

# AWS Conformity Assessment

Report for:

Coca-Cola HBC Serbia d.o.o.-Belgrade plant

<b>LR reference:</b>	PIR0361654/ 4678932
<b>AWS reference number:</b>	AWS- 000389
<b>Assessment dates:</b>	15-17/11/2021
<b>Assessment location:</b>	14-16, Batajnički drum Str., Zemun, Belgrade 11080, Serbia
<b>Assessment criteria:</b>	AWS Standard Version 2, 22/03/2019
<b>Assessment team:</b>	Artemis Papadopoulou (Lead Auditor), Milan Ivanovic (local auditor/ expert)
<b>Assessment type:</b>	Initial assessment
<b>Single site/ Multi-site/ Group site:</b>	Single
<b>LR office:</b>	Piraeus

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Attachments

This report was prepared by:		This report was presented to and accepted by:	
Name:	Artemis Papadopoulou	Name:	Ana Vovk
Job title:	AWS Lead Auditor	Job title:	Country Environment Coordinator

## 1. Executive report

### Assessment outcome & AWS certification level:

Choose from one of the following options:

- 1) Recommendation for issuance of the certificate
- ~~2) Recommendation for continuation of the certificate~~

Choose from one of the following options:

- ~~1) AWS Core~~
- 2) AWS Gold (59 points)
- ~~3) AWS Platinum Certified~~

### Areas of weaknesses/ opportunities for improvement:

The plant is advised to focus on further engagement with its stakeholders for obtaining information about their water challenges, the potentiality of having joint actions on water protection and for identifying their opinion about the water management/ performance of the company. More effort in disclosing information about the water management system (shared water challenges, responsibilities, etc.) is also recommended.

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

Choose from one of the following options:

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

## 2. Introduction

### AWS responsible person:

Ana Vovk, Country Environment Coordinator

### AWS responsible person contact details:

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

#### CCH Belgrade plant (no site visit, due to COVID-19 restriction measures)

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

A virtual tour to the areas of the facility was conducted the first day of the audit.

### Description of the catchment:

Serbia covers an area of 88,361 km<sup>2</sup> and includes two provinces: Vojvodina and Kosovo - Metohija; 92% of the country lies within the Danube Basin (accounting for 10% of the Basin). Of this land, 30% is forested. Serbia is dependent on sources outside its national territory for its water resources. The country has been a full member of the ICPDR since August 2003 (originally ratifying the Danube River Protection Convention on 30 Jan 2003).

The Sava rises in the mountains of western Slovenia, and passes through the lowlands of Croatia before forming the border between Croatia and Bosnia & Herzegovina. Continuing through Serbia, it reaches its confluence with the Danube in Belgrade (with an average flow of 1,564 m<sup>3</sup>/sec). Its main sub-tributaries are the Krka, Kupa, Una, Vrbas, Bosna, Drina and Kolubara. The Sava basin has a size of 95,419 km<sup>2</sup>, which makes it the second largest after the Tisza basin.

Municipal water is caught from 146 wells in Bežanija (part of the Belgrade).

The private wells extract water from the same aquifer. The aquifer is confined and consists of alluvial sands, silts and clays (Holocene). The depth of the aquifer is approx. at 100 to 140 m below ground level. The static groundwater levels in the wells are currently approx. at 21 m bsl. The aquifer is overlain by numerous clay strata of totally approx. 55 m thickness that function as natural protective barrier and separate the aquifer from a shallower aquifer at depths of approx. 5 - 50 m below sea level. The catchment area of the wells is located northwest of the plant and extends to the Fruška. Gora mountain range approx. 50 km northwest of the plant.



### Summary of shared water challenges:

- ✓ Protection of water resources and protected areas
- ✓ Good quality and availability of water
- ✓ Efficient treatment of wastewater in compliance to legal requirements
- ✓ Raise of awareness in water resources protection

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

- The plant was built in 1968 and was acquired by CCH in 1997
- In 2014, Subotica Juice plant was incorporated to CCHBC Belgrade plant
- Number of employees in Supply Chain: 324
- 3 owned wells and use of municipal water as well (peak seasons, fire-fighting, irrigation)
- 9 lines (3PET, 1 RGB, 1 CAN, 2 Tetrapack, 1 NRGB, 1 BIB), Specifically for juices: 2 tetrapak, 1 NRGB
- Products: Cappy, fuse tea, SSD and schweppes
- Total area occupied 160.000 m<sup>2</sup>
- River Basin: Danube
- WWTP on site (built in 2005, utility optimization in 2013): capacity of WWTP:1000 m<sup>3</sup>/ d
- The fish tank demonstrates that the treated wastewater is fit for aquatic life
- No complaints of smell or noise in the last 5 years. No pollution incidents
- Neighbours: industrial & nonindustrial area and the Danube River
- Environmental team for Belgrade Plant and at country level
- Chemical leasing project in progress since 2012

**Audit attendees:**

<b>Name</b>	<b>Job title</b>	<b>Company</b>
Ms. Tatjana Stajkovic	Sustainability Manager	CCHBC Serbia
Ms. Tisa Causevic	Public and Regulatory Affairs Manager	CCHBC Serbia
Ms. Ana Vovk	Country Environment Manager	CCHBC Serbia
Ms. Danijela Boskovic	Senior QS Expert	CCHBC Serbia
Ms. Sonja Stankovic	Production Manager for primary processes & raw materials	CCHBC Serbia-Belgrade plant
Ms. Bojana Dacijar	QS Coordinator	CCHBC Serbia-Belgrade plant
Ms. Iva Barbulovic	Primary Processes Leader	CCHBC Serbia-Belgrade plant

### 3. AWS Standard Requirements Checklist - Detailed

Criterion #	Indicator #	Conformance (YES/NO)	Level of non conformance (OBS, Minor, Major)	Audit trails/ objective evidence	Scoring (delete if NA)
<b>STEP 1 GATHER &amp; UNDERSTAND</b>					
<b>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.</b>	1.1.1 The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water	YES		<ul style="list-style-type: none"> <li>▪ WTP Bezanija wells map (Municipal supplier wells)</li> <li>▪ Map with wells and pipeline network (city water pipeline to the plant is included)</li> <li>▪ Distribution scheme of the municipal public water by the wells (provide water to Novi Belgrade and Zemun)</li> <li>▪ WATER MAP (incoming, recycled, produced and discharged water)</li> <li>▪ Drainage map Belgrade plant June 2021</li> </ul> <p>Softened water goes to utilities (e.g. rinsers)</p> <p>Treated water--&gt; CIP and production</p> <p>Recovered water----&gt; WT or pre-treatment with CF and polisher (for sanitary purposes)</p> <p>Municipal water is used without treatment to the fire station and the toilets.</p> <p>Usage of municipal water: 21% (79% from wells)</p> <p>Municipal water is mixed with the water from the wells.</p> <p>Flowmeters are in place for the monitoring of water consumption in big consumers.</p> <p>Flow meters for the measurement of incoming, recycled, produced and discharged water</p>	

				<p>The Danube is the discharge point of the plant's treated wastewater and of storm water (after passing through an oil-separator)</p> <p>The streams are collected in a pipeline (not ownership of the plant) and then to the river</p> <p><b>Basin: Danube</b></p>	
<p><b>1.2 Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its boundaries.</b></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"> <li>- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</li> <li>- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</li> <li>- Provide evidence of stakeholder consultation on water-related interests and challenges;</li> <li>- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</li> <li>- Identify the degree of stakeholder engagement based on their level of interest and influence.</li> </ul>	YES	Minor NC 1121APP01	<ul style="list-style-type: none"> <li>○ Sustainability Advisory board meeting in June 2021: platform where high profile groups like business associations, NGOs, academic, etc. gather and discuss topics amongst which is the water stewardship</li> <li>▪ 13.5.2021 MoM of Sustainability Advisory board (participants: business associations, chamber of commerce, media, NGO, municipalities, Belgrade open school, faculty of economics, etc.)-strategic approach to sustainability e.g. water reduction plan, community projects like Danube Day, mission sustainability commitments 2025, etc.</li> </ul> <p><b>Output:</b> positive feedback on company's sustainability management, suggestions for engaging a wider range of stakeholders in training/ awareness programs, advises for cooperation with CSO's (Civil Society Organization) or NGO's in local/ national level</p> <ul style="list-style-type: none"> <li>○ Sustainability forum on 10<sup>th</sup> of June 2021 and presentation of CSR report in Q2 2021</li> </ul> <p>4 panels (1 was for water stewardship): participants in the panel: business association, NGO's, a dairy, chamber of commerce, Public Institution for Water</p> <ul style="list-style-type: none"> <li>▪ MoM of the panel: introduction of each participant, water challenges and identification of common challenges, future projects</li> </ul> <p>Common challenges identified: Education and Awareness projects for water, protection of natural resources, further engagement with public sector,</p>	



				<p>sustainable solutions for water consumption</p> <ul style="list-style-type: none"> <li>▪ Materiality survey in June 2021 (water stewardship: high importance)</li> <li>▪ Online water stewardship survey 2021 (it was sent to 78 stakeholders on 10/9/2021, deep dive in water topics). Recipients: Governmental and local authorities, NGO, business associations, public institutions, municipalities, industries piers/ neighbours, suppliers. The company received 17 replies from governmental institutions, private enterprises and Non-profit Organizations/ Business associations</li> </ul> <p>In overall positive active role in sustainability (generic reply)</p> <ul style="list-style-type: none"> <li>▪ Pulse survey (December 2021)-replies from consumers, broader circle of stakeholders</li> <li>▪ AWS Stakeholder map 2021 (stakeholder, category, water challenges, shared water challenges/ impact level, SH impact on CCH, CCH impact on SH, CCH needs from SH)</li> </ul> <p>The degree of stakeholder engagement based on their level of interest and influence has been determined.</p> <p>The Water supplier was invited in the stakeholders' survey. No response has been received.</p> <ul style="list-style-type: none"> <li>○ Replacement of municipality's flow meters in the plant-Cooperation of Water Supplier with the Technical department in September 2021</li> <li>○ Webinar organised by the Agency of Environmental Protection of Republic of Serbia and NALED NGO, in December 2020 (new requirements for wastewater reporting and fees)</li> </ul>	
	<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</p>	<p>YES</p>		<p>See above.</p>	

	water body for wastewater.				
<b>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.</b>	1.3.1 Existing water-related incident response plans shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ IMCR Manual</li> </ul> <p>Last IMCR validation in July 2021 (online simulation due to COVID-19 restrictions)</p> <ul style="list-style-type: none"> <li>▪ No IMCR incidents in the period 2017-2021</li> </ul> <p>Mitigation measures are in place for risks identified.</p> <ul style="list-style-type: none"> <li>▪ Procedure for emergency situations (scenarios: fire, spillages, explosion, natural disasters, e.g. flood, storm, biological hazards and mitigation measures)-review in a yearly basis</li> </ul> <p>Refresher training &amp; drills take place based on the emergency preparedness plan issued.</p> <p>Drills in 2021: Fire and chemical leakage on 1.11.2021 for all 3 shifts</p> <ul style="list-style-type: none"> <li>○ PLP unannounced audit by HORIZONSCAN on 14 September 2021 (only some recommendations)</li> </ul>	
	1.3.2 Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped	YES		<p>Manual and automatic (SCADA) water meters are available for all lines and streams (incoming, stored, recycled, produced and discharged water)</p> <ul style="list-style-type: none"> <li>▪ WATER MAP (incoming, stored, recycled, produced and discharged water)-monthly data are available</li> <li>▪ Well passports: Technical analysis of the 3 wells</li> <li>▪ Water consumption 2021</li> <li>▪ Water discharge.xls</li> </ul> <p>Water balance YTD 2021: 9415 m<sup>3</sup> (1.5% of incoming water)</p>	
	1.3.3 Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a	YES		<p>No stress issues are mentioned in the Belgrade Water &amp; Sewage Public Company Report, published on 30/07/2020</p> <p>As per Aqueduct Water Risk Atlas → Low Water Risk</p>	

	threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.			The level of the wells is monitored on a daily basis. A limit is set for the monitoring to the level.  See also indicator 1.3.2.	
	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		<ul style="list-style-type: none"> <li>▪ Inhouse analysis</li> <li>▪ Micro analysis of wells by Fresenius lab (12.10.2021)</li> <li>▪ Physicochemical analysis of wells and municipal water by Fresenius lab (30.09.2021)</li> <li>▪ Analysis of municipal water (physicochemical, radioactive by Public Institute of Health lab (12.2.2021)</li> <li>▪ Micro and physicochemical analysis of municipal water, 6.9.2021</li> <li>▪ Quarterly Analysis of effluent and stormwater by the Public Institute of Health lab, last analysis: 28.10.2021 (micro and physicochemical parameters)</li> <li>▪ WWT table 2021 (analysis and comparison of effluent and stormwater with legal and KORE limits)-no issues</li> </ul> <p>Parameters checked: pH, Ammonium, Nitrates, sulphates, P, N, BOD, COD, oils, heavy metals, TSS, detergents &amp; microbiological, etc</p> <ul style="list-style-type: none"> <li>▪ Micro analysis, 16.10.2021</li> <li>▪ Annual analysis of River water, last one: 1.11.2021 by MIPHEM lab, downstream &amp; upstream analysis (organoleptic, Nitrites, Nitrates, heavy metals, P, COD, BOD, Ammonium, sulphates, conductivity, chlorides, oil, micro) (after the effluent the water of the river is improved-no issues identified)</li> <li>▪ Analysis of storm water (before and after the oil separator) by the Public Health Institute on 5.2.2021</li> </ul>	
	1.3.5 Potential sources of pollution shall be identified and if applicable, mapped, including	YES		<ul style="list-style-type: none"> <li>▪ List of chemicals (chemicals, active substances, location, R and H-phrases, labels, categorization</li> </ul>	

	chemicals used or stored on site			<p>based on main pollutants, priority and priority hazardous pollutants classification)</p> <ul style="list-style-type: none"> <li>▪ EWS_Chemicals RA new.xls (October 2020)-impact from 11 main pollutants identified</li> <li>▪ Database of MSDS (October 2020)-no new chemicals in 2021</li> </ul> <p>Chemical Leasing project in collaboration with ECOLAB, for the minimization of chemicals' use and their replacement with less harmful ones, where applicable.</p> <ul style="list-style-type: none"> <li>▪ Drainage map (destination of storm water drainage system and of effluent's discharge point-Danube)</li> <li>▪ Critical areas map (last update: 23.4.2021)</li> </ul> <p>High risk areas of water pollution and affected destinations have been identified (i.e. oils storage area, light fuel oil, hazardous, communal waste, chemical storage areas) and noted accordingly on a map. Secondary containments, double hull tanks in place for minimizing leakages, integrity tests carried out etc.</p>	
	1.3.6 On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	YES		No on-site IWRA.	
	1.3.7 Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.	YES		<ul style="list-style-type: none"> <li>▪ CAPEX/ OPEX projects</li> </ul> <p>Costs for analysis, trainings, sustainability projects, etc. are included in the OPEX.</p> <p>The efficiency of the water-related projects is measured in m<sup>3</sup>.</p> <p>See indicator 1.8.2.</p>	
	1.3.8 Levels of access and adequacy of WASH at the site shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ Monthly GMP checks (e.g. in October 2021)-check of all areas in the plant (hygiene stations for employees-cleanliness and condition, hot/ cold water, soap/ paper in toilets, eye washers/ showers in the chemical storage areas, cleanliness and condition of</li> </ul>	

				<p>the locker rooms/ toilets, pest control, etc.)</p> <p>Potable tap water, bottled water is provided to the employees/ visitors.</p> <p>The sanitation rules are under the Sanitary Inspection authorities.</p> <ul style="list-style-type: none"> <li>Law about water for human consumption (in preparation)-2018 draft</li> </ul>	
<p><b>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.</b></p>	<p>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.</p>	YES	OBS 1121APP01	<ul style="list-style-type: none"> <li>2021 AWS Suppliers questionnaire (catchment, Water KPI, water stress index, information about their water management system, certifications, etc.)</li> <li>Water stress map according to AQUEDUCT</li> <li>Scoreboard of the replies - supplier, country, points from the questionnaire, water stress index, final score</li> <li>Annual environmental report of the Group, 2020 (information about the embedded water of raw materials' suppliers)</li> </ul> <p>The supplier of aluminium cans and the supplier of CO2/NO2 are located in the same catchment.</p>	
	<p>1.4.2 The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</p>	YES		<ul style="list-style-type: none"> <li>2021 AWS Suppliers questionnaire (Water supplier is included)</li> </ul> <p>Only service provider in the area is the Water supplier (water KPI is available). The embedded water from its activities have been calculated.</p> <p>See above.</p>	
	<p><b>1.4.3 Advanced Indicator</b> The embedded water use of primary inputs in catchment(s) of origin shall be quantified</p>	YES	See above.	<ul style="list-style-type: none"> <li>Water footprint primary goods</li> </ul> <p>The suppliers of glue and fructose have provided their water KPI.</p> <p>See also indicator 1.4.1.</p>	7

<p><b>1.5 Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</b></p>	<p>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.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Draft plan for water management plan in Serbia, 2021-2027 (plans for Belgrade in 2021: construction of facilities/ pipelines for the provision of drinking water and sanitation)</li> <li>▪ Governmental water management strategy in Serbia, 2020-2034</li> <li>▪ Plan of development of the Water Supplier for the water supply and sewage system in the municipality of Zemun, for the period 2016-2025 (plan for constructing a WWTP near the plant)</li> </ul>	
	<p>1.5.2 Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Wells Permit from Water Resources Ministry, prot. Number 310-02-01097/2020-02 issued on 9/10/2020, (validity 5 years) - [REDACTED]</li> <li>▪ Municipal Water_BVK_Law RS br 88/2011 104/2016 (no contract in place)</li> </ul> <p>No maximum abstraction volume is set for municipal water supply. There is no agreement in place. The maximum abstraction volume/ supplied quantity is determined indirectly through the pipe diameter i.e. 350-370m<sup>3</sup>/hr</p> <ul style="list-style-type: none"> <li>▪ Permit for discharge to the river by Serbia Waters, no 206/1 (issued: 04.03.2021)-valid for 3 years</li> </ul>	
	<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>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Governmental water management strategy in Serbia, 2020-2034 (info about water balance based on evaporation, precipitation, discharge and runoff for surface water in the city of Belgrade, in Danube basin and info about water balance for groundwater, info about the population and future needs, potential increase of drought and water scarcity in the future, action plans for mitigation)</li> </ul>	

	1.5.4 Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ Agency for Env. Protection website/ Report on water quality in the area of Belgrade for Danube and Sava river, 3.11.2021 (physicochemical analysis of Danube river in the area of Zemun was available)</li> <li>▪ Results of physicochemical and micro analysis of surface and groundwater in Serbia by the Agency for Env. Protection, 2019</li> <li>▪ Analysis of municipal water (see indicator 1.3.4)</li> <li>▪ Governmental water management strategy in Serbia, 2020-2034 (physicochemical analysis→ good in overall the water quality of the surface bodies)</li> </ul>	
	1.5.5 Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.	YES	OBS 1121APP02	<ul style="list-style-type: none"> <li>▪ Map of HCV areas (including all sources &amp; discharge points) The domestic sewage treatment plant is located roughly 8km away from the plant (no receipts are available)</li> <li>▪ Online interactive map with protected areas by the Agency of National conservation of Serbia</li> <li>▪ IWRA_AWS 2021 (name of protected area, type, link to source, status)</li> </ul>	
	1.5.6 Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.	YES		<ul style="list-style-type: none"> <li>▪ Annual report of the Water supplier (2020)- investments in 2020 (e.g. for new pipelines and maintenance of existing, preventive maintenance, monitoring of network, number of defects, amount of water distributed to users in 2020, sources of water: surface water from Sava and Danube and underground water from 154 wells, future plans, distribution to 5 facilities one of them is Bezanija, monitoring of wastewater from big polluters, analysis of wastewater)</li> </ul> <p>The Water supplier is also the WWTP provider for Belgrade.</p> <p>See also indicator 1.5.1.</p>	
	1.5.7 The adequacy of available WASH services	YES		<ul style="list-style-type: none"> <li>▪ Governmental water management strategy in</li> </ul>	

	within the catchment shall be identified.			<p>Serbia, 2020-2034: population connected with public water supply systems by district, water consumption and type of drinking water (55% comes from groundwater and the rest from surface bodies), 77% of the population is connected with sewage system, the rest have sewage tanks→ very low level of available WWTP in Serbia</p> <p>For City of Belgrade: 92% of the population is connected with public water supply systems (2012 data).</p> <ul style="list-style-type: none"> <li>Website of Statistical office of Republic of Serbia: 13.1% of population is connected to WWTP with at least second treatment (2019 data)</li> </ul> <p>See also indicator 1.3.8.</p>	
	<p><b>1.5.8 Advanced Indicator</b> Efforts by the site to support and undertake catchment level water-related data collection shall be identified.</p>	YES		<ul style="list-style-type: none"> <li>Annual analysis of River water, last one: 1.11.2021 by MIPHEM lab, downstream &amp; upstream analysis (organoleptic, Nitrites, Nitrates, heavy metals, P, COD, BOD, Ammonium, sulphates, conductivity, chlorides, oil, micro) (after the effluent the water of the river is improved-no issues identified)</li> </ul>	5
	<p><b>1.5.9 Advanced Indicator</b> The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.</p>	NO		---	
<p><b>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.</b></p>	<p>1.6.1 Shared water challenges shall be identified and prioritized from the information gathered.</p>	YES		<ul style="list-style-type: none"> <li>AWS Stakeholder map 2021 (stakeholder, category, water challenges, shared water challenges/ impact level, SH impact on CCH, CCH impact on SH, CCH needs from SH)</li> </ul> <p>See also indicator 1.2.1.</p> <p>Shared water challenges:</p> <ul style="list-style-type: none"> <li>➤ Protection of water resources and protected areas</li> <li>➤ Good quality and availability of water</li> <li>➤ Efficient treatment of wastewater in compliance to legal requirements</li> </ul>	



				➤ Raise of awareness in water resources protection	
	1.6.2 Initiatives to address shared water challenges shall be identified.	YES		Potential mutual activities with water-related stakeholders have been identified. See also indicator 1.6.1.	
	<b>1.6.3 Advanced Indicator</b> Future water issues shall be identified, including anticipated impacts and trends	YES		<ul style="list-style-type: none"> <li>▪ CCH-SVA-SWPP Report Belgrade (May 2017)- future water issues are identified and evaluated, corrective actions for mitigation of risks have been proposed</li> </ul>	3
	<b>1.6.4 Advanced Indicator</b> Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.	YES		See below.	4
<b>1.7 Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.</b>	1.7.1 Water risks by the site shall be identified and prioritized, including likelihood and severity of impact within and given timeframe, potential costs and business impact.	YES		<ul style="list-style-type: none"> <li>▪ EMS impacts/ aspects (last review: February 2021)</li> <li>▪ CCH-SVA-SWPP Report Belgrade (May 2017)- future water issues are identified and evaluated, corrective actions for mitigation of risks have been proposed</li> </ul> <p>A new version of the CCH-SVA-SWPP report will be issued in 2022.</p> <ul style="list-style-type: none"> <li>▪ City of Belgrade_Area plan for urban areas_map showing that the plant is located in an industrial area</li> </ul> <p>Only positive socio-economic impact has been identified (treatment of the effluent in an area where no developed sewage system is available).</p> <p>The environmental/ socio-economic impact of the abstraction with regards to potential contamination of the water resources is analysed in the EMS aspects/ impacts.</p>	
	1.7.2 Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	YES		<ul style="list-style-type: none"> <li>▪ Management review minutes of meetings, 8.2.2021</li> </ul> <p>The progress of KPI and projects, along with new proposals is discussed in a continuous base.</p>	

				See also indicators 1.3.7 and 4.1.1.	
<p><b>1.8 Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</b></p>	<p>1.8.1 Relevant catchment best practice for water governance shall be identified.</p>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Weknow platform (successful practices/ Quick wins)</li> <li>▪ We connect platform (all employees can have access)</li> <li>▪ Training plan 2021 (ODP sessions for the employees in production on the 4<sup>th</sup> of November 2021, induction trainings for newcomers, etc.)</li> <li>▪ Near losses program</li> <li>▪ On line group training on water management, May 2021 (QSE Manager, Primary Processes Leader, Country Environmental Coordinator, QMS Coordinator, QA Supervisor, Production Manager for Primary Processes &amp; Raw Materials, Utilities Supervisor, Community Partnership Manager from PAC)</li> <li>▪ On line group training on environmental management, June 2021 (participants: Primary Processes Leader, Quality Systems Coordinator, Continuous improvement Coordinator, Maintenance and Spare parts Manager, Maintenance Supervisor, Production Manager for Primary Processes &amp; Raw Materials, QSE Manager, Country Environmental Coordinator, Sustainability Manager, Public and Regulatory Affairs Manager, Community Partnership Manager)</li> <li>▪ MVP program</li> </ul>	
	<p>1.8.2 Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.</p>	<p>YES</p>		<p><b>Water is recovered/ reused from the production:</b></p> <ul style="list-style-type: none"> <li>-Backwash water of the SF &amp; CF</li> <li>-Rinsing water (before filling) from PET, CAN &amp; NRGB line (excluding the new SIDEL PET line)</li> <li>-Last rinsing water of CIP is re-used in the first step of the CIP.</li> <li>-Rinsing of bottles after filling in the RGB washer is re-used at the first step of the process and for the cleaning of crates</li> </ul>	

				<p>-Water in the measuring equipment in the WT</p> <ul style="list-style-type: none"> <li>▪ Re-use water table.xls (Estimated quantities of water re-use in CIP last rinsing, RGB crates, PET rinsing, CAN rinsing, backwash of filters, estimated saving from future projects, e.tc.).</li> <li>▪ SAP system/ Near losses monthly report</li> <li>▪ Top 10 water and energy saving initiatives</li> <li>▪ Water reduction plan for 2019: <ul style="list-style-type: none"> <li>- Change type of conveyors on NRGB line (completed)</li> <li>- Reconstruction of the condensing system (completed)</li> <li>- Change type of conveyor on RGB line (completed)</li> <li>- Reuse of water from backwash of carbon filters (completed)</li> </ul> </li> <li>▪ CAPEX &amp; OPEX 2020 <ul style="list-style-type: none"> <li>- CAN warmer upgrade → completed</li> <li>- In line water consumption measuring system integrated on SCADA → moved to 2021</li> <li>- Upgrade of bottle washer with water and energy saving carriers (less water and chemicals) → completed</li> </ul> </li> <li>▪ 2021 projects: <ul style="list-style-type: none"> <li>- Repair leakages – water (as identified from near losses program)</li> <li>- Recovery of water from CIP final rinse SSD/ Juice (postponed)</li> <li>- New meters for the separation of HQ water &amp; energy consumption from the plant's (postponed-included in the CAPEX 2022)</li> <li>- Flowmeters' installation (completed)</li> <li>- Irrigation with recovered water</li> </ul> </li> </ul>	
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				<ul style="list-style-type: none"> <li>▪ CAPEX 2022 Sustainability: <ul style="list-style-type: none"> <li>- Use of the recovered water for the washings in the Warehouse and Loading zone</li> <li>- Connection of the drainage system, in the new waste recycling area, with WWTP</li> </ul> </li> </ul>	
	1.8.3 Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	YES		<ul style="list-style-type: none"> <li>▪ SPC Water Module (portal with water analysis from internal monitoring, trend of analysis)</li> <li>▪ SkyDOXX database/</li> <li>▪ MN-WWT-PR-001, Procedure for WWTP (steps of the process, analysis, H&amp;S procedures, maintenance, responsibilities)</li> <li>▪ Sampling plan for water monitoring e.g. for November 2021</li> <li>▪ Routine maintenance of water system (cleaning and sanitation of wells/ tanks, etc.)</li> <li>▪ Report by HPC, 15.10.2021 (pigging of the water pipelines)</li> <li>▪ Video inspection of the pipelines</li> </ul>	
	1.8.4 Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	YES		<ul style="list-style-type: none"> <li>▪ Website of the Environmental Protection Agency/ activities (seminars for water pollution, Danube Days, monitoring, etc.)</li> <li>▪ List of projects related to Danube River (Danube Days, training for the management of emergency pollution on 10/11/2021, World Water Day, ICPDR stakeholder consultation workshop, etc.) <ul style="list-style-type: none"> <li>○ ICPDR initiatives (Annual Danube Day, Danube Eco parks, e.tc.)</li> <li>○ Replenishment of wetlands</li> <li>○ Restoration of upper Danube area</li> <li>○ Planting of trees</li> </ul> </li> </ul>	

				o Clean-up activities	
	1.8.5 Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	YES		See indicator 1.3.8.	
<b>STEP 2 COMMIT AND PLAN</b>					
<b>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.</b>	2.1.1 A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments: - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.	YES		<ul style="list-style-type: none"> <li>▪ The new water stewardship policy, signed by Group Chief Executive Officer, was issued on 9/12/2020. The policy is available at the homepages of CCH Group and CCHBCI.</li> </ul>	
	<b>2.1.2 Advanced Indicator</b> A statement that explicitly covers all requirements set out in Indicator 2.1.1 and is signed by the organization's senior-most executive or governance body and publicly disclosed shall be identified.	YES		See above.	1
<b>2.2. Develop and document a process to achieve and maintain legal and regulatory compliance.</b>	2.2.1 The system to maintain compliance obligations for water and wastewater management shall be identified, including: - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.	YES		<ul style="list-style-type: none"> <li>▪ LA-PR-001 rev. 5 procedure</li> <li>▪ EN PR 003 Identification &amp; Evaluation of Legal compliance 16/10/2020</li> <li>▪ Legislative brief by the legal Dep, October 2021</li> </ul> <p>Monthly review by the legal dept in the form of a brief. The legal department in Belgrade is responsible for the</p>	

				<p>review of new legislation.</p> <p>P&amp;C Department can also inform the plant about forthcoming legislation.</p> <ul style="list-style-type: none"> <li>▪ Online Tool PARAGRAPH LEX_Legal database_National legal register</li> </ul> <p>Monthly checking of national legislation is conducted by Country Environmental Coordinator. The changes are communicated to the plant Environmental Coordinator.</p> <p>The Country Environmental Coordinator checks existing laws in terms of changes/ modifications.</p> <p>The Production Manager of Primary Processes and Raw materials is responsible for collection and submission of data to the Authorities, for organising the required plant tours and for communicating with Authorities.</p> <p>Not any changes in relation to water the last 2 years.</p> <p>Twice per year, review of Legal Register and check of compliance is performed by the Country Environmental Coordinator &amp; QSE Coordinator (last check: June 2021) Compliance check for any new legislation is done on the spot.</p>	
<p><b>2.3 Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</b></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>	<p>YES</p>		<ul style="list-style-type: none"> <li>▪ Business plan</li> <li>▪ Water reduction plan</li> <li>▪ Water stewardship projects (awareness, replenishment, reporting) <ul style="list-style-type: none"> <li>- Danube Day till 2019 (it has stopped for the time being)</li> <li>- Replenishment of wetland areas in cooperation with WWF (completed)</li> <li>- Water consumption monitoring (WUR)</li> </ul> </li> <li>▪ Future plans and CC System water strategy 2030</li> </ul>	

				See also indicator 2.1.1.	
	<p>2.3.2 A water stewardship plan shall be identified, including for each target:</p> <ul style="list-style-type: none"> <li>- How it will be measured and monitored</li> <li>- Actions to achieve and maintain (or exceed) it</li> <li>- Planned timeframes to achieve it</li> <li>- Financial budgets allocated for actions</li> <li>- Positions of persons responsible for actions and achieving targets</li> <li>- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.</li> </ul>	YES		<p>WUR 2019: 1.55 lt/ lt with annual target: 1.55 lt/ lt</p> <p>WUR 2020: 1.58 lt/ lt with annual target: 1.54 lt/ lt</p> <p>WUR YTD 2021: 1.56 lt/ lt with target: 1.55 lt/ lt</p> <p>See also indicators 1.3.7, 2.3.1</p>	
	<p><b>2.3.3 Advanced Indicator</b></p> <p>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.</p>	NO		--	
	<p><b>2.3.4 Advanced Indicator</b></p> <p>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>	NO		--	
	<p><b>2.3.5 Advanced Indicator</b></p> <p>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>	NO		--	
<b>2.4 Demonstrate the site's responsiveness and resilience to respond to water risks</b>	<p>2.4.1</p> <p>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</p>	YES	OBS 1121APP03	<ul style="list-style-type: none"> <li>o Danube Day</li> <li>o Advisory Boards</li> </ul> <p>See indicators 1.2.1 and 3.9.4.</p>	
	<p><b>2.4.2 Advanced Indicator</b></p> <p>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>	NO		---	

<b>STEP 3 IMPLEMENT</b>					
<b>3.1 Implement plan to participate positively in catchment governance.</b>	3.1.1 Evidence that the site has supported good catchment governance shall be identified.	YES		See indicator 1.8.1.	
	3.1.2 Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	YES		See indicators 1.3.8 and 1.5.2. Water rights are respected according to legal requirements.	
	<b>3.1.3 Advanced Indicator</b> Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.	NO		---	
	<b>3.1.4 Advanced Indicator</b> Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the good water governance of the catchment shall be identified.	NO		---	
<b>3.2 Implement system to comply with water-related legal and regulatory requirements and respect water rights.</b>	3.2.1 A process to verify full legal and regulatory compliance shall be implemented.	YES		See indicator 2.2.1	
	3.2.2 Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.	YES		See indicator 3.1.2.	
<b>3.3 Implement plan to achieve site water balance targets.</b>	3.3.1 Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	YES		See indicator 2.3.2.	
	3.3.2 Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.	YES		See indicator 2.3.2.	
	3.3.3 Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	YES		There isn't any obligation to re-allocate the water.	



	<p><b>3.3.4 Advanced Indicator</b> The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.</p>	NO		---	
<p><b>3.4 Implement plan to achieve site water quality targets.</b></p>	<p>3.4.1 Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</p>	YES		<ul style="list-style-type: none"> <li>▪ KORE requirements/ Specifications for RAW Water quality, WA-S-08 (parameters to comply)</li> <li>▪ KORE requirements/ Specifications for TREATED Water quality, WA-S-01 (parameters to comply)</li> </ul> <p>The quality targets are linked with compliance with KORE requirements. See also below.</p>	
	<p>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.</p>	YES		<p>Wastewater complies with legal and legal and KORE requirements. No need to set additional targets.</p> <p>Some of the parameters of raw water aren't complying with KORE limits (e.g. arsenic, dalapon, turbidity, alkalinity). However, the water is treated efficiently and there aren't any issues in the final water used.</p>	
<p><b>3.5 Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</b></p>	<p>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.</p>	YES		No on-site IWRA.	
	<p><b>3.5.2 Advanced Indicator</b> 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.</p>	NO		---	
	<p><b>3.5.3 Advanced Indicator</b> 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</p>	NO		---	

	shall be identified.				
<b>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.</b>	3.6.1 Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.	YES		See indicator 1.3.8.	
	3.6.2 Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for Indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.	YES		See indicator 1.3.8.	
	<b>3.6.3 Advanced Indicator</b> A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified.	NO		---	
	<b>3.6.4 Advanced Indicator</b> In catchments where WASH has been identified as a shared water challenge, evidence of efforts taken with relevant public-sector agencies to share information and to advocate for change to address access to safe drinking water and sanitation shall be identified.	NO		---	
<b>3.7 Implement plan to maintain or improve indirect water use within the catchment.</b>	3.7.1 Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.	YES		<ul style="list-style-type: none"> <li>▪ Manufacturing data (Targets for the yields of concentrates, sweeteners, cans, CO2, preform and resin), October 2021 (very good results)</li> </ul> <p>The minimization of raw materials' yield (and as a consequence reduction of the indirect water used for their production) is monitored and targeted.</p>	
	3.7.2 Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result	YES	OBS 1121APP03	See indicator 1.2.1.	

	of the site's engagement related to indirect water use, shall be identified.				
	<b>3.7.3 Advanced Indicator</b> Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated.	NO		---	
<b>3.8 Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</b>	3.8.1 Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	YES		No shared water-related infrastructure.	
<b>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.</b>	3.9.1 Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.	YES		The practices mentioned in indicator 1.8.1 are implemented.	
	3.9.2 Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	YES		The practices mentioned in indicator 1.8.2 are implemented.	
	3.9.3 Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	YES		The practices mentioned in indicator 1.8.3 are implemented.	
	3.9.4 Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	YES		<ul style="list-style-type: none"> <li>o ICPDR partnership initiated in 2005 (Annual Danube Day, Danube Eco parks, Danube box). Completed in 2018.</li> <li>o Gornje Podunavlje – Replenishment of the wetland meadows and ponds (2 ponds fully restored in 2017)</li> <li>o Semenjaca pond restoration with WWF (Started in</li> </ul>	

				<p>2007 – 2020 planned completion year) no additional project planned for the future.</p> <ul style="list-style-type: none"> <li>○ Restoration of upper Danube area</li> <li>○ Danube ecoparks (the project is to build 7 eco parks in 7 selected cities on Danube (spreading of Danube message)</li> <li>○ Danube Day in June 2019 (330 participants: local communities, employees, ministries and local authorities, NGOS)-Clean Up activities in 7 cities, along the Danube coast: Apatin, Novi Sad, Smederevo and Sombor, Beograd, Golubac, Kladovo (2.5 tn of garbage was collected)</li> </ul> <p>The event was supported by the Ministry of Environmental protection, 10 local Institutions and NGOs.</p>	
	3.9.5 Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	YES		The practices mentioned in indicator 1.8.5 are implemented.	
	<b>3.9.6 Advanced Indicator</b> Achievement of identified best practice related to targets in terms of good water governance shall be quantified.	NO		---	
	<b>3.9.7 Advanced Indicator</b> Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.	YES		Actions described in indicator 1.8.2 have been implemented.	8
	<b>3.9.8 Advanced Indicator</b> Achievement of identified best practices related to targets in terms of water quality shall be quantified.	NO		<p>Total volume of water reused 2020: 33417 m<sup>3</sup></p> <ul style="list-style-type: none"> <li>○ Re-use of water in the production → saving of higher quality of water and minimization of water treatment. See also indicator 1.8.2.</li> </ul>	8
	<b>3.9.9 Advanced Indicator</b> Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.	YES		Actions described in indicator 1.8.4 have been implemented.	8
	<b>3.9.10 Advanced Indicator</b>	NO		---	

	Achievement of identified best practice related to targets in terms of WASH shall be quantified.				
	<p><b>3.9.11 Advanced Indicator</b> A list of efforts to spread best practices shall be identified.</p>	YES		<ul style="list-style-type: none"> <li>○ WeKnow Database/ SP/QW/LL</li> <li>○ Sustainability forums</li> <li>○ CCH Top 10 water and 18 energy saving initiatives</li> <li>○ Sustainability forums/ stakeholders' events</li> <li>○ Advisory Boards</li> </ul>	3
	<p><b>3.9.12 Advanced Indicator</b> A list of collective action efforts, including the organizations involved, positions of responsible persons of other entities involved, and a description of the role played by the site shall be identified.</p>	YES		See indicator 3.9.4.	8
	<p><b>3.9.13 Advanced Indicator</b> Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified.</p>	NO		--	
<b>STEP 4 EVALUATE</b>					
<p><b>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.</b></p>	<p>4.1.1 Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</p>	YES		<p>Report in Country level→ communicated to Supply Chain Manager and team via email (overview of the KPI and explanation in case of differences and CAP)</p> <ul style="list-style-type: none"> <li>▪ CAP communicated to the Group</li> </ul> <p>Participation in Group meetings, only if significant deviations are identified.</p> <ul style="list-style-type: none"> <li>▪ Edge reporting platform published by the Group (the data about metrics (WUR, near losses) are used in the monthly meetings)-e.g. in October 2021</li> <li>▪ ICSC QSE Dashboards</li> </ul>	

				<ul style="list-style-type: none"> <li>▪ Manufacturing data</li> </ul> <p>Monthly meetings in plant and country level</p> <ul style="list-style-type: none"> <li>▪ Concentrate yield-below the target (RCA)</li> <li>▪ WUR below the target in March 2021 (results, impact, actions)</li> </ul> <p>Root cause analysis (RCA) is taking place when there are deviations from the targets.</p>	
	4.1.2 Value creation resulting from the water stewardship plan shall be evaluated.	YES		See indicators 1.3.7 and 1.7.2.	
	4.1.3 The shared value benefits in the catchment shall be identified and where applicable, quantified.	YES		See indicator 1.3.7.	
	<p><b>4.1.4 Advanced Indicator</b></p> <p>A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified.</p>	YES		See indicators 1.3.7, 1.7.2 and 4.1.1.	3
<p><b>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.</b></p>	4.2.1 A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.	YES		<p>There is an efficient process in place (see also indicator 1.3.1.).</p> <p>No environmental violations have occurred the last years.</p>	
<p><b>4.3 Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</b></p>	4.3.1 Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	YES	OBS 1121APP04	<ul style="list-style-type: none"> <li>○ Sustainability forum 2021/ panel for the water stewardship</li> <li>○ Water stewardship survey</li> <li>○ Meetings of Sustainability Advisory board</li> <li>○ Sustainability report/ stakeholder event</li> </ul> <p>See also indicator 1.2.1.</p>	

	<b>4.3.2 Advanced Indicator</b> The site's efforts to address shared water challenges shall be evaluated by stakeholders. This shall include stakeholder reviewing of the site's efforts across all five outcome areas, and their suggestions for continual improvement.	NO	See above.	---	
<b>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.</b>	4.4.1 The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.	YES		See indicator 4.1.1.	
<b>STEP 5 COMMUNICATE &amp; DISCLOSE</b>					
<b>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.</b>	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	OBS 1121APP05	<ul style="list-style-type: none"> <li>CSR report 2020 (description of water management in place, strategies/ policies, contact persons from the PAC department on sustainability topics, responsibilities related to sustainable business and social responsibility, etc.)</li> </ul>	
<b>5.2 Communicate the water stewardship plan with relevant stakeholders.</b>	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		See below.	
<b>5.3 Disclose annual site water stewardship summary, including the relevant information about the site's annual water stewardship performance and results against the</b>	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		<ul style="list-style-type: none"> <li>CSR report 2020 (2025 sustainability targets, materiality matrix, trend of water consumption, sources of water and discharge points of effluent water, commitments, water saving projects/ achievements, amount of water used/ recycled/ discharged)</li> </ul> <p>The CSR reports are available at the website.</p>	

site's targets.				<ul style="list-style-type: none"> <li>▪ Sustainability report/ stakeholders' event</li> <li>▪ Sustainability Forum 2021</li> <li>▪ Quarterly WWTP/ stormwater analysis is forwarded to the Ministry of Environment.</li> </ul> <p>See also indicator 1.2.1.</p>	
	<p><b>5.3.2 Advanced Indicator</b> The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.</p>	YES		<ul style="list-style-type: none"> <li>▪ CSR report 2020</li> </ul>	1
	<p><b>5.3.3 Advanced Indicator</b> Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.</p>	NO		---	
<p><b>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.</b></p>	<p>5.4.1 The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</p>	YES	OBS 1121APP06	<ul style="list-style-type: none"> <li>▪ Company's website (information about the commitments/ policies, water KPI trend, comparison of water consumption taking 2007 as benchmark year, etc.)</li> <li>○ Sustainability forum 2021</li> <li>○ Sustainability report/ stakeholders' event</li> </ul>	
	<p>5.4.2 Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</p>	YES		See indicators 2.4.1 and 5.4.1.	
<p><b>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</b></p>	<p>5.5.1 Any site water-related compliance violations and associated corrections shall be disclosed.</p>	YES		<ul style="list-style-type: none"> <li>○ Inspections by Authorities for verification of the environmental reports' information (e.g. analysis of wastewater, air pollution measurements, etc.)- last inspection by the Water Authority on 29.9.2021 (no findings)</li> </ul> <p>No legal violations in the period 2016-2021. Notice of violations are reported quarterly to CCH Group.</p>	



<p><b>taken to prevent future occurrences.</b></p>				<p>An IMCR process is initiated for the mitigation and communication of serious incidents. See also indicator 1.3.1.</p>	
	<p>5.5.2 Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</p>	<p>YES</p>		<p>See above.</p>	
	<p>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.</p>	<p>YES</p>		<p>See above.</p>	

#### **4. Stakeholder interviews**

An announcement was made by LR 30 days before the audit but no request has been submitted to the audit team.

Additionally, an e-mail has been sent to key, water-related, stakeholders of the plant requesting feedback on its water management system. Answers have been received by the CAN supplier in the catchment, a neighbouring company, WWF and the National Alliance for local Economic Development. Positive feedback regarding plant's water management and its contribution to the protection of IWRA in the catchment.

Interviews with involved employees were also conducted during the audit (see 'Audit attendees' list, page 5).

## 5. Conformity Assessment Findings Log – AWS standard

LIST OF MAJOR NON CONFORMITIES					
Status	Description of the Finding	Proposed corrective action & root cause analysis & timeframe	CAP review	Reference Number & Date of Issue	AWS Indicator
(NEW, OPEN, CLOSED)					

LIST OF MINOR NON CONFORMITIES					
Status	Description of the Finding	Proposed corrective action & root cause analysis & timeframe	CAP review	Reference Number & Date of Issue	AWS Indicator
NEW	<p>1. More evidence should be obtained regarding the water-related challenges of the stakeholders. The company has focused on the registration of the common challenges rather than obtaining more broader range of water issues that have an impact to their stakeholders.</p> <p>2. The potential degree of influence between the site and the stakeholders isn't distinguished from the current.</p> <p>3. In most cases, the water challenges identified are generic. More info on the water challenges could be obtained by an active involvement of stakeholders in discussions (e.g. in the sustainability forums, at the Advisory Boards' meetings etc.)</p> <p>4. At the relevant list of stakeholders, in the cases where the water challenges of the stakeholders are more than one, the shared water challenges cannot be segregated from the others (the impact level is the same for all).</p> <p>5. A link to the evidence supporting the water challenges/ actions is recommended.</p>	<p>17/11/2021</p> <p><b>Proposed actions:</b> Review list of stakeholders and include:</p> <ol style="list-style-type: none"> <li>1. Where available additional source of information / evidence regarding the water related challenges of stakeholders (minutes of the meetings with stakeholders, workshops, Advisory Bords or other events)</li> <li>2. Additional specific stakeholders challenges and assess influence and potential for cooperation based on that.</li> <li>3. Recognize current degree of influence between every stakeholder and CCH Serbia and the potential future degree of mutual influence.</li> <li>4. Evaluate joint challenges and assess possibilities for common actions.</li> </ol> <p><b>RCA:</b> New requirements from the new standard for CCH Serbia plants</p> <p><b>Responsible persons:</b> Senior QS Expert, Public and Regulatory Affairs Manager</p> <p><b>Deadline:</b> 30/10/2022</p>		1121APP01, Nov 2021	1.2.1

**LIST OF OBSERVATIONS**

	<b>LIST OF OBSERVATIONS</b>				
<b>Status</b>	<b>Description of the Finding</b>	<b>Proposed corrective action &amp; root cause analysis &amp; timeframe</b>	<b>CAP review</b>	<b>Reference Number &amp; Date of Issue</b>	<b>AWS Indicator</b>
NEW	<ol style="list-style-type: none"> <li>1. More accurate data about the water KPI of the NO<sub>2</sub>/ CO<sub>2</sub> supplier could be obtained.</li> <li>2. No information about the water footprint of the chemical suppliers (they are located in a different catchment).</li> </ol>			1121APP01, Nov 2021	1.4.1/1.4.3
NEW	Additional info regarding the status of the IWRA, through stakeholder engagement, should be obtained.			1121APP02, Nov 2021	1.5.5
NEW	<ol style="list-style-type: none"> <li>1. More effort in engaging relevant public sector and infrastructure agencies is advised.</li> <li>2. The engagement with suppliers and service providers in the catchment, for maintaining or improving indirect water use, should be improved.</li> </ol>			1121APP03, Nov 2021	2.4.1/ 3.7.2
NEW	More effort is required for obtaining concrete feedback about stakeholders' perspective on the site's water stewardship performance.			1121APP04, Nov 2021	4.3.1/ 4.3.2.
NEW	The responsibilities of the dedicated people for the water governance (including compliance to legal requirements) could be described more explicitly in the CSR report.			1121APP05, Nov 2021	5.1.1.
NEW	The company should disclose information about its shared water challenges and efforts for addressing them in a more structured way.			1121APP05, Nov 2021	5.4.1

## 6. Next visit details

<b>Visit type</b>	SV1				
<b>Audit days</b>	2	<b>Due date</b>	11/2022	<b>Visit start / end dates</b>	
<b>Locations</b>					
<b>Team</b>	TBD				
<b>Remarks and instructions</b>					

## 7. Audit Programme/Plan

Visit Type	IA		SV1		Sv2				CR
Due Date									
Start Date									
End Date									
Audit Days									
Any changes that may impact visit duration (if yes add new number)	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Process / aspect / location <b><i>Final selection will be determined after review of management elements and actual performance</i></b>									
Site visit									
Sample of source water locations visit									
Sample of water discharge locations visit									
Stakeholder interviews									
STEP 1									
STEP 2									
STEP 3									
STEP 4									
STEP 5									

Visit start time (approximate)	09:30	Visit end time (approximate)	16:00	The exact start and finish times for the visit will be agreed at the pre-visit contact with the assessor and recorded in the report introduction.
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See attached agenda.

## 8. Certificate details

**CERTIFICATE No.:**  
**AWS REFERENCE No.: 000389**

**GOLD AWS LOGO TO BE INSERTED HERE**

### Issued to

**Coca-Cola HBC Serbia d.o.o.**

**Belgrade plant:** 14-16, Batajnički drum Str., Zemun, Belgrade 11080, Serbia

### Standard

Alliance for Water Stewardship Standard Version 2.0/ 22.03.2019

**Date of certification: 04/01/2022 (TR date)**

This certificate covers the following processing unit which meets the criteria of the Alliance for Water Stewardship Standard:

Certificate scope	Catchment & Industry sector	Process
Single site	Danube River basin/ food sector	Bottling of non-alcoholic beverages

This certificate remains property of HELLENIC LLOYD'S S.A. and can be withdrawn in case of terminations as mentioned in the client contract, or in case changes or deviations of the above mentioned data occur. The client is obliged to inform HELLENIC LLOYD'S S.A. immediately of any changes in the above mentioned data. Only an original and signed certificate is valid. HELLENIC LLOYD'S S.A. declares to have inspected the processing unit of the above-mentioned client, and have found them in accordance with the standards mentioned above.

The AWS Gold Certification Level demonstrates that the operator complies with all core indicators and additional points have been awarded for performance against the advanced criteria (AWS Gold: 40 of more points).

This certificate is in force until further notice, provided that the above-mentioned client continues meeting the conditions as laid down in the client contract with HELLENIC LLOYD'S S.A. Based on the annual inspections that HELLENIC LLOYD'S S.A. performs, this certificate is updated and kept in force. This certificate cannot be used as a guarantee certificate for delivered products.

Expires on: 1/2025

Period of validity: 3 years

Issued by: HELLENIC LLOYD'S S.A.

Place and date of issue: 04/01/2022 [TR date]



## 9. Report explanation

### LR Findings Log definitions and information

#### Definitions of Grade Findings

**Observations** are defined as an area of concern regarding a process, document, or activity where there is opportunity for improvement.

**Major non-conformity** is raised if the issue represents a systematic problem of substantial consequence; the issue is a known and recurring problem that the client has failed to resolve; the issue fundamentally undermines the intent of the AWS Standard; or the nature of the problem may jeopardize the credibility of AWS.

**Applicants** must close major NCR within Ninety (90) days of the NCR issue date. Failure to meet this deadline will require another conformity assessment (check note 1)

**Certificate Holders** must close\* major NCR within Thirty (30) days of the NCR issue date. If the Major NCR is not addressed within 30 days LR shall suspend or withdraw the certificate and reinstatement shall not occur before another conformity assessment has been successfully completed.

**Minor non-conformity:** Where the audit team has evaluated an audit finding and determines that the seriousness of the issue does not meet the any of the criteria for Major non-compliance the audit team shall grade the finding as a minor non-conformity.

**Applicants** must submit an acceptable corrective action plan (check note2) to address all minor non-conformities to be recommended for certification.

**Certificate Holders** must close minor NCR within Ninety (90) days of the NCR issue date. LR may agree to an alternative time frame with the client as long as this can be justified and is documented in the NCR report. If corrective actions are inadequate to resolve a minor non-conformity by the time of the next scheduled audit, LR shall upgrade the audit finding to a major non- conformity.If an unusually large number of minor non-conformities are detected during the course of a single audit, the audit team may at their discretion raise a major non-conformity to reflect a systematic failure of the client's management system to deliver conformity with the AWS Standard.

*NOTE 1 - closed = actioned by the client, corrections & corrective actions verified and closed by the auditor.*

*NOTE 2 - The corrective action plan shall include an analysis of the root cause of the minor non-conformity; the specific corrective action(s) to address the minor non-conformity; and an appropriate time frame to implement corrective action(s).*

#### Additional information

##### **Confidentiality**

*We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.*

##### **Sampling**

*The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.*

##### **Terms and conditions**

*Please note that, as detailed in the Terms and Conditions clause of the contract ([insert appropriate clause number here](#)), clients have an obligation to advise LR of any breach of legal, regulatory, or statutory requirements and any pending prosecution. Although proportionality and scale of the situation should be considered, you are required to advise LR of any serious potential risks to our certification but*

*not, for example, isolated cases of a minor nature.*

*“The Client is required to inform LR as soon as it becomes aware of any breach or pending prosecutions for the breach of any regulatory requirements relevant to the Certified Management System. LR will review the details of any breaches brought to its attention and may elect to perform additional verification activities chargeable to the client to ensure compliance with specified requirements. LR reserves the right to suspend or withdraw certificates of approval / verification statements and opinions for both failure to inform LR and the appropriate regulator of such breaches”.*