AWS Conformity Assessment

Report for:

CC HBC Cyprus-Nicosia plant

LR reference:	PIR00000295/ 3766374
AWS reference number:	AWS-000292
Assessment dates:	16-18/12/2020
Assessment location:	66 Kiriakou Matsi Egomi, Nicosia 2409, Cyprus
Assessment criteria:	AWS Standard Version 2, 22/03/2019
Assessment team:	Artemis Papadopoulou
Assessment type:	Initial assessment
Single site/ Multi-site/ Group site:	Single
LR office:	Piraeus

Contents

Attachments

This report was prepared by:		**This report was presented to and accepted by:**	
Name:	Artemis Papadopoulou	Name:	Loucas Kounnis
Job title:	AWS Lead Auditor	Job title:	CY 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 focus on obtaining information about its stakeholders' water challenges through a 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:

Kyriakos Vitsas, HSE Coordinator

AWS responsible person contact details:

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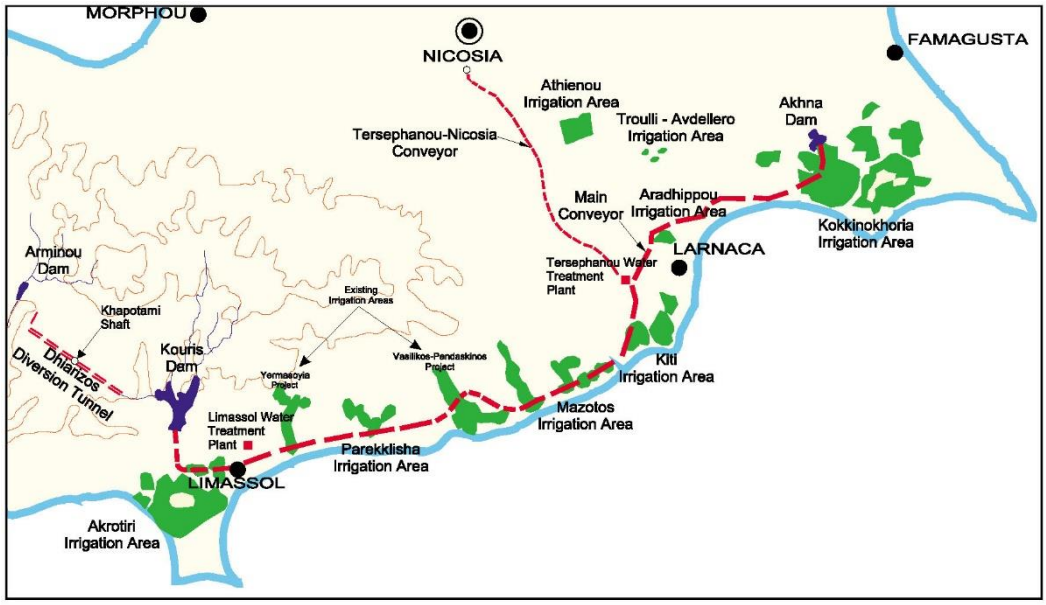
Email:	Kyriakos.Vitsas@cchellenic.com

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

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

NOTE: The site has been visited in previous occasions, in the framework of EWS assessment.

Description of the catchment:



The groundwater bodies of Cyprus are phreatic, developed in river or coastal alluvial deposits. All 66 aquifers of Cyprus are grouped into 20 groundwater bodies, mainly based on lithology, the hydraulic characteristics and the importance of each aquifer. Ten groundwater bodies have a connection with the sea. Most of the 35 rivers are small and impermanent. Few are fed by melting snow supplying them with water until late April. Others are merely winter torrents which go dry during summer. Of appreciable size and flow are the Kouris, Vasilikos, Serakhis, Xeropotamos, Karyotis and Dhiarizos. The longest stream is Pedieos stretching almost 100 km from Troodos mountains eastwards through the Mesaoria.

Most of the surface water is stored in dams. Cyprus has a total amount of 108 dams or ponds with a total storage capacity of 331 Mm³. The largest dam is the Kouris dam in the southwest of the country with a capacity of 115 Mm³ build in 1984. The Kouris dam is part of the largest water development project called “Southern Conveyor Project”.

The CCH Nicosia plant is receiving water from the Tersefanou water treatment plant, like the whole city of Nicosia (its nominal capacity is 60,000 to 90,000 m³/day).
The Water supply receives water from a desalination plant combined with water from dams.

Summary of shared water challenges:

- ✓ Mitigation of water scarcity
- ✓ Raise of awareness on water scarcity, marine pollution from plastics
- ✓ Protection of natural resources
- ✓ Wastewater quality
- ✓ minimization of water consumption from water stressed areas

General information about the site’s operations:

- The plant has been in operation since the 1950s and it was acquired by CC Hellenic Bottling Company in 2006
- 3 beverages production lines → 1 BIB, 1
-
- 1 milk production line → HDPE line was installed in April 2018,
- Municipal water supplier ONLY → Water Board of Nicosia
- Reverse osmosis is used for the treatment of water
- The process wastewater flows to the plant’s WWTP (use of MBBR technology). The treated effluent is afterwards discharged to the municipal WWTP in Mia Milia, which is located 10 km away from the plant
- Sanitary wastewater flows to the municipal sewage network.
- Production volume (SSD) 2019
- Production volume (Dairy) 2019
- 2 shifts for milk production & 1 shift for beverages production
- Employees:

Audit attendees:

Name	Job title	Company
Loucas Kounnis	CY Plant Manager	CCH Cyprus
Kyriakos Vitsas	HSE Coordinator	CCH Nicosia plant
Andreas Hadjipetrou	CY Quality Assurance Manager	CCH Nicosia plant
Chrysoula Kouzi	Quality Systems Officer	CCH Nicosia plant
Olga Skiadi	GR/CY Environment Supervisor	CCH Greece/ Cyprus
Kalia Patsia	CY PA&C Manager	CCH Cyprus
Yiannos Hartoutsios	Maintenance Manager	CCH Nicosia plant
Adamos Simillas	Warehouse operations Supervisor	CCH Nicosia plant
George Kyriakides	SSD’s & RM Production Supervisor	CCH Nicosia plant

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)
STEP 1 GATHER & UNDERSTAND					
1.1 Gather information to define the site's physical scope for water stewardship purposes, including: its operational boundaries; the water sources from which the site draws; the locations to which the site returns its discharges; and the catchment(s) that the site affect(s) and upon which it is reliant.	1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water	YES		▪ River Basin Management plan 2016-2021 (catchment area in Cyprus) ▪ Water supply map by the Nicosia Water Board (NWB) ▪ Maps with the location of the Water and the desalination plant, the WWTP and the dam of Kalavasos ▪ 2019 Drainage plan (storm water, process and sanitary wastewater) The plant uses only municipal potable water provided by the Tersefanou Water Plant, which is located in the Larnaka District, 55 km away. The water is supplied to the Nicosia Water Board (NWB) by the Water Development Department (WDD). The water is a mix of desalinated water from Dhekelia Plant, which is located 60 km away and water from the dam of Kalavasos. No boreholes are located in the plant. **<u>Uses of water:</u>** Treated water from RO: CSD and boiler Raw municipal: Dairy, toilets, fire station The process wastewater, after its treatment to the plant's WWTP, flows to the Mia Milia WWTP.	

				The sanitary wastewater goes directly to the municipal sewage system. Final destination of effluent & sanitary wastewater, after the WWTP of Mia Milia → Mesaoria Valley The effluent is used for irrigation purposes. The storm water goes to the municipal storm water drainage system. Storm water final destination → Klimos swamp Kalavasos Dam is located in Germasogia sub-basin. Tersefanou & Dhekelia plant are located in the Koiti Pervolia. The plant and Mia Milia WWTP is located in the Central and West Mesaoria sub-basin. **The catchment of the plant is the River basin of Cyprus.**	
1.2 Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its boundaries.	1.2.1 Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: - Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people; - Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water 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.	YES	OBS 1220APP01	▪ Sharepoint/ Nicosia plant stakeholders (map with location of stakeholders, degree of stakeholders engagement based on their level of interest and influence, current and potential degree of influence, shared-water challenges, vulnerable groups) Stakeholders: employees, municipalities, neighbours, NGO, Ministries, WDD, CCH Group, etc. **Joint projects with NGO's and Authorities**: **Reforestation, storm water collection and 'adoption' of green areas** (2016-2017), in cooperation with the Ministry of Environment and the Forest Agency ***Shared challenges***: protection of natural resources, mitigation of water scarcity **Mission Water** project (2014-2019), launched by the NGO GWP-Med, funded by the CC Foundation and in cooperation with the Cyprus Pedagogical Institute and the municipality of Nicosia	

				Shared challenges*:** mitigation of water scarcity, raising of awareness on water topics **Zero Waste Beach** project (2018-2019), supported by the CC Foundation and in cooperation with the Project and Research Centre AKTI ***Shared challenges: protection and raising of awareness on plastic marine pollution ○ Stakeholders' sustainability Forum in 2018 (academic institutions, NGO, procurement suppliers, Ministry of Environment and Energy, etc.)-purpose of the forum: raise awareness on water use, engage stakeholders in workshops/ proposals of new ideas, participation in volunteering initiatives regarding environmental actions, etc. ○ CC Stakeholders Forum, 16-17 October 2019 (scope: water risk areas)-presentation of water stewardship policy and strategy, discussion on company's water management (Participants: employees of CC and CCH plants, WWF, AKTI NGO, Universities, consultants, research, customers) ○ Forum 19 survey (feedback by stakeholders: Water stress areas, areas for raising public awareness, freely available water while operating a prosperous business model, water management, positive impact in water-stressed areas, creation of inter-sectoral partnerships targeting water, water stressed areas and available water quality) ▪ Meetings overview and conclusions from the forum 2019 ▪ Video with the responses of the participants on the water management and proposals for further improvement (sharing of best practices in the industry and government, etc.) ▪ Facility Water Vulnerability Assessment FWVA (all CCH Greek plants are considered to be in water stressed area-→ specific water targets and strategy	

				▪ FWVA questionnaire at the beginning of 2020 (for each water vulnerability identified→ mitigation actions) ▪ QSE targets 2021 guidelines Common challenge with TCCC: minimization of water consumption from water stressed areas [redacted]	
	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		See above.	
1.3 Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.	1.3.1 Existing water-related incident response plans shall be identified.	YES		▪ IMCR Manual, Risk Assessment & Mitigation plan (Natural disaster, deliberate product contamination, Accidental product contamination) The manual is validated by CCH Group and TCCC, last validation on 23/1/2020 ▪ EMS-F-001-001 List of environmental impacts_Nicosia, October 2020 (emergency situations e.g. leakages of chemicals/ oils/ LPG/ fuel, fire, blockage of storm water drainage system, destruction of water/ wastewater pipelines-leakages in the WWTP, flooding, etc., impacts to environment and people) ▪ Leakage control guideline_2018 Emergency preparedness is checked during drills (the	

				last spill drill was conducted in 11 November 2020)	
	1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped	YES		▪ Water map water balance 2020 (monthly records)- water usage as measured by the meters (e.g. incoming, buffer tanks, tanks for fire-fighting, condensers, CIP in CSD, RO, dairy, boilers, reused water, discharged water, production, evaporated, etc.) The sanitary wastewater has been estimated. Sensitive period → April–October (based on Atlantis Consultant reports) ▪ Daily Water balance Report (monitoring of potential losses) Recovered water in 2019: [redacted]	
	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		▪ SWPP_EWS_SVA Nicosia, 31/1/2018 (water quality and quantity, current and future) Analysis of raw water by Fresenius Lab (29.11.2019)- micro, organoleptic, metals, pesticides, VOC, disinfection By-products, etc. Onsite water monitoring: Every 4 hrs TDS & weekly microbiological analysis <u>Requirements by the Wastewater Board:</u> Once every 2 months: pH, conductivity, BOD, COD, TSS, FOG, TKN, TP Every 3 weeks: TN Every 2 weeks: FOG Once per week: BOD, TSS Daily on-site: COD	

				[redacted] The plant monitors additionally the following parameters: S-BOD and S-COD [redacted]Effluent analysis by cp FOODLAB Ltd (16/11/2020)-TSS: [redacted] [redacted] ▪ Annual analysis of FOG in storm water drainage-6/10/2020 (within limits)	
	1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site			▪ Chemlist Nicosia.xls (1/11/2019)-Quantities used, location, amount of pollutant, frequency Main pollutants & priority substances have been identified → evaluated on the basis of frequency and	

				quantity used. ▪ High risk areas map ▪ Drainage map (effluent, Storm water)	
	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		NO 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.			The CAPEX/OPEX projects in 2019-2020: [redacted]Reuse of backwash water from carbon filter-completed in 2019 [redacted] [redacted]Reuse of sand filter backwash for the daily needs of WWTP-completed in 2019 [redacted] ○ Reuse of the water in the homogenization in Dairy, collection to a tank and then utilization at the 2 cooling towers [redacted] ▪ OPEX 2019 (new flow meters for optimization of water monitoring)-completed in the beginning 2020 ▪ OPEX 2020 ([redacted])-completed in 2020 ▪ 2020-2025 commitments progress (plant, project, annual savings/ cost/water/energy, annual impact to KPI, status), 15.10.2020 ▪ Environmental performance ▪ EMS report GRCY November 2020 It is discussed during monthly BU meetings Environmental Coordinators, Sustainability, Plant, Engineering Mgrs TCW 2019 Nicosia[redacted]	
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified.			▪ Layout of the plant (2 changing rooms/ showers, 4 WC, 4 hand wash, 6 disinfectant stations, 6 refrigerators with bottled water, 2 canteens)	

				▪ Monthly Housekeeping audit (check of toilers' cleanliness, availability of hot/ cold water, etc.) ▪ CCH procedures	
1.4 Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.	1.4.1 The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.	YES		▪ Supplier water footprint survey 2019 Questionnaire to 100 suppliers regarding their water management (51% replies, 60% of the suppliers have set water KPI, 44% is monitoring its performance, 4% is certified, 68% has set water targets). ▪ Survey for BU suppliers in September 2020 (raw materials, waste managers, municipal WWTP, (70 out of 130 responded) ▪ Questionnaire for water management 2019: Request for water data, e-mails dated from June 2020 ▪ Supplier water footprint 2020 (questions regarding WUR, water consumption, certification, monitoring of water quality and quantity, water risk area, maps with location and catchment area) Suppliers/ service providers in the same catchment: WDD and WWTP (no response regarding their water consumption/ KPI) ▪ Ingredients Water footprint (preforms, cardboard, paper labels)-embedded water of the primary inputs taking into consideration bibliographical data ▪ Ingredients Water footprint (CO2, packaging)-embedded water of the primary inputs (from suppliers in the same or different catchment) taking into consideration bibliographical data	
	1.4.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	YES		See above.	
	1.4.3 Advanced Indicator The embedded water use of primary inputs in catchment(s) of origin shall be quantified	YES		See above.	7

1.5 Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH	1.5.1 Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.	YES		▪ River Basin Management plan 2016-2021 (catchment area in Cyprus), elaborated by the Water Directorate ▪ Website of Water Development Department (WDD)-potable water recycling programs, water scarcity projects e.g. the construction of the storm water collection pipeline in the south part of Cyprus (Southern Conveyor Project). ▪ Flood protection plan for the River basin of Cyprus, 2016-2021 (flooding risks per area, mitigation plan)	
	1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.	YES		There is no official agreement/ contract with the water supplier. The plant is treated as any other consumer/ client. Hence, no permit is available and no expiry dates are applicable. The maximum abstraction volume is determined by the diameter of the pipes (i.e. technical limitations 80mm). Dams are considered sensitive sources and they are protected by respective laws. -River Basin Management Plan 2016- 2021 -Law 3812 20/02/2004 -Law 4252 23/07/2010 ▪ Contract with the Sewage Board (2017) valid till 2021 (the plant has already taken actions for the renewal)	
	1.5.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.	YES		▪ River Basin Management plan 2016-2021 (Cyprus river basin and sub-basins), elaborated by the Water Directorate - Germasogia water balance (2000-2008)-no overexploitation - Quality status 2008-2009 (chemical parameters including pesticides)-no deviations	

				- Mesaoria water balance (2000-2008)- overexploitation - Quality status 2008-2009 (chemical parameters including pesticides)- exceedance of limits for NO3, SO4, conductivity, Cl, NH3 - Koiti Pervolia water balance (2000-2008)- overexploitation - Quality status 2008-2009 (chemical parameters including pesticides)- exceedance of limits in NO3, Cl, NH3, pesticides - Trend of the chemical status from 2009 till 2017 - Quality status of underground water 2008-2009 (chemical parameters including pesticides)-exceedance of limits for Cl,SO4, NH3, pesticides ▪ Assessment of quality status of surface water (reservoirs, lakes), 2017 (chemical parameters are checked) ▪ Website of WDD (quantified data of the water balance, for the whole River basin of Cyprus, in the period 2010-2019) ▪ Study by ENVECO for the Ministry of Agriculture (Classification of water status of rivers, natural lakes and reservoirs), April 2014 (physicochemical, biological and ecological status of surface water bodies in the period 2009-2014) Water scarcity indexes are monitored in an annual basis-→ Water scarcity plan Water scarcity indexes: - Measurements for the Wet period (October –April) e.g. for 2018-2019 - Measurements for the whole year and comparison	

				with respective values from previous year	
	1.5.4 Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.	YES		See above.	
	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 1220APP02	▪ HCV areas.ppt (compiled by Atlantis Consulting)- quality status of the IWRA is described Map with Tersefanou and Dhekelia plants, the bottling plant, the WWTP of Mia Milia and Karavasos dam Identified IWRA: Forests, dams and lakes, Natura 2000, rivers, groundwater bodies (protection goals, impacts) ▪ Study by ENVECO for the Ministry of Agriculture (Classification of water status of rivers, natural lakes and reservoirs), April 2014 (physicochemical, biological and ecological status of surface water bodies in the period 2009-2014) ▪ Website of WDD-Capacity of dams ▪ Natura 2000 map in Cyprus (flora and fauna)	
	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	YES		▪ Effluent Analysis of Mia Milia WWTP (report by the Board of Nicosia Wastewater Provider), 21/8/2018 (pH, BOD, COD, TSS, conductivity, TN, TP, heavy metals, e. coli, enteric parasites) [redacted] ▪ Report of the on-site visit of Mia Milia WWTP_December 2017 (photos, description of the facility, capacity, etc.) ▪ Website of Water Development Department (WDD)- water scarcity projects e.g. the construction of the	

				storm water collection pipeline in the south part of Cyprus (Southern Conveyor Project). See also below.	
	1.5.7 The adequacy of available WASH services within the catchment shall be identified.	YES		▪ Sanitary sewage systems in Cyprus, 2010 (areas with no WWTP for the treatment of sanitary, 50% of population is connected with a municipal sewage system) Nicosia area: 60% of population is connected with a municipal sewage system ▪ World Bank Group (securing potable water supply under extreme water scarcity, June 2019)- qualitative and quantitative of underground waterbodies, capacity of WWTP for sanitary wastewater, 100% of the population is served by domestic water service providers	
	1.5.8 Advanced Indicator Efforts by the site to support and undertake catchment level water-related data collection shall be identified.	NO		---	
	1.5.9 Advanced Indicator The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.	YES		▪ WRI Aqueduct ▪ Map with suppliers (Cyprus, Greece, Italy, France, England, Ireland)	4
1.6 Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.	1.6.1 Shared water challenges shall be identified and prioritized from the information gathered.	YES		Identified shared water challenges: ✓ Mitigation of water scarcity ✓ Raise of awareness on water scarcity, marine pollution from plastics ✓ Protection of natural resources ✓ Wastewater quality ✓ minimization of water consumption from water stressed areas See also indicator 1.2.1	
	1.6.2 Initiatives to address shared water challenges shall be identified.				

	1.6.3 **Advanced Indicator** Future water issues shall be identified, including anticipated impacts and trends	YES		▪ SWPP_EWS_SVA Nicosia, 31/1/2018 (water quality and quantity, current and future)	3
	1.6.4 **Advanced Indicator** Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	YES		See below.	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		▪ Altantis Environmental Impact Assessment_2018 ▪ EWS Lanitis Basic Info ▪ SWPP_EWS_SVA Nicosia, 31/1/2018 (vulnerabilities, risk assessment, mitigation plan, stakeholders' identification, maximum capacities, utilization of the wells, etc.)-improvement on water management is recommended, no risks identified in respect to wastewater ▪ EMS-F-001-001 List of environmental impacts_Nicosia, October 2020 (environmental and socio economic impacts from abstraction, discharge, leakages, emergency situations, etc.) Socio economic and environmental risks have been evaluated.	
	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		See indicators 1.3.7 and 4.1.1.	
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.			○ Toolbox talks (e.g. for near losses management on 2/9/2019, 18/9/2020) ○ 1st year of Internal Environment Campaigns (Implementation in CY October 2018) – Water Performance achievements of Cyprus shared in the organization (both Newsletters and posters at Plant). Tips for water saving and toolbox talks have been delivered as well. ○ QSE Maturity matrix (evaluation of each plant of the Group based on their maturity on the 3 facets)-	

				regarding the water: monitoring of the performance on water consumption, near losses, SVA-SWPP, WUR, water map, water reduction plan) ○ Near losses program ○ Training of HSE Coordinator in EWS, October 2017 ○ BU Sustainability monthly meetings with representatives from Plants ○ HSE monthly meetings with representatives from Plants ○ Information posters/ noticeboards at plant floor level showing environmental/ water performance ○ Mission Water" project (aim: better management of aquatic resources by trainings organised for teachers and for technicians, engineers and construction professionals of the region around the plant) ○ Sustainability Forum in Schimatari, June 2018 ○ Annual stakeholder forum 2019	
	1.8.2 Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.			▪ Top 10 water saving initiatives **Recycling in CSD:** a) Rinsing water is recovered and used for the cooling towers, [redacted] b) The backwash from sand-filters is used at the WWTP [redacted] **Recycling in Dairy:** a) Recovery water from Vacuum pump [redacted]Water recovery from the homogenization of the milk [redacted] c) Recovery of water in [redacted] ▪ Near losses report per month (Number of near losses 2019: 107 88.7% are closed out, Number of near losses YTD 2020: 97% are closed out)	

				▪ We Know Database/ SP (description, starting point, impact to QSE/ people/ customer service, cost, timelines, risk assessment, KBI, benefits, key learning & watch out) Best practices (successful practices, quick wins, lessons learned and knowledge sharing) are shared through we Know platform of the company and through communication in Group fora. 2016-2017 water initiatives: • WWTP PH balancing tank – eliminate leaks - 5K • Dry lubrication in SSDs, Dairy Lines – 10K • Reconstruction and painting internally of galvanized tank for collecting water from various processes - 8K • Upgrade water metering with new devises and connection to the SCADA system - 4K BMPs application on site comes either from CAPEX or OPEX requests. See also indicator 1.3.7.	
	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	YES		**SkyDOXX:** - Critical to Quality Maintenance matrix, 15.3.2020 - CIP Optimization, etc. Best practices based on KORE, CCH and legal requirements have been identified and implemented. ○ Re-use of water in the production→ saving of higher quality of water and minimization of water treatment. See also indicator 1.8.2.	
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	YES		**Reforestation, storm water collection and 'adoption' of green areas** e.g. in Solea Forest (2016-2017), in cooperation with the Ministry of Environment and the Forest Agency **Zero Waste Beach** project (2018-2019), supported by	

				the CC Foundation and in cooperation with the Project and Research Centre AKTI Aims of the program: - Creation of the Responsible Coastal Business Network - Awarding the Best Sustainable Practices through an annual competition - Raising public awareness on plastic marine pollution - Organizing model coastal and deep-sea clean-up campaigns. - Placing recycling bins for plastic stream on coastal pedestrian streets	
	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: - 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.	YES		▪ Water Stewardship Policy, 15/11/2020 signed by the CY Plant Manager	
	2.1.2 Advanced Indicator A statement that explicitly covers all requirements set	YES		As noted above.	1

	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.				
2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.	2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including: - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.	YES		▪ Legislative Register and compliance plan e.g. August 2020 Sources of legislation: Water Development Department, KEVE (River Basin Representative), Ministry of Environment Regular receipt of newsletter regarding new legislation. Update of legal register and evaluation of legal compliance every 3 months. The HSE Coordinator is the authorised person for ensuring the compliance with legal requirements in relation to water. The HSE Coordinator and the CY Plant Manager hold the responsibilities for the issuance of the permits.	
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		▪ Water Reduction Plan & Target Setting_August 2020 ▪ Water Sustainability AWS Approach August 2020_ES-RQ-235	
	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		WUR 2016 → 1.73 lt/lt produced WUR 2017: 1.69 lt/ lt with target: 1.69 lt/ lt WUR 2018: 2.3 lt/ lt with respective target: 2.22 lt/ lt (due to reduced volumes of milk) WUR 2019: 2.86 lt/ lt with respective target: 2.72 lt/ lt WUR YTD 2020: 2.68 lt/ lt with respective target: 2.82 lt/ lt See also indicator 1.3.7.	

	2.3.3 Advanced Indicator The site's partnership/water stewardship activities with other sites within the same catchment (which may or may not be under the same organisational ownership) shall be identified and described.	YES		**Mission Water** and **Beach Clean-up** projects are common activities for the CCH plants of Greece and Cyprus.	4
	2.3.4 Advanced Indicator The site's partnership/water stewardship activities with other sites in another catchment(s) (either under same corporate structure or with another corporate site) shall be identified.	YES		**Mission Water** and **Beach Clean-up** projects are common activities for the CCH plants of Greece and Cyprus.	4
	2.3.5 Advanced Indicator Stakeholder consensus shall be sought on the site's water stewardship plan. Consensus should be achieved on at least one target. A list of targets that have consensus and in which stakeholders are involved shall be identified.	NO		---	
2.4 Demonstrate the site's responsiveness and resilience to respond to water risks	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		**Mission Water** project (2013-2019) for the mitigation of the water scarcity. The project was launched by NGO GWP-Med in cooperation with Lanitis Bros Ltd and the CC Foundation. The educational activities were carried out in cooperation with the Cyprus Pedagogical Institute and the Mediterranean Information Office for Environment, Culture and Sustainable development (MIO-ECSDE). In the project, the municipality of Nicosia is also involved.	
	2.4.2 Advanced Indicator A plan to mitigate or adapt to water risks associated with climate change projections developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	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		Water rights are respected according to relevant legislation.	

	3.1.3 Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.	NO		---	
	3.1.4 Advanced Indicator Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the good water governance of the catchment shall be identified.	YES		Available through the stakeholders' forum where the stakeholders were asked whether actions implemented on water management are on the right track. See also indicator 2.1.1.	2
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		Human rights are respected. 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		Water scarcity is a shared water challenge based on plants' reports and studies and Water risk Atlas Aqueduct maps. Annual targets have been 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		No such an obligation exists.	
	3.3.4 Advanced Indicator The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.	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		No issues with the water quality of raw water. [redacted]	

				[redacted] See also indicator 1.3.4.	
	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 above.	
3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.	3.5.1 Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.	YES		No on-site IWRA.	
	3.5.2 Advanced Indicator Evidence of completed restoration of non-functioning or severely degraded Important Water-Related Areas including where appropriate cultural values from a site-selected baseline date shall be identified. Restored areas may be outside of the site, but within the catchment.	NO		---	
	3.5.3 Advanced Indicator 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 communities through their operations, and that traditional access rights for Indigenous and local	YES		No such issues occur. Water rights are respected according to legal requirements.	

	communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.				
	3.6.3 Advanced Indicator A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified.	NO		---	
	3.6.4 Advanced Indicator In catchments where WASH has been identified as a shared water challenge, evidence of efforts taken with relevant public-sector agencies to share information and to advocate for change to address access to safe drinking water and sanitation shall be identified.	NO		WASH isn't a shared water challenge.	
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		▪ CY plants' results (performance of raw materials' yields and comparison with respected targets e.g. for PET, sweeteners, juices, CO2, etc. ▪ Commitments 2025 ▪ GRI 303 requirements to suppliers (water related questions are included) ▪ Operational RA questionnaire Evaluation of suppliers, at Group level, based on their replies regarding water management, etc.	
	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		○ Stakeholders' sustainability Forum (had also been planned for 2020 but was postponed due to COVID-19) ○ Training of suppliers/ partners on HSE topics e.g. environmental training of company ALTERNATIVE (50 participants) by the BU Environmental Supervisor, on 8/12/2020 (water topics were included and best practices were discussed) See also indicator 1.2.1	
	3.7.3 Advanced Indicator Actions taken to address water related risks and challenges related to indirect water use outside the	NO		---	

	catchment shall be documented and evaluated.				
3.8 Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.	3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	YES		No shared water-related infrastructure.	
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		Best practices described in indicator 1.8.1 are implemented.	
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	YES		Best practices described in indicator 1.8.2 are implemented.	
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	YES		Best practices described in indicator 1.8.3 are implemented.	
	3.9.4 Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	YES		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 Achievement of identified best practice related to targets in terms of good water governance shall be quantified.	NO		---	
	3.9.7 Advanced Indicator Achievement of identified best practice related to targets in terms of sustainable water balance shall be	YES		CAPEX/ OPEX water saving projects are connected with the water ratio index (WUR) and their performance	8

	quantified.			is quantified.	
	3.9.8 Advanced Indicator Achievement of identified best practices related to targets in terms of water quality shall be quantified.	NO		---	
	3.9.9 Advanced Indicator Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.	YES		See indicator 1.8.4.	8
	3.9.10 Advanced Indicator Achievement of identified best practice related to targets in terms of WASH shall be quantified.	YES		See indicator 1.3.8. ▪ CAPEX 2020-constuction of additional toilets (postponed for 2021) ▪ 23/10/2019 minutes of meetings for HS (proposal for additional toilets in the production)	4
	3.9.11 Advanced Indicator A list of efforts to spread best practices shall be identified.	YES		▪ Stakeholders and sustainability forums ▪ WeKnow Database/ SP/QW/LL ▪ Toolbox talks/ environmental trainings	3
	3.9.12 Advanced Indicator A list of collective action efforts, including the organizations involved, positions of responsible persons of other entities involved, and a description of the role played by the site shall be identified.	YES		**Reforestation, storm water collection and 'adoption' of green areas** (2016-2017), in cooperation with the Ministry of Environment and the Forest Agency The program will re-start in 2021. **Mission Water** project (2013-2019), launched by NGO GWP-Med in cooperation with Lanitis Bros Ltd and the CC Foundation. The educational activities were carried out in cooperation with the Cyprus Pedagogical Institute and the Mediterranean Information Office for Environment, Culture and Sustainable development (MIO-ECSDE). In the project, the municipality of Nicosia is also involved. Implementation of 19 projects in 6 year, recovery and recycling of 40273 m^3 of grey water, 83621 people have been benefited by the project, 155% of the water used by the CCH Cyprus is returned to the nature, of national interest, 280 teachers have participated in the	12

				education and awareness actions Positive feedback by the Technical Service Department from the municipality of Nicosia, the Environmental Education and Sustainable development Coordinator from the Cyprus Pedagogical institute and from education team members from Environmental Education Centres. **Zero Waste Beach** project (2018-2019), supported by the CC Foundation and in cooperation with the Project and Research Centre AKTI In 2019, cleaning of 18 beaches and 10 sea-beds, 540 volunteers, 18 local authorities, more than 200 members in the Responsible Coastal Business network, raising awareness to more than 300000 people, collection of 2 tn of garbage) **Zero waste awards** Positive feedback by the Minister of Agriculture, Agricultural Development and Environment and the president of the Board of Directors of AKTI, invitation by the PAC Manager to coastal companies to enrol to the contest *Zero Waste Beach Champion*	
	3.9.13 Advanced Indicator Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified.	YES		See above.	8
STEP 4 EVALUATE					
4.1 Evaluate the site's performance in light of its actions and targets from its water stewardship	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		▪ Environment (WUR & EUR) targets ▪ Action plan for water (monitoring every 2 weeks by the HSE Coordinator and the Plant Manager) ▪ CAP improvement management of Water & Energy	

plan and demonstrate its contribution to achieving water stewardship outcomes.				▪ CY plants November presentation (review of KBI and action plan progress) Weekly and monthly meetings of the management team with Plant Mgr. Monthly BU meetings, with participants from all plants and the BU (plant managers, engineers and HSE Coordinators), where the progress of the environmental commitments is reviewed.	
	4.1.2 Value creation resulting from the water stewardship plan shall be evaluated.	YES		See indicators 1.3.7 and 4.1.1.	
	4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified.	YES		As part of the company's Mission 2025, the plant has committed to reducing water use by 20% in plants located in water risk areas vs. the baseline of 2017 and to helping secure water availability for communities in those areas. See also indicator 1.3.7.	
	4.1.4 Advanced Indicator A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified.	YES		See indicator 4.1.1.	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 in 2019-2020.	
4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship	4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	YES		○ Stakeholders' forum & video ○ Feedback by stakeholders on company's projects (please refer to indicator 3.9.12)	

performance, including the effectiveness of the site's engagement process.				See also indicator 1.2.1.	
	4.3.2 Advanced Indicator 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 4.1.1. When targets aren't achieved, a root cause analysis and respective corrective action are initiated.	
STEP 5 COMMUNICATE & DISCLOSE					
5.1 Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.	5.1.1 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	YES		▪ Website of the company (contact details of PAC Manager as responsible for communication on sustainability topics) The PAC Department is responsible for the communication with external parties. ▪ Water use reduction plan (Plant water team responsibilities), August 2020 ▪ Water Team for Nicosia (communicated to BU and to the CCH Group) ▪ Website of the company (EWS certification, plan for AWS certification in 2020) ▪ Registration in AWS website (Water Champion contact details)	
5.2 Communicate the water stewardship plan with	5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant	YES		See below.	

relevant stakeholders.	stakeholders.				
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		▪ Sustainability Report 2017 water policy/ targets/ actions for water minimization, achievements, EWS certification, WUR trend, etc.) ▪ Website of the company (EWS certification, plan for AWS certification in 2020, water achievements in the period 2017-2019) ○ The plant submits the wastewater analyses to the Sewage Board, at least every 6 months or sooner if requested.	
	5.3.2 Advanced Indicator The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.	NO		---	
	5.3.3 Advanced Indicator Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.	NO		---	
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.	5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	YES		○ Stakeholders' forums ○ Sustainability reports ○ Website of the company	
	5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	YES		See indicator 1.2.1.	
5.5. Communicate transparency in water-related compliance: make any site water-related compliance violations	5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.	YES		No water-related compliance violations have occurred in the period 2018-2020.	

available upon request as well as any corrective actions the site has taken to prevent future occurrences.					
	5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	YES		There is an efficient mechanism in place for the prevention, mitigation and communication of environmental 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				
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, OPEN, CLOSED)					

	LIST OF OBSERVATIONS				
Status	**Description of the Finding**	**Proposed corrective action & root cause analysis & timeframe**	**CAP review**	**Reference Number & Date of Issue**	**AWS Indicator**
NEW	1. For the moment, stakeholders' water related challenges have been only partially identified in the framework of a stakeholder engagement process. 2. More effort should be made for the engagement of all identified stakeholders in the water management system.			1220APP01, Dec 2020	1.2.1
NEW	1. A note, regarding the status of the IWRA identified, as stated in the relevant documentation (e.g. Study of ENVECO) should be added in the relevant file. 2. Information about the status of forests and Natura 2000 areas was missing. 3. Additional info, through stakeholder engagement, should also be requested.			1220APP01, Dec 2020	1.5.5

6. Next visit details

Visit type	SV1				
Audit days	tbd	**Due date**	12/2021	**Visit start / end dates**	
Locations	66 Kiriakou Matsi Egomi, Nicosia 2409, Cyprus				
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								

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-000292

GOLD AWS LOGO TO BE INSERTED HERE

Issued to

CCHBC Cyprus

CCH Nicosia plant: 66 Kiriakou Matsi Egomi, Nicosia 2409, Cyprus

Standard

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

Date of certification: /01/2021 (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	River basin of Cyprus/ food sector	Bottling of non-alcoholic beverages

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

Expires on: 01/2024
Period of validity: 3 years
Issued by: HELLENIC LLOYD'S S.A.
Place and date of issue: 01/2021 [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".