

Client Name: Nestlé Waters North America – Hope, BC
AWS Registration Number: AWS-000142
Client Representative: Brandon Kienenberger, NWNA Sustainability Analyst
Audit Team: Rae Mindock/Lead Auditor
 Isabella Polenghi-Gross /Team Auditor
Audit Dates: December 16, 2020
Stakeholder Notification: AWS Website, SCS Website and Local Paper
Site Location: 66700 Othello Road, Hope, BC V0X 1L, Canada
Report Date: March 24, 2021

Standard: AWS International Water Stewardship Standard - Version 2.0, March 22, 2019

Audit Type	<input type="checkbox"/> Gap Analysis <input type="checkbox"/> Pre-assessment	<input type="checkbox"/> Initial Certification	<input type="checkbox"/> Surveillance <input checked="" type="checkbox"/> Recertification
------------	--	--	--

Level of Certification	<input checked="" type="checkbox"/> Core	<input type="checkbox"/> Gold	<input type="checkbox"/> Platinum
------------------------	--	-------------------------------	-----------------------------------

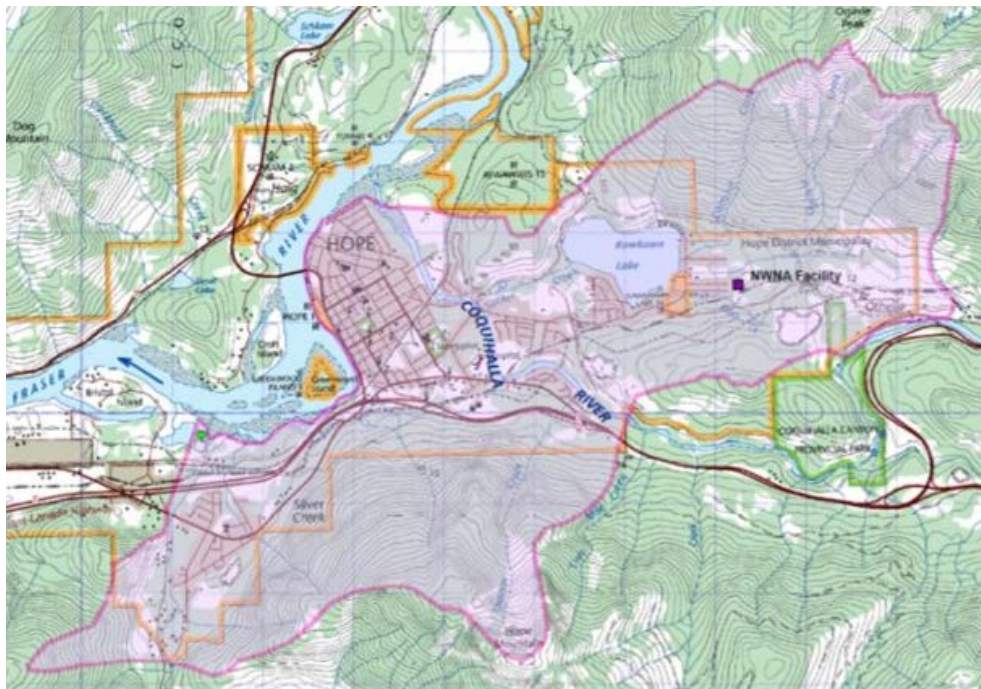
Site Information

Site Description

The NWNA Hope, BC plant is a water bottling facility, producing bottled water products under the brand names of Arrowhead 100% Mountain Spring Water, Nestlé Pure Life (Spring Water) Canada, Nestlé Pure Life (Purified) US, Aberfoyle Spring, Montclair Spring and Splash. The facility produces a variety of different bottle types ranging from 330 mL to 1.5L bottles for distribution across western Canada and the United States. The facility is located in the District of Hope, and the sources of water for bottling from the Hope Springs, located on the property. The site also receives a small amount of water from the District of Hope for domestic use within the facility.

Catchment Description

Hope is situated at the confluence of the Coquihalla and the Fraser Rivers in southwest British Columbia. The NWNA Hope Springs facility lies within the NWNA Hope Catchment (7,400 acres) which feeds into the lower Coquihalla River just before it enters the Fraser River. Recharge within the catchment includes rainfall, snowfall and streamflow collected over an area of approximately 2.3 square miles on hillslopes above the facility and Kawkawa Lake. The catchment includes the NWNA Hope Factory, the Hope Springs (spring source), the District of Hope Well No. 8 (utility water source), and District of Hope WWTP (factory effluent recipient).



The NWNA Hope catchment at the Coquihalla and Fraser Rivers in British Columbia.

Shared Water Challenges

Shared water challenges are catchment water-related issues shared by the site and stakeholders. Stakeholder engagement was documented, and auditor interviews confirmed the topics of engagement. Primary water-related risks to the site include public education surrounding water use, water quantity, and water quality. A prioritized list of shared water challenges addressing the outcomes was provided.

To better understand catchment issues and opportunities, NWNA Hope regularly meets with local catchment authorities. The Factory shares catchment-level water-related data and quality data. The Site continues refinement of the factory water map.

Audit Attendees

Participant/Title	Opening Meeting	Document Review	Site Inspection	Closing Meeting
Sustainability Analyst	X	X	X	X
Natural Resources Manager	X	X	X	X
Factory Manager	X		X	X
Quality Resource	X			
Supporting Documentation: The NWNA Hope Factory provided documentation using SharePoint file share to support conformity with the AWS Standard v2.0 including: Stakeholder Outreach Log, Community Relations Program (CRP) Summary, Factory AWS Presentation 2020, NWNA Water Map, Catchment Water Balance, and Water Stewardship Plan. The Water Stewardship Plan is a working document which is continually updated with information regarding how shared water challenges are being addressed included progress, performance evaluation and stakeholder feedback. Other supporting documentation were also provided as evidence.				

Summary of Findings

Step	Major	Minor	Observations	Advanced Criteria Total Points
1. Gather & Understand	0	0	0	
2. Commit & Plan	0	0	0	
3. Implement	0	0	0	
4. Evaluate	0	0	0	
5. Communicate & Disclose	0	0	0	
TOTAL	0	0	0	

Audit Non-conformities and Observations

Non-Conformity (Major or Minor) or Observation	Citation	Criteria/ Indicator	Due Date	Detail and Corrective Action
				Root Cause Analysis and Corrective Action
				Root Cause Analysis and Corrective Action

Certification Decision

<i>Auditor's recommendation for initial, continued or re-certification based on compliance with requirements:</i>	X	Recommended
		Not Recommended
<i>Level of Certification recommended</i>	X	AWS Core
		AWS Gold
		AWS Platinum
<i>SCS Certification Decision:</i>	X	Approved
		Denied
<i>Certification Decision by:</i>		 Shana Golden 3/30/21
<i>Technical Review by:</i>		 Shana Golden 3/30/21
<i>Date of Decision:</i>		
<i>Surveillance Schedule:</i>		Next audit is scheduled for: September 2022 18 month surveillance to be requested

AWS International Water Stewardship Standard, Version 2.0, March 22, 2019

Surveillance audits shall cover at a minimum those requirements highlighted in light green.

STEP 1: Gather and Understand

Criteria	Indicator	Yes	No	NA	Objective Evidence/Finding	Points
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: <ul style="list-style-type: none"> - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water. 	Yes			<p>The NWNA Hope site is located in southwest British Columbia, 2.5 miles east of the town center of Hope BC, about 70 miles east of the City of Vancouver. Site maps of the site were shown and provided. The maps include the property boundaries, the bottling facility, the Hope Spring with its boreholes (BH1, BH2 and BH3), MW14-1 and south monitoring wells, sanitary and storm sewer lines, retention ponds, and the Trans Mountain Oil/Gas Pipeline. The District of Hope (DOH) municipal water supply well (Well No. 8), is located just outside the northeastern property boundary. There is a single bottled water source at the Site, the Hope Springs. DOH water is used for domestic purposes. DOH’s water is supplied by well sources from the local groundwater basin and one surface water source from Lake of the Woods.</p> <p>The Hope Factory discharges non-hazardous liquid waste into the DOH sewers. This water is treated by the DOH water treatment facility which discharges to the Fraser River and ultimately to the Pacific Ocean.</p> <p>Hope is situated at the confluence of the Coquihalla and the Fraser Rivers. NWNA Hope Factory Catchment (7,400 acres) includes the following water-related features: the factory, Hope Springs water source, DOH Well No. 8 (utility water source), DOH WWTP (Factory effluent recipient). The areas are defined and mapped. The Hope catchment area feeds into the lower Coquihalla River just before it enters the Fraser River.</p>	
1.2 Understand relevant stakeholders, their water related challenges, and the	1.2.1 Stakeholders and their water-related challenges shall be identified . The process used for stakeholder identification shall be identified . This process shall:	Yes			<p>The stakeholder map created during the Nestlé Community Relations Process (CRP) was reviewed. The CRP includes identification of local population, authorities (municipalities), businesses (economic neighbors), and NGOs. Stakeholders identified include the District of Hope, Hope Chamber of Commerce, and Water Wealth Project, fire department, local</p>	

<p>site's ability to influence beyond its boundaries.</p>	<ul style="list-style-type: none"> - Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people; - Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies; - Provide evidence of stakeholder consultation on water-related interests and challenges; - Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups; - Identify the degree of stakeholder engagement based on their level of interest and influence. 				<p>suppliers, manufacturers, school districts, and community outreach programs.</p> <p>The Outreach log included individuals and organizations consulted with since 2016, including notes on conversations which provided information on water-related interests/challenges. The summary includes actions, follow-up and feedback. The CRP includes ranking of stakeholder influence and interest with levels of influence and interest defined.</p>	
	<p>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.</p>	Yes			<p>Stakeholders are related to the site's catchment and identifies the stakeholders' ability to influence or be influenced. Influence/Interest is characterized (low to critical) and further describe opinions towards NWNA.</p>	
<p>1.3 Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</p>	<p>1.3.1 Existing water-related incident response plans shall be identified.</p>	Yes			<p>The Site Emergency Response Plan was reviewed. Incident response was addressed in the plan.</p>	
	<p>1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped.</p>	Yes			<p>NWNA prepared and provided water maps containing inputs and outputs of water at this facility. December 2020 data showing monthly water inflows, outflows, and losses were reviewed. The site utilizes a Water Withdrawal Ratio (WWR) to evaluate efficiency, measuring Liters of water used to produce a Liter of product.</p>	
	<p>1.3.3 Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates,</p>	Yes			<p>NWNA provided water maps containing inputs and outputs of water at this facility. NWNA utilizes a Water Withdrawal Ratio (WWR) to evaluate efficiency, measuring Liters of water used to produce a Liter of product.</p>	

	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 .				The goal for 2019 was 1.200 l/l with an actual 1.150 l/l. NWNA provided WWR on a monthly basis for 2020 with high and low variance. Data show an overall increase in water efficiency from 2019 to 2020.	
	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			A summary of water quality tests conducted at the site on incoming source water and finished product was provided. To verify the internal water quality results, samples get sent once a year to an external accredited laboratory. Monthly or higher frequency data were provided for water quality of the spring source and effluent. NWNA water quality protocol includes pH, T, DO, TDS and other constituents. Water quality data is regularly compared to NWNA and MCL available screening criteria. The records reviewed showed that no parameters exceeded any regulatory standards. The system is automated so that if a value is out of limits, the system shuts down. NWNA is notified and must respond if the effluent quality is out of required limits (e.g., if pH exceeds certain amount). In addition, annual aquatic and riparian habitat assessments completed between 2008 and 2019 have consistently demonstrated that aquatic habitat in small streams at the Site is stable.	
	1.3.5 Potential sources of pollution shall be identified and if applicable, mapped , including chemicals used or stored on site.	Yes			A list of all onsite chemicals stored at the site was provided. Chemical storage was inspected during audit of the facility	
	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			There is one on-site IWRAs, the Hope Springs. The Hope Springs were mapped and a description was provided.	
	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	Yes			Site level costs were presented including costs to implement water stewardship actions and factory-related costs were provided and reviewed. Finances are prepared by NWNA corporate headquarters with revenues compiled at a company level. Annual revenue for NWNA is publicly available on the NWNA website. The shared value generated included	

	be identified and used to inform the evaluation of the plan in 4.1.2.				examples such as vendor education and potential increase in water availability.	
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified .	Yes			WASH is available on-site with potable water and toilets for employees and visitors. The Factory utilized “Self-Assessment Tool for Evaluating Access to Water, Sanitation and Hygiene (WASH) at the Workplace”.	
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			A list of primary inputs for outsourced services was provided with designation of location. Information on water source with annual water consumption values, and origin for each input was provided by the Factory. Analysis includes water use associated with packaging, transportation, cooling, end of life, and level of water stress.	
	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			Documentation provided shows values of water consumptions and availability. Calculations conducted indicate the Blue Water Scarcity Value and provides the score of the water stress. Current Baseline Water Stress is generally low for the majority of vendors and outsourced services.	
	1.4.3 Advanced Indicator The embedded water use of primary inputs in catchment(s) of origin shall be quantified .				Advanced Indicators not considered for this site.	
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			A list of significant publicly led initiatives and water related public policy goals for the catchment was provided at the state, regional, county, city, and district level. A description of the purpose and relevance of the water-related legal and regulatory requirements is included in the catchment plan review summary provided and discussed.	
	1.5.2 Applicable water-related legal and regulatory requirements shall be identified , including legally-defined and/or stakeholder-verified customary water rights.	Yes			A list of Canadian, local permits and regulatory requirements was provided, including permits issued, and the public health department. List of relevant and applicable legal and other requirements were also provided.	

	<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		<p>The catchment water balance with precipitation, net runoff, ET data, lake and rivers inflows and outflows, spring sources max withdrawal quantities, and DOH wells consumptive use, were provided for the Hope Factory catchment. Data is presented on an annual basis. Plots of monthly precipitation, snow pillow, river flow rates and discharge, and groundwater levels were shown for the period between 2010 and 2019 to provide an indication of seasonal fluctuation. Average groundwater withdrawals by the Hope NWNA production boreholes, DOH Well No. 8, and private water wells upgradient from the Site, represent less than 1% of groundwater flowing through the aquifer past the Site.</p> <p>Based on study conducted on behalf of NWNA, future water balance trends are anticipated to be within historical ranges. Commentary on future trends based on studied conducted by the District of Hope were also provided together with future projections on population, considerations on annual water demand and supply trends, and a description of the DOH's Water Conservation Plan to address potential water availability and quality issues.</p>	
	<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		<p>Spring water undergoes the standard, required annual water quality testing performed by third party, accredited laboratories. Additionally, NWNA performs quarterly, monthly, and weekly water quality testing on additional constituents and parameters. DOH water is treated according to applicable standards to remove any possible harmful contaminants. Monitoring of DOH's drinking water includes bacteria, chemical, and physical characteristics. Trending of both water quality sources is evaluated annually and compared to historical data and water quality goals. Weekly water quality monitoring data for the Fraser and Coquihalla Rivers were provided since year 2000. Other links were provided to the description of Fraser River physical and biological status. Recent (September 2020) data are available for a Provincial water quality monitoring station on the Coquihalla River downstream of the NWNA bottling facility.</p>	

	1.5.5 Important Water-Related Areas shall be identified , and where appropriate, mapped , and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.	Yes			IWRAs have been identified by NRNA, along with a description of their water-related issues. IWRAs include: Kawkawa Lake, Coquihalla River, Fraser River, Silverhope Creek, Hope Springs, Coquihalla Canyon Provincial Park, Welqamex Island, Ts'qo:ls Village, and Sto:lo Nation.	
	1.5.6 Existing and planned water-related infrastructure shall be identified , including condition and potential exposure to extreme events.	Yes			A list of publicly available reports/data of water-related infrastructure with a description, exposure scenarios and opportunities. Infrastructure includes municipal wells, piping distribution systems, and resiliency.	
	1.5.7 The adequacy of available WASH services within the catchment shall be identified .	Yes			Residences in the catchment along Othello Road are not connected to a municipal water supply or sanitary sewer. Water is sourced from privately owned wells and sewage is treated and disposed of via septic fields on individual lots. WASH for the catchment is adequate based on local information. NRNA Hope supports local food banks and disaster relief organizations.	
	1.5.8 Advanced Indicator Efforts by the site to support and undertake catchment level water-related data collection shall be identified .				Advanced Indicators not considered for this site.	
	1.5.9 Advanced Indicator The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified .				Advanced Indicators not considered for this site.	
1.6 Understand current and future shared water challenges in the catchment, by linking the water challenges identified	1.6.1 Shared water challenges shall be identified and prioritized from the information gathered.	Yes			A prioritized list with rationale of shared water challenges was provided and reviewed. Drivers and public-sector agency efforts are noted as well. Water quantity is prioritized as first, on a scale of 1-3. NRNA Hope challenges were prioritized based on stakeholder feedback and corporate initiatives.	
	1.6.2 Initiatives to address shared water challenges shall be identified .	Yes			A list of existing initiatives was provided and reviewed.	

by stakeholders with the site's water challenges.	1.6.3 Advanced Indicator Future water issues shall be <i>identified</i> , including anticipated impacts and trends				Advanced Indicators not considered for this site.	
	1.6.4 Advanced Indicator Potential water-related social impacts from the site shall be <i>identified</i> , resulting in a social impact assessment with a particular focus on water.				Advanced Indicators not considered for this site.	
1.7 Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends <i>identified</i> in 1.6.	1.7.1 Water risks faced by the site shall be <i>identified</i> , and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.	Yes			A prioritized list of water risks was provided and reviewed. Water risks matched shared water challenges. Public education is prioritized first, on a scale of 1-3.	
	1.7.2 Water-related opportunities shall be <i>identified</i> , including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	Yes			A prioritized list of water-related opportunities for the site and match the shared water challenges and water risks lists. First priority is based on public education and educating more water stewards. A prioritized list of projects, savings and value creation were submitted and reviewed. Value creation was quantified, as applicable.	
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 <i>identified</i> .	Yes			NWNA has identified multiple best practices toward achieving AWS outcomes at the site and in the catchment. The following best practices are examples for Indicators 1.8.1 - 1.8.5 NWNA identified the Pacific Institute/CEO Water Mandate, Setting Site Water Targets informed by Catchment Context, Case Study: Santa Ana River Watershed, CA. The study which references AWS, was supported by companies endorsing CEO Mandate, including NWNA. NWNA engages with catchment authorities and other stakeholders to share information, practices and drive water stewardship practices	
	1.8.2 Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be <i>identified</i> .	Yes			NWNA identified The Beverage Industry Continues to Drive Improvement in Water, Energy, and Emissions Efficiency, 2108 Benchmarking Study.	

					NWNA uses the sector specific efficiency metric of water use ratio (liters of water used in the process/liter of bottled water) to track onsite efficiency and established a target to monitor continual improvement.	
	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified , including rationale for data source.	Yes			NWNA identified Sector best practice for Processing and Bottling of Bottled Drinking Water is established in CFR Title 21, Part 129. NWNA exceeds requirements outlined with sampling frequency, parameters analyzed and consistency across the business unit.	
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified .	Yes			NWNA identified 1)Assessment, management and monitoring of High Conservation Value Forest (HCVF) A practical guide for forest managers and 2)Good practice guidelines for High Conservation Value assessments, A practical guide for practitioners and auditors both by ProForest. NWNA follows practices described by ProForest by assigning Natural Resource Manager for each site who focuses on maintenance of springs and other IWRAs.	
	1.8.5 Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified .	Yes			NWNA identified the Water Aid Corporate engagement on water supply, sanitation and hygiene: Driving progress on Sustainable Development Goal 6 (SDG6) through supply-chains and voluntary standards. NWNA established the Nestlé Guidelines on Respecting the Human Rights to Water and Sanitation, which is extended to suppliers.	

Advanced Points Step 1

STEP 2: Commit and Plan

Criteria	Indicator	Yes	No	NA	Objective Evidence/Findings	Points
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	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	Yes			A pledge was reviewed, signed by the site factory manager, containing all elements described in this criterion.	

<p>stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</p>	<p>- That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site’s stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.</p>					
	<p>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>				Advanced Indicators not considered for this site.	
<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>	Yes			The NWNA Compliance Matrix was provided and reviewed. Included in the matrix are the listed permits and responsible staff to ensure maintenance of compliance. A third-party is contracted to confirm compliance is maintained. In addition, the facility is ISO 14001 Certified (documentation for this certification were reviewed).	
<p>2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</p>	<p>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.</p>	Yes			A water stewardship strategy statement signed by the factory manager was provided and reviewed. NWNA Hope strategy is a high-level document stating the overall strategy is in alignment with the AWS requirements	
	<p>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</p>	Yes			A detailed water stewardship plan was created as part of the AWS process. The plan is broken into objectives, targets, and actions. There are different actions corresponding to different targets, each with their own metrics, budget, responsible person, status, and other criteria. Public	

	<ul style="list-style-type: none"> - 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. 				Consumer/Education, Water Quality, and Water Quantity are the water topics identified in this plan.	
	<p>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 organizational ownership) shall be identified and described.</p>				Advanced Indicators not considered for this site.	
	<p>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.</p>				Advanced Indicators not considered for this site.	
	<p>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.</p>				Advanced Indicators not considered for this site.	
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 coordination with relevant public-sector and infrastructure agencies shall be identified .	Yes			The Trans Mountain Oil/Gas Pipeline crosses the southern and southeastern portion of NWNA property and is in close proximity to the Hope Springs source. In order to protect the vulnerable aquifer system surrounding the natural spring, Trans Mountain Pipeline ULC (Trans Mountain) is planning to re-align the pipeline and to conduct a monitoring program pre-, during and post-construction. NWNA is collaborating with	

					<p>Trans Mountain to provide access to their network of monitoring wells near the pipeline and geologic information of those monitoring wells. A copy of the Proposed Site-Specific Groundwater Monitoring Program was provided and reviewed.</p> <p>NWNA Hope provided their current Emergency Response Plan Crisis Management for Quality, Safety, Environment and Security Guide which included a description of their required responses and resilience operations to water related risks (related to severe weather conditions and hazardous material and chemical spill incidents) and other issues. Modifications to the plans are captured through revision/amendment comments.</p> <p>In addition, the Water Stewardship Plan is a working document which documents identification of water risks through performance, evaluation, and stakeholder consultation. Stakeholders include the relevant public-sector agencies responsible for infrastructure.</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>Advanced Indicators not considered for this site.</p>	
Advanced Points Step 2						
STEP 3: Implement						
Criteria	Indicator	Yes	No	NA	Objective Evidence/Findings	Points
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			<p>The Factory provided documentation of their efforts to support good catchment governance through participation with the local governing agencies, sharing information with agencies and through continuing to expand education on AWS and outcomes toward good water governance. The information was provided in the Surface and Groundwater Monitoring Program, East Kawkawa Lake Area, Hope BC dated April 2020.</p>	
	3.1.2 Measures identified to respect the water rights of others including	Yes			<p>There have been no excluded water rights identified.</p>	

	Indigenous peoples, that are not part of 3.2 shall be implemented .					
	3.1.3 Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified .				Advanced Indicators not considered for this site.	
	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 .				Advanced Indicators not considered for this site.	
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			The NWNA Compliance Matrix was provided and reviewed. Included in the matrix are the listed permits and responsible staff to ensure maintenance of compliance. A third-party is contracted to confirm compliance is maintained. In addition, the facility is ISO 14001 Certified.	
	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			There have been no excluded water rights identified.	
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			Water withdrawal, water withdrawal rates, energy consumption and production volume are tracked monthly and compared to previous years monthly values. The site has worked to improve its water efficiency and currently is working with vendors in the catchment to identify opportunities. The site achieved a WWR of 1.150 versus target of 1.200 for 2020.	
	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			NWNA establishes site targets annually to improve water balance towards improving efficiency and strives to reduce volumetric total.	

	3.3.3 Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified .	Yes			The site is not re-allocating water savings.	
	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 .				Advanced Indicators not considered for this site.	
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			Measurement system is in place for water quality targets throughout the site, data from previous monitoring reports were reviewed. Annual review of data was found to be within historic values and regulatory limits. Wastewater results are within permitted values.	
	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			Water quality is a shared water challenge and an AWS Outcome. Improvements to water quality are achieved through monitoring and management.	
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			The Hope Springs is the on-site IWRAs at the Hope site. Water quality goals and IWRA goals described in the Water Stewardship Plan were achieved.	
	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.				Advanced Indicators not considered for this site.	
	3.5.3 Advanced Indicator Evidence from a representative range of stakeholders showing consensus that the				Advanced Indicators not considered for this site.	

	site is seen as positively contributing to the healthy status of Important Water-Related Areas in the catchment shall be identified .					
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			NWNA uses a self-assessment tool at each site to review access to drinking water, sanitation and hygiene awareness (WASH). The nature of the product made at the facility requires strict adherence to these principals. Pledged compliance was achieved within the Hope facility.	
	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			NWNA uses a self-assessment tool at each site to review access to drinking water, sanitation and hygiene awareness (WASH). The Factory is not negatively impacting WASH of communities. NWNA discussions with stakeholders did not indicate actual or perceived concern that site was impinging on human right to safe water and sanitation in catchment.	
	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 .				Advanced Indicators not considered for this site.	
	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 .				Advanced Indicators not considered for this site.	

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			Indirect water use targets in the Water Stewardship Plan include engaging with vendors in catchment. There are no suppliers located in the catchment to provide information on AWS and request water use data.	
	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			Communication requesting details from vendors were provided. Water usage data have been compiled for the majority of the Primary Input Providers and the top Outsourced Services based on Blue Water Scarcity.	
	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 .				Advanced Indicators not considered for this site.	
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			Evidence indicated there are no concerns with any shared water related infrastructure. NWNA regularly shares aquifer and surface water information with stakeholders.	
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			NWNA team engages with catchment authorities and other stakeholders to share information, best practices and drive water stewardship efforts.	
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented .	Yes			Sector specific efficiency metric of water use ratio (liters of water used in the process/liter of bottles water) are used to track onsite efficiency and established a target to monitor continual improvement. The 2020 Site WWR of 1.150 l/l was below the Site Goal of 1.200.	
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented .	Yes			NWNA exceeds requirements outlined with sampling frequency, parameters analyzed and consistency across the business unit. Water quality data provided meets and exceeds regulatory requirements. Effluent is managed appropriately and in accordance with permit limits.	

	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			NWNA follows practices described by ProForest by assigning Natural Resource Manager for each site who focuses on maintenance of springs and other IWRAs. NWNA follows good practice guidelines for High Conservation Value assessments <i>A practical guide for practitioners and auditors</i> and Assessment, management and monitoring of High Conservation Value Forest <i>A practical guide for forest managers</i> , as set by ProForest.	
	3.9.5 Actions towards achieving best practice related to targets in terms of WASH shall be implemented .	Yes			There is adequate WASH in the catchment. NWNA provides bottled water donations to the community on a as-needed basis.	
	3.9.6 Advanced Indicator Achievement of identified best practice related to targets in terms of good water governance shall be quantified .				Advanced Indicators not considered for this site.	
	3.9.7 Advanced Indicator Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified .				Advanced Indicators not considered for this site.	
	3.9.8 Advanced Indicator Achievement of identified best practices related to targets in terms of water quality shall be quantified .				Advanced Indicators not considered for this site.	
	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 .				Advanced Indicators not considered for this site.	
	3.9.10 Advanced Indicator Achievement of identified best practice related to targets in terms of WASH shall be quantified .				Advanced Indicators not considered for this site.	
	3.9.11 Advanced Indicator				Advanced Indicators not considered for this site.	

	A list of efforts to spread best practices shall be identified .					
	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 .				Advanced Indicators not considered for this site.	
	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 .				Advanced Indicators not considered for this site.	
Advanced Points Step 3						
STEP 4: Evaluate						
Criteria	Indicator	Yes	No	NA	Objective Evidence/Findings	Points
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	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			NWNA has evaluated performance of the Stewardship Plan which is aligned with realizing the AWS Outcomes. Targets established in the Plan are tracked based on multiple actions with measurable metrics, documentation of stakeholder engagement, and evaluation of changes in water risk for each target. The evaluation also includes a cost/benefits review and describes shared value benefits for each target. Further evaluation will be conducted during the surveillance and renewal audits.	

water stewardship outcomes.	4.1.2 Value creation resulting from the water stewardship plan shall be evaluated .	Yes			NWNA has created value related to multiple efforts including a better understanding of catchment water issues.	
	4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified .	Yes			Refer to 4.1.1	
	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 .				Advanced Indicators not considered for this site.	
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 water-related emergency events occurred since the last Surveillance Audit. No shutdown occurred that was water related. The annual environmental reviews would document these emergency events.	
4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.	4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified .	Yes			Internal and external stakeholder outreach conducted and documented in the Stakeholder Outreach Log. Responses covered the main topics of catchment areas, WASH, IWRAs, water efficiency, and water savings projects.	
	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.				Advanced Indicators not considered for this site.	

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			The Water Stewardship Plan is a working document updated annually to reflect on-going actions and completed projects. The Plan tracks targets and actions tied to best practice and AWS outcomes addressed. Performance and stakeholder consultation with respect to the projects are included. Stakeholder consultation has led to sharing projects and adapting to stakeholder projects as requested.	
Advanced Points Step 4						
STEP 5: Communicate and Disclose						
Criteria	Indicator	Yes	No	NA	Objective Evidence/Findings	Points
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			NWNA Hope facility posts the factory organization chart in the entry of the factory floor where it will be observed by staff and during factory open houses with operational tours. The organization chart includes the staff and relevant responsible personnel for water-related laws and regulations. Factory open houses also include presentations on the site's water stewardship projects and implementation of the AWS International Water Stewardship Standard.	
5.2 Communicate the water stewardship plan with relevant stakeholders.	5.2.1 The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	Yes			NWNA Hope provided the outreach log and communication with catchment authorities about the AWS process. The AWS Presentation summarizes the water stewardship plan and outcomes. The Presentation was shared with visitors of the Factory tours and other stakeholders. Communication and outreach confirmed through stakeholder interviews.	
5.3 Disclose annual site water stewardship summary, including the relevant information about the site's annual water stewardship performance	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			The stakeholder presentation was reviewed, the presentation includes the site's water stewardship performance results. NWNA Hope conducted public/consumer education outreach through tours; distribution of stakeholder presentations and providing stakeholders presentations that reviewed the sites water challenges, stakeholder feedback, targets, with implementation outcomes.	

and results against the site's targets.	5.3.2 Advanced Indicator The site's efforts to <i>implement</i> the AWS Standard shall be disclosed in the organization's annual report.				Advanced Indicators not considered for this site.	
	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.				Advanced Indicators not considered for this site.	
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			The stakeholder presentation was reviewed. Presentation includes the site's water stewardship performance results. The presentation was provided to stakeholders prior to the onsite audit. List of attendees reviewed at the facility. NWNA Hope conducted public/consumer education outreach through tours; and providing stakeholders presentations that reviewed the sites water challenges, stakeholder feedback, targets, with implementation outcomes.	
	5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified .	Yes			See 5.4.1	
5.5 Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.	5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed .	Yes			The Government of Canada provides a list of enforcement notifications, NWNA Hope was not on the list.	
	5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	Yes			See 5.5.1	
	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			The Government of Canada provides a list of enforcement notifications, NWNA Hope was not on the list.	
Advanced Points Step 5						