, country protected areas, protected forests, olds mines, swamps, local protected areas, ecological network, Natura 2000 areas, etc.).<br>▪ HCV areas study by Doronicum (2017)<br>List of protection goals, impact to environment and on social-cultural values (fishing, agriculture, tourism, etc.) are included in the study.<br>Positive impact to tourism (provision of water and heat to the nearby spa, the plant is a touristic stop etc.) and to community (cutting of the weed in the areas where the pipelines pass-causes allergies to the people and is an inhibitor of protected species' growth). There aren't any negative impacts. | |

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| | | | | ▪ Zala water catchment area, 2017 (information about IWRA e.g. ponds, lakes, underground water, rivers, channels, streams, etc.)<br>**IWRA identified:**<br>-Szent Groth thermal spa<br>-Lake Hevizi<br>-Balaton Lakes<br>▪ Website of Water Inspection Authorities (profile of lakes)<br>- Lake Balaton quality status: excellent (9.12.2019 report)<br>- Lake Hevizi-to quality status: good | |
| | 1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events. | YES | | ▪ Website of Water Authorities (planned projects e.g. elimination of the problem with stagnant water 2017-2020 project, construction of embankments at Mura river: flooding mitigation project, information about Danube water quality protection projects, etc.)<br>▪ Map with pump stations (for the removal of the water) | |
| | 1.5.7 The adequacy of available WASH services within the catchment shall be identified. | YES | | See indicator 1.3.8. | |
| | 1.5.8 Advanced Indicator<br>Efforts by the site to support and undertake catchment level water-related data collection shall be identified. | NO | | --- | |
| | 1.5.9 Advanced Indicator<br>The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified. | NO | | --- | |
| **1.6 Understand current and future shared water challenges in the catchment, by linking** | 1.6.1 Shared water challenges shall be identified and prioritized from the information gathered. | YES | Major NC 0820APP01<br>**(downgraded to Minor NC)** | **Shared water challenges identified:**<br>✓ Improvement of water-related infrastructure<br>✓ Management of floods | |

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| **the water challenges identified by stakeholders with the site's water challenges.** | | | | ✓ Protection of natural resources from waste pollution<br>See also indicator 1.2.1. | |
| | **1.6.2 Initiatives to address shared water challenges shall be identified.** | YES | | See indicator 1.2.1. | |
| | **1.6.3 Advanced Indicator**<br>**Future water issues shall be identified, including anticipated impacts and trends** | YES | | Overall the flow rate is lower than the actual capacity hence even in the peak production season, no water stress period has been identified.<br>Maximum capacity at the "rest stage" of the wells (no pumping): 920 l/ min for K-37, 1170 l/ min for K-72, 1020 l/ min for K-76.<br>Maximum daily abstraction rate permitted: 380 $m^3$ for K-76, 1030 $m^3$ for K-72 and 890 $m^3$ for K-37.<br>Based on relevant check In November 2020 no future issues with water availability were identified. | 3 |
| | **1.6.4 Advanced Indicator**<br>**Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.** | YES | | See indicators 1.5.5 and 1.7.1 | 4 |
| **1.7 Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.** | **1.7.1 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.** | YES | | ▪ CCH-SVA_SWPP Zalaszentgrot Hungary by HPC, 15.3.2019 (risk assessment is included)-one issue was identified in relation to K-76 well; in the peak season of 2017, the utilization of the well was more than the maximum permitted. The issue is now resolved.<br>▪ Review of the protection area of the aquifer (5.5.2015) by geological expert (map of the protection area, wells' interrelation, effect to the aquifer, CCH right to abstract water from this area)<br>▪ Hydrogeological study by the Geological institute of Hungary for the region Deli-Bakony and Zala (15.4.2009) (no impacts, from the abstraction, to environment and community)<br>▪ Company related risk criteria (environmental risks | |

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| | | | | from abstraction and discharge are quantified)<br>▪ Environmental risk assessment (evaluation of impact to environment from the discharge, actions in place)-last update: March 2020 (changes due to COVID-19)<br>▪ Biological and ecological water quality study for Zala river (in the surrounding area) by the University of Georgikon, 2016 (impact of the floods in the river's status, impact of the plant's discharge to the natural body, etc.)-no significant impact from plant's activities<br>▪ Study of protected flora and fauna near the wells, spa and the plant by the University of Georgikon (September 2017) -no decrease of population through the years. The study was sponsored by the CCH plant. | |
| | **1.7.2 Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.** | YES | | ▪ Management review minutes of meeting (21.2.2020)-discussion on the progress of KPI, the status of corrective actions, the new CAPEX/ OPEX projects, the feedback from audits including legal compliance, etc.<br>▪ CAP template Hungary 2020.08.05 (actions, responsible persons, timeframe, status, water saved, energy consumed, etc.)<br>Progress of KPI and related projects as well as opportunities for further improvement are discussed in the regular Supply Chain and Group meetings. | |
| **1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional,or national relevance**. | **1.8.1 Relevant catchment best practice for water governance shall be identified.** | | | ▪ Training of Country Environmental Supervisor, of new Water champion in Zala Plant and of Energy & Water Specialist on the requirements of AWS certification, 15,20 May 2020<br>▪ Lists of participants for the environmental trainings on 20-21/1/2020 and 31/1/2020<br>▪ Near losses program | |

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| | | | | ▪ Newsletters<br>○ Every 6 months, an open discussion (about environment, H&S, quality issues, etc.), with all employees, takes place. The last one was held in August 2019. In 2020, however, no such meeting took place.<br>○ Monthly meeting of the sustainability team (discussion of KBIs' progress and targets).<br>All employees are encouraged to report near losses. Best near losses in Group level are awarded. | |
| | **1.8.2 Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.** | YES | | ▪ WeKnow sharepoint/ Credit 365 (successful practice, report of a SP's applicability in the plant and status of implementation).<br>▪ Improvement memos (operators inform the shift leaders, who then upload the information to the system. The ideas are checked by the Maintenance Department. The approved ones are discussed during the monthly meetings)<br>▪ EPD portal-list of proposed IM<br>In 2019, the company initiated a quarterly rewarding program for the Best Improvement & learning Award, the Best Team of Quarter, the best Coke & Customer Quarter Award and the best Inspiring & Growth Mindset Leader Award.<br>▪ CCH Top 10 water savers implementation_YTD June 2015 (repair of leaks, re-use of cooling water, and water from the final step of the bottle washer, dry lubrication, CIP times decrease, re-use of final rinsing from CIP): 100% completion of all applicable<br>▪ Best practices for water recovery are implemented.<br>Water is re-used from:<br>- Backwash water from the SF (there is capability but isn't actually needed) | |

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| | | | | - CIP last rinsing water<br>- PET bottles' cooling<br>- RGB rinsers<br>Recovered water is collected in a make-up tank for crates' washing (aprox. 3 $m^3$/h), for cleaning purposes, for cooling of vacuum pumps and for the re-softening of the ion-exchangers.<br>Total water re-use in 2019: 76192 $m^3$/y<br>The plant recycles more water than it can use (it's not feasible to return reused water to the WT, so it can only be used in areas where it's not coming in direct contact with the products).<br>▪ Near misses and near losses (date, reported by, description, type of loss, root cause, corrective action, implementation date, status)<br>▪ Summary of near losses and near misses<br>▪ CR360 Database (monthly report of near losses/ near misses) | |
| | **1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.** | YES | | ▪ CCH and TCCC requirements<br>▪ Hungarian laws<br>Best practices for water quality are determined by legal or Group's requirements, which are more stringent.<br>**Examples:**<br>-CIP optimization<br>-New micro filters after the SF<br>Regular monitoring of wastewater according to legal and WWTP limits. | |
| | **1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.** | YES | | ▪ Pannon Egyetem University Study 2018 (annual study on fauna & flora status around the plant, where the pipelines pass, and near the river banks)-Actions | |

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| | | | | are taken when required<br><br>The monitoring started in 2010. Every year they check flora & fauna status and compare it with previous year's results.<br><br>○ 'I love Duna water stewardship' campaign started in 2016. This is a 5-years project (budget 150 millions of Huf) in partnership with the Hungarian Governmental Health Institute. Employees from the plants participate also in the campaign. In the summer of 2017, samples were taken from Danube for analysis of the water quality.<br><br>○ In 2019, a pilot project (TISZA ZERO WASTE program) initiated regarding waste collection from Tisza river (second biggest river of Hungary, located at the eastern part of the country). The project consisted of:<br>-Volunteering activities for cleaning of river and lake Tisza in cooperation with NGO PET CUP and the Directorate General of Water management. The target is collection of 80 tn of garbage in 2 years-time<br>-Funding of the NGO's operational costs for the next 2 years by the CC Company with the intervention of CCH Hungary<br>-Communication with the Ministry of Interior, who is responsible for the management of the flood effect in Hungary<br>**Results:**<br>-On 24 of July 2019, 1.5 tn of waste was collected by 77, approximately, employees and other volunteers from the NGO<br>-Removal and recycle of 10000 tonnes of waste and driftwood at Kiskore Dam.<br>-On 27 of September 2019, the second round of cleaning took place. Almost 100 employees participated and 1.8 tn of waste was collected<br>-Cleaning of Natura 2000 floodplain forest area and Tisza river between 28 February and 1 of march 2020<br>Involvement of more participants and supporters: Termeszetfilm.hu Association – the coordinators of | |

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| | | | | the PET Cup, Directorate General of Water Management (OVF), the Upper-Tisza Regional Water Management Directorate (FETIVIZIG), the Association of Environmental Service Providers and Manufacturers (KSZGYSZ) and Coca-Cola Hungary | |
| | 1.8.5 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. | |
| **STEP 2 COMMIT AND PLAN** | | | | | |
| **2.1 Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within 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.** | 2.1.1 A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:<br>- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes<br>- That the site implementation will be aligned to and in support of existing catchment sustainability plans<br>- That the site's stakeholders will be engaged in an open and transparent way<br>- That the site will allocate resources to implement the Standard. | YES | OBS 0820APP02 | ▪ CC HBC Water Stewardship Policy signed by the CEO of the group | |
| | **2.1.2 Advanced Indicator**<br>A statement that explicitly covers all requirements set out in Indicator 2.1.1 and is signed by the organization's senior-most executive or governance body and publicly disclosed shall be identified. | YES | | See above. | 1 |
| **2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.** | 2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including:<br>- Identification of responsible persons/positions within facility organizational structure<br>- Process for submissions to regulatory agencies. | YES | | The Country Environmental Supervisor is responsible for the legal compliance and communication with local Authorities for the issuance of permits, etc. The PAC Department is responsible for the communication of legal issues in a higher level. | |

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| | | | | ▪ Procedure G-0321-04, Inspection of legal requirements<br>▪ Legislation list (general obligations' check is included)-last update: 8.7.2020<br>▪ CMS permits & licenses (internal database where permits and licenses are uploaded)<br>▪ Permits' statement database (check of permits' validity)-The check is conducted 3-4 times per year by the Country Environmental Supervisor<br>▪ Reporting obligations' list (check of the status of reports that have to be sent to authorities every year)- The check is conducted 3-4 times per year by the Country Environmental Supervisor<br>Weekly reports by the external contractor ECO INVEST Ltd, informing the plant about new legislation. | |
| **2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.** | **2.3.1 A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.** | YES | | See indicator 2.1.1 | |
| | **2.3.2 A water stewardship plan shall be identified, including for each target:**<br>**- How it will be measured and monitored**<br>**- Actions to achieve and maintain (or exceed) it**<br>**- Planned timeframes to achieve it**<br>**- Financial budgets allocated for actions**<br>**- Positions of persons responsible for actions and achieving targets**<br>**- 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 | | Water ratio in 2017:1.21 lt/lt with respective target 1.21 lt/lt<br>Water ratio 2018: 1.22 lt/ lt with respective target:1.23 lt/ lt<br>WUR (2019): 1.23 lt/ lt with respective target:1.23 lt/ lt<br>WUR (YTD 2020): 1.23 lt/ lt with respective target:1.23 lt/ lt<br>▪ KBI report 2020<br>▪ KBI report 2019<br>▪ KBI report 2018 | |

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| | | | | ▪ KBI report 2017<br>▪ Environmental targets Zala<br>Projects and actions mentioned in indicators 1.3.7 and 1.8.2 contribute to the improvement of water management and the achievement of the targets set. | |
| | **2.3.3 Advanced Indicator**<br>**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 | | --- | |
| | **2.3.4 Advanced Indicator**<br>**The site's partnership/water stewardship activities with other sites in another catchment(s) (either under same corporate structure or with another corporate site) shall be identified.** | YES | | Tisza Zero Waste program. See indicator 1.8.4. | 4 |
| | **2.3.5 Advanced Indicator**<br>**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.** | NO | | --- | |
| **2.4 Demonstrate the site's responsiveness and resilience to respond to water risks** | **2.4.1**<br>**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 | | ▪ Meeting of the Mayor with representatives from the big companies in the area about the improvement of the wastewater network, 8.7.2020<br>▪ TISZA ZERO WASTE program | |
| | **2.4.2 Advanced Indicator**<br>**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 | | --- | |
| **STEP 3 IMPLEMENT** | | | | | |
| **3.1 Implement plan to participate positively in catchment governance.** | **3.1.1 Evidence that the site has supported good catchment governance shall be identified.** | YES | | 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. | |

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| | **3.1.3 Advanced Indicator**<br>Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified. | NO | | --- | |
| | **3.1.4 Advanced Indicator**<br>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 | | --- | |
| **3.2 Implement system to comply with water-related legal and regulatory requirements and respect water rights.** | 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. | |
| **3.3 Implement plan to achieve site water balance targets.** | 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 | | No water scarcity issues. However, annual targets for water use minimization are set. 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 | | ▪ Permit with no.36800/ 95-2/2016 (obligation to provide up to 54.707 $m^3$/ y to a thermal spa)<br>In 2019, 44690 $m^3$ were delivered to the spa | |
| | **3.3.4 Advanced Indicator**<br>The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified. | NO | | ---- | |
| **3.4 Implement plan to achieve site water quality targets.** | 3.4.1 Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified. | YES | | Only legal requirements for the wastewater, according to permit. No issues have been identified.<br>For the period from April to September 2019, there was an issue with the water quality (existence of | |

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| | | | | pseudomonades). Investigation of the issue showed that the problem is connected with the transition pipelines from the wells to the plant. There is plan for the construction of a new pipeline, even though the problem is now resolved. | |
| | **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 3.4.1 | |
| **3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.** | **3.5.1 Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.** | YES | | No on-site IWRA. | |
| | **3.5.2 Advanced Indicator**<br>**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.** | NO | | --- | |
| | **3.5.3 Advanced Indicator**<br>**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.** | NO | | --- | |
| **3.6 Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.** | **3.6.1 Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.** | YES | | See indicator 1.3.8. | |
| | **3.6.2 Evidence that the site is not impinging on the human right to safe water and sanitation of** | YES | | See indicators 1.3.8 and 1.5.2. | |

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| | 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. | | | Sufficient legal requirements are in place for the protection of people rights in relation to WASH. No evidence of the plant's failure to oblige with them. | |
| | **3.6.3 Advanced Indicator**<br>A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified. | NO | | --- | |
| | **3.6.4 Advanced Indicator**<br>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. | NO | | --- | |
| **3.7 Implement plan to maintain or improve indirect water use within the catchment.** | 3.7.1 Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified. | YES | Minor<br>0820APP01 | See indicator 1.4.1. | |
| | 3.7.2 Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified. | YES | | ○ Sustainability day with suppliers (21.10.2019)-a workshop was held where the suppliers could propose their suggestion on water and energy saving<br>▪ Sust_Workshop summary (proposal: CIP optimization→ the project has been completed) | |
| | **3.7.3 Advanced Indicator**<br>Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated. | NO | | --- | |
| **3.8 Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the** | 3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified. | YES | | See indicator 1.2.1 | |

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| **site may have.** | | | | | |
| **3.9 Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.** | **3.9.1 Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.** | YES | | Actions mentioned in indicator 1.8.1 have been implemented or/ and are performed at regular intervals | |
| | **3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.** | YES | | Actions mentioned in indicator 1.8.2 have been implemented or/ and are performed at regular intervals | |
| | **3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.** | YES | | Actions mentioned in indicator 1.8.3 have been implemented or/ and are performed at regular intervals | |
| | **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 | | No on-site IWRA. 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. | |
| | **3.9.6 Advanced Indicator**<br>**Achievement of identified best practice related to targets in terms of good water governance shall be quantified.** | NO | | --- | |
| | **3.9.7 Advanced Indicator**<br>**Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.** | YES | | See indicator 1.8.2.<br>KPI/ targets are set in most projects. | 8 |
| | **3.9.8 Advanced Indicator**<br>**Achievement of identified best practices related to targets in terms of water quality shall be quantified.** | NO | | --- | |
| | **3.9.9 Advanced Indicator**<br>**Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.** | YES | | No on-site IWRA. See indicator 1.8.4. | 8 |

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| | **3.9.10 Advanced Indicator**<br>Achievement of identified best practice related to targets in terms of WASH shall be quantified. | NO | | --- | |
| | **3.9.11 Advanced Indicator**<br>A list of efforts to spread best practices shall be identified. | YES | | ○ WeKnow Database/ SP/QW/LL<br>○ Suppliers' sustainability Day | |
| | **3.9.12 Advanced Indicator**<br>A list of collective action efforts, including the organizations involved, positions of responsible persons of other entities involved, and a description of the role played by the site shall be identified. | YES | | See indicator 1.8.4. | 10 |
| | **3.9.13 Advanced Indicator**<br>Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified. | YES | | See indicator 1.8.4. | 6 |
| **STEP 4 EVALUATE** | | | | | |
| **4.1 Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.** | 4.1.1 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated. | YES | | See indicator 1.7.2. | |
| | 4.1.2 Value creation resulting from the water stewardship plan shall be evaluated. | YES | | CAPEX/ OPEX projects are discussed and evaluated during Supply Chain and Group meetings. | |
| | 4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified. | YES | | See above.<br>See also indicator 1.3.7. | |

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| | **4.1.4 Advanced Indicator**<br>A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified. | YES | | See indicator 1.7.2. | 3 |
| **4.2 Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.** | 4.2.1 A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified. | YES | | No environmental incidents have occurred.<br>See also indicator 1.3.1. | |
| **4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.** | 4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified. | YES | Minor NC 0820APP02 | ○ Sustainability day with suppliers (21.10.2019)-a workshop was held where the suppliers could propose their suggestion on water and energy saving<br>○ 2020 Golden World Award of the International Public Relations Association (IPRA) for the Tisza Zero Waste program | |
| | **4.3.2 Advanced Indicator**<br>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. | NO | | ---- | |
| **4.4. Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.** | 4.4.1 The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified. | YES | | See indicator 1.7.2. | |

| STEP 5 COMMUNICATE & DISCLOSE | | | | | |
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| **5.1 Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.** | **5.1.1 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.** | YES | | At the company's website 2 e-mails are available for anyone who wishes to communicate with the plants regarding sustainability issues.<br>In general, the Country Environmental Supervisor and the PAC Department are authorised to talk with authorities or other interested parties. | |
| **5.2 Communicate the water stewardship plan with relevant stakeholders.** | **5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.** | YES | | ▪ Report regarding the quality of the storm water is sent to the Authorities once per year and for the discharged process wastewater twice per year.<br>▪ CSR report | |
| **5.3 Disclose annual site water stewardship summary, including the relevant information about the site's annual water stewardship performance and results against the site's targets.** | **5.3.1 A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.** | YES | | ▪ CSR Hungarian report 2018 (material topics matrix, 2020 targets, sustainability mission by 2025, stakeholders, EWS certification, trend of water withdrawals, amount of recycled water, achievements, etc.)<br>▪ Draft CSR Hungarian report 2019 (material topics matrix, 2020 targets, sustainability mission by 2025, EWS certification, trend of water withdrawals, amount of recycled water, projects, achievements, etc.) | |
| | **5.3.2 Advanced Indicator**<br>**The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.** | NO | | --- | |
| | **5.3.3 Advanced Indicator**<br>**Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.** | NO | | --- | |
| **5.4 Disclose efforts to collectively address shared water challenges, including: associated** | **5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.** | YES | Minor 0820APP03 | ○ The Zero Waste Tisza project and the achieved results have been posted to company's webpage.<br>○ At the 2020 Golden World Award of the International Public Relations Association (IPRA), | |

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| **efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.** | | | | which is present in 80 countries, Coca-Cola Hungary won awards in two categories (Environmental and Community relations) with the Zero Waste Tisza program. Relevant information can be found in the company's website. | |
| | **5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.** | YES | | ○ A CSR forum for the presentation of the sustainability achievements was planned for 2020. However, due to COVID-19 situation, the conference has been postponed. Instead, a letter will be sent to a group of selected stakeholders from the media, NGO, Governmental and Local Authorities in early September.<br>○ Sustainability day with suppliers (21.10.2019)<br>○ The Zero Waste Tisza project<br>○ Conference in Budapest in 2018 (presentation of water KPI/ targets/ projects to local Authorities, Water & WWTP provider, suppliers, big companies in the area) | |
| **5.5. Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.** | **5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.** | YES | | No compliance violations have occurred in Hungary for the period from 2015 till today. | |
| | **5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.** | YES | | See above.<br>There is process in place for the mitigation and | |

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| | | | | reporting of incidents. See indicator 1.3.1. | |
| | **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 | | See above. | |

## 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 | | | | |
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| **Status** | **Description of the Finding** | **Proposed corrective action & root cause analysis & timeframe** | **CAP review** | **Reference Number & Date of Issue** | **AWS Indicator** |
| OPEN (the finding is downgraded to MINOR) | 1. The degree of stakeholder engagement based on their level of interest and influence hasn't been determined.<br>2. The current/ potential degree of influence between site and stakeholders hasn't been determined.<br>3. Limited information regarding the water-related challenges of the stakeholders. No documented evidence was available.<br>4. Not all relevant stakeholders have been considered (e.g. local community, local groups, neighbours, NGO's, etc.) | **Root cause:** No procedure in place to identify and implement evaluation of stakeholder interests and influence, determine water challenges, and build communication. Lack of collaboration of PAC, QSE and plant teams in terms of water related challenges.<br><br>**Corrective actions:**<br>1. Define procedure for close collaboration of PAC, QSE and plant team in order to fulfil AWS standards regarding stakeholders.<br>2. Identify and document all relevant stakeholders and evaluate their interest and influence (collaboration with PAC, QSE and plants team).<br>3.Derermine potential degree of stakeholders<br>4.Determine and document water-related challenges and engagement actions of stakeholders based on stakeholder mapping<br><br>**Responsible:**<br>PAC, QSE, pant management<br><br>**Deadline:** 20.11.2020 | 23/11/2020<br>1.Done<br>2.Done<br>3.Done<br>4. Ongoing- Water related challenges have been identified for some of the involved stakeholders, taking into consideration relevant correspondence /evidence. The company should extend this effort to all relevant stakeholders via a consultation process. | 0820APP01, Aug 2020 | 1.2.1/1.2.2 |

| | LIST OF MAJOR NON CONFORMITIES | | | | |
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| **Status** | **Description of the Finding** | **Proposed corrective action & root cause analysis & timeframe** | **CAP review** | **Reference Number & Date of Issue** | **AWS Indicator** |
| OPEN (the finding is downgraded to MINOR) | Although there are actions/ projects in place which indicate that there are shared water challenges between the plant and its stakeholders, the shared water challenges haven't been determined nor documented. | **Root cause:** No procedure in place to identify the shared water challenges.<br><br>**Corrective actions:**<br>Determine and document water-related challenges and engagement actions of stakeholders based on stakeholder mapping<br><br>**Responsible:**<br>PAC, QSE, pant management<br><br>**Deadline**: 20.11.2020 | 23/11/2020<br>Ongoing – Some common water challenges have been identified and recorded. The company should try to engage more stakeholders in water management. | 0820APP02, Aug 2020 | 1.6.1 |

| | LIST OF MINOR NON CONFORMITIES | | | | |
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| **Status** | **Description of the Finding** | **Proposed corrective action & root cause analysis & timeframe** | **CAP review** | **Reference Number & Date of Issue** | **AWS Indicator** |
| OPEN | 1. No information about the water footprint values for its suppliers and outsourced services, which are located in the same catchment. The company should determine, if applicable relevant target (e.g. cooperation with a more efficient company) could be set, when necessary data is available.<br>2. Information about the level of water stress of the basin where the suppliers are located isn't registered in the relevant list. | **Root cause:** No procedure in place to involve main suppliers and outsourced in water footprint analysis.<br><br>**Corrective actions:**<br>1. Involve main suppliers into water related actions. Ask supplier to provide us its own water footprint (specific water consumption, for example: Kall Ingredients, Hungrana, Donauchem)<br>2. Identify water basins of most relevant suppliers and collect of possible water stress.<br><br>**Responsible:**<br>PAC, QSE, pant management<br><br>**Deadline**: 2021 Q1 | | 0820APP01, Aug 2020 | 1.4.1/1.4.2/3.7.1 |
| OPEN | The company's consultation efforts and the feedback from its stakeholders regarding site's water stewardship performance was limited. | **Root cause:** Not all stakeholders were involved into Sustainability day with suppliers and 2020 Golden World Award of the International Public Relations Association (IPRA) for the Tisza Zero Waste program.<br><br>**Corrective actions:**<br>Involve more stakeholders into site's water stewardship performance<br><br>**Responsible:**<br>PAC, QSE, pant management<br><br>**Deadline:** 2021 Q1 | | 0820APP02, Aug 2020 | 4.3.1 |

| | LIST OF MINOR NON CONFORMITIES | | | | |
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| **Status** | **Description of the Finding** | **Proposed corrective action & root cause analysis & timeframe** | **CAP review** | **Reference Number & Date of Issue** | **AWS Indicator** |
| OPEN | The disclosure of plant's shared water-related challenges is limited and doesn't cover all stakeholders and shared challenges, partly because not all shared water-related challenges have been identified. | **Root cause:** Not all shared water-related challenges have been identified and disclosed.<br><br>**Corrective actions:**<br>Execute actions defined related to stakeholders.<br><br>**Responsible:**<br>PAC, QSE, pant management<br><br>**Deadline**: 2021 Q1 | | 0820APP03, Aug 2020 | 5.4.1 |

| | LIST OF OBSERVATIONS | | | | |
|---|---|---|---|---|---|
| **Status** | **Description of the Finding** | **Proposed corrective action & root cause analysis & timeframe** | **CAP review** | **Reference Number & Date of Issue** | **AWS Indicator** |
| OPEN | A note, regarding the status of the IWRA identified, as stated in the relevant documentation by the Water Authorities should be added in the relevant file for the Important Water-Related Areas (IWRA). Additional info, through stakeholder engagement, should also be requested. | | | 0820APP01, Aug 2020 | 1.5.5 |
| OPEN | The CCH water stewardship policy could describe more explicitly the AWS commitments, as stated in the indicator 2.1.1. | | | 0820APP02, Aug 2020 | 2.1.1 |

## 6. Next visit details

| | | | | | |
|---|---|---|---|---|---|
| **Visit type** | SV1 | | | | |
| **Audit days** | tbd | **Due date** | 8/2021 | **Visit start / end dates** | |
| **Locations** | H-8790 Zalaszentgrot, Sziv utca 17, Hungary | | | | |
| **Team** | TBD | | | | |
| **Remarks and instructions** | | | | | |
| | | | | | |

## 7. Audit Programme/Plan

| Visit Type | IA | | SV1 | | Sv2 | | | CR |
|---|---|---|---|---|---|---|---|---|
| Due Date | | | | | | | | |
| Start Date | | | | | | | | |
| End Date | | | | | | | | |
| Audit Days | | | | | | | | |
| Any changes that may impact visit duration (if yes add new number) | Y/N | Y/N | Y/N | Y/N | Y/N | Y/N | Y/N | Y/N |
| Process / aspect / location ***Final selection will be determined after review of management elements and actual performance*** | | | | | | | | |
| Site visit | | | | | | | | |
| Sample of source water locations visit | | | | | | | | |
| Sample of water discharge locations visit | | | | | | | | |
| Stakeholder interviews | | | | | | | | |
| STEP 1 | | | | | | | | |
| STEP 2 | | | | | | | | |
| STEP 3 | | | | | | | | |
| STEP 4 | | | | | | | | |
| STEP 5 | | | | | | | | |
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|---|---|---|---|---|
| Visit start time (approximate) | 09:30 | Visit end time (approximate) | 16:00 | The exact start and finish times for the visit will be agreed at the pre-visit contact with the assessor and recorded in the report introduction. |

**See attached agenda.**

## 8. Certificate details

**CERTIFICATE No.: …….**
**AWS REFERENCE No.: AWS-000260**

**GOLD AWS LOGO TO BE INSERTED HERE**

**Issued to**

**COCA COLA HBC HUNGARY LTD**
**Zalaszentgrot plant: H-8790 Zalaszentgrot, Sziv utsa 17, Hungary**

**Standard**

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

**Date of certification: 12/2020 (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 | Zala river catchment/ food sector | Bottling of natural 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 or more 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: 12/2023
Period of validity: 3 years
Issued by: HELLENIC LLOYD'S S.A.
Place and date of issue: 12/2020 [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".*