



ALLIANCE FOR WATER STEWARDSHIP (AWS) AUDIT REPORT

Based on AWS Standard Version 2.0

[Coca Cola Hellenic Bottling - Armenia]
[Tbilisyan Highway, 8/3 blind Alley, 0052, Yerevan, Armenia]

Report Date: [28/04/2021]
Report Version: [02.0]
Prepared by: [LLC "Control Union Certifications"]
Project No.: [855983-AWS-2021-04]
AWS Reference No.: [AWS-010-INT-CU-00-04-0024-0057]

CONTENTS

1. Executive Summary	3
2. General Information	4
2.1. Client Details.....	4
2.2. Certification Details	4
3. Scope of Assessment	5
4. Description of the Catchment.....	5
5. Summary on Stakeholder and shared Water Challenges	7
6. Summary of the Assessment	8
6.1. Major Non-conformities.....	8
6.2. Minor Non-conformities.....	8
6.3. Observations.....	8
7. Audit Checklist	9
8. Points Summary & Level of Certification	30
9. Schedule for Surveillance Audit	30
10. Conclusion and Recommendation.....	31

1. Executive Summary

The site is one of the bottling companies, which is a member of Coca-Cola Hellenic group. The main process of company is production of sparkling soft drink, packaged water and post-mix syrups. Production processes include one PET line, one RDB line and one BIB line manufacturing.

No. of full-time employees: 330 with two shifts of working,.

The enterprise is certified for compliance with: ISO 9001, ISO 14001, FSSC 22000, ISO 45001

During the audit following persons were present and interviewed:

Liana Vardumyan	MS & Environmental Programs Coordinator
Vahan Stepanyan	BU QSE Governance manager
Mihran Movsisyan	CO2 and Cooling (Freon) Stat. Operator
Ganik Karapetan	Production Shift supervisor

The certification audit announcement was published 30 days before the audit, as required by AWS standard, in the following media; Control Union website, CC website and local media. The audit was conducted for 1 days i.e. on 23-03-2021. An announcement was made by CUC and CC 30 days before the audit but no request has been submitted to the audit team.

The audit team was comprised of following auditors;

Name of Auditor	Role in Audit
Kamzolov Aleksandr	Lead Auditor (Sole Auditor)

The audit findings showed that the site meet up with all the core level criteria and majority of advance level criteria. Since there was not any minor or major Non-Conformities observed during the audit, site can be recommended for certification.

Observations: The company makes great efforts to attract stakeholders. The site has opportunities for improvement in accordance with the indicators of the leading level. But due to the limitations associated with COVID-19, many projects have been postponed to 2021.

The site has met all the core level criteria. As per the points scored, the site has met AWS Gold level certification requirements. Hence, AWS Gold level certification is recommended for the site.

2. General Information

2.1. Client Details

Company Name	Coca cola Hellenic Bottling Armenia
Business address:	Tbilisyan Highway, 8/3 blind Alley, 0052, Yerevan, Armenia
Auditing Site Address:	Tbilisyan Highway, 8/3 blind Alley, 0052, Yerevan, Armenia
Activities / Processes:	Production of packaged water, sparkling and still soft drinks
Principle contact person:	Ms. Liana Vardumyan
Office telephone:	00374 94 228 230
Fax:	00374 94 228 230
E-mail:	Liana.Vardumyan@cchellenic.com
Web site:	http://www.coca-cola.am/hy/home/

2.2. Certification Details

Audit Date(s):	23/03/2021
Auditor Team:	Kamzolov Aleksandr
Certification Date:	30/04/2021
Level of Certification:	Gold
Proposed date for next audit:	20/04/2022
Audit Report completed by:	Kamzolov Aleksandr

Project No.:	855983-AWS-2021-04
AWS Reference No.:	AWS-010-INT-CU-00-04-0024-0057

3. Scope of Assessment

Audit Standard	Alliance for Water Stewardship V2.0		
Initial Audit	No		
Surveillance Audit	No		
Recertification Audit	Yes		
Type of Certification	Single Site	Multi-site	Group
	X		
Location of Audit	Tbilisyan Highway, 8/3 blind Alley, 0052, Yerevan, Armenia		
Scope of Certification	Bottling of soft drinks		
Assessment on-site activities includes	Document review, management interview, employee interview, onsite implementation review		

4. Description of the Catchment

Water is supplied to the plant from municipal sources Kotayk Region, water tests are done by both the company and the state company, as well as work is carried out to improve the quality and quantity in the region. There are no recorded facts of water shortage on the territory of Armenia, except for the lake, which will be mentioned in the next paragraph. All water comes from mountain rivers or wells.



Location of the municipal water source area (big arrow) and the CCH Yerevan site (small arrow).



Municipal water source area including water galleries and the chlorination plant.



Location of the CCH Yerevan site.

5. Summary on Stakeholder and shared Water Challenges

For a longer time, the river basin is in a situation of water stress. To be "protected in the future" plans are made, successfully implemented. Hayanist is a medium-sized community of 2,500 people in the Masis region of Ararat marz. It is close to the capital and has fertile soil suitable for agriculture.

However, most households cannot provide for their living and heads of families often choose to move for work as the only solution to their problems. According to the Mayor of the village, the main reason for this situation is lack of irrigation; around 160ha of the community's agricultural land is not irrigated. The new system now benefits roughly 120 local households and irrigates 40 hectares of land that had been left idle for two decades due to insufficient water supply. The project will assist the community in establishing a public-private partnership with the fish farm to support the more responsible use of groundwater in the Ararat Valley in the years to come.

List of stakeholders:

Attitude & Influence of Stakeholders in Water Stewardship

Engagement & Interest in Water Stewardship			
	Stakeholders	Attitude	Influence
1	Erik Grigoryan, Minister of Nature Protection	4.1	4.3
2	Irina Ghaplanyan, Deputy Minister of Nature Protection	4.7	4.1
3	Suren Papikyan, Minister of Territorial Administration and Development	4.0	4.2
4	Hayk Marutyan, Yerevan Mayor	1.8	3.5
5	Hambardzum Matevosyan, Mayor of Armavir region	2.2	2.7
6	Balabek Sarkisyan, Head of Hayanist community	4.7	3.5
7	Deborah Grieser, Director of USAID Mission in Armenia	4.7	4.1
8	Marina Vardanyan, Water and Energy Advisor, Mission Environmental Officer at USAID Mission in Armenia	4.7	3.4
9	Jeffrey Paretchan, Public Private Alliance Specialist at USAID Mission in Armenia	3.9	2.7
10	Rabab Shamayleh, Foreign Service Officer at USAID Mission in Armenia	4.4	3.6
11	Magda Avetisyan, ME&A's Chief of Party for the Advanced Science & Partnerships for Integrated Resource Development (ASPIRED) Project for the USAID Mission in Armenia	3.6	1.7
12	Armen Varosyan, Chief of Party at Urban Foundation for Sustainable Development	3.6	2.0
13	Ara Hovsepyan, President at American Chamber of Commerce and Industry in Armenia	2.6	3.9
14	Diana Sarumova, President at European Business Association in Armenia	3.9	2.6

6. Summary of the Assessment

6.1. Major Non-conformities

Sr. No.	AWS Criteria	Description of NC	Response from Client (explanation & documents)	Closure
		Nil		

6.2. Minor Non-conformities

Sr. No.	AWS Criteria	Description of NC	Response from Client (explanation & documents)	Closure
		Nil		

6.3. Observations

Sr. No.	AWS Criteria	Description of NC	Response from Client (explanation & documents)	Closure
		Nil		

7. Audit Checklist

Step 1: Gather and Understand: Gather data to understand shared water challenges and water risks, impacts and opportunities

To ensure that the site gathers data on its water use and its catchment context and that the site uses these data to understand its shared water challenges as well as its contributions (both positive and negative) to these challenges, water risks, impacts, and opportunities. This information also informs the development of the site's water stewardship strategy and plan (Step 2) and guides the actions (Step 3) necessary to fulfil the site's commitments

AWS Criteria	Indicators	Findings
<p>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.</p>	<p>1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</p> <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. 	<p>Map with sources & boundaries (fully owned by the plant) Protection zones map River Basin Maps Source vulnerability SVA 2017, SWPP 2017 (next update planned in 2021) Map of piping network Map of internal wastewater piping network Discharge point of wastewater</p>
<p>1.2 Understand relevant stakeholders, their water related 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:</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 	<p>1. List with stakeholders related to the river water basin . Include the main users of the catchment is available. contact and frequency is notified Plans are available to manage water users Memorandum of plans regarding the fishery issue at river Aras. Start put counters at the fishery farms. together with USAID</p>

AWS Criteria	Indicators	Findings
	ultimate water source and ultimate receiving water <ul style="list-style-type: none"> • 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 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.	Memorandum of plans regarding the sustainability of lake Sevan 2. Presently for longer time the river basin is in water stress situation. To be "protected in the future" plans are made. Reflected in the company's file: Armenia CCHBC_external_stakeholders_2020_final.
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 1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped 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	IMCR programme - covering environmental related incident Chemicals & WWTP Emergency response plan - covering chemical leakage Caustic soda leakage emergency plan - covering chemical leakage Fuel area emergency plan - covering fuel leakage Drainage system monitoring - by an external contractor Water supply piping inspection - by an external contractor Oil separators clean up - by an external contractor Drills carried out in a timely manner to assess emergency preparedness Was presented the map of the enterprise with the applied: water supply, sewage, well, fire water supply, water treatment plant. Was presented: contract for wastewater (sewage) Water efficiency data 2019 There are several types of reports: - WUR (water usage ratio), true cost of water, reports on payments for the use and consumption of water and wastewater. SWPP report

AWS Criteria	Indicators	Findings
	be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified	
	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.	Documents presented: 1. WUR targets and results for 2020, and targets for 2021, SVA report (2016) (will be on 2021), SWPP report (2017) (will be on 2021) 2. Every week input of water and output of water (water control table) 3. Water Ratio use 2020 4. Water saving optimization projects 2020-2021 5. new projects for 2019-2025 Near loss report system (for recording and reporting any leakages or spillage.) Report "credit 360", RCA report (root cause report) production control Scheme, water quality control Program, Control log of water treatment equipment operation parameters, control Log of reverse osmosis plant operation parameters, protocols from third-party laboratories including SGS Fresenius laboratory (Germany).
	1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site	The following were presented: a scheme of hazardous areas and substances, a list of substances used, prohibiting and / or warning signs are placed at the entrance to the zones where there are hazardous objects or substances, a safety data sheet is drawn up for each substance, SVA and SWPP report on potential sources of pollution.
	1.3.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values	There are no special-security zones of RB - in the territory of the enterprise and near the territories of the enterprise, according to the map. All water bodies are mapped.
	1.3.7 Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value	There are several reports showing expenses and planned activities: - WUR

AWS Criteria	Indicators	Findings
	generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.	<ul style="list-style-type: none"> - True cost of water - Capex/OPEX - Coca-Cola corporate report - Environmental passport-bills for payment of water and sewage - Table control meters for water and wastewater
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified	Provision of hand wash stations, which include; hand dryers, hand sanitizer, washing soap dispenser. Provision of WASH self-assessment tool for staff's evaluation as contains in the document 'WASH self-assessment tool'. Staff have free access to drinking water. Also include monthly check on water quality.
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	1. Available water stress document (Water stress document is SWPP & SVA and counters for each outsourcing company which contract based on water consumption data. List of outsourced companies which provides primary inputs are available with use of water. 2. Reports by users (the company installed additional water metering equipment in critical locations) Also tracking water consumed for primary inputs material like plastic billets, sugar, water, labelling, etc
	1.4.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	Audits of suppliers have been conducted, electronic reports on water consumption are available (for example, a sugar factory). All suppliers have passed a centralized audit (by Coca-Cola) and signed an agreement on lean production.
	1.4.3 Advanced Indicator The embedded water use of primary inputs in catchment(s) of origin shall be quantified.	Was presented: list of stakeholders, map of stakeholders, list of targets
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	Master control document - list of normative documents, action plan for plant, water strategy until 2025, Project river cleaning (make Armenia clean again)

AWS Criteria	Indicators	Findings
	possible opportunities for water stewardship collective action.	Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley) and education program for people New projects for 2021 new project: conducting an interview in different regions of Armenia and then getting information about which regions have problems with access to drinking water, in 2019 we set up accounts for fish farms, + signed a memorandum on cooperation on water conservation
	1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.	Master control document - list of normative documents, action plan for plant, Armenia CCHBC_external stakeholders_2020_final - list of stakeholders
	1.5.3 The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance	1. Water ratio will be reduced. Action plan showed during the audit Cleaning projects in the municipality Follow up with USAID project "fishery" 2. Meeting with local authority for checking local laws Contract with Veolia for water abstraction permit for abstraction permit for discharge under certain parameters of the effluent. 3. Request from the Quality Control (QC)- yearly Raw water analysis reports. Water balance for the site every month.
	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	1. Water ratio will be reduced. Action plan showed during the audit Cleaning projects in the municipality Follow up with USAID project "fishery" 2. Meeting with local authority for checking local laws Contract with Veolia for water abstraction

AWS Criteria	Indicators	Findings
		permit for abstraction permit for discharge under certain parameters of the effluent. 3. Request from the Quality Control (QC)- yearly Raw water analysis reports. Water balance for the site every month.
	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	Meeting with local authority and establishment collective initiatives (plans/projects/studies/improvements) related to the catchment Last 3 years water disinfection by products minimization (Vahan). Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley)
	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	Master control document - list of normative documents, action plan for plant, water strategy until 2025, Project river cleaning (make Armenia clean again) Project: Aspired together with USAID (40 Ha red valey) together, municipal (Video seen during audit) (Arat Valley) and education program for people New projects for 2021 new project: conducting an interview in different regions of Armenia and then getting information about which regions have problems with access to drinking water, in 2019 we set up accounts for fish farms, + signed a memorandum on cooperation on water conservation
	1.5.7 The adequacy of available WASH services within the catchment shall be identified	Armenia also entered the top 100 according to the UN report. (http://www.hdr.undp.org/en/2018-update),
	1.5.8 Advanced Indicator Efforts by the site to support and undertake catchment level water-related data collection shall be identified	The company requests information from government sources, regularly orders research (SVA, SWPP reports). 4 points

AWS Criteria	Indicators	Findings
	1.5.9 Advanced Indicator The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.	Armenia also entered the top 100 according to the UN report. (http://www.hdr.undp.org/en/2018-update) 4 points
1.6 Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges	1.6.1 Shared water challenges shall be identified and prioritized from the information gathered	1. List with stakeholders related to the river water basin . Include the main users of the catchment is available. contact and frequency is notified Plans are available to manage water users Memorandum of plans regarding the fishery issue at river Aras. Start put counters at the fishery farms. together with USAID Memorandum of plans regarding the sustainability of lake Sevan 2. Presently for longer time the river basin is in water stress situation. To be "protected in the future" plans are made.
	1.6.2 Initiatives to address shared water challenges shall be identified.	The work plan for 20-25 years was presented, the results of completed projects were presented, including reports on the successful implementation of projects with quantitative and qualitative indicators
	1.6.3 Advanced Indicator Future water issues shall be identified, including anticipated impacts and trends	The work plan for 20-25 years was presented, the results of completed projects were presented, including reports on the successful implementation of projects with quantitative and qualitative indicators 3 points
	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.	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise)), The work plan for 20-25 years, according to the internal assessment, there are no water problems in this region. Plan and budget for the development of the region of Armenia 4 points

AWS Criteria	Indicators	Findings
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 identified in 1.6.	1.7.1 Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise)), Capex / OPEX
	1.7.2 Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise)), Capex / OPEX and Plan and budget for the development of the region of Armenia
1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance	1.8.1 Relevant catchment best practice for water governance shall be identified.	The company applies the system of «Top 10 Water Savers» best practices of Coca-Cola plants, improvement plans are included in the KPI. Plans for implementation up to 25 years have been developed. Compiled Capex\OPEX expenses.
	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	The company applies the system of «Top 10 Water Savers» best practices of Coca-Cola plants, improvement plans are included in the KPI. Plans for implementation up to 25 years have been developed. Compiled Capex\OPEX expenses. In addition, the system of reducing water consumption per liter of produced beverage, the Near Loss system (control by employees of emergency situations at the site, including leaks and water-related moments), internal audits are Regularly carried out, once every 5 years external audits (SVA, SWPP).
	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	Also, Coca-Cola company with the support of the Coca-Cola Foundation built: Project river cleaning (make Armenia clean again) Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley) and education program for people
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified	Coca-Cola company with the support of the Coca-Cola Foundation participated in the implementation of several major projects to restore, maintain or improve water areas and areas bordering water bodies. After the end of the projects the audit of the performed works was

AWS Criteria	Indicators	Findings
	1.8.5 Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified	<p>carried out and the third-party organization came to the conclusion that the swamp began to recover (the water level increased, vegetation appeared, birds and animals returned)</p> <p>A Self-Assessment Tool for evaluating WASH has been used to confirm that WASH is sufficiently covered. - Access to safe water - Clean drinking water facilities - Wastewater, drainage and waste management - Sanitation facilities</p>

Step 2: Commit and Plan: Commit to be a responsible water steward and develop a water stewardship plan

To ensure there is sufficient leadership support, site authority, and allocated resources for the site to implement the AWS Standard. It focuses on how a site will act on shared water challenges and improve its performance and the status of its catchment in terms of the AWS water stewardship outcomes. Step 2 links the information gathered in Step 1 to the actions implemented in Step 3, by describing who will do what and when.

AWS Criteria	Indicators	Findings
2.1 Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources	<p>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:</p> <ul style="list-style-type: none"> • That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes; • That the site implementation will be aligned to and in support of existing catchment sustainability plans • That the site's stakeholders will be engaged in an open and transparent way • That the site will allocate resources to implement the Standard. <p>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</p>	<p>Was presented: Policy commitment to AWS, orders on appointment of responsible employees, the allocation of resources to proper and sufficient work. (policy and responsible Deputy on the company website).</p> <p>All necessary documents regarding the AWS standard as well as other environmental standards are available on the company's website.</p> <p>1 point</p>

AWS Criteria	Indicators	Findings
	governance body and publicly disclosed shall be identified.	
2.2 Develop and document a process to achieve and maintain legal and regulatory compliance	2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including: <ul style="list-style-type: none"> • Identification of responsible persons/positions within facility organizational structure • Process for submissions to regulatory agencies 	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise) with designated officials), Capex/OPEX
2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.	<ul style="list-style-type: none"> • 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 	Was presented: list of stakeholders, map of stakeholders. The assessment is carried out since 2019, updated once a year and in case of changes in contracts and / or suppliers including assessment of the impact on local residents. An additional assessment was made in the SVA report. According to the internal assessment, there are no water problems in this region.
	2.3.2 A water stewardship plan shall be identified, including for each target: <ul style="list-style-type: none"> • 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. 	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise) with designated officials), Capex/OPEX
	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	Communicate Water Stewardship Internally: Newsletter (seen newsletter nov) , TV screen, training for employers, info on boards Project: Aspired together with USAID (40 Ha red valey) together, municipal (Video seen during audit) (Arat Valley) Pure Project: to increase water public awareness of water. (2018-2025) Every drop matters: awareness and reconstruction of WWTP Diljan

AWS Criteria	Indicators	Findings
		Project river cleaning (make Armenia clean again) Internally: visitor Centre (public) in factory training ambassador 2019 Water Stewardship (Together with government) 4 points
	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	Communicate Water Stewardship Internally: Newsletter (seen newsletter nov), TV screen, training for employers, info on boards Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again) CCHBC other sites implementing water stewardship 4 points
	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	Was presented: list of stakeholders, map of stakeholders, list of targets Stakeholder consensus on water stewardship plan is needed.
2.4 Demonstrate the site's responsiveness and resilience to respond to water risks	2.4.1 A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified	Risk Assessment Plan IMCR Guideline CCHBC Armenia 2020 (if new problems are identified, a meeting of responsible parties is held, and the plan is changed based on the solution (it is held at least annually)) the procedure describes the possible problems that can occur at the plant and outside plant (on water issues) with paths and a clear action that need to be taken. (the CC plant is a refuge for emergencies in the region) + the risk committee meets on a quarterly basis and discusses the problems that have occurred and are potentially possible with ways to solve these problems + risk checklist and Quik references 2018
	2.4.2 Advanced Indicator	Risk Assessment Plan IMCR Guideline CCHBC Armenia 2020 (if new problems are identified, a

AWS Criteria	Indicators	Findings
	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	meeting of responsible parties is held, and the plan is changed based on the solution (it is held at least annually)) the procedure describes the possible problems that can occur at the plant and outside plant (on water issues) with paths and a clear action that need to be taken. (the CC plant is a refuge for emergencies in the region) + the risk committee meets on a quarterly basis and discusses the problems that have occurred and are potentially possible with ways to solve these problems + risk checklist and Quik references 2020 Plan to mitigate or adapt to water risks associated with climate change projections is needed.

Step 3: Implement: Implement the site's stewardship plan and improve impacts

To ensure that the site is implementing the plan outlined in Step 2, mitigating risks and driving actual improvements in performance.

AWS Criteria	Indicators	Findings
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	The company applies the system of «Top 10 Water Savers» best practices of Coca-Cola plants, improvement plans are included in the KPI. Plans for implementation up to 25 years have been developed. Compiled Capex\OPEX expenses.
	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	Armenia also entered the top 100 according to the UN report. (http://www.hdr.undp.org/en/2018-update) Also, water rights are reflected in AWS policies, enterprise development strategies, New projects for 2021 new project: conducting an interview in different regions of Armenia and then getting information about which regions have problems with access to drinking water
	3.1.3 Advanced Indicator	Was presented: SVA report, SWPP (solutions) and positive implementation of water-saving systems.

AWS Criteria	Indicators	Findings
	Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified	2 points
	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.	Employees of the company are involved in activities to improve water management, multiple letters of thanks from public authorities and private companies and some people from lowland of Yerevan 2 point
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	Master control document - list of normative documents, action plan for plant, list of stakeholders
	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.	All necessary documents are submitted for the well, submitted contracts with state organizations.
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	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise) with designated officials)
	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	For the region in which the company is located - no problems with the amount of water, the company saves water based on the internal desire to reduce water consumption, implementing best practices in the enterprise and fighting leaks
	3.3.3 Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	According to the law of the Republic of Armenia, the company does not have the right to transfer the saved water to other persons (savings to reduce the purchase of water)
	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.	According to the law of the Republic of Armenia, the company does not have the right to transfer the saved water to other persons (savings to reduce the purchase of water)
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.	The company has installed a water purification system-after this system, the water is supplied to the plant of the appropriate quality, Also Coca-Cola company with the support of the Coca-Cola Foundation. Communicate Water Stewardship

AWS Criteria	Indicators	Findings
		Internally: Newsletter (seen newsletter nov) , TV screen, training for employers, info on boards Project: Aspired together with USAID (40 Ha red valey) together, municipal (Video seen during audit) (Arat Valley) Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again)
	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.	The quality of incoming water, the quality of water after treatment facilities and the quality of wastewater is analyzed in a third-party and in-house laboratory on a regular basis, over the past few years no quality problems have been detected
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.	There are no special-security zones of RB - in the territory of the enterprise and near the territories of the enterprise, according to the map. All water bodies are mapped.
	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	Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley). The projects implemented by Coca-Cola have successfully restored the ecosystem. 6 points
	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.	Employees of the company are involved in activities to improve water management, multiple letters of thanks from public authorities and private companies and some people from lowland of Yerevan. Consensus on IWRA is needed.
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	According to AWS policy, as well as implemented projects in the enterprise and in the catchment area - access to drinking water is carried out unhindered (visually checked at the time of inspection of the enterprise).

AWS Criteria	Indicators	Findings
	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	According to AWS policy, as well as implemented projects in the enterprise and in the catchment area - access to drinking water is carried out unhindered (visually checked at the time of inspection of the enterprise).
	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.	Coca-Cola company with the support of the Coca-Cola Foundation. Communicate Water Stewardship Internally: Newsletter (seen newsletter nov) , TV screen, training for employers, info on boards Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley) Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again) WASH actions are needed.
	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.	According to the internal assessment, there are no water problems in this region. The company installed a treatment plant. Coca-Cola company with the support of the Coca-Cola Foundation. Communicate Water Stewardship Internally: Newsletter (seen newsletter nov) , TV screen, training for employers, info on boards Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley) Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again) WASH actions are needed.

AWS Criteria	Indicators	Findings
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	Was presented: list of stakeholders, maps of stakeholders
	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.	Was presented: list of stakeholders, maps of stakeholders
	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	Was presented: list of stakeholders, map of stakeholders, but not all have received feedback. challenges and actions related to indirect water use are needed.
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	All information and communication take place in a written, formal form. Letters with marks of receipt-provided.
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.	According to the assessment reports SVA report, SWPP (solutions) goals are fulfilled on time
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	According to the assessment reports SVA report, SWPP (solutions)
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	According to reports on Clean water for Armenia - goals are fulfilled on time, also according to the goals for the implementation and repair of state scale treatment projects
	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.	According to the assessment reports SVA report, SWPP (solutions) goals are fulfilled on time
	3.9.5 Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	A Self-Assessment Tool for evaluating WASH has been used to confirm that WASH is sufficiently covered. - Access to safe water - Clean drinking water facilities - Wastewater, drainage and waste management - Sanitation facilities
	3.9.6 Advanced Indicator	The objectives and best practices are defined, implemented, communicated to stakeholders

AWS Criteria	Indicators	Findings
	Achievement of identified best practice related to targets in terms of good water governance shall be quantified	Quantification is needed for identified best practices.
	<p>3.9.7 Advanced Indicator Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.</p>	The objectives and best practices are defined, implemented, communicated to stakeholders, but not all feedback is received. Also According to reports on Clean water for Armenia - goals are fulfilled on time, also according to the goals for the implementation and repair of state scale treatment projects Quantification is needed for identified best practices.
	<p>3.9.8 Advanced Indicator Achievement of identified best practices related to targets in terms of water quality shall be quantified.</p>	The objectives and best practices are defined, implemented, communicated to stakeholders, but not all feedback is received. Also report Clean water Armenia - goals are fulfilled on time Quantification is needed for identified best practices.
	<p>3.9.9 Advanced Indicator Achievements of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.</p>	The objectives and best practices are defined, implemented, communicated to stakeholders. Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley) Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again) 8 points
	<p>3.9.10 Advanced Indicator Achievement of identified best practice related to targets in terms of WASH shall be quantified.</p>	A Self-Assessment Tool for evaluating WASH has been used to confirm that WASH is sufficiently covered. - Access to safe water - Clean drinking water facilities - Wastewater, drainage, and waste management - Sanitation facilities Quantification is needed for identified best practices.

AWS Criteria	Indicators	Findings
	3.9.11 Advanced Indicator A list of efforts to spread best practices shall be identified.	Stakeholders meetings Water replenishment projects WeKnow Database/ SP/QW/LL Toolbox talks/ environmental trainings 3 points
	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	Communicate Water Stewardship Internally: Newsletter (seen newsletter nov), TV screen, training for employers, info on boards Pure Project: to increase water public awareness of water. (2018-2025) Every drops matters: awareness and reconstruction of WWTP Diljan Project river cleaning (make Armenia clean again) 8 points
	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	Project: Aspired together with USAID (40 Ha red valley) together, municipal (Video seen during audit) (Arat Valley). The projects implemented by Coca-Cola have successfully restored the ecosystem, letter of thanks 3 points

Step 4: Evaluate: Evaluate the site's performance

To review a site's performance against the actions taken in Step 3, learn from the results – both intended and unintended – and inform the next iteration of the site's water stewardship plan. This evaluation shall occur at least annually, but sites should consider more frequent evaluations.

AWS Criteria	Indicators	Findings
4.1 Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes	4.1.1 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated	Was presented: SVA report, SWPP (solutions), IMCR (risks from outside (for the enterprise) with designated officials)
	4.1.2 Value creation resulting from the water stewardship plan shall be evaluated.	Was presented: Water footprint, True cost of water, contracts and accounts for water and water-related projects

AWS Criteria	Indicators	Findings
	4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified.	Was presented: Water footprint, True cost of water, credit 360, SVA report, SWPP (solutions)
	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	Was presented: SVA report, SWPP (solutions), also activities are reflected in the company's annual report (on the company's website) 3 points
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	Activities are reflected in the company's annual report (on the company's website)
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	Was presented: SVA report, SWPP (solutions) (reports evaluate the company's contribution (ordered by a third party)). There are also multiple letters of thanks from third-party organizations and from government agencies.
	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.	Coca-Cola company interviews stakeholders, received multiple letters of thanks, but was not evaluated in all sections Stakeholder evaluation is needed.
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.	The plan of development of the enterprise till 2025 (development strategy) is presented, the plan for the next year is annually made. at the end of the year, the plan is evaluated.

Step 5: Communicate & Disclose: Communicate about water stewardship and disclose the site’s stewardship efforts

To encourage transparency and accountability through communication of performance relative to commitments, policies, and plans. The disclosure of relevant information allows others to make informed opinions on a site’s operations and tailor their involvement to suit.

AWS Criteria	Indicators	Findings
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.	AWS policy with a responsible person is presented and is available for review on the company’s website.
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.	The strategic development plan (objectives), as well as the assessment of implementation is reflected in the annual report (available in the public domain on the company’s website)
5.3 Disclose annual site water stewardship summary, including the relevant information about the site’s annual water stewardship performance and results against the site’s targets.	5.3.1 A summary of the site’s water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	The strategic development plan (objectives), as well as the assessment of implementation is reflected in the annual report (available in the public domain on the company’s website)
	5.3.2 Advanced Indicator The site’s efforts to implement the AWS Standard shall be disclosed in the organization’s annual report	The strategic development plan (objectives), as well as the assessment of implementation is reflected in the annual report (available in the public domain on the company’s website) 1 point
	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.	The strategic development plan (objectives), as well as the assessment of implementation is reflected in the annual report (available in the public domain on the company’s website) Quantification of the benefits is not given.
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	The company sends out information letters to stakeholders, and General water problems are reflected in the reports of state bodies.
	5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	The company is engaged in informing stakeholders, many meetings were planned for 2020, but due to the quarantine, the meetings were canceled (the company will continue after the restrictions are lifted) some meetings was “online”, but without proof and without reviewne”, but

AWS Criteria	Indicators	Findings
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.	Reflected in the annual report of the organization (free access on the website of the organization)
	5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	According to the annual report-no violations were detected (corrective actions are not required)
	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	According to the annual report-no violations were detected (corrective actions are not required)

8. Points Summary & Level of Certification

The Standard has three achievement levels: Core, Gold and Platinum. The Core AWS level is achieved by conforming with all of the core criteria and up to 40 points, while AWS Gold requires 40-79 points and AWS Platinum requires 80+ points. There are a total of 155 points available throughout the entire AWS Standard.

Level	Conformity with Core Criteria	Cumulative Advanced-Level Criteria Points
AWS Core Required	Required	0-39
AWS Gold Required	Required	40-79
AWS Platinum Required	Required	80+

As per the audit findings and certifiers review, the site has scored followings points for AWS certifications,

Step	Conformity with Core Criteria	Max. Advanced Criteria Points	Advanced Criteria Points Scored by Site
Step 1: Gather & Understand	Confirmed	25	15
Step 2: Commit & Plan	Confirmed	22	09
Step 3: Implement	Confirmed	97	32
Step 4: Evaluate	Confirmed	09	03
Step 5: Communicate & Disclose	Confirmed	02	01
		155	60

Thus, as per the points scored, the site has met AWS Gold level certification requirements thus site is recommended for AWS Gold level certification.

9. Schedule for Surveillance Audit

As this recertification Audit is conducted on 23-03-2021, as per the requirement of standard surveillance audit has to be scheduled within 13 months. Hence, next surveillance audit will be conducted on 20-04-2022. This date even includes any request for re-assessment for certification level upgradation.

10. Conclusion and Recommendation

Coca-Cola (CC) being a brand name in market has evolved their vision and policies by adopting sustainability practices. One of the sustainability approaches that they are working in is Water Stewardship and hence applied for AWS certification for their Armenia Plant. This summary is for the certification review done on the audit findings under AWS standard.

- CC is working on riven basin issues such as water stress, river cleaning, IWRA developments which is helping CC in terms of water stewardship actions for achieving outcomes of water stewardship
- CC has involved many stakeholders in their conduct for water stewardship - employees, consultant, government agencies, suppliers, NGOs, educational institute thus CC can promote this to achieve their consensus on water stewardship outcomes and also integrate them in water stewardship plans
- All the work done by CC is compiled in two report namely - SVA and SWPP, which provided information on the catchment and source water
- Approach towards indirect water understanding and evaluation need to be improved
- Site need to improve incident response plan with respect to water
- Site need to list down all water related challenges and approach taken by CC to reduce these challenges and disclose the same to all stakeholders in desired format