

AWS Conformity Assessment

Report for:

COCA-COLA HBC B-H d.o.o. SARAJEVO

LR reference:	PIR6005435/3222588
AWS reference number:	AWS-000321
Assessment dates:	7-9/12/2020
Assessment location:	Mostarsko raskršće br. 1, 71240 Hadžići, Bosnia and Herzegovina
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

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Attachments

This report was prepared by:		This report was presented to and accepted by:	
Name:	Artemis Papadopoulou	Name:	Jasna Padović
Job title:	AWS Lead Auditor	Job title:	Quality Systems, Environmental and Commercialization Supervisor

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 and on obtaining and disclosing their feedback regarding the company's water management and performance.

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

Choose from one of the following options:

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

2. Introduction

AWS responsible person:

Jasna Padović Alilović, Quality Systems, Environmental and Commercialization Supervisor

AWS responsible person contact details:

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

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

NOTE: The site and its wells have been visited in previous occasions, in the framework of EWS assessment.

Description of the catchment:



The site is located in the sub-basin of River Bosna, basin area 10.457 km², length 275 km, discharge: 142 m³/s. The Bosna River is 275 km long, the width is from 35 to 150 m, depth of 1 to 7 m. Specific flows are as follows: on the surface of 15.59 l/sec/km², the mean amount of flow of 100 m³/sec. The average gradient is 1.48 m/km. Average altitude is 640 meters above sea level. The highest water levels are in the period March - May and November, and the lowest in August and September. Freezing occurs only during severe winters. The bottom of the Bosnia trough consists of predominantly impermeable rocks.

Tributaries of river Bosna: [Željeznica](#) (26,9 km), [Miliacka](#) (35,9 km), [Krivaja](#) (101 km), [Spreča](#) (137,5 km) i [Stavnja](#) (30,4 km), [Fojnička rijeka](#) (46 km), [Lašva](#) (49,4 km) i [Usora](#) (82 km).

Creek Zujevina is the closest tributary 260 m south of the plant discharging into Bosna river.

Sub basin River Sava: basin area: 97.713 km², length: 990 km, discharge: 1.700 m³/s. Sava River is the third in length, and by the flow largest tributary of the Danube. Length Basin from its source in the mountains of western Slovenia to its confluence with the Danube in Belgrade is about 944 km. With its average flow rate of about 1.564 m³/s, the Sava River represents the most important tributary of the Danube, with almost 25% of the total flow of the Danube at the point of their confluence in Belgrade.

Danube River: Source: Breg, Black Forest, Germany, Length: 2.860 km, river basin: 817.000 km². The Danube is Europe's second-longest river. It is located in Central and Eastern Europe. It is passing through or touching the border of Austria, Slovakia, Hungary, Croatia, Serbia, Romania, Bulgaria, Moldova and Ukraine before emptying into the Black Sea.

Summary of shared water challenges:

- ✓ Protection of groundwater and surface water from pollution
- ✓ Work on water and environmental protection programs/ participation in eco-actions
- ✓ Developing of WASH awareness
- ✓ Improvement of wastewater quality

General information about the site's operations:

- Most information about the plant older than 1995 got lost during the Bosnian War (1992 – 1995). The name of the plant before the war was IBF Slovin. In 1999 the plant joined the Coca-Cola system and the old well B1 was reconstructed. In 2000 the production started again. In 2003 the new well B2 was constructed and in 2005 it was modernized and equipped with stainless steel casing and piping. In 2013, the well B1 was refurbished.
- The site is located approx. 10 km east of the city center of Sarajevo in a mixed area (commercial and residential area). The neighbors of the plant are a meat producing company, a bottling plant, a warehouse and a car repair shop. Additionally, there are residential buildings with little agriculture.
- Three production lines: PET 1, RGB, PET2/ MW (bottling of mineral water in NRGB and PET)
- Range of products: CSD (Coca-Cola, Coca-Cola Zero, Fanta, Sprite, Schweppes, Cappy Tempo – non- carbonated, Olimpija lemongrass), Olimpija –natural spring water
- Number of employees: 64
- Annual production volume (2019): 19.8 mio UC
- Number of SKU: 59
- Exports to Austria and Hungary, Serbia, Croatia, N. Macedonia etc. during summertime (for contingency reasons)
- The plant is located in the river basin of Sava
- Water is abstracted from well B1 and B2, which are located in the plant's premises. The water from the well B1 is used for the production of CSD products and for facilities (CIP, fire station, toilets, etc.). The water from the well B2 is used mainly for the production of mineral and Emotion flavoured water and a part of it for the production of CSD products.

Audit attendees:

Name	Job title	Company
Ivan Mihaljevic	Plant Manager	CCH Sarajevo plant
Jasna Padović Alilović	Quality Systems, Environmental and Commercialization Supervisor	CCH Sarajevo plant
Željka Nemanić	BU Operational Manager	CCH BU Adria
Ermin Spahic	Facility and Maintenance Supervisor	CCH Sarajevo plant
Adnan Delic	Production Manager	CCH Sarajevo plant
Nermina Dedovic	Microbiologist Supervisor	CCH Sarajevo plant
Raif Cistic	Maintenance Supervisor	CCH Sarajevo plant
Samir Musanovic	Continuous Improvement Coordinator	CCH Sarajevo plant
Samira Mekic	Quality Systems & QA Manager for BU Adria	CCH BU Adria

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		<ul style="list-style-type: none"> ▪ Sarajevo plant water sources map ▪ EWS Standard guideline annexes Sarajevo final 2015/ Water source list ▪ Hydrological study for B1 by ZAVOD ZA, 2018 ▪ Hydrological study for B2 by ZAVOD ZA, 2018 ▪ Detailed plan of the discharged wastewater to the river Zujevina, 1/9/2020 ▪ Map with water and wastewater network in the plant, 1/9/2020 ▪ Sava River basin overview map <p>Water is abstracted from well B1 and B2, which are located in the plant's premises.</p> <p>For sanitary purposes, only water from B1 well is used from the top aquifer (16 m). For production and other purposes, a mixture of B1, B2 and of recycled water is used. For bottling of mineral water, the well B2-Olympija is used (198 m). B2 is an artesian well (continuous overflow of approx. 5 l/s)</p> <p>No municipal water is used currently, although there is such a capability.</p> <p>Wastewater generated by the site comprises process wastewater, sanitary wastewater, storm water and overflow water from the artesian well B2.</p>	

				<p>The sanitary water is directly discharged into the municipal sewage system (destination: Bosna river, tributary of Sava river). The overflow water from the well B2 flows to river Zujevina. The storm water is retained by two oil-water separators before it is discharged to Zujevina river. Process wastewater is treated on site and then is discharged to the same recipient.</p> <p>Catchment of the plant: Bosna River basin</p>	
<p>1.2 Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its boundaries.</p>	<p>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.</p>	<p>YES</p>	<p>MINOR NC 1220APP01</p>	<ul style="list-style-type: none"> ▪ List of Stakeholders (Agency of River Sava Watershed, Municipal Water supplier, WWTP provider, cantonal protection institutions, Safety Agency, Federation of Bosnia & Herzegovina, Public Utilities Company Hadzici Kommunal, laboratories, consultant for environmental permits, Environmental Ministry, NGO ECOPRO, Faculty of Agriculture and Food, neighbour plants, municipal of Hadzici, contractors, cleaning company) <div style="background-color: black; width: 100%; height: 100%; margin: 5px 0;"></div> <ul style="list-style-type: none"> ○ Clean river Vrbas ▪ Questionnaire to stakeholders about their water challenges (some answers have been received) ▪ Answer from Atlantic Group (neighbour plant), 4.12.2020 (water quality problems in 2014-2015) ▪ Answer from NGO EKO-PRO, 4.12.2020 (programs for water quality awareness, 40% losses of clean water) 	

	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.	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		<ul style="list-style-type: none"> ▪ IMCR procedure (last validation: July 2019 by TCCC and CCH Group) <p>The IMCR meetings are held in a quarterly basis.</p> <ul style="list-style-type: none"> ▪ Operational plan for prevention of water and soil pollution (scenarios/ risks: contamination of natural bodies, problem with plant's or municipal's WWTP, leakages of chemicals inside and near the plant, damage of the underground oil tank, responsibilities, preventive and mitigation actions, equipment used, PPE, etc.)-22.24.2016 ▪ List of environmental aspects (leakages of oils and chemicals, contamination of storm water, etc.) ▪ Operational plan and actions to protect environment (22.4.2016)-worst case scenarios in relation to leakages of the hazardous chemicals, gases and oils that are used in the plant, impact to the surrounding area and mitigation actions ▪ Evacuation plan in emergency situations (fire, flood, earthquake, heavy snow, impact to environment, equipment and employees, mitigation actions) <p>Emergency drills are also conducted once per year (emergency drills in June 2019, February 2020)</p>	
	1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped	YES	MINOR NC 1220APP02	<ul style="list-style-type: none"> ▪ Hydrological study, June 2018 ▪ Water map water balance 2019 (tool for tracking near losses e.g. in April the losses were about 14%, in July 11%, etc.) ▪ Water map water balance 2020 (incoming water from B1, B2, measurements in the production, overflow 	

				<p>from Olimpija)</p> <p>The discharged water is calculated.</p> <ul style="list-style-type: none"> ▪ Monitoring report of ground water B1 (daily measurement of flow rate, water level, pressure, conductivity, temperature, monthly abstraction) ▪ Monitoring report of ground water B2 (daily measurement of flow rate, water level, pressure, conductivity, temperature, monthly abstraction) <p>There are water counters in place for the monitoring of water consumption at different areas. In case of a significant variation at the daily consumptions, corrective actions are taken.</p> <ul style="list-style-type: none"> ▪ EMS KBI report 2020 <p>Some new metes were installed in March 2020 so the tracking of water consumption has been improved (e.g. RO + WT losses have been measured → their impact to WUR: 0.2). Also, since May 2020, a flowmeter has been installed for the measurement of the overflow.</p>	
	<p>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.</p>	YES	See above.	See above.	
	<p>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.</p>	YES		<ul style="list-style-type: none"> ▪ Every 3-years radioactivity analysis of the wells by Fresenius lab (the last one for well B1 was conducted in 6.09.2019) ▪ B2_MB monitoring ▪ B1_MB monitoring ▪ Daily in-house physico-chemical and micro biological analysis of the water from B1 and of B2. Monthly analysis by an external lab (e.g. on 25/9/2020). 	

			<ul style="list-style-type: none"> ▪ Annual analysis of well B2 (Olimpija) by Fresenius lab (16.08.2019)-physico-chemical (organoleptic parameters, metals, SOC, VOC, phenols, disinfection by-products, haloforms, pesticides), microbiological, pesticides, PCB, drugs, microbiological, softening agents, antioxidant agents, sweeteners, etc. ▪ Annual analysis of well B1 by Fresenius lab (16.08.2019) <p>The results for 2020 are still pending.</p> <ul style="list-style-type: none"> ▪ C-Tech process form (daily/weekly in-house measurements of effluent parameters). Parameters checked: pH, temperature, solids, BOD, COD, TN, TP, NH4, SO4 ▪ Monthly analysis by external lab DVOKUT pro (e.g. in August and October 2020)- parameters checked: temperature, pH, colour, odour, dissolved oxygen, COD, BOD, TSS, AOX, TOC, conductivity, free-chlorine, residue material, Total chlorine, NH4, TN, TP, phosphates, surfactants, copper, iron, sulphates, sulphides, toxicology test, chlorides, according to local law [REDACTED] ▪ Quarterly analysis of sludge by DVOKUT Lab (heavy metals, nitrogen, phosphorus, oil & grease, VOC, etc.)-e.g. in September 2020 <p>Quarterly analysis in accordance to KORE requirements by DVOKUT pro (cadmium, chrome, aluminium, lead, iron, total oil & grease, nitrates, nitrides, temperature difference in comparison to river value and TDS are additionally measured)</p> <ul style="list-style-type: none"> ▪ WWTP 2020 (daily measurement of process wastewater parameters and flow, limits, trend of the parameters performance) ▪ Analysis of storm water by DVOKUT lab-27.9.2019 	
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				<ul style="list-style-type: none"> ▪ Letter from River Sava Protection Agency (the part of Bosna river which can be affected by the municipal WWTP is in class III [REDACTED]) ▪ Website of River Sava Protection Agency: Quality status of river Bosna in 2016 (BOD, P, nutrients, etc.) 	
	<p>1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site</p>	YES		<ul style="list-style-type: none"> ▪ MSDS 2020 (name of chemical, H-phrases, classification as hazardous to the aquatic environment, MSDS, hazardous substance and concentration in the chemical, maximum stored quantity, location, classification according to local law)-last review: 11.11.2020 <p>Main pollutants and priority substances were identified by the plant and were described accordingly in the list. Priority substances haven't been found.</p> <ul style="list-style-type: none"> ▪ Drainage map, September 2020 (process wastewater, sanitary, rain water, oil separators) ▪ Sarajevo plant and city WWTP location (the Wastewater sewage treatment plant is located at the mouth of the Miljacka River in the Bosna River) ▪ Rain, technological and sanitary wastewater map (September 2020)-storage of chemicals, oil-separators, underground tanks ▪ Operational plan and actions to protect environment (22.4.2016)-worst case scenarios in relation to leakages of the hazardous chemicals, gases and oils that are used in the plant, impact to the surrounding area and mitigation actions 	
	<p>1.3.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</p>	YES		No on-site IWRA.	
	<p>1.3.7 Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value</p>	YES		<ul style="list-style-type: none"> ▪ Draft Capex and Opex project list 2020 (new on-line equipment in WT/ WT, estimated water saving: 	

	generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.			<p>2300 m³, reuse of water from the turbidity and conductivity meters with estimated water saving: 5000 m³, Water saving project in ozon generator unit-postponed for 2021, estimated water 10000 m³-Postponed for 2022, reduction of the backwash frequency in the CF, estimated water saving: 5000 m³</p> <ul style="list-style-type: none"> ▪ OPEX 2020 (future expenses for projects, maintenance, audit fees, water and wastewater analysis, training, sustainability activities, etc.) ▪ True cost of water Sarajevo plant 2019 (treatment chemicals, energy fees, water fees, waste/wastewater disposal, other variable costs)-1.82 euros/ m³ 	
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified.	YES		<ul style="list-style-type: none"> ▪ Program for water management in CCH Sarajevo, 25/11/2020 (according to local law: toilets, showers for all employees, access to clean water- tap water is potable but also bottled water is available, daily check of water, GNP inspections for checking the hygiene conditions in the plant, etc.) 	
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		<ul style="list-style-type: none"> ▪ Suppliers of raw and packaging materials 2020 (map and info about the main suppliers/ service providers, location data, catchment area, overall water risk, responses regarding their water management, drought risk, riverine flood risk, coastal flood risk, physical risks quality, untreated connected water, coastal eutrophication potential, unimproved/ no drinking water, unimproved/ no sanitation, etc.) <p>A Questionnaire has been sent to the suppliers for obtaining information about their water management, policy, targets, etc.</p> <ul style="list-style-type: none"> ▪ Operational water risk questionnaire (completed by the suppliers of the plant, who are located in the same catchment) <p>8 out of 30 suppliers/ service providers implement a certified ISO 14001 management system.</p>	

				<p><u>Suppliers in the same catchment:</u></p> <p>MESSER (supplier of CO₂, N₂) and AGRAGOLD (supplier of sugar)</p> <p>The plant has requested about their water KPI but they don't have any. However, the sugar supplier provided data about the annual water consumption and production.</p> <ul style="list-style-type: none"> ▪ CCH Environmental report 2019 (applicable suppliers: sugar and other sweeteners, CO₂, N₂, concentrates, packaging material)-embedded water based on 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		<ul style="list-style-type: none"> ▪ Report by the municipal WWTP (influent and effluent in 2019) <p>Service provider in the same catchment: the WWTP provider</p> <p>See above.</p>	
	<p>1.4.3 Advanced Indicator</p> <p>The embedded water use of primary inputs in catchment(s) of origin shall be quantified</p>	YES		See indicator 1.4.1.	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		<ul style="list-style-type: none"> ▪ Website of Agency of River Sava Watershed (plans regarding floods, water supply, etc.) ▪ 30-years projection study for the water supply of industries and households in River Sava Basin, August 2019 ▪ Assessment for flood risk, April 2013 (areas with flooding risk, mitigation actions→ the flooding risk is low in Sarajevo area where the plant is located) 	
	1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.	YES		<ul style="list-style-type: none"> ▪ Permit by the Ministry of Energy, Mining and Industry, issued on 13.05.2019 for B1 (maximum abstraction rate: 21,1 lt/s and 665409,60 m³/ y), valid 	

				<p>for 7 years</p> <ul style="list-style-type: none"> ▪ Permit by the Ministry of Energy, Mining and Industry, issued on 30.3.2018 for B2 (32 lt/s and 1009152 m³/ y), valid for 7 years ▪ Concession with Canton of Sarajevo about well B1 (6.6.2013)-valid for 10 years (maximum flow rate: 12 l/s, depth: 16 m) ▪ Concession with Sarajevo Canton about well B2 (14.6.2004)-valid for 25 years (maximum flow rate: 32 l/s, depth: 198 m) ▪ Permit from Sarajevo Canton about the discharge of sanitary wastewater to the municipal WWTP (Hadzici-Butila), 11.01.2016 (valid for 5 years) ▪ Approval by the Sava River Watershed Agency in 09.11.2020, with protocol no. UP-I/ 25-3-40-364-6/20 about discharge of the effluent to the river Zujevina-obligation to measure the volume of wastewater on a monthly basis and performed actions within the deadlines specified in the dynamic plan (valid for 3 years) ▪ Decision for the wells B1, B2 regarding protection zones, issued in 2018 ▪ Report for protection zones in July-August 2018, elaborated by an external consultant ▪ Environmental permit (issued on 15.03.2018)-new limits for discharge to the municipal WWTP instead of to a water body – The Cantonal Government has been informed about the on-going process of the water permits' renewal on 2.10.2020, with protocol no. 0201- 1266 / 20 	
	<p>1.5.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</p>	YES		<ul style="list-style-type: none"> ▪ Program for water management in CCH Sarajevo, 25/11/2020 (water balance of the catchment, losses and sources of losses e.g. leakages from pipelines) <p>The losses in the Canton of Sarajevo account for the 75%, approximately, of the total water abstracted-→</p>	

				action plan for the next 30 years for maintenance/ repair of the water pipelines, reduction of non-revenue water, reduction of commercial losses, etc.	
	<p>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.</p>	YES	OBS 1220APP01	<ul style="list-style-type: none"> ▪ Draft River Basin management plan (2022-2027) ▪ Water classification and categorization of watercourses, Monitoring 2013 (pollution in Bosna river and its tributaries) ▪ Water classification and categorization of watercourses, Monitoring 2017 (physical, chemical, micro and biological status of Bosna) ▪ Water quality of Bosna river, 2018 (based on analysis of physicochemical parameters) <p>Regarding the status of the underground water see indicator 1.3.4 (analysis of raw water from the wells)</p>	
	<p>1.5.5 Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.</p>	YES	OBS 1220APP02	<ul style="list-style-type: none"> ▪ Strategy and Action plan for the protection of the biological diversity in Bosnia and Herzegovina (2015-2020) ▪ Website of Ecology and tourism (IWRA are included) ▪ Management plan of the natural monument "Vrelo Bosne" for the period 2020-2030 ("Official Gazette of Sarajevo Canton", No. 43/20) ▪ Management plan for the protected landscape "Bentbaša" for the period 2020-2030 ("Official Gazette of Sarajevo Canton", No. 31/20) ▪ Letter by the Cantonal Public institution of Sarajevo for protected natural areas, 29.9.2019 (information on the protected areas) <p>In the area of river Bosna, five areas are protected by law, in two categories of protection: two natural monuments (Skakavac and Vrelo Bosne) and three protected landscapes (Bijambare, Trebević and Bentbaša).</p>	

	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.			See indicators 1.5.1, 1.5.3 and 1.5.7.	
	1.5.7 The adequacy of available WASH services within the catchment shall be identified.	YES		<p>70.2% of the population in the catchment has access to municipal clean water. The water availability till 2050 is high.</p> <p>65% of population has access to clean water provided by municipal sources.</p> <p>Not enough facilities for the treatment of sanitary wastewater. 8 WWTP in the River Sava Basin (14% of the population in the catchment and 54% of the population in Bosnia & Herzegovina is having access to WWTP facilities).</p> <p>In Sarajevo, the operation of the WWTP started in 2017, after the war.</p> <p>The main problem at the municipality of Hadzici is the absence of sufficient sewage network. 10.000 people (out of 23.891) in the municipality of Hatzici have connection to the sewage system.</p>	
	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		<ul style="list-style-type: none"> ▪ Suppliers of raw and packaging materials 2020 (map and info about the main suppliers/ service providers, location data, catchment area, overall water risk, responses regarding their water management, drought risk, riverine flood risk, coastal flood risk, physical risks quality, untreated connected water, coastal eutrophication potential, unimproved/ no drinking water, unimproved/ no sanitation, etc.) 	4
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		<p>Identified shared water-related challenges:</p> <ul style="list-style-type: none"> ✓ Protection of groundwater and surface water from pollution ✓ Work on water and environmental protection 	

the water challenges identified by stakeholders with the site's water challenges.				<ul style="list-style-type: none"> ✓ programs/ participation in eco-actions ✓ Developing of WASH awareness ✓ Improvement of wastewater quality 	
	1.6.2 Initiatives to address shared water challenges shall be identified.	YES	MINOR NC 1220APP03	See indicator 1.2.1.	
	1.6.3 Advanced Indicator Future water issues shall be identified, including anticipated impacts and trends	YES		<ul style="list-style-type: none"> ▪ CCH-SVA-EWS-AWS Questionnaire Sarajevo final 27.09.2019 (includes risk assessment and mitigation plan) 	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		<ul style="list-style-type: none"> ▪ CCH-SVA-EWS-AWS Questionnaire Sarajevo final 27.09.2019 (includes risk assessment and mitigation plan) ▪ EWS Standard guideline annexes Sarajevo final/ Table of impacts due to water abstraction ▪ List of environmental aspects (leakages of oils and chemicals, use of natural resources, discharge of process and sanitary wastewater, contamination of storm water, exploitation of wells)-the environmental and socio-economic impacts are quantified (last update: 30.11.2020) <p>Positive socio-economic impacts have been included as well (e.g. from campaigns for increasing the awareness on water protection).</p> <ul style="list-style-type: none"> ▪ Environmental and socio-economic impact study from CC plant in Bosnia & Herzegovina (2019) - 49% reduction of water abstraction, EWS certification 	
	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.	

<p>1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</p>	<p>1.8.1 Relevant catchment best practice for water governance shall be identified.</p>	<p>YES</p>		<ul style="list-style-type: none"> ▪ We connect intranet ▪ Improvement memos ▪ Information on water management (KPI, targets, near losses, improvement memos, etc.) is included in noticeboards near the canteen, in the entrance and outside the production area ○ Annual refresh environmental training for all employees in production, quality, facilities, maintenance, warehouse ○ On the job trainings ○ Near loss program (employees are encouraged to participate) ○ Skype training of Facility and Maintenance Supervisor about SVA-SWPP, July 2019 ○ Sustainable management of wastewater and discharge to river Zujevina, training of all employees on 16, 20.7.2020 ○ In 12th of June 2018, a panel was held for efficient use and sustainable management of natural resources (participants: companies of BH, government representatives, researchers, consumers group's representatives) ○ The socio-economic impact study was published in November 2018. The study was presented to company's key stakeholders (information about water footprint reduction, investments in communities, etc.) ○ Visits from high schools and universities 	
	<p>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.</p>	<p>YES</p>		<ul style="list-style-type: none"> ▪ CCH Top 10 water saving initiatives Implementation by plant_FY 2019.xls –Implementation status: 95.5% (2 are partly applicable and 1 is not applicable) <p>Implemented water-saving projects: Prevention of near losses, reuse of water from the PET rinsers, recovery of the last rinsing water in the bottle washer, purchase and installation of water efficient membranes, collection of water from automatic backwash of polisher filters 4 and 5, dry lubrication, etc.</p> <p>Water-saving programs in 2017-2018:</p>	


				<ul style="list-style-type: none"> ▪ Recycle of the 5 carbon filters backwash water (the water returns to the WT) ▪ Reuse of final rinsing CIP to the first flush of next CIP <p><u>Water-saving programs in 2019-2020:</u></p> <ul style="list-style-type: none"> ▪ OPEX project: Reduction of the frequency of the backwash in the CF-in process, to be completed till end of 2020 ▪ Change of old CF4,5 (In 2020, corrections in the process for the prevention of hydraulic problems in the CF), repairs of the CF so a not having leakages→ no issues so the change has been postponed (0.2-0.3 improvement in the WUR in comparison to 2019) ▪ Opex initiatives 2021 (focus on recuperation from the water line as good practices in the beverages part have already been implemented) ▪ List of environmental programs BIH 2020 <ul style="list-style-type: none"> - Top 10 initiatives-all applicable are completed - CIP optimization-completed - Reuse of water in PET1 line-completed - Reuse of water in PET 2 line-completed - Near loss program - Minimization of mineral water' leakages in the filler (planned for 2021) - Collection and reuse of water from vacuum pumps (postponed for 2021) - Installation of CF (cancelled) ▪ Weknow/ Successful Practices, Quick Wins, Lessons Learned e.g. Reuse of water from the de-aeration process in PET1 line, estimated water saving: 2.556 m³/ y, Lubrication with cooling water 	
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				<p>from the ozoniser with estimated water saving: 800m³/y</p> <p>Water recycling practices:</p> <ul style="list-style-type: none"> - from the last step of the bottle washer for crates' washing and in the pre-rinsing phase of the bottles - from the rinsers in PET1,2 - from the backwash of polisher filters - from the backwash of the 5 carbon filters - from the CIP's last step - from the ozoniser - from the vacuum pump in PET 1 filler <p>Recovered water in 2019: 25866 m³ (from the PET rinsers, CF and polishers)-10.99% of total incoming water</p> <ul style="list-style-type: none"> ▪ Near Losses program ▪ Improvement memos list (date, area, place, problem, action, responsible, FRA/ BRA, priority, status) 	
	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	YES		<p>Best practices based on KORE, CCH and legal requirements have been identified and implemented.</p> <p>A part of the overflow water from B2 is used for the production of CSD (since 2013). The total reuse of the overflow isn't currently feasible due to carbonization problems in the products.</p> <p>Re-use of water in the production → saving of higher quality of water and minimization of water treatment. See also indicator 1.8.2.</p>	
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	YES		<ul style="list-style-type: none"> ▪ Clean river Vrbas (Vrbas is a tributary of Sava river). The initiative was launched in 2010 in partnership with Ministries, NGO, the Government of Japan, etc. The scope of the initiative, the related activities and 	

				<p>the required budget is described.</p> <ul style="list-style-type: none"> ▪ Clean river Vrbas report, 20.09.2017 <p>In 2017, 350 people were involved in the 'Clean river Vrbas' project, 20 km of coastline were cleaned, 740 kg of garbage was removed from the Vrbas basin and a regatta has also taken place.</p> <p>In 2018, 120 people from local Authorities and communities, army forces, diving and mountaineering associations, rafting and rowing teams, etc. participated in a 3-days cleaning of river Vrbas and Pliva. 3.5 tn of garbage were collected.</p> <p>In 2019, cleaning and raising of awareness on 5-9/8/2019. More than 100 participants, 95 publications in traditional and new media, collection of more than 200 bags of waste.</p> <p>Organisers/ participants: Two rafting clubs, municipalities of Banja Luka, Jajce, Donji Vakuf, Sipovo and Jezero. The CCH Sarajevo was sponsoring the event.</p> <p>A declaration for Vrbas' protection has been signed by the Municipalities along the river.</p>	
	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,	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		<ul style="list-style-type: none"> ▪ Water stewardship policy, 25.11.2020 signed by the General Manager <p>The policy is available at the company's website.</p>	

<p>the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</p>					
	<p>2.1.2 Advanced Indicator A statement that explicitly covers all requirements set out in Indicator 2.1.1 and is signed by the organization's senior-most executive or governance body and publicly disclosed shall be identified.</p>	<p>YES</p>		<p>See above.</p>	<p>1</p>
<p>2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.</p>	<p>2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including: - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.</p>	<p>YES</p>		<ul style="list-style-type: none"> ▪ List of legislation_23.11.2020 (aspect, number and name of legislation, issuance date, impact, actions, responsible, deadline for law's application) ▪ Procedure 'Identification of legal requirements', 17.11.2017 ▪ Flood risk management plan in the Sava river basin, draft version 2.1, December 2018 ▪ Letter from River Sava Watershed Agency, December 2019 (request of information about water permits, results of inspections, water consumption data, description of WWTP, information about wastewater and water monitoring, investment in the water management, etc.) <p>Every month, an e-mail is sent by an external Legal Agency about new legislation. The list of legislation is reviewed monthly and updated whenever necessary. The Quality Systems, Environmental and Commercialization Supervisor and the Facility & Maintenance Supervisor check if the laws are applicable to the plant's activities, as far as environment is concerned.</p> <p>The last legal compliance was conducted during the ISO14001 audit by the local Legal Expert on 3.6.2020. Legal issues are also discussed during daily, monthly or monthly meetings.</p> <p>Once per year, authorities perform a legal inspection of</p>	

				the plant.	
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		<ul style="list-style-type: none"> ▪ 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		<ul style="list-style-type: none"> ▪ EMS KBIs report 2019 ▪ EMS KBIs report 2020 WUR 2016: 2.22 lt/ lt with respective target 2.27 lt/lt WUR 2017: 2.06 lt/ lt with respective target: 2.07 lt/ lt WUR (2018): 1.984 lt/ lt with respective target: 1.97 lt/ lt WUR (2019): 2.13 lt/ lt with respective target: 1.96 lt/ lt (the water consumption has been increased for a number of reasons e.g. big water losses in the CF4,5) WUR November 2020: 1.98 lt/ lt with target 1.95 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.	NO		---	
	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.	NO		---	
	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		---	

<p>2.4 Demonstrate the site's responsiveness and resilience to respond to water risks</p>	<p>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.</p>	<p>YES</p>			
	<p>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.</p>	<p>NO</p>		<p>---</p>	
<p>STEP 3 IMPLEMENT</p>					
<p>3.1 Implement plan to participate positively in catchment governance.</p>	<p>3.1.1 Evidence that the site has supported good catchment governance shall be identified.</p>	<p>YES</p>		<p>See indicator 1.8.1.</p>	
	<p>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.</p>	<p>YES</p>		<p>Water rights are respected according to relevant legislation.</p>	
	<p>3.1.3 Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.</p>	<p>NO</p>		<p>---</p>	
	<p>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.</p>	<p>NO</p>		<p>---</p>	
<p>3.2 Implement system to comply with water-related legal and regulatory</p>	<p>3.2.1 A process to verify full legal and regulatory compliance shall be implemented.</p>	<p>YES</p>		<p>See indicator 2.2.1.</p>	

requirements and respect water rights.					
	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 isn't a shared water challenge. However, 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.	YES		<ul style="list-style-type: none"> EMS KBI reports 2020 The overflow from the wells (during stoppages, weekends, etc.) is directed to the river Zujevina. In 2020 (till June) the overflow is 24887,190 m ³	6
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 need to set specific targets apart from complying with legal and KORE requirements. According to the permit, the plant has to upgrade its WWP till 2023 	
	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		No issues with the water quality of raw water. See also indicators 1.3.4 and 3.4.1.	
3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related	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.	

Areas.					
	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 communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.	YES		No such issues occur. Water rights are respected according to legal requirements.	
	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	NO		---	

	shall be identified.				
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		<ul style="list-style-type: none"> ▪ Commitments 2025 ▪ SAP/ yields of raw materials (targets for CO2, concentrates, PET, sweeteners, juices) ▪ Manufacturing plant monthly performance review Scorecard 2020 (comparison with 2019 values) <p>Most suppliers are selected by the CCH Group Procurement Team.</p>	
	3.7.2 Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.	YES		<ul style="list-style-type: none"> ○ Cooperation with ECOLAB on water and chemical saving ○ Stakeholders forum/ CSR survey ▪ Operational RA questionnaire <p>Evaluation of suppliers, at Group level, based on their replies regarding water management, etc.</p> <p>See also indicator 1.2.1.</p>	
	3.7.3 Advanced Indicator 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 site may have.	3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	YES		See indicator 1.2.1.	
3.9 Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving	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.	

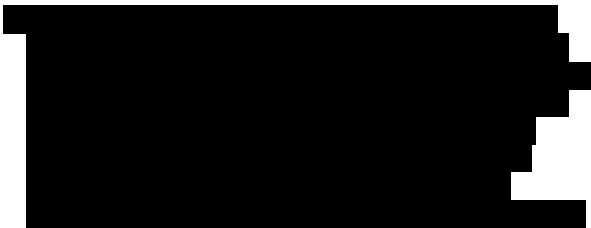
sectoral best practice having a local/catchment, regional, or national relevance.					
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	YES		Best practices described in indicator 1.8.2 are implemented.	
	3.9.3 Actions towards achieving 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 quantified.	YES		CAPEX/ OPEX water saving projects are connected with the water ratio index (WUR) and their performance is quantified.	8
	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.	NO		---	
	3.9.11 Advanced Indicator A list of efforts to spread best practices shall be identified.	YES		<ul style="list-style-type: none"> ▪ Stakeholders and sustainability forums ▪ WeKnow Database/ SP/QW/LL 	3

				<ul style="list-style-type: none"> ▪ Toolbox talks/ environmental trainings 	
	<p>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.</p>	YES		See indicator 1.8.4.	10
	<p>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.</p>	NO		---	
STEP 4 EVALUATE					
<p>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.</p>	<p>4.1.1 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</p>	YES		<ul style="list-style-type: none"> ▪ WUR RCA.xls (Root cause analysis and action plan for identified deviations of water KPI from the defined target) ▪ Daily and weekly minutes of meetings (e.g. June 2020) ▪ November 2020 manufacturing plant monthly performance review (performance of KPI) ▪ Root cause analysis worksheet and actions <ul style="list-style-type: none"> ○ Daily, weekly and monthly meetings of the management team with Plant Mgr (discussion of the targets, projects, problems encountered and respective actions, etc.) ○ 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. 	
	<p>4.1.2 Value creation resulting from the water stewardship plan shall be evaluated.</p>	YES		See indicators 1.3.7 and 4.1.1.	
	<p>4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified.</p>	YES		As part of the company's Mission 2025, the plant has	

				<p>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.</p> <p>See also indicator 1.3.7.</p>	
	<p>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.</p>	YES		See indicator 4.1.1.	3
<p>4.2 Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</p>	<p>4.2.1 A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</p>	YES		No environmental incidents have occurred in 2020.	
<p>4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</p>	<p>4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</p>	YES	OBS 1220APP03	<ul style="list-style-type: none"> ○ Cleaning of Vrbas project ○ In 12th of June 2018, a panel was held for efficient use and sustainable management of natural resources (participants: companies of BH, government representatives, researchers, consumers group's representatives) ○ Visits from key customers → presentation of water management (the last one took place in 2019) ○ The socio-economic impact study was published in November 2018. The study was presented to company's key stakeholders (information about water footprint reduction, investments in communities, etc.) ○ A copy of CSR report 2018 was sent to 50 key stakeholders (suppliers and buyers, customers, public sector representatives, Ministries, British 	

				<p>Embassy, media, NGO, Agency for River Sava basin, etc.)</p> <ul style="list-style-type: none"> ○ Presentation of CSR report in 2019 via communication channels (press releases, advertorials, etc.). <p>The CSR report and the Socio-economic study are available at the company's website (in local language and English)</p> <ul style="list-style-type: none"> ○ On-line Presentation of the social economic impact study 2019 by the General Manager (September 2020) –the reduction of energy and water footprint (impacts, achievements) was one of the topics discussed ○ SDG Business Pioneers Award B&H in 2019 (for protection of energy and water resources) ○ UNDP award, 2 years in a row for achievements in sustainability (2019, 2020) 	
	<p>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.</p>	NO		---	
<p>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.</p>	<p>4.4.1 The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</p>	YES		See indicator 4.1.1.	
STEP 5 COMMUNICATE & DISCLOSE					
<p>5.1 Disclose water-related internal governance of</p>	<p>5.1.1 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations</p>	YES		<p>The Quality Systems, Environmental & Commercialization Supervisor and the Facility & Maintenance Supervisor are the dedicated people in</p>	

<p>the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</p>	<p>shall be disclosed.</p>			<p>plant's level for water management. The Water team consist of 3 additional persons (the Plant Manager, the Production Manager and the QA Manager).</p> <p>The P&C Department is responsible for the initial communication with stakeholders on sustainability topics and for cascading relevant info to other departments (it's mentioned in the CSR reports)</p> <p>The internal water governance is described in the CSR report (EWS certification). See also indicator 5.3.1.</p>	
<p>5.2 Communicate the water stewardship plan with relevant stakeholders.</p>	<p>5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</p>	<p>YES</p>		<p>See below.</p>	
<p>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.</p>	<p>5.3.1 A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</p>	<p>YES</p>		<ul style="list-style-type: none"> ▪ Socio-economic impact study of CCH Bosnia & Herzegovina for 2019 (achievements in water reduction) ▪ Sustainability report 2018, August 2019 (material issues, EWS certification, water stewardship strategy, achievements in water reduction/ recycling projects, trend of water use, water withdrawn, water recycled and wastewater quantity and quality discharged since 2014, sustainability commitments 2025, etc.) <p>They CSR and socio-economic reports are available at the company's website.</p>	
	<p>5.3.2 Advanced Indicator The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.</p>	<p>NO</p>		<p>---</p>	
	<p>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.</p>	<p>NO</p>		<p>---</p>	
<p>5.4 Disclose efforts to collectively address shared water challenges, including: associated</p>	<p>5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</p>	<p>YES</p>	<p>OBS 1220APP04</p>	<ul style="list-style-type: none"> ○ A monthly report of the effluent quality is sent to the Agency of River Sava (legal requirement). ○ Presentation of CSR/ socio-economic reports 	

<p>efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.</p>					
	<p>5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</p>	<p>YES</p>		<ul style="list-style-type: none"> o Clean Vrbas o Presentation of CSR/ socio-economic reports  <p>See also indicator 1.2.1</p>	
<p>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.</p>	<p>5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.</p>	<p>YES</p>		<p>No legal violations, in relation to environment, occurred in the period 2016-2020.</p>	
	<p>5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</p>	<p>YES</p>		<p>There is an efficient mechanism in place for the prevention, mitigation and communication of environmental incidents. See indicator 1.3.1.</p>	
	<p>5.5.3 Any site water-related violation that may pose significant risk and threat to human or ecosystem</p>	<p>YES</p>		<p>See above.</p>	

	health shall be immediately communicated to relevant public agencies and disclosed.				
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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

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	<p>1. At the moment, stakeholders' water related challenges, in the majority of cases, haven't been identified in the framework of a stakeholder engagement process.</p> <p>2. The plant has focused on the shared water challenges and there isn't enough evidence for the other water challenges of its stakeholders.</p> <p>3. The common water challenges and activities with Sava River Basin Agency and the Authorities (e.g. for the project 'Clean Vrbas') haven't been included in the relevant stakeholders' list.</p> <p>4. There isn't any differentiation between current and potential degree of influence between site and stakeholders.</p>	<p>1. After reviewing the list of stakeholders, with the support of the PA&C team, all relevant stakeholders will be contacted regarding water challenges. RCA – focus was on preserving and conducting general business activities due to COVID 19 crisis.</p> <p>2. For each relevant stakeholder, its specific water challenges as well as the shared water challenges will be included in the list. RCA - Still learning and improving knowledge and the application of all requirements of the AWS standard.</p> <p>3. Review of the list of relevant stakeholders and inclusion of Sava River Basin Agency and Authorities (e.g. for the project 'Clean Vrbas'). Stakeholders will be contacted with appropriate questionnaire including water related challenges. RCA – focus was on preserving and conducting general business activities due to COVID 19 crisis.</p> <p>4. All relevant stakeholders will be contacted with an appropriate questionnaire including differentiation between the current and potential degree of influence between site and stakeholders related to water challenges. RCA - Still learning and improving knowledge and the application of all requirements of the AWS standard.</p> <p>Deadline – 1.4.2021. Responsible persons: C&Q Environmental System Sup., PA&C Public and Regulatory Affairs Mngr, PA&C Sustainability and Community Mngr</p>		1220APP01, Dec 2020	1.2.1/ 1.2.2

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	The water balance of the plant isn't fully identified and mapped. The quantities discharged aren't measured, only calculated. As a result, potential losses cannot be identified from the water balance (as difference between inflows and outflows).	The first part of the installation of the new water measurement unit was completed in March 2020. In CAPEX 2021, the installation of two new flow meters for wastewater (from WWTP and total wastewater including sanitary) has been planned. With the installation of these two flow meters, the water balance calculation is expected to be improved. RCA – The installation of the additional flow meters had been postponed as the BP for this equipment hadn't been approved. Deadline – 31.12.2021. Responsible persons: Plant Mng and SC Mng		1220APP02, Dec 2020	1.3.2/1.3.3
NEW	The initiatives to address shared water challenges are limited.	The joint initiatives on shared water challenges will be further evaluated and discussed with all stakeholders after complete information is collected and assessed. RCA – focus was on preserving and conducting general business activities due to COVID 19 crisis. Deadline – 1.7.2021. Responsible persons: C&Q Environmental System Sup., PA&C Public and Regulatory Affairs Mngr, PA&C Sustainability and Community Mngr		1220APP03, Dec 2020	1.6.2

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	Further data in relation to the underground water quality status in the Bosna River Basin should be obtained.			1220APP01, Dec 2020	1.5.4.
NEW	The status of the IWRA identified hasn't been evaluated taking into consideration the opinion of the site's stakeholders.			1220APP02, Dec 2020	1.5.5
NEW	Limited feedback from company's stakeholders regarding site's water stewardship performance.			1220APP03, Dec 2020	4.3.1
NEW	The disclosure of the site's shared water-related challenges, and efforts made to address them could be extended.			1220APP04, Dec 2020	5.4.1

6. Next visit details

Visit type	SV1				
Audit days	tbd	Due date	12/2021	Visit start / end dates	
Locations	Mostarsko raskršće br. 1, 71240 Hadžići, Bosnia and Herzegovina				
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 <i>Final selection will be determined after review of management elements and actual performance</i>								
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.
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See attached agenda.

8. Certificate details

CERTIFICATE No.:
AWS REFERENCE No.: AWS-000321

GOLD AWS LOGO TO BE INSERTED HERE

Issued to

CCHBC B-H d.o.o. Sarajevo
Sarajevo plant: Mostarsko raskršće br. 1, 71240 Hadžići, Bosnia and Herzegovina

Standard

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

Date of certification: /02/2021 (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	Basin of Bosna river/ 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: 02/2024
 Period of validity: 3 years
 Issued by: HELLENIC LLOYD'S S.A.
 Place and date of issue: 02/2021 [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”.