

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186



### SITE DETAILS

Site: **Nestle Waters Factory - Abu Dhabi**

Address: Al-manahil Street , Mussafah South ICAD III, P. O. Box 85389, Abu Dhabi, UNITED ARAB EMIRATES

Contact Person: Ali Absi

AWS Reference Number: AWS-000232

Site Structure: Single Site

### CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2022-Jun-23

Validity of certificate: 2025-Jun-23

### AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)

Audit Type(s): Initial Audit

Audit Start Date: 2022-Jan-24

Lead Auditor: Warrick Stewart

Audit team participants:

Warrick Stewart, Lead Auditor

Alicia Dauth, Local Auditor

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### Site Participants:

Ali Absi, Factory Manager  
Ahmad Saabneh, Production manager  
Sanith Parambil, Water Treatment Specialist  
Hamad Hussain, Quality manager  
Khaled Saabneh, Maintenance Engineer  
Naveed Islam, Maintenance Engineer  
Emy Dimaano, SSHE Officer  
Ameed Khader, Factory Engineer  
Ryan Grospe, TPM Coordinator  
Yaser Saeed, Cost Accounting  
Jay Obligar, Production Supervisor  
Khaled Ali, Human Resources  
Mohammad Ilyas Khan, Quality Controller  
Assaad Saadeh, Water Resources Manager  
Maya Abou Diwan, Observer  
Sfeir Elie, Observer  
Bader Banat, Observer  
Lovelyrose Nebab, Observer  
Michelle Baybay, Observer  
Musab Saleh, Observer  
Zubair Baig, Observer

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### ADDITIONAL INFO

**Summary of Audit Findings:** A total of 17 major non-conformities, 20 minor non-conformities, and 5 observations were identified during the certification audit and have been raised in this report. The major non-conformities were of sufficient concern to warrant the categorisation of the non-conformity as major and related to each of the five (5) AWS outcomes. Many of these are considered systemic because no evidence was provided to show that the indicator had been addressed. For core certification all core indicators must be addressed and a response with evidence prepared. All major non-conformities must be sufficiently addressed and closed out in order for certification to be awarded.

**CLOSURE OF NON-CONFORMITIES:** The site has prepared a corrective action plan including a root cause analysis for all non-conformities and observations raised. The plan has been approved by WSAS. All major non-conformities have been successfully addressed and evidence has been submitted confirming closure of these. The implementation of the corrective action plan for all minor non-conformities will be assessed at the next surveillance audit.

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**Scope of Assessment:** The scope of services covers the Initial Certification Audit (Core Level) for assessing conformity of Nestle's Abu Dhabi Factory against the AWS International Water Stewardship Standard Version 2.

The Nestle Waters Factory in Abu Dhabi is located in Al-manahil Street, Mussafah South ICAD III, Abu Dhabi, United Arab Emirates (U.A.E.).

The factory produces 5 gallon HOD (Home and office deliver, i.e. bulk) and 1.5L, 0.6L, 0.33L and 0.2L PET (polyethylene terephthalate bottles) bottled water.

The facility is located in the south-west of Abu Dhabi city. The factory obtains its raw water from two desalination plants in the U.A.E., which obtain their input water from the Persian Gulf (Arabian Gulf) marine environment. Waste water is discharged to the Al Mafraq waste water treatment plant to the south-east of Abu Dhabi, which treats received waste water for re-use via irrigation. Storm water from the site, which is very limited, discharges into the Abu Dhabi City's municipal storm water system, which is released into the marine environment adjacent to Mussafah and ultimately the adjoining Bul Syayeeef Marine Protected Area (MPA).

The audit was conducted onsite by the Local Auditor and remotely by the Lead Auditor on 24, 25 and 26 January 2022. The onsite and remote site visit included the assessment of the factory's water treatment, production line, bottling, warehousing, offices, internal (on-site) raw and waste water infrastructure, and associated facilities as part of the audit.

### FINDINGS

#### NUMBER OF FINDINGS PER LEVEL

<b>Observation</b>	5
<b>Minor</b>	20
<b>Major</b>	17

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## Alliance for Water Stewardship (AWS)

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### FINDING DETAILS

Finding No: TNR-000296  
Checklist Item No: 1.1.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: The majority of requirements have been addressed in full. The catchment was not fully identified or mapped (i.e., no consideration was made of the marine environment as the ultimate source of the Factory's raw water, no storm water runoff pathways have been illustrated or documented, and none of the ephemeral streams (wadis) in the area have been identified as potential receptors of waste water.  
Corrective action: Document the catchment to include the Raw water source and MPA

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186

Finding No: TNR-000297

Checklist Item No: 1.2.1

Status: In Progress - CA plan approved

Finding level: Minor

Checklist item: Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:

- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;
- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;
- Provide evidence of stakeholder consultation on water-related interests and challenges;
- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;
- Identify the degree of stakeholder engagement based on their level of interest and influence.

Findings: The majority of key stakeholders have been identified and numerically mapped in terms of their interest and influence on the Factory, but not described.

The site's storm water ultimate receiving water body has not been mapped or identified (e.g. a Marine Protected Area (MPA) that is within a 5km radius of the site). MPA management authority has not been identified as a stakeholder.

The site does not currently have an understanding of the volume, quality, and location of discharge of brine from the desalination plants from which it receives raw waste.

The documentation provided is not clear on the shared water challenges besides the IWRM of the country and MENA region in general.

Corrective action: Perform the catchment mapping and include MPA authority in stakeholder list.

Finding No: TNR-000305

Checklist Item No: 1.2.2

Status: In Progress - CA plan approved

Finding level: Minor

Checklist item: 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.

Findings: The Factory has numerically assessed the current degree of influence between the site and stakeholders. However, the basis for these ratings is not documented. No documentation of aspects, impacts, and risks on the environment from the Factory's operations has been undertaken using a source, pathway, receptor approach, which would have assisted the Factory in effectively understanding its potential impacts and risks.

Corrective action: include in Aspect and Impact water related risk from factory operations

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186

Finding No: TNR-000306  
Checklist Item No: 1.3.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Existing water-related incident response plans shall be identified.  
Findings: Existing water-related incident response plans need to be documented.  
Corrective action: Update Incident response plan to include water related incidence, To customize the BIA document and brainstorm on the water related incidences

Finding No: TNR-000308  
Checklist Item No: 1.3.3  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.  
Findings: Annual high and low variances have not been quantified.  
Corrective action: Variance report to be share, To visualize the water balance data in a manner that is easy to understand the trend.

Finding No: TNR-000264  
Checklist Item No: 1.3.7  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: The economic contribution of the Factory and any social, cultural, environmental, or economic water-related value generated by the site has not been documented, including the Factory's Corporate Social Responsibility spend.  
Corrective action: Coordinate with Finance Department to gather the costs related during one CSR activity, Document any CSR activities with its corresponding spend.

Finding No: TNR-000318  
Checklist Item No: 1.4.1  
Status: Closed  
Finding level: Major  
Checklist item: The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.  
Findings: The embedded water use of primary inputs has not been quantified.  
Corrective action: Perform SIPOC to understand the Embedded and Indirect Water use of the factory. Perform SIPOC to have alignment on all the process Supplier, Input, Process, Output and Customer. In which during the process, the indirect/embedded water use is being mapped out.

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## Alliance for Water Stewardship (AWS)

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Finding No: TNR-000319  
Checklist Item No: 1.4.2  
Status: Closed  
Finding level: Major  
Checklist item: The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.  
Findings: The embedded water use of outsourced services (e.g., washing of vehicle fleet) was not identified and has not been quantified.  
Corrective action: Perform SIPOC to understand the Embedded and Indirect Water use of the factory.  
  
Perform SIPOC to have alignment on all the process Supplier, Input, Process, Output and Customer. In which during the process, the indirect/embedded water use is being mapped out.

Finding No: TNR-000227  
Checklist Item No: 1.5.3  
Status: Closed  
Finding level: Major  
Checklist item: The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.  
Findings: To date there has been only limited interaction with government to understand the impacts of delineation to provide raw water to the site and the status of the associated marine environment.

No catchment water balance has been documented. No indication of annual and /or season variation.  
Corrective action: Gather data related to catchment water balance. Coordinate with Environmental department to identify contact person in ADDC.  
  
Research on Catchment Water balance of Abu Dhabi. Identify any published study or analysis on the water balance of Emirates of Abu Dhabi.

Finding No: TNR-000245  
Checklist Item No: 1.5.4  
Status: Closed  
Finding level: Major  
Checklist item: 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.  
Findings: Water quality data related to the catchment has not been documented.  
Corrective action: Create RAW water analysis related to catchment. Research on Catchment best practices for water quality. Identify any published study or analysis on the Marine water quality (catchment) of Emirates of Abu Dhabi.

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## Alliance for Water Stewardship (AWS)

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Finding No: TNR-000321  
Checklist Item No: 1.5.5  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: The marine environment, particularly the Bul Syayeeef MPA, is not mentioned as an IWRA and both a source and receiving environment.

The status of the mangroves and wetlands, which were deemed by the site as "too far away", was not documented.

Corrective action: Perform Catchment and IWRA mapping.

Finding No: TNR-000323  
Checklist Item No: 1.5.6  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.  
Findings: No identification of existing and planned water-related infrastructure was provided nor any information provided regarding the condition and potential exposure of infrastructure in the catchment to extreme events.

Corrective action: Research on planned water related infrastructure, Gather data and information regarding the existing and the planned water related infrastructure in the emirate of Abu Dhabi

Finding No: TNR-000324  
Checklist Item No: 1.5.7  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: The adequacy of available WASH services within the catchment shall be identified.  
Findings: The adequacy of WASH in the catchment is of a high standard, but no evidence was provided to suggest that the site has specifically identified or documented the level of WASH provision.

Corrective action: Perform WASH assessment for catchment, document key actions and activities taken



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Finding No: TNR-000325  
Checklist Item No: 1.6.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.  
Findings: Limited mention of shared water challenges besides the MENA being a water-scarce environment, and no prioritization undertaken.  
Corrective action: Identify Shared water challenges in the catchment. Prioritize the information gather and link it to site shared water challenges. More engagement with the stakeholders to provide more information regarding the shared water challenges of AUH

Finding No: TNR-000326  
Checklist Item No: 1.6.2  
Status: In Progress - CA plan approved  
Finding level: Observation  
Checklist item: Initiatives to address shared water challenges shall be identified.  
Findings: The site's CSR activities are not directly related to shared water challenge prioritises within the catchment.  
Corrective action: Define activity to address shared water challenges within the catchment, Join the green business network under the EAD

Finding No: TNR-000327  
Checklist Item No: 1.7.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: Water risks do not address potential costs and business risks.  
Corrective action: Review the BIA, update the Training module - on Water issues facing the site ((e.g., water scarcity affecting operations, explaining why the site is working on AWS),the catchment (e.g., contamination, pollution,) individuals (e.g., water, sanitation and hygiene; water borne diseases, on-site water-related safety issues) training. Update BIA to include cost and business risk

Finding No: TNR-000260  
Checklist Item No: 1.8.3  
Status: Closed  
Finding level: Major  
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.  
Findings: Relevant sector and/or catchment best practice for water quality has not been identified with a rationale for the data source/s.  
Corrective action: Raw water from desalination plant is potable and analysis available (NQAC). Research on Catchment best practices for water quality. Identify any published study or analysis on the Marine water quality (catchment) of Emirates of Abu Dhabi.

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Finding No: TNR-000328  
Checklist Item No: 1.8.4  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.  
Findings: The site is aware of relevant catchment best practice for site maintenance of nearby Important Water-Related Areas such as the Al Mafraq wetland and the Mangrove National Park, but did not identify best practices regarding storm water management related to the Al Syayeeef MPA as well as desalination.  
Corrective action: Identify best practices regarding storm water management in the Bul Sayayef MPA

Finding No: TNR-000330  
Checklist Item No: 2.1.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: The majority of the commitment requirements are addressed. No mention is made of the site engaging with stakeholders in an open and transparent way. However, the site does commit to providing water-related information to all relevant audiences. No explicit mention of site implementation being aligned to and in support of existing catchment sustainability plans, but this is partly implied in the site commitment regarding "committed to focus on measures ... relevant within a catchment".  
Corrective action: 1. Revise Management commitment to AWS standard to include engagement with stakeholders in Open and Transparent way.  
2. Communicate the updated document to all employees and post in Employee notice board.  
3. Include in AWS sway presentation to publicly included in communication material to stakeholders

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## Alliance for Water Stewardship (AWS)

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Finding No: TNR-000244  
Checklist Item No: 2.3.1  
Status: Closed  
Finding level: Major  
Checklist item: 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.  
Findings: No water stewardship strategy including the over-arching mission, vision, and goals was provided.  
Corrective action: Define Mission, Vision and goals for the Factory related to AWS by aligning Emirates of Abu Dhabi environment agency Vision, Mission to corporate mission, vision and Nestle sustainability commitment.

Finding No: TNR-000331  
Checklist Item No: 2.3.2  
Status: Closed  
Finding level: Major  
Checklist item: A water stewardship plan shall be identified, including for each target:  
- How it will be measured and monitored  
- Actions to achieve and maintain (or exceed) it  
- Planned timeframes to achieve it  
- Financial budgets allocated for actions  
- Positions of persons responsible for actions and achieving targets  
- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.  
Findings: A water stewardship plan is in place, which was revised in 2022. The plan lacks financial budgetary allocations and quantitative targets to enable effective measurement of performance. Concrete timelines for achieving targets have not been provided which is required to evaluate performance in Step 4.  
  
Each year should have its own plan. Targets set in the WSP which are linked to risks and shared water challenges lead to Best Practice.  
  
This finding applies to indicator 3.3.1, 3.3.2, 3.4.1 also.  
Corrective action: Update SWP to include budgetary, target and other required information.

Revise the Water Stewardship plan adding the required important element:  
- SMART target  
- Key success criteria (measures)  
- Address Shared water challenges  
- AWS Outcome  
- Position of the person responsible  
- Budgetary allocation  
- Create measures for tracking on monthly basis

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186

Finding No:	TNR-000248
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies was not provided.
Corrective action:	Update Risk assessment to include related to water risk
Finding No:	TNR-000348
Checklist Item No:	3.3.1
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.
Findings:	Progress towards meeting water balance targets was demonstrated, but these targets have not been integrated into the water stewardship plan yet and no evidence was provided that these targets were set in advance of the reductions having been achieved.
Corrective action:	Update SWP to include budgetary, target and other required information.
	Revise the Water Stewardship plan adding the required important element:
	- SMART target
	- Key success criteria (measures)
	- Address Shared water challenges
	- AWS Outcome
	- Position of the person responsible
	- Budgetary allocation
	- Create measures for tracking on monthly basis

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## Alliance for Water Stewardship (AWS)

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Finding No: TNR-000360  
Checklist Item No: 3.3.2  
Status: In Progress - CA plan approved  
Finding level: Observation  
Checklist item: 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.  
Findings: Progress towards meeting water balance targets was demonstrated, but these targets have not been integrated into the water stewardship plan yet and no evidence was provided that these targets were set in advance of the reductions having been achieved.  
Corrective action: Update SWP to include budgetary, target and other required information.

Revise the Water Stewardship plan adding the required important element:

- SMART target
- Key success criteria (measures)
- Address Shared water challenges
- AWS Outcome
- Position of the person responsible
- Budgetary allocation
- Create measures for tracking on monthly basis

Finding No: TNR-000333  
Checklist Item No: 3.4.1  
Status: Closed  
Finding level: Major  
Checklist item: Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.  
Findings: The site did not provided data that consistently reflects achievement of water quality targets for all relevant constituents of concern. In addition, water quality targets were not set in either of the water stewardship plans.  
Corrective action: Set Quality targets of waste water in SWP

Finding No: TNR-000334  
Checklist Item No: 3.4.2  
Status: Closed  
Finding level: Major  
Checklist item: 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.  
Findings: The site is not implementing continual improvement. The current waste water quality data reflects a number of exceedances above legal limits with no continuous improvement over time.  
Corrective action: Propose to make the contract on monthly basis and allocate under AWS expense. Implementing continual improvement on our quality of waste water a contract had been made with external lab to perform the waste water quality analysis as per regulatory limits.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186

Finding No: TNR-000350  
Checklist Item No: 3.6.1  
Status: In Progress - CA plan approved  
Finding level: Observation  
Checklist item: 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.  
Findings: Quantification of safe drinking water was supplied including a map of the points of dispenser locations (the site has a list of the number of dispenser locations), but this has not been quantified in terms of the number of access points per employee. Adequate access to effective sanitation and protective hygiene was observed, but this has not been quantified by the site.  
Corrective action: Check with project team the required sanitation, toilet per employee and set in SWP target. Document the toilets to employee ratio based on the standard and map the cooler location across the site

Finding No: TNR-000224  
Checklist Item No: 3.7.1  
Status: Closed  
Finding level: Major  
Checklist item: Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.  
Findings: To date indirect water use has not been quantified and no targets have been set.  
Corrective action: Map the indirect water use in the E2E process of Abu Dhabi factory. Perform SIPOC to have alignment on all the process Supplier, Input, Process, Output and Customer. In which during the process, the indirect/embedded water use is being mapped out.

Finding No: TNR-000261  
Checklist Item No: 3.7.2  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: No evidence was provided regarding this requirement. Suppliers and service providers to be engaged. When applicable, the actions suppliers and service providers have taken in the catchment as a result of the site's engagement related to indirect water use to be identified.  
Corrective action: Perform SIPOC to understand the Embedded and Indirect Water use of the factory.

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Finding No: TNR-000336  
Checklist Item No: 3.9.2  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.  
Findings: Actions towards achieving best practice were demonstrated, but targets in terms of water balance were not set in advance.  
Corrective action: Include the Water Balance (Water Ratio) Target in Stewardship Plan. All Water related activity and projects to be included in SWP upon review. Targets to be set in advance.

Finding No: TNR-000337  
Checklist Item No: 3.9.3  
Status: Closed  
Finding level: Major  
Checklist item: Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.  
Findings: Targets in terms of water quality were not set. In addition, best practice in relation to such targets has not been implemented.  
Corrective action: Best practice for Waste water rejection under regulatory limit. Targets to be set in WSP. Create an SOP as a best practice to achieve our quality targets as per our WSP.

Finding No: TNR-000351  
Checklist Item No: 3.9.5  
Status: In Progress - CA plan approved  
Finding level: Observation  
Checklist item: Actions towards achieving best practice related to targets in terms of WASH shall be implemented.  
Findings: Actions on WASH is being constantly being reviewed via Nestle's WASH tool. This includes assessment, planning, actions, and monitoring of implementation. However, these actions aren't directly linked to WASH targets that were set in advance in the water stewardship plan.  
Corrective action: Set WASH target in SWP. Include any actions or activities related to WASH in the SWP and set targets.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000186

Finding No: TNR-000246  
Checklist Item No: 4.1.1  
Status: Closed  
Finding level: Major  
Checklist item: Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.  
Findings: The majority of the targets in the water stewardship plan are not explicit and measurable (i.e., quantitative or qualitative). No evaluation has been undertaken by the site of its performance in relation to these targets. The site's OMP is used to track 2021 tasks, but this doesn't feedback to the annual Stewardship Plan to evaluation performance in relation to AWS outcomes. The OMP objectives and outcomes are also different to the AWS requirements. OMP objectives and outcomes include AWS high-level aspects, but there is no direct link between the OMP performance assessment and the site's Water Stewardship Plan.  
Corrective action: Revise the Stewardship plan to have SMART target to easily assess the performance of the plan. Ensure activity in WSP to follow the guidelines of SMART target. Having the elements of being Specific, Measurable, Achievable, Realistic and Time bound.

Finding No: TNR-000266  
Checklist Item No: 4.1.2  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.  
Findings: Value creation resulting from the water stewardship plan has not been evaluated.  
Corrective action: Include in WSP all value creation (specifically sustainability)

Finding No: TNR-000234  
Checklist Item No: 4.1.3  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: The shared value benefits in the catchment shall be identified and where applicable, quantified.  
Findings: The shared value benefits in the catchment were not identified, nor quantified.  
Corrective action: Research on Value creation related to catchment. Gather data regarding the shared value benefits in the catchment and quantify



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Finding No: TNR-000339  
Checklist Item No: 4.3.1  
Status: Closed  
Finding level: Major  
Checklist item: Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.  
Findings: Stakeholder consultation was undertaken with the vast majority of key stakeholders, but none of this consultation was focussed on facilitating input on the site's water stewardship performance.  
Corrective action: Include feedback inputs from stakeholder related to WSP performance during sharing session with them. Create an e-form to get information inputs from stakeholder to facilitate collaboration with stakeholder to improve site stewardship plan.

Finding No: TNR-000340  
Checklist Item No: 4.4.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: 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.  
Findings: The site's water stewardship plan was modified and adapted to incorporate new relevant information regarding employee responsibilities, but as no evaluation of the water stewardship plan was undertaken no lessons were identified for carry over into changes in the plan.  
Corrective action: Review of SWP performance to be define in advance and update accordingly on the performance result or major change that affect AWS.

Finding No: TNR-000341  
Checklist Item No: 5.1.1  
Status: Closed  
Finding level: Major  
Checklist item: The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.  
Findings: The site's employee organogram was shared. Legal responsibilities are not explicitly documented per person or department, but they are clearly divided between management level employees and clearly understood. However, this is not shared publicly. No corporate-level disclosure is taking place that explicitly states that site-level governance information is available upon request.  
Corrective action: Water related responsibilities to be documented and publicly disclose. Create an Announcement for the Roles and Responsibilities for the team and for those who have legal responsibilities. Post the announcements on the Employees Communication Board and send email to all.

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Finding No: TNR-000225  
Checklist Item No: 5.2.1  
Status: Closed  
Finding level: Major  
Checklist item: The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.  
Findings: An overview of AWS and the site's AWS journey was disclosed via email and a website article, but the water stewardship plan was not shared in any form with neither stakeholders nor publicly.  
Corrective action: Define structured information to be shared with stakeholder including AWS Plan and impact on AWS outcomes, Site shared water challenges, etc.

Finding No: TNR-000242  
Checklist Item No: 5.3.1  
Status: Closed  
Finding level: Major  
Checklist item: A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.  
Findings: There as been no disclosure of the site's performance to date. Nestle Group shares AWS efforts and progress in its Annual Report, and a Regional Workshop was held, but not directly related to the water stewardship performance including quantified performance against targets. However, the 1st version of the WSP (2021) was only operationalised in Q2 2021, so the site has not completed a full year of implementation yet.  
Corrective action: 1. Perform communication plan for AWS to include sharing annual performance  
2. Add the SWP percentage achievement in MOR dashboard

Finding No: TNR-000240  
Checklist Item No: 5.4.1  
Status: Closed  
Finding level: Major  
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.  
Findings: No evidence of disclosure regarding site' water-related challenges was provided.  
Corrective action: Identify shared water related challenges using Aspect and Impact. Align A&I tools with Source, Pathway and receptor approach.

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Finding No: TNR-000282  
Checklist Item No: 5.4.2  
Status: In Progress - CA plan approved  
Finding level: Minor  
Checklist item: Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.  
Findings: Various stakeholder engagements have taken place, including via the SWUP. However, efforts have not been made yet by the site to engage stakeholders and coordinate and support public-sector agencies in collectively addressing shared water challenges  
Corrective action: coordinate with stakeholder and public sectors to address shared water challenges. Participate in the SWUP (Sustainable water use platform) meeting on June 2nd 2022 which will be participate by various government entities



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Signature WSAS  
Lisa Seufert  
WSAS Head of Certification

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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### Report Details

Report	Value
Report prepared by	Warrick Stewart
Report approved by	Mia Antoni-Naidoo
Report approved on (Date)	4 March 2022

### Surveillance

**Proposed date for next audit**  
2023-Jan-24

### Stakeholder Announcements

Date of publication	Location
2021-Dec-22	AWS Website WSAS Website
2021-Dec-23	All Nestle Water Abu Dhabi employees, via email
2021-Dec-27	Nestle Waters Website: <a href="https://www.nestle-mena.com/en/media/news/public-stakeholder-announcement">https://www.nestle-mena.com/en/media/news/public-stakeholder-announcement</a>

### Catchment Information

#### Catchment Information

The Factory obtains its raw water from either or both of the Shuweihat or Umm Al Nar seawater desalination plants in the U.A.E. These desalination plants obtain their input water from the Persian Gulf (Arabian Gulf) marine environment.

Waste water is transported via municipal pipeline to the Al Mafraq waste water treatment plant to the south-east of Abu Dhabi, which treats received waste water for re-use via irrigation. Storm water from the site, which is very limited, discharges into the Abu Dhabi City's municipal storm water system, which is released into the marine environment adjacent to Mussafah and ultimately the adjoining Bul Syayeeef Marine Protected Area (MPA).

### Client Description and Site Details

#### Client/Site Background

The Nestle Waters Factory in Abu Dhabi is located in Al-manahil Street, Mussafah South ICAD III, Abu Dhabi, United Arab Emirates (U.A.E.). The factory produces 5 gallon HOD (Home and office deliver, i.e. bulk) and 1.5L, 0.6L, 0.33L and 0.2L PET (polyethylene terephthalate bottles) bottled water for sale in the U.A.E.

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**Summary of Shared Water Challenges**

**Summary of Shared Water Challenges**

Water scarcity is the primary shared water challenge in UAE due to the country's location in a desert region. This is further influenced by population growth and increasing human demand. The government relies on the desalination to provide water for domestic, commercial, industrial, and agricultural use.

The country has strengthened the regulation and monitoring of groundwater abstraction to support protection of this limited and deteriorating resource.

Waste water is treated and re-used for irrigation purposes to minimise water losses.

Strict metering, monitoring, and enforcement of domestic, commercial, industrial, and agricultural water use is implemented by government to control use and minimise wastage. Stepped-water tariffs are applied to achieve demand side management objectives.

**0.1 General Requirements for Single Sites, Multi-Sites and Groups**

**0.1.1 Eligibility Criteria**

**0.1.1.1** *The site(s) occupy one catchment OR an exception has been granted.* ✔  
Yes

Comment: The site receives all its water from a desalinated water service provider (Abu Dhabi Distribution Company - ADDC). AWS approved such water provision as acceptable.

**0.1.1.2** *The scope of the proposed certification shall be under the control of a single management system.* ✔  
Yes

Comment: The site is managed under a single "site-based" management system by the Nestle Waters Abu Dhabi Factory.

**0.1.1.3** *The scope of the proposed certification shall be homogeneous with respect to primary production system, water management, product or service range, and the main market structures.* ✔  
Yes

Comment: The site's primary production system, water management, product or service range, and the main market structures are homogeneous.

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### 1 STEP 1: GATHER AND UNDERSTAND

**1.1** *Gather information to define the site's physical scope for water stewardship purposes, including: its operational boundaries; the water sources from which the site draws; the locations to which the site returns its discharges; and the catchment(s) that the site affect(s) and upon which it is reliant.*

**1.1.1** *The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:*

- Site boundaries;
- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;
- Any water sources providing water to the site that are owned or managed by the site or its parent organization;
- Water service provider (if applicable) and its ultimate water source;
- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;
- Catchment(s) that the site affect(s) and is reliant upon for water.

  
No

Comment Evidence

- Site boundary: Physical scope factory boundaries map, and factory site and immediate surroundings map (NW AUH Physical Scope.pdf).
- Water-related infrastructure: Site Layout Plan (Domestic Water Supply GF.pdf), General Piping arrangement plan (General piping arrangement\_.pdf), UG Pump room piping layout (UG Pump Room Piping Layout.pdf), Factory Mezzanine Floor plan (Domestic Water Supply MZ.pdf), Water System Layout diagram (Water System Layout.pptx), Water Map diagram (Water Mapping Abu Dhabi 2021 - updated.xlsx).
- No water source information provided by the parent organization (AWS Journey Final.pdf)
- Water servicer provider ADDC and ADWEA as water service providers (ultimate water source :desalination Shewihat and/or Umm Al Nar) mapped with Domestic water supply MZ and Domestic Water Supply GF
- Waste water discharge points are mapped on the Water System layout and Water mapping sheet, which are released into the municipal waste water distribution lines (ADSSC)
- Catchments not mapped for surface water runoff and nearby receptors (i.e., marine environment and sabkhas (freshwater wetlands/wadis)).
- Wastewater Treatment Plants - Treated water is used for irrigation. Sludge is used as fertilizer. Reject water is used to water plants, with ongoing research into plant performance. No discharge without prior treatment.
- Raw Water Treatment Plants (desalination) - Government is trying to find a market for brine. Site does not have an understanding of the volume of brine generated and discharged from the plants.
- Physical scope mapped and identified with NW AUH Physical scope map.
- Email from ADDC on 4 May 2021 confirmed the 2 desalination plants that the site's ultimate water source may come from .

Conclusion

The majority of requirements are addressed in full. The site's catchment/s were not fully identified and mapped (i.e., no note of the actual raw water source environment i.e., the Arabian Gulf marine environment, and ephemeral streams (wadis) within the site's catchment that could potentially be impacted by waste water). Also, no storm water runoff pathways have been illustrated or documented, which ultimately discharge into the Bul Syayeef Marine Protected Area (MPA).



**Finding No: TNR-000296 | Due date:2023-Jan-23**

**1.2** *Understand relevant stakeholders, their water related challenges, and the site's ability to influence beyond its boundaries.*

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<b>1.2.1</b>	<p><i>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</i></p> <ul style="list-style-type: none"><li>- <i>Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</i></li><li>- <i>Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</i></li><li>- <i>Provide evidence of stakeholder consultation on water-related interests and challenges;</i></li><li>- <i>Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</i></li><li>- <i>Identify the degree of stakeholder engagement based on their level of interest and influence.</i></li></ul>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"><li>- Stakeholder list includes those identified and mapped, six (6) of which are adjacent to the factory, with the others have an influence over the Factory's operations including:<ul style="list-style-type: none"><li>- ADAFSA (Abu Dhabi Agriculture and Food Safety Authority) that is a local authority.</li><li>- ADDC (raw water provider) and ADSSC (wastewater/sewage treatment company).</li><li>- Department of Economic Development (DED).</li><li>- QCC (Quality Control lab) verify nett content (key KPI).</li><li>- Geoscience Testing Laboratory undertake the majority of external testing.</li><li>- Zonescorp (Management Authority of Industrial Area)</li></ul></li><li>- All other stakeholders are neighbours</li><li>- Community Relations Plan (CRP): Factory is located in an outlying industrial area with no nearby communities.</li><li>- The site uses CRP software to map stakeholders, develop action plan (internal and external inputs - via questionnaire). Action Plan reviewed monthly by site and quarterly by Regional Head (Assaad Saadeh).</li><li>- Self-Assessment undertaken internally.</li><li>- A standardised approach is applied across Nestle to stakeholder mapping</li><li>- Stakeholders are sent a questionnaire every 3 years, in which they are asked to rate various aspects of NESTE Water's relationship with them and the site's water performance etc.</li><li>- Photos of stakeholder engagement with communication emails sent by the Factory on 23 June 2021.</li><li>- Identified neutral and favourable stakeholder relationships on excel list of stakeholders sheet.</li></ul> <p><b>Conclusion</b></p> <p>The majority of key stakeholders have been identified and numerically mapped in terms of their interest and influence on the Factory, but not described.</p> <p>The site's stormwater ultimate receiving water body has not been mapped or identified (e.g. a Marine Protected Area (MPA) that is within a 5km radius of the site). MPA management authority has not been identified as a stakeholder.</p> <p>The documentation provided is not clear on the shared water challenges besides the IWRM of the country and MENA region in general.</p> <p>List of stakeholders excel sheet includes a combination of neighbouring, impacting, and dependent stakeholders.</p> <p style="text-align: right;"><b>Finding No: TNR-000297   Due date:2023-Jan-23</b></p>	
<b>1.2.2</b>	<p><i>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.</i></p>	 No

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Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>-Consultative meetings were held with relevant stakeholders identified during the stakeholder mapping process to discuss and get feedback on the sites water stewardship commitment (CRP 3.0 Actions 2021).</li> <li>-Wastewater quality records of samples taken from the wastewater tanks at Nestle by ADDSC from either tanks before they go to the wastewater network - ADDSC stated that they sometimes take samples from outside the Nestle boundary wall but they prefer inside to get representative samples from inside the Factory premises.</li> </ul> <p>Businesses adjacent to the factory are obtaining water from the same source (ADDC), but the site does not provide any bulk water to customers or donors beyond HOD bottled.</p> <p><b>Conclusion</b></p> <p>The degree/s of influence between the site and stakeholders within the catchment is not documented beyond a numerical value.</p> <p>No documentation of aspects, impacts, and risks on the environment from the Factory's operations has been undertaken using a source, pathway, receptor approach, which would have limited the Factory in effectively understanding its potential impacts and risks.</p> <p style="text-align: right;"><b>Finding No: TNR-000305   Due date:2023-Jan-23</b></p>	
<b>1.3</b>	<i>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.</i>	
<b>1.3.1</b>	<i>Existing water-related incident response plans shall be identified.</i>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- Undertaken a Business Impact Analysis for potential scenarios and causes with risk rating (see BIA - ID 8 and 13).</li> <li>- There haven't been any incidents to date.</li> <li>- An Operational Control Procedure is in place for Emergency Preparedness and Response, but this relates only to major health and safety events.</li> <li>- The business can be sustained via delivery using tankers if the raw water supply water is limited.</li> <li>- Samples taken from the ADDC raw water supply on an ongoing basis.</li> <li>- ADDC have two sources of raw water for Nestle, so there is a back-up supply line and source.</li> </ul> <p><b>Conclusion</b></p> <p>No documented water-related incident response plans are in place that identify responses to potential water leaks within the site, but the site does monitor water use to enable early detection of water leaks. In the event of a leaking or ruptured pipe, it not clear how the site would response.</p> <p style="text-align: right;"><b>Finding No: TNR-000306   Due date:2023-Jan-23</b></p>	
<b>1.3.2</b>	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	 Yes



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Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>-Water Mapping Abu Dhabi 2021 excel file</li> <li>-Water system layout PowerPoint mapped</li> <li>-Domestic water supply GF mapped</li> <li>-Domestic Water supply MZ mapped</li> <li>- Water bills from ADDC</li> </ul> <p>- Inflows, losses, and outflows documented in Water Mapping Abu Dhabi 2021 excel file (see Mass Balance tab)</p> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Site uses water meters for tracking of water losses or early warning of leak detection or weak piping points. The site also identifies opportunities to reduce water use and achieve progressive water balance targets.</li> </ul>	
<b>1.3.3</b>	<p><i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i></p>	<p>Q Obs.</p>
Comment	<p>Evidence</p> <p>Water Mapping Abu Dhabi 2021 quantified with Mass water balance excel tab</p> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Record of site water balance assessed monthly and annually provided.</li> <li>- Annual high and low variances have not been quantified.</li> </ul>	
<b>1.3.4</b>	<p><i>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.</i></p>	<p>✓ Yes</p>
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Water quality monitoring evidence for raw water (records for 2020 and 2021)</li> <li>- Waste water analyses quantified with test reports</li> <li>- They undertake checks and never had any challenges regarding quality (chemical or biological). TDS = 170/160 microSiemen. Quarterly sampling takes place. Focus on total of VOCs, annually Br and Bromide etc.</li> <li>- Annual Monitoring Sampling Results (see YMSP 2021.pdf). Never been any exceedances. Particularly carefully re Br.</li> </ul>	
<b>1.3.5</b>	<p><i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i></p>	<p>✓ Yes</p>
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Chemical storage site mapped on Domestic water supply GF plan</li> <li>- Dedicated Chemical Store Room in place. Protocols in place to keep acidic and alkaline substances separate. Also spill trays.</li> <li>- Operational procedure in place for management, minimisation, and recycling of Factory waste.</li> <li>- No vehicles are services, re-fuelled, or washed on site.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- There is documentation of the types of chemicals stored on-site and their corresponding MSDS.</li> <li>- No identification or map of other potential pollution sources on site beyond stored chemicals, but wastes are all stored in dedicated cages and no other potentially significant sources of pollution could be identified.</li> </ul>	
<b>1.3.6</b>	<p><i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i></p>	<p>✓ Yes</p>

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Comment	There are no important water related areas on site.	
<b>1.3.7</b>	<i>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.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"><li>- Water related savings excel spreadsheet provided, but it only includes final totals without any substantiating calculations.</li><li>- Water related SKU price excel sheets provided for PET and HOD bottles.</li><li>- Business Impact Analysis PowerPoint.</li><li>- Water Saving Project values quantified for annual water volumes and costs.</li><li>- Solar Panels installed to save on energy demands and reduce emissions (environmental), with quantified cost savings and emissions reductions.</li><li>- Tree planting was also undertaken (Water Stewardship Plan).</li><li>- The economic contribution of the Factory and any social, cultural, environmental, or economic water-related value generated by the site has not been documented, including the Factory's Corporate Social Responsibility spend.</li></ul> <p>Conclusion</p> <ul style="list-style-type: none"><li>- Monthly water-related costs and revenues were shared but not documented as annual values.</li><li>- The economic contribution of the Factory and any social, cultural, environmental, or economic water-related value generated by the site has not been documented, including the Factory's Corporate Social Responsibility spend.</li></ul> <p style="text-align: right;"><b>Finding No: TNR-000264   Due date:2023-Jan-23</b></p>	
<b>1.3.8</b>	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"><li>- Wash Pledge Self Assessment Tool mapped, which as shown on-screen during the audit .</li><li>- Daily samples taken of line health.</li><li>- Contractors are required to get changed before work, and on a daily basis. Showers are available on-site. This was observed in the social area with separate male and female showers and water dispensers.</li><li>- Accessible water dispensers (coolers) and ablutions for all employees, contractors, and visitors, including clients' collection teams/contractors (i.e., delivery trucks for water to clients).</li><li>- Nestle identified "no issues on WASH outside the factory" (see AWS Journey pptx PDF).</li></ul> <p>Conclusion</p> <ul style="list-style-type: none"><li>- All WASH aspects have been comprehensively addressed.</li></ul>	
<b>1.4</b>	<i>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.</i>	
<b>1.4.1</b>	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	 No

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Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Water Mapping Abu Dhabi 2021 Mass Balance excel on total outputs (losses) at Nestle Abu Dhabi.</li> <li>- Embedded water use in primary inputs (i.e., plastic bottles, packaging, and pallets) is not know by the site.</li> <li>- Pallets are recycled by a single supplier, who collects the pallets and returns repaired or recycled stock.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- The embedded water use of primary inputs has not been quantified.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000318   Due date:2022-Jun-03</b></p>	
<b>1.4.2</b>	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Water Mapping Abu Dhabi 2021 Mass Balance excel on total outputs (losses) at Nestle Abu Dhabi.</li> <li>- No quantification to date of water use for washing of vehicle fleet, as it is done off site.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- The embedded water use of outsourced services (i.e., washing of vehicle fleet) was not identified and has not been quantified.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000319   Due date:2022-Jun-03</b></p>	
<b>1.5</b>	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	
<b>1.5.1</b>	<i>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.</i>	 Obs.
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Very high level of monitoring of individual water use by both the public sector (government service providers and regulators) and private sector.</li> <li>- Water governance by the Department of Energy and the Emirate Water and Electricity Company (EWEC), now ADDC, know.</li> <li>- Recognition of the Water Security Strategy 2036 for the UAE in PowerPoint presentation.</li> <li>- Knowledge of groundwater challenges in U.A.E. - Towards an Integrated Groundwater Management Overview and Policy: Enforcement through Environmental Permitting</li> <li>- No other knowledge of U.A.E. desalination policies and impacts.</li> <li>- Nestle serves on U.A.E. SWUP</li> <li>- Stewardship Plan January 2022 Document GN.02.038.01 shows the actions and indicators and the responsible Nestle member</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Information regarding related public policies, context, and impacts could be more comprehensive, particularly regarding desalination used to provide raw water to the Factory.</li> </ul>	
<b>1.5.2</b>	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Yes

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Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- Legal register and certificates for all applicable legal requirements provided. All certificates up to date and none had expired at the time of the audit (see Permits and Licenses.xlsx and AWS Journey PDF pg 12.).</li> <li>- Customary water rights not documented, but Factory has not direct control or impact on provision of water to communities, and none are present near the Factory.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- Water-related legal and regulatory requirements are identified and documented in a Legal Register, dates of expiry are tracked, and all requirements were met at the time of the audit.</li> </ul>	
<b>1.5.3</b>	<p><i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i></p>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- The site has identified the general status quo and main water challenges in the Middle East and Northern African (MENA) region though the IWRA of the U.A.E. and AWS Journey (pg. 17) and Towards an Integrated Groundwater Management: Overview and Policy Enforcement through Environmental Permitting</li> <li>- Nestle serves on the U.A.E. SWUP to support water stewardship in the country.</li> <li>- To date there has been only limited interaction with government to understand the impacts of delineation to provide raw water to the site and the status of the associated marine environment.</li> <li>- No catchment water balance has been documented. No indication of annual and /or season variation.</li> </ul> <p><b>Conclusion</b></p> <p>Limited information regarding the regions meteorological data</p> <p style="text-align: right;"><b>Finding No: TNR-000227   Due date:2022-Jun-03</b></p>	
<b>1.5.4</b>	<p><i>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.</i></p>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- Desalination plants haven't shared any information on water quality of the marine environment.</li> <li>- No information provided regarding the the water quality of receiving environments of the Factory's waste water.</li> <li>- Water quality data for fresh water and marine monitoring locations are available online via the the Abu Dhabi Emirates Agency's webpage, but this has not been documented by the Factory.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- All water quality data relates to the site, not the catchment.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000245   Due date:2022-Jun-03</b></p>	
<b>1.5.5</b>	<p><i>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.</i></p>	 No

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Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- Mangroves and wetlands identified and mapped but scoped out by Nestle as it was classified as "far away" from the site. Their status was also not documented.</li> <li>- Marine environmental, particularly the Bul Syayeeef Marine Protected Area (MPSA) not identified as an IWRA, including as both a source and receiving environment.</li> </ul> <p><b>Conclusion</b></p> <p>The marine environment, particularly the Bul Syayeeef MPA, is not mentioned as an IWRA and both a source and receiving environment. The status of the mangroves and wetlands, which were deemed by the site as "too far away", was not documented.</p> <p style="text-align: right;"><b>Finding No: TNR-000321   Due date:2023-Jan-23</b></p>	
<b>1.5.6</b>	<p><i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i></p>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- AWS Journey PDF (pg 25 - 41) documents relevant existing raw and waste water infrastructure in the catchment.</li> <li>- Pg 38 of WS Journey PDF reflects STEP (Strategic Tunnel Enhancement Programme) to expand waste water treatment infrastructure in the catchment.</li> <li>- No information provided regarding the condition and potential exposure of infrastructure in the catchment to extreme events.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000323   Due date:2023-Jan-23</b></p>	
<b>1.5.7</b>	<p><i>The adequacy of available WASH services within the catchment shall be identified.</i></p>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- All inhabitants of Abu Dhabi and U.A.E have access to drinking water and restrooms, including schools etc.</li> <li>- No catchment wide data has been collated by the site, but the levels of WASH in the catchment are known to be high.</li> <li>- WASH outside of the factory was not scoped out by Nestle, although it is a requirement.</li> </ul> <p><b>Conclusion</b></p> <p>- WASH in the catchment is of a high standard, but this isn't documented by the site.</p> <p style="text-align: right;"><b>Finding No: TNR-000324   Due date:2023-Jan-23</b></p>	
<b>1.6</b>	<p><i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i></p>	
<b>1.6.1</b>	<p><i>Shared water challenges shall be identified and prioritized from the information gathered.</i></p>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- AWS Journey PDF (pg 17 - 18) reflects challenges and how this relates to the site.</li> <li>- Shared water challenges identified and discussed with stakeholders through SWUP.</li> <li>- Towards an Integrated Groundwater Management: Overview and Policy Enforcement through Environmental Permitting</li> <li>- Water Stewardship Plan 2021 xlsx with clear actions and responsibilities for Nestle staff.</li> <li>- Water use per capita in UAE is one of the highest in the world, however government is overseeing re-use of waste water and demand side management to optimise availability.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- Limited mention of shared water challenges besides the MENA being a water-scarce environment.</li> <li>- No prioritization of shared water challenges has taken place.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000325   Due date:2023-Jan-23</b></p>	

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<b>1.6.2</b>	<i>Initiatives to address shared water challenges shall be identified.</i>	 Obs.
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Nestle played a key role in establishment of SWUP and engaging with SWUP stakeholders to identify and address shared water challenges.</li> <li>- Initiatives in place in Abu Dhabi and the U.A.E. by government and other stakeholders to implement and assess the additional potential of "vertical farming" using brine, and cosmetic manufacture via brine, but the site and Nestle are not involved in this.</li> <li>- Government initiative to restore mangroves, and Ghaf tree planting.</li> </ul> <p>Conclusion</p> <p>Shared water challenges are mentioned indirectly via the site's CSR initiatives</p> <ul style="list-style-type: none"> <li>- Ajman University – Social</li> <li>- Medlife – Social (Health)</li> <li>- Red Crescent – Social (Health)</li> <li>- Tree planting</li> </ul> <p>However, shared water challenges within the catchment are not clearly defined by the site.</p>	
<b>1.7</b>	<i>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.</i>	
<b>1.7.1</b>	<i>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.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Business Impact Analysis BIA (ID 8 and 13) addresses identification, prioritization, and severity but not likelihood. Also no potential costs and business risks have been associated with the water risks.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Water risks do not address potential costs and business risks.</li> </ul> <p>Internal training on Water issues facing the site ((e.g., water scarcity affecting operations, explaining why the site is working on AWS),the catchment (e.g., contamination, pollution,) individuals (e.g., water, sanitation and hygiene; water borne diseases, on-site water-related safety issues) training</p> <p style="text-align: right;"><b>Finding No: TNR-000327   Due date:2023-Jan-23</b></p>	
<b>1.7.2</b>	<i>Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.</i>	 Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Site Quality Management System includes water re-use optimisation (raw and waste water), leak prevention through regular maintenance, and early detection and repair.</li> <li>- The site implemented three projects in 2021 to reduce wastewater and raw water use (RO and cooling towers).</li> <li>- Monitoring of monthly data for ADDC water consumption is ongoing, including monitoring and rapid response to water leaks.</li> <li>- Annual improvement of water resource management at catchment level</li> <li>- Annual improvements to the site's water ratio.</li> <li>- Re-use clear wastewater to feed the internal cleaning activities</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Identification of monitored monthly data for ADDC water consumption</li> <li>- Identification of annual improvement report</li> <li>- Identification of social media water conservation conversations</li> </ul>	

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<b>1.8</b>	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>	
<b>1.8.1</b>	<i>Relevant catchment best practice for water governance shall be identified.</i>	 Yes
Comment	Evidence - AWS Journey PDF (pg 17 - 18) reflects local/catchment, regional, and national context and challenges. - Best practices discussed between stakeholders in the SWUP. - Towards an Integrated Groundwater Management: Overview and Policy Enforcement through Environmental Permitting PDF - Water use per capita in UAE is one of the highest in the world, however government is overseeing re-use of waste water and demand side management to optimise availability. - Site is aware of the Abu Dhabi ten-year integrated water resources management plan until 2030 to tackle water scarcity issues over the long term ( <a href="https://www.water-technology.net/comment/abu-dhabi-water-management/">https://www.water-technology.net/comment/abu-dhabi-water-management/</a> ) - Site is implementing various water savings and reduction actions, as well as solar power generation to reduce carbon footprint. - The site and other Nestle factories in the MENA region participate in a global Nestle working group for various disciplines to share best practice and facilitate implementation. This includes documentation of best practice actions, the benefits, and detailed approaches to implementation, to enable other sites to do the same. The Nestle online lessons sharing portal was demonstrated during the audit.  Conclusion - The site is aware of best practices in the Abu Dhabi, U.A.E., and MENA context as a highly water scarce region, as well as globally.	
<b>1.8.2</b>	<i>Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.</i>	 Yes
Comment	Evidence - No know specific water balance-related best practice being implemented by other role-players in the catchment beyond ADSSC (waste water re-use). - Nestle MENA was instrumental in the establishment of the SWUP. The site actively participates in these catchment/regional Water Resource Meetings (SWUP) to understand water balance best practice in the catchment . - Initiative in place to reduce agricultural water use (irrigation) and smart pumps by government.  Conclusion - The site is aware of water efficiency and total water use reduction best practice in the catchment by ADSSC. - The site has identified and implemented re-use of their process water where practically possible to improve its water balance.	
<b>1.8.3</b>	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 No
Comment	No known water quality best practice in the catchment, region or nationally has been documented. Water quality data has been provided for the site, but does not relate to this requirement.  <p style="text-align: right;"><b>Finding No: TNR-000260   Due date:2022-Jun-03</b></p>	
<b>1.8.4</b>	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 No

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**Comment** Evidence

- The site is aware of mangrove restoration in the National Park and other mangrove areas, but
- Awareness of re-use of waste water and associated solids by the Al Mafra Waste Water Treatment Works, but the adjacent wetland was not identified as an IWRA that the site has a potential direct or indirect impact on, despite the Nestle site discharging its waste water to this treatment works.
- Desalination best practice not been considered. However, it is recognised that the site does not have any direct influence over how the ADDC undertakes its desalination operations.

**Conclusion**

- The site is aware of relevant catchment best practice for site maintenance of nearby Important Water-Related Areas such as the Al Mafraq wetland and the Mangrove National Park, but did not identify best practices regarding storm water management related to the Al Syayeeef MPA as well as desalination.

**Finding No: TNR-000328 | Due date:2023-Jan-23**

**1.8.5** *Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.*   
Yes

**Comment** Evidence

- In the U.A.E. 90% of the population are expatriates, with 80% thereof living in workers' villages. This is highly controlled in terms of food, sanitation, access, and health. Drinking water coolers/dispensing points are provided in workers' villages. Government specifies the minimum requirements for sanitation facilities. Some Nestle Waters staff living in "workers' villages", which are also called as labour camps.
- The site provides a very high level of WASH facilities to both its employees and visitors to the site (including contractors).
- A formal procedure is in place for the site for "Routine entry through Hygiene Stations" and for provision of drinking water to all employees and visitors, including contractors.
- The implementation of the various comprehensive WASH practices by the site reflects knowledge of best practice, although best practice hasn't been formally documented by the site.






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2 STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	<p><i>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.</i></p>
2.1.1	<p><i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i></p> <ul style="list-style-type: none"> <li>- <i>That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</i></li> <li>- <i>That the site implementation will be aligned to and in support of existing catchment sustainability plans</i></li> <li>- <i>That the site's stakeholders will be engaged in an open and transparent way</i></li> <li>- <i>That the site will allocate resources to implement the Standard.</i></li> </ul>
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Site and Corporate commitments documented in AWS Journey Final.pdf pg 46</li> <li>- Public disclosure of site commitments at events and on-site notice board.</li> <li>- Site is awaiting certification to more publicly disclose AWS commitment and certification.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- The majority of the commitment requirements are addressed</li> <li>- No mention is made of the site engaging with stakeholders in an open and transparent way. However, the site does commit to providing water-related information to all relevant audiences.</li> <li>- No explicit mention of site implementation being aligned to and in support of existing catchment sustainability plans, but this is partly implied in the site commitment regarding "committed to focus on measures ... relevant within a catchment".</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000330   Due date:2023-Jan-23</b></p>
2.2	<p><i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i></p>
2.2.1	<p><i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i></p> <ul style="list-style-type: none"> <li>- <i>Identification of responsible persons/positions within facility organizational structure</i></li> <li>- <i>Process for submissions to regulatory agencies.</i></li> </ul>
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Legal requirements are addressed by different staff as per their responsibilities (e.g., OHS, PRO, quality and food safety etc.). The whole management team is involved in preparation, but the Manager is the only mandated representative regarding legal issues. A list of the team members responsible for different permit and certificate approvals/renewals was shared during the audit.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Responsible persons/positions within the site's organizational structure have been clearly determined regarding the various compliance obligations for water and wastewater management.</li> <li>- Whilst the process for submissions to regulatory agencies is not formally documented, based on current compliance it is clear that a process exists and is being implemented effectively.</li> </ul>
2.3	<p><i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i></p>

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<b>2.3.1</b>	<i>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.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- No evidence was provided of a water stewardship strategy including mission, vision, and goals.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- No water stewardship strategy including the over-arching mission, vision, and goals was provided.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000244   Due date:2022-Jun-03</b></p>	
<b>2.3.2</b>	<i>A water stewardship plan shall be identified, including for each target:</i>	 No
Comment	<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> <p>Evidence</p> <ul style="list-style-type: none"> <li>- Stewardship plan Jan 2022.xlsx and Stewardship plan Jan 2021.xlsx, which reflects annual updating.</li> <li>- Water stewardship plan/s provided, but no content regarding financial budgetary allocations.</li> <li>- Indicators for monitoring are mostly broad and not quantitative to enable effective measurement of performance.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- A water stewardship plan is in place, which was revised in 2022.</li> <li>- The plan lacks financial budgetary allocations and quantitative indicators to enable effective measurement of performance.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000331   Due date:2022-Jun-03</b></p>	
<b>2.4</b>	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>	
<b>2.4.1</b>	<i>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- A business risk assessment (BIA) and Environmental Aspects &amp; Impacts Identification procedure are in place.</li> <li>- However, the BIA does not consider any water related risks to be applicable to the site.</li> <li>- The Aspects and Impacts Register linked to the Environmental Aspects &amp; Impacts Identification procedure was not shared.</li> <li>- No evidence was provided of consultation with relevant public-sector and infrastructure agencies during development of these plans to mitigate or adapt to identified water risks.</li> <li>- The risk assessment is purely internal without any external consultation having informed the identification of risks nor mitigation or adaptation actions.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies was not provided.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000248   Due date:2023-Jun-10</b></p>	

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3 STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts		
3.1	<i>Implement plan to participate positively in catchment governance.</i>	
3.1.1	<i>Evidence that the site has supported good catchment governance shall be identified.</i>	✓ Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Annual meetings of AWS Core Group in U.A.E. on Water Resource Management in the basin (SWUP) including the private sector, government, civil society, the Swiss Embassy, and academia. The SWUP was initiated by Nestle Waters MENA and the Swiss Embassy in the U.A.E. in 2018. The first meeting was held in 2019 and it was initially planned that meeting would be held every 6 months. One of the main agenda items is AWS certification of the Nestle Waters Abu Dhabi factory.</li> <li>- The site is seeking to be as responsible as practically possible regarding water, emissions, and costs to minimise their impact on the catchment. Their waste water discharge is of higher quality than the legal parameters.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- The key role of the site and Nestle Waters MENA in the establishment and ongoing functioning of the SWUP is evidence of their support for good catchment governance.</li> </ul>	
3.1.2	<i>Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.</i>	✓ Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Water is readily available to all citizens, including WASH facilities (e.g., at restaurants, mosques etc.). Any remotes sites have rest stations to provide drinking water and ablutions, as do petrol stations. The national situation is also improving on an ongoing basis. Freshwater is being injected into the "Bewar" aquifer, to recharge it (from desalination) - one of the largest in the world.</li> <li>- The site provides best practice WASH facilities for its employees and visitors.</li> <li>- No rights of external parties that need to be considered beyond internal site WASH requirements were identified by the site or audit team.</li> </ul>	
3.2	<i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i>	
3.2.1	<i>A process to verify full legal and regulatory compliance shall be implemented.</i>	✓ Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Legal matters are tracked in "Operational Master Plan (OMP)", which was shown to the audit team. The OMP has a 3 year lifespan.</li> <li>- The site has a WASH file to ensure water access to all on site.</li> <li>- All permits and certificates, as per the legal register, were current at the time of the audit.</li> </ul>	
3.2.2	<i>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.</i>	✓ Yes
Comment	No water rights of external parties were identified by the site or audit team as being legal and regulatory requirements that the site can influence or is responsible to implement.	
3.3	<i>Implement plan to achieve site water balance targets.</i>	
3.3.1	<i>Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.</i>	🔍 Obs.

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Comment	<p>Evidence</p> <ul style="list-style-type: none"><li>- Shown the Factory Footprint Performance and Challenges (Sustainability and Environment - WR - KPIs) document, which set the following targets that are not documented in the Water Stewardship Plan 2021 or 2022: 2019: 2.47 (Actual) 2020: 1.84 (Actual) 2021: 1.74 (Actual) 2022: 1.64 (Target for the year)</li><li>- Water Saving Programme 2021</li><li>- Shown reductions in GHG emissions from 2019 - 2022 target (continuous reductions from 49 to 28.3 to 17 to 16.5). And Waste (in tons from 2 to 1 to 0 and 0 from 2019 - 2022). This information is not directly related to the requirement, but is captured as evidence provided by the site for this requirement.</li></ul> <p>Conclusion</p> <ul style="list-style-type: none"><li>- Progress towards meeting water balance targets was demonstrated, but these targets have not been integrated into the water stewardship plan yet and not evidence was provided that these targets were set in advance of the reductions having been achieved.</li></ul>	
<b>3.3.2</b>	<p><i>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.</i></p>	 Obs.
Comment	<p>Evidence</p> <ul style="list-style-type: none"><li>- The Factory Footprint Performance and Challenges (Sustainability and Environment - WR - KPIs (sic)) document, that the audit team was shown on site, reflected the following reductions: 2019: 2.47 (Actual) 2020: 1.84 (Actual) 2021: 1.74 (Actual) 2022: 1.64 (Target for the year)</li></ul> <p>Conclusion</p> <ul style="list-style-type: none"><li>- Progress towards meeting water use efficiency targets was demonstrated, but these targets have not been integrated into the water stewardship plan yet and no evidence was provided that these targets were set in advance of the reductions having been achieved.</li></ul>	
<b>3.3.3</b>	<p><i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i></p>	 Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"><li>- The site made bottled water donations to the Red Cross to address their water needs, but no formal re-allocation of the raw water needs of the site took place.</li><li>- The site currently has no mechanism, legal or otherwise, to reallocate water beyond voluntary donations of its bottled water.</li></ul>	
<b>3.4</b>	<p><i>Implement plan to achieve site water quality targets</i></p>	
<b>3.4.1</b>	<p><i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i></p>	 No

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Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"><li>- The site is implementing a project in 2022 to take flashing water to be treated. Last year the site used RO to minimise waste water discharged.</li><li>- In Dubai, the Nestle factory has a completely closed-loop system, but the Abu Dhabi factory is not designed to do so at present.</li><li>- The site stated that it is implementing a water quality monitoring plan.</li><li>- No formal targets for water quality were set in either of the water stewardship plans (neither 2021, nor 2022).</li><li>- All but one of the site's reports on the quality of waste water discharged into the municipal system for treatment by ADSSC do not specify the parameters for the various legal constituents of concern as per the legal requirements. In the single report that includes the legal limits, such limits are for a subset of the parameters analysed over time by the site.</li><li>- The site's reports on the quality of waste water discharged into the municipal system for treatment by ADSSC are not collated in a manner that reflects trends over time.</li><li>- The parameters tested over time by the site have also not been consistent, which has limited assessment of trends.</li><li>- The site stated that the quality of the waste water it discharges is very good and below the legal limit (COD=1,000 ppm), and it is the site's intention is to maintain the current quality levels (COD=1,000 ppm). The results provided reflect:<ul style="list-style-type: none"><li>* COD levels between 10.8 and 16 mg/L.</li><li>* pH between 9.72 and 13.7, and the legal limit is 6-9. However, the ADSSC advised that the pH exceedances they had detected were not of concern.</li><li>* In the sample analysed on 13/12/2020 the results for Organophosphorous pesticides and Organochlorine pesticides were multiple times above the legal limit. However, not further results for these constituents of concern were available to ascertain if this was a lab error, once-off anomaly, or ongoing issue of concern.</li></ul></li></ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"><li>- The site did not provided data that consistently reflects achievement of water quality targets for all relevant constituents of concern.</li><li>- In addition, water quality targets were no set in either of the water stewardship plans.</li></ul> <p><b>Finding No: TNR-000333   Due date:2022-Jun-03</b></p>
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**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.*  No

Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"><li>- The site stated that the effluent it discharges into the sewer system is currently of good quality. However, the site is not currently seeking to implement continual improvement due to them currently adhering to legal requirements and the "current good quality of their effluent"</li><li>- The current waste water quality data reflects a number of exceedances above legal limits and no continuous improvements over time. The latest results reflected pH at it best level over the 4 reporting periods, but the data is too sparse to ascertain if the improvement is an ongoing trend.</li></ul> <p><b>Finding No: TNR-000334   Due date:2022-Jun-03</b></p>
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**3.5** *Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.*

**3.5.1** *Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.*  Yes

Comment There are no IWRA's onsite.

**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.*

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3.6.1	<i>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.</i>	🔍 Obs.
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Sufficient provision of sanitation services was observed on site.</li> <li>- Access to dispensers (coolers) are provided to employees in the factory and all visitors including contractors.</li> <li>- The site collects the asset code of all dispensers in the factory and then sends this information to Tanveer for confirmation of periodical sanitization</li> <li>- An online system is used to monitor the sanitation system use by staff. The factory hygienist tracks performance via an assessment tool and identifies any potential gaps.</li> <li>- The provision of adequate access to safe drinking water for all workers onsite has been quantified, but not for effective sanitation and protective hygiene.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Quantification of safe drinking water was supplied including a map of the points of dispenser locations (the site has a list of the number of dispenser locations), but this has not been quantified in terms of the number of access points per employee.</li> <li>- Adequate access to effective sanitation and protective hygiene was observed, but this has not been quantified by the site.</li> </ul>	
3.6.2	<i>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.</i>	✅ Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- There are not any human receptors immediately upstream or downstream of the factory (see AWS Journey PDF maps)</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- The site is not impinging on the human right to safe water and sanitation of communities through their operations.</li> </ul>	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	❌ No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- To date indirect water use has not been quantified and no targets have been set.</li> <li>- Water Mapping is revised every year to prioritise top contributors. Projects are implemented to save water in these areas, which ensures continual improvement, but this does not relate to the site's indirect water use.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- To date indirect water use has not been quantified and no targets have been set.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000224   Due date:2022-Jun-03</b></p>	
3.7.2	<i>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.</i>	❌ No
Comment	<p>Conclusion</p> <ul style="list-style-type: none"> <li>- No evidence provided regarding this requirement.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000261   Due date:2023-Jan-23</b></p>	
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	

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<b>3.8.1</b>	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Municipal infrastructure is well maintained and the quality of raw water is good. Daily monitoring is undertaken by the site and there has never been an instances of received raw water being outside of the specifications. Raw water is 75 microSiemens and 70-80 BPM - very sweet water. The raw water received is even better than the specifications for bottled water.</li> <li>- The site has operational standards for received raw water . The Factory Technical Sheet in the site's QMS was shown to the auditors. The Bromate parameter is exceeded in some instances, but the factory removes this to meet its product specifications.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- No shared water-related infrastructure of concern to the site was identified that warranted engagement with the owners of the infrastructure.</li> </ul>	
<b>3.9</b>	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>	
<b>3.9.1</b>	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- Nestle MENA and the site were instrumental in the establishment and ongoing functioning of the U.A.E. AWS Core Group for the catchment and country (SWUP).</li> <li>- Nestle also shares best practices across all its global operations to improve water savings between factories. This includes detailed documentation and tracking in Nexus of global lessons and best practices, to enable other sites to implement similar activities. This was shown online during the audit.</li> <li>- Nestle has a Problem Solving Working Group, Sustainability (every 2 weeks), Water Resources (Monthly), and Simplex (Packaging) meetings on a weekly basis. Most initiatives discussed and planned are quick wins, but if they require major capital investments then approval must be obtained at Group level prior to implementation.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Various actions towards achieving best practice, related to water governance, are implemented.</li> </ul>	
<b>3.9.2</b>	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 No
Comment	<p>Evidence</p> <ul style="list-style-type: none"> <li>- 1-pager of water-saving projects. This reflects ongoing reductions in water use, but this is not linked to any water balance targets as these were not set in advance.</li> <li>- These projects were shared with the Dubai factory for them to implement identical or similar projects.</li> </ul> <p>Conclusion</p> <ul style="list-style-type: none"> <li>- Actions towards achieving best practice were shown, but targets in terms of water balance were not set in advance.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000336   Due date:2023-Jan-23</b></p>	
<b>3.9.3</b>	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 No

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**Comment** Evidence

- For connection of sewage, ADSSC initially took a sample and then approved discharge after confirmation of quality requirements.
- Quality has been maintained, but not improved.
- ADSSC take samples regularly.
- The water quality results reflect ongoing exceedances above the legal limits for pH, and once off for two other parameters.


Conclusion

- Best practice has not been implemented.
- Targets in terms of water quality were not set.

**Finding No: TNR-000337 | Due date:2022-Jun-03**

**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

**Comment** There are no IWRAs onsite at the Abu Dhabi Factory.

**3.9.5** *Actions towards achieving best practice related to targets in terms of WASH shall be implemented.*   
Obs.

**Comment** Evidence

- WASH is being constantly being reviewed via Nestle's WASH tool. This includes assessment, planning, actions, and monitoring of implementation.
- The WASH Tool: WASH Pledge Self-Assessment Tool includes the Current State of Implementation and Pledge Compliance (with scoping comment and rationale, and self-identified recommendations) . This then feeds into the documentation of Actions, the Responsible Party, Deadline for implementation, and Status of Completion. The stage of Implementation is also tracked.
- The site shared evidence that during the week of 17-21 January 2022, for Abu Dhabi Sustainability Day the site shared their Solar PV Project with the Nestle Group. This is linked to Nestle’s Net Zero objectives. The project resulted in a 40% reduction in energy use. However, this does not have direct relationship to this requirement.

Conclusion

- No WASH targets were set in the water stewardship plan.
- WASH is being constantly being reviewed via Nestle's WASH tool. This includes assessment, planning, actions, and monitoring of implementation. However, these actions aren't directly linked to WASH targets were set in advance in the water stewardship plan.



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**4 STEP 4: EVALUATE - Evaluate the site's performance.**

**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.* ✘

Comment Evidence

- Implementation of the site's water stewardship plan v1 (2021) was commenced in Q2 2021. The plan was updated in early 2022 (v2).
- However, the majority of the targets in the plan are not explicit and measurable (i.e., quantitative or qualitative).
- No evaluation has been undertaken by the site of its performance in relation to these targets.
- The site holding international discussions, including weekly, monthly and annual operational reviews, but these are not an explicit evaluation of performance.
- The site's OMP is used to track 2021 tasks, but this doesn't feedback to the annual Stewardship Plan to evaluation performance in relation to AWS outcomes. The OMP objectives and outcomes are also different to the AWS requirements. OMP objectives and outcomes include AWS high-level aspects, but there is no direct link between the OMP performance assessment and the site's Water Stewardship Plan.
- The OMP is checked on quarterly basis, but there is no direct feedback to evaluation of the site's water stewardship plan.

Conclusion

- The majority of the targets in the water stewardship plan are not explicit and measurable (i.e., quantitative or qualitative). No evaluation has been undertaken by the site of its performance in relation to these targets. The site's OMP is used to track 2021 tasks, but this doesn't feedback to the annual Stewardship Plan to evaluation performance in relation to AWS outcomes. The OMP objectives and outcomes are also different to the AWS requirements. OMP objectives and outcomes include AWS high-level aspects, but there is no direct link between the OMP performance assessment and the site's water stewardship plan.

**Finding No: TNR-000246 | Due date:2022-Jun-03**

**4.1.2** *Value creation resulting from the water stewardship plan shall be evaluated.* ✘

Comment Evidence

- The RO Water Saving and Solar Projects resulted in positive contributions by the site to water stewardship objectives and GHG emission reductions, but these weren't linked to explicit quantitative or qualitative targets in the water stewardship plan. The site advised that typical targets set by the site are a 5% reduction from the previous year, but these are not stated in the plan.

Conclusion

- Value creation resulting from the water stewardship plan has not been evaluated.

**Finding No: TNR-000266 | Due date:2023-Jan-23**

**4.1.3** *The shared value benefits in the catchment shall be identified and where applicable, quantified.* ✘

Comment Evidence

- No evidence of direct benefits was provided by the site. All evidence relates to indirect benefits through site-based actions.

Conclusion

- The shared value benefits in the catchment were not identified, nor quantified.

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**Finding No: TNR-000234 | Due date:2023-Jan-23**

**4.2** Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.

**4.2.1** A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified. ✔  
Yes

Comment Evidence  
- No water-related incidents or extreme events experienced have been experienced by the site since operations commenced.  
- Tankers are available to transport raw water to the site if required, but not incidents have necessitated evaluation of this risk.

Conclusion  
- Not applicable as no emergency incident(s) have taken place necessitating review and root-cause analysis.

No major risks of earthquakes, volcanic eruptions, flooding in the region.

**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. ✘  
No

Comment Evidence  
- Consultations with stakeholders have been documented via three questionnaires completed by stakeholders.  
- CRP 3.0 is used to document all the consultations undertaken, date of interview, stakeholder profile, and questionnaire responses. Hard copies are completed by stakeholders and inputs are then transferred into the CRP 3.0 electronic tool. This includes the email correspondence as an attachment.  
- ADDC, ADSSC, ADAFSA, DED, DED2, QCC, Zonescorp were all engaged.  
- Abu Dhabi Environmental Agency was not consulted regarding the Bul Syayeeef MPA.  
- However, none of this consultation was focussed on facilitating input on the site's water stewardship performance.

Conclusion  
- Stakeholder consultation was undertaken with the vast majority of key stakeholders, but none of this consultation was focussed on facilitating input on the site's water stewardship performance.

**Finding No: TNR-000339 | Due date:2022-Jun-03**

**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. ✘  
No

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**Comment**

**Evidence**

- Plan was updated from 2021 (v1) to 2022 (v2) in early 2022. A major change related to responsible parties, as some of the team changed. No other changes were made, reflecting no major adaptive management and likely due to limited direct evaluation of performance. Performance was evaluated via the site's OMP, but there is limited linkage between the OMP and water stewardship plan.

**Conclusion**




- The site's water stewardship plan was modified and adapted to incorporate new relevant information regarding employee responsibilities, but as no evaluation of the water stewardship plan was undertaken no lessons were identified for carry over into changes in the plan.

***Finding No: TNR-000340 | Due date:2023-Jan-23***

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5		STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts
5.1	<i>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.</i>	
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- The site's employee organogram was shared. Legal responsibilities are not explicitly documented per person or department, but they are clearly divided between management level employees and clearly understood. However, this is not shared publicly. No corporate-level disclosure is taking place that explicitly states that site-level governance information is available upon request.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations are disclosed.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000341   Due date:2022-Jun-03</b></p>	
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>	
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- An overview of AWS and the site's AWS journey was disclosed via email and a website article, but the water stewardship plan was not shared in any form.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- The water stewardship plan was not shared in any form.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000225   Due date:2022-Jun-03</b></p>	
5.3	<i>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.</i>	
5.3.1	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i>	 No
Comment	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>- There as been no disclosure of the site's performance to date. Nestle Group shares AWS efforts and progress in its Annual Report, and a Regional Workshop was held, but not directly related to the water stewardship performance including quantified performance against targets.</li> <li>- However, the 1st version of the WSP (2021) was only operationalised in Q2 2021, so the site has not completed a full year of implementation yet.</li> </ul> <p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>- A summary of the site's water stewardship performance, including quantified performance against targets, has not been disclosed annually at a minimum.</li> </ul> <p style="text-align: right;"><b>Finding No: TNR-000242   Due date:2022-Jun-03</b></p>	
5.4	<i>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.</i>	

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<b>5.4.1</b>	<i>The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</i>	 No
Comment	Evidence - No evidence of disclosure was provided.	
	<b>Finding No: TNR-000240   Due date:2022-Jun-03</b>	
<b>5.4.2</b>	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i>	 No
Comment	Evidence - Outreach meetings with neighbours was undertaken to inform them about AWS, Nestle's AWS journey, and the upcoming audit. - No disclosure and associated active outreach has been undertaken yet on shared water-related challenges and efforts made to address these challenges shall be disclosed. - There was interaction with ADSSC when they came on site to take a sample (via a technician), but this was not with ADSSC at a management level and the discussion did not relate to addressing shared water challenges. - There has been interaction through the SWUP, not directly regarding addressing shared water challenges yet.  Conclusion - Efforts have not been made yet by the site to engage stakeholders and coordinate and support public-sector agencies in collectively addressing shared water challenges	
	<b>Finding No: TNR-000282   Due date:2023-Jan-23</b>	
<b>5.5</b>	<i>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.</i>	
<b>5.5.1</b>	<i>Any site water-related compliance violations and associated corrections shall be disclosed.</i>	 Yes
Comment	Evidence - The site advised that there have never been any violations or need for corrective actions, which was confirmed by ADSSC. The ADSSC was aware of minor exceedances of a limited number of parameters (e.g., pH) in the waste water from the site, but did not deem these to be of concern.  Conclusion - There have not been any site water-related compliance violations and associated corrections to be disclosed.	
<b>5.5.2</b>	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	 Yes
Comment	Evidence - No corrective actions have been required by the site regarding water-related compliance violations.  Conclusion - Necessary corrective actions by the site to prevent future occurrences have not been applicable and have therefore not been disclosed.	
<b>5.5.3</b>	<i>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.</i>	 Yes

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Comment

Evidence

- The site advised that there have never been any violations or need for corrective actions, which was confirmed by ADSSC. The ADSSC was aware of minor exceedances of a limited number of parameters (e.g., pH) in the waste water from the site, but did not deem these to be of concern.

Conclusion

- There have not been any site water-related compliance violations that have required communication to relevant public agencies and disclosure.

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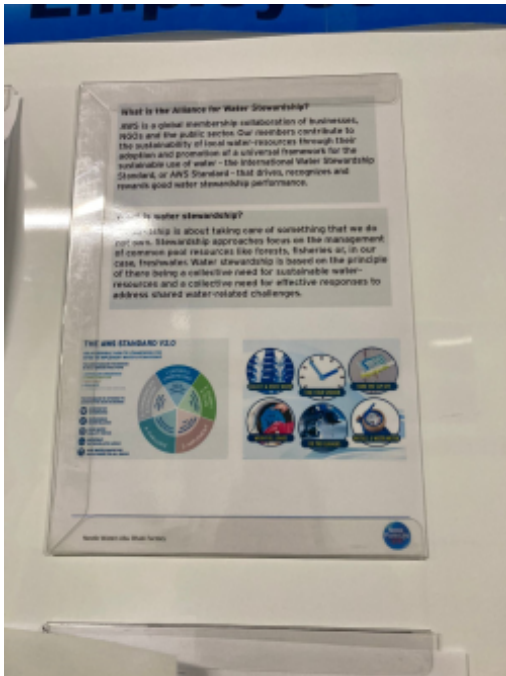
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### Photographic Evidence from Audit

✔  
Yes



Site notice board AWS information3.jpg



Site notice board AWS information2.jpg

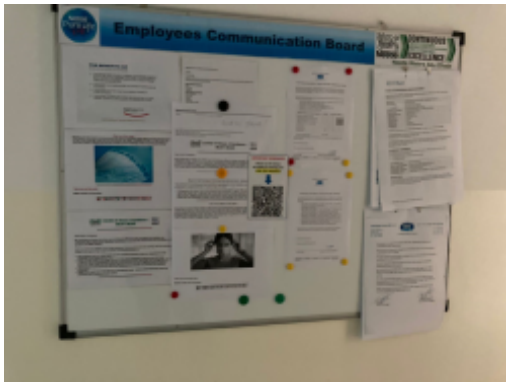
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Site notice board various.jpg



Site notice board various2.jpg



Site notice board AWS information.jpg