

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-000218



SITE DETAILS

Site: **Nestlé Santa Maria Factory - Puebla, MX**
Address: Santa Maria Factory, 74100, Puebla, MEXICO
Contact Person: Miguel Angel Medina Ortiz
AWS Reference Number: AWS-000064
Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Platinum
Date of certification decision: 2022-Sep-02
Validity of certificate: 2025-Sep-02

AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)
Audit Type(s): Re-Certification Audit
Audit Start Date: 2022-Mar-16
Lead Auditor: Claudia M. Jaime
Audit team participants:
Ricardo Salas Colunga
Claudia M Jaime, Lead Auditor
Site Participants:
Miguel Angel Medina Ortiz, Community coordinator
Fernando Flandes Parra, Factory Manager
Kimberly Herrera, Coordinator NCE
Rolando Baca Gómez, Factory Engineer
Montserrat Ortiz Mendez, Quality manager
Mari Carmen Moreno Pérez, Coordinador de embalaje
Carlos Alberto Pérez Flores, Production manager
Miriam Dalila Sesma López, SSHE Officer
José Alejandro Morales Márquez, Production Supervisor

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ADDITIONAL INFO

Summary of Audit Findings: A total of 5 minor non-conformities, and 14 observations were identified during the recertification audit process.

The Client is requested to define corrective actions for each of the non-conformities and submit these to WSAS within 30 days of receipt of the audit report, by 01/07/2022.

The major non-conformity must be sufficiently addressed and closed out within 90 days of receipt of the report, by 31/08/2022. Minor non-conformities must be closed by the time of the next annual audit.

The audit team recommends AWS certification of Nestle Santa Maria Factory to Platinum level pending approval of the corrective actions and closure of the major non-conformities by WSAS.

CLOSURE OF NON-CONFORMITIES: The site has prepared a corrective action plan for all non-conformities raised. The implementation of the corrective action plan will be assessed at the next surveillance audit. All non-conformities were addressed, however, two minor non-conformities remain open, as outstanding evidence shall be reviewed at the next surveillance audit.

Scope of Assessment: The scope of services covers the recertification audit for assessing conformity of Nestle Santa Maria Factory - Puebla Mexico against the AWS International Water Stewardship Standard Version 2.

The facility is located in the upper part of the San Martin Texmelucan Hydrological Basin, North (SMTN), Rio Atoyac sub-basin (838.45 km²). The Atoyac River is the primary river of the catchment. The Santa Maria Plant is located on the foothills of the Tlaloc Volcano, at the northwest end of the Puebla Aquifer. The spring of the factory is recharged with infiltration water which originates in the forest area in the SMTN watershed. The Well of Manantiales la Asunción (PMA) is supplied with groundwater from the Valle de Puebla aquifer.

The audit was conducted onsite on 16-18 March 2022.

The onsite site visit included the assessment of visit water extraction well, water purification area, production lines, wastewater treatment plant, IWRA, stakeholder interviews and meetings to identify documents submitted as evidence.

SCORE

102.00

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	14
Minor	5

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FINDING DETAILS

Finding No:	TNR-000503
Checklist Item No:	1.3.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-18
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:	The site has not presented the water balance equations (including inflows, losses, storage and outflows, and indication of annual variances in water usage rates. There is no evidence of the estimation of annual or, where appropriate, seasonal maximum and minimum variations.
Corrective action:	The 2021 year-end water map update will be carried out.
Evidence of implementation:	The water balance for 2021 was presented. There is no estimation of annual or seasonal maximum and minimum variations. This finding has been downgraded to 'minor' and remains open until the next surveillance audit. In order to close the non-conformity, the site shall prepare an estimation of the annual or seasonal variations of water usage rates.
Finding No:	TNR-000671
Checklist Item No:	1.4.3
Status:	Open
Finding level:	Observation
Checklist item:	Advanced Indicator The embedded water use of primary inputs in catchment(s) of origin shall be quantified.
Findings:	The site presents two tables with information on its main suppliers of inputs and services. It identifies its flavours and fragrances supplier as the only one that contributes more than 5% of its total weight of the goods it produces or accounts for more than 5% of the costs. The site does not quantify the volume of embedded water used by its main input and service suppliers. More detailed information is needed.
Finding No:	TNR-000504
Checklist Item No:	1.6.2
Status:	Open
Finding level:	Observation
Checklist item:	Initiatives to address shared water challenges shall be identified.
Findings:	The site identifies the initiatives promoted, but does not relate these actions to their shared challenges and the defined prioritisation. The initiatives should be related and consistent with the findings of indicator 1.6.1.

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Finding No: TNR-000672

Checklist Item No: 1.6.4

Status: Open

Finding level: Observation

Checklist item: Advanced Indicator

Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.

Findings: While surveys are a common element in social impact studies, they are not sufficient evidence to identify potential water-related social impacts. The site should undertake an assessment of its impacts (positive and negative) and plan action as appropriate.

Finding No: TNR-000673

Checklist Item No: 2.1.1

Status: Open

Finding level: Observation

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 letter does not include the following commitments:

- That the site implementation will be aligned to and in support of existing catchment sustainability plans
- That the site will allocate resources to implement the standard.

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Finding No:	TNR-000507
Checklist Item No:	3.3.1
Status:	Closed
Finding level:	Minor
Due date:	2023-Apr-30
Checklist item:	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.
Findings:	<p>The site does not present evidence for the objective of establishing relations with government bodies to influence public policies and how these are linked to the water balance.</p> <p>The site has presented evidence of objectives set in 2020 which don't correspond to the 2022 WSP.</p>
Corrective action:	<p>Date of signing of the municipal agreement on August 31</p> <p>Evidence of the agreements signed with CONAFOR is shared, which will have an impact on the care and conservation of the forests, which are fundamental for the recharge of the Valle de Puebla aquifer.</p>
Evidence of implementation:	Signed agreement with CONAFOR for a collaboration on payments for environmental services submitted, dated 18 May 2022.
Finding No:	TNR-000523
Checklist Item No:	3.4.2
Status:	Open
Finding level:	Observation
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:	<p>The Site do not provide information for 2021.</p> <p>The data presented is for 2020, the WWTP effluent analyses need to be updated.</p>
Finding No:	TNR-000509
Checklist Item No:	3.5.1
Status:	Open
Finding level:	Observation
Checklist item:	Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.
Findings:	In the case of the objective of user participation by promoting physical barriers in springs, the plan indicates that 2 springs that supply drinking water to the community of López Rayón have been fenced off, however, it does not provide evidence of this action.

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Finding No:	TNR-000675
Checklist Item No:	3.7.3
Status:	Open
Finding level:	Observation
Checklist item:	Advanced Indicator
Findings:	Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated. Advanced indicator: There is no evidence that the site has taken actions to address water related risks and challenges related to indirect water use outside the catchment.
Finding No:	TNR-000518
Checklist Item No:	3.9.1
Status:	Closed
Finding level:	Minor
Due date:	2023-Mar-31
Checklist item:	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.
Findings:	There is no evidence to support completion of the following objectives defined by the site as best practice: 1) Engage with the authorities that set and monitor Local Regulations. Establish a regular monitoring programme to observe any changes or impacts. For this objective the site indicates the elaboration of a quarterly report of the discharges of its WWTP, which are not included in the evidence. b) Provide training to families on good water culture practices. For this objective, the site indicates as an action to develop the campaign "Water culture in Tlahuapan", for which no evidence was presented.
Corrective action:	1) Present quarterly reports from the WWTP. b) Due to the pandemic, we communicated good water culture practices to the WWD, who were the channel of communication with the families of the nearby communities. 88 employees were impacted during the event.
Evidence of implementation:	Quarterly reports of the WWTP discharges and list of participant list of attendees on WWD were presented.

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Finding No: TNR-000519
Checklist Item No: 3.9.2
Status: Closed
Finding level: Minor
Due date: 2023-Apr-30
Checklist item: Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.
Findings: There is insufficient evidence on the progress made regarding the objectives related to water balance in their water stewardship plan.
Corrective action: Share graphs of % of spring water use and refer to the COTAS study on wells between Tlahuapan and San Martin showing the issue of 0 defection.
Evidence of implementation: Graphs on % of spring water use and study of the development of the wells in the area between 2010 and 2021 were submitted.

Finding No: TNR-000520
Checklist Item No: 3.9.3
Status: Open
Finding level: Observation
Checklist item: Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.
Findings: There is insufficient evidence on the progress made regarding one of its objectives related to the physical barriers for the protection of springs.

Finding No: TNR-000709
Checklist Item No: 3.9.8
Status: Open
Finding level: Observation
Checklist item: Advanced Indicator
Achievement of identified best practices related to targets in terms of water quality shall be quantified
Findings: There is no evidence that suggests that the site has quantified their achievement of best practices related to water quality targets.

Finding No: TNR-000710
Checklist Item No: 3.9.10
Status: Open
Finding level: Observation
Checklist item: Advanced Indicator
Achievement of identified best practice related to targets in terms of WASH shall be quantified.
Findings: There is no evidence that suggests that the site has quantified their achievement of best practices related to WASH targets.

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Finding No:	TNR-000711
Checklist Item No:	3.9.13
Status:	Open
Finding level:	Observation
Checklist item:	Advanced Indicator Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified.
Findings:	There is no quantified evidence that the site is materially and positively contributing to the achievement of the collective action.
Finding No:	TNR-000712
Checklist Item No:	4.1.4
Status:	Open
Finding level:	Observation
Checklist item:	Advanced Indicator A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified.
Findings:	There is no evidence of a governance or executive-level review of the site's performance in light of its actions and targets from its water stewardship plan.
Finding No:	TNR-000513
Checklist Item No:	5.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-18
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 is no evidence of disclosure of the site's annual water stewardship summary for 2021 or 2022.
Corrective action:	We have the 2021 communication gazettes as a source of dissemination, in addition, communication will be carried out through the biannual report, which will be published in 2023.
Evidence of implementation:	The site's monthly gazettes show that the site discloses quantified performance against their water stewardship plan activities. The bi-annual report will be published in 2023. This finding was downgraded to a minor as performance regarding the plan is disclosed but not a summary of the site's water stewardship performance and quantified performance against targets. This non-conformity remains open until the next surveillance audit. In order to close the non-conformity the site shall demonstrate that the bi-annual report, including the site's water stewardship summary for 2021/2022, was been published.

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Finding No: TNR-000524

Checklist Item No: 5.3.2

Status: Open

Finding level: Observation

Checklist item: Advanced Indicator

The site’s efforts to implement the AWS Standard shall be disclosed in the organization’s annual report.

Findings: There is no evidence of disclosure of the site's AWS implementation efforts in their annual report.

Finding No: TNR-000525

Checklist Item No: 5.3.3

Status: Open

Finding level: Observation

Checklist item: Advanced Indicator

Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization’s annual report.

Findings: There is no evidence of disclosure in the organization's annual report regarding the benefits to the site and stakeholders from AWS implementation.


Signature WSAS

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Report Details

Report	Value
Report prepared by	Claudia Mendez Jaime
Report approved by	Lisa Seufert
Report approved on (Date)	23/05/2022

Surveillance

Proposed date for next audit
2023-Apr-18

Stakeholder Announcements

Date of publication	Location
2022-Feb-01	WSAS Website https://watersas.org/stakeholder-announcements/
2022-Feb-01	AWS Website https://a4ws.org/certification/stakeholder-announcements/
2022-Feb-16	NW Mexico website: https://www.agua-stamaria.com.mx/certificacion-aws

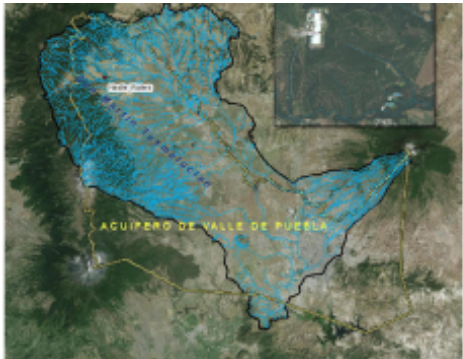
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Catchment Information

Catchment Information

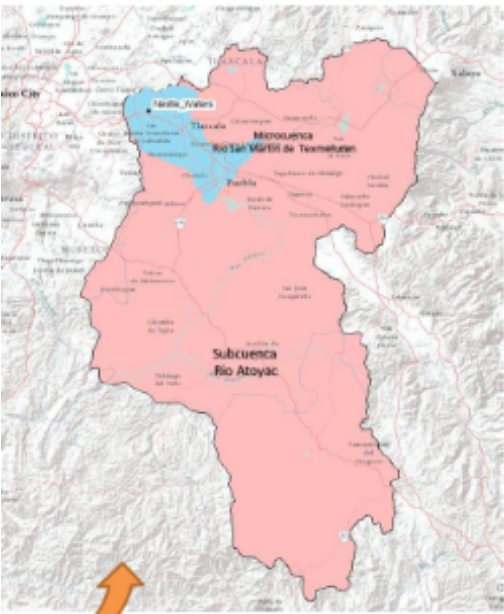
The Site is located in the town of Santa María Atepatzingo in the municipality of Tlahuapan in the state of Puebla, part of the Balsas river basin, which receives pressure from the municipality of Tlahuapan in the state of Puebla, part of the Balsas River basin, which receives considerable national pressure due to its micro-basins that form it. This basin is the sixth of Mexico's 26 administrative hydrological regions of Mexico, which have surface water currently supplying cities within its area of influence, as well as for electricity generation (57%) and other industries. It has a surface area of 119,248 km2, a length of 770 kilometres, an average natural surface of 17,248 km2 and an average natural surface runoff of 17,057 Hm3 /year.

The aquifer of the Puebla Valley is located in the area of influence of the Balsas basin, with an average annual groundwater recharge volume of 339 million m3 /year, a groundwater concession volume of 285 million m3 /year, and a groundwater abstraction volume of 307 million m3 /year (Evaluación de recursos hidrogeológicos, p.6).



Source: Artea Group, 2015
Figure 3-2 Acuífero del Valle de Puebla localizado en la Cuenca de Santa María Tlahuapan, ubicación de la planta de Iruaté - México.

Valley of Puebla aquifer.png



Catchment Manantiales La Asunción.png

Comment The Site is located in a single catchment.

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Client Description and Site Details

Client/Site Background

Nestlé Group manages the Manantiales La Asunción, S.A. de C.V. water bottling factory producing mineral water products under the "Agua Santa María" brand, NPL and Gerber. The factory has ten production lines and a variety of different bottle types ranging from 355 ml to 4 L bottles. The water for bottling is sourced from a spring and a well, both located within the boundaries of the facility. The site does not utilize municipal water for industrial use within the facility.

Summary of Shared Water Challenges

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Water governance: The Site has established Water Culture as a priority: Generate greater awareness of water use with the different water users in the Valle Alto de Puebla basin.

Water balance: The Site has established water management as a priority: Encourage water users (Communities) to implement water meters in their distribution systems. Promote efficient irrigation systems in agricultural soils. Actions to increase or maintain the volume of water in the Puebla Valley basin

Water quality: The Site has established Clean Water in Rivers as a priority: Reactivate Wastewater Treatment Plants (Santa Cruz, Otlatla and Tlahuapan). The site also has identified contaminant-free soils as a priority: Use of organic products with local farmers.

IWRA: The site has an agreement with CONAFOR for the reforestation of 44.5Ha; this has a forested area of more than 270 Ha. The site also has an Environmental Services Programme to maintain and conserve the forests of the Ixta-Popo region through the agreement with CONAFOR signed in 2018.

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 occupies one catchment in the state of Puebla, part of the Balsas River basin

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 Manantiales La Asuncion 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.



Yes

Comment The site has provided several documents including:

- Site boundaries
- Water-related infrastructure, including the pipe network, owned or managed by the site or its parent organization.
- Discharge points and wastewater service provider.
- The catchment(s) that the Site affects and relies on for water.

The images clearly show the boundaries of the Santa Maria factory, its water sources and the discharge points of its treated effluent. It also identifies the infrastructure used. The site reports that it does not have a water service provider as they have their own sources (1 well and 1 spring); however they have submitted the respective concessions with current payments. The site presents information on the location of Manantiales La Asunción Factory's treated wastewater discharges.

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

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

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







Yes

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Comment	<p>The Site has identified and mapped its stakeholders, for which it has considered different scales: for attitude it includes good, neutral and fair to tense. Its map includes numbers from 1 to 3 where 3 is good and 1 is fair to tense. The vast majority are rated level 3 and only one is level 1.</p> <p>The same list evaluated from the level of influence with a scale of 1-5; the evaluated stakeholders are placed between level 3 to 5 which implies a medium to strong influence. Their list includes 61 stakeholders and they are classified as environmental authorities, local authorities (neighbour communities and "ejidos" where the property of their land is communal owned), local population, NGOs, decentralized government bodies, key opinion leaders, and others. (including community leaders)</p> <p>The list has been updated due to change in municipal authorities.</p>	
1.2.2	<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>	 Yes
Comment	<p>The Site has presented in its stakeholder identification the degree of influence between the site and stakeholders (see documents at 1.2.1). In addition, during the interviews with different stakeholders it has been confirmed that the Site maintains active participation and communication with them and develops activities aimed at improving water management outside its boundaries, such as river clean-up campaigns, water care, donations for payment of environmental services, among others.</p>	
1.3	<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>	
1.3.1	<i>Existing water-related incident response plans shall be identified.</i>	 Yes
Comment	<p>The site has the following contingency plans:</p> <p>Factory WWTP Contingency Plan.</p> <p>The document focuses on the risks associated with its WWTP. The plan is intended to provide technical support to the site in case the WWTP has a contingency due to chemical spills, earthquake or other event that causes equipment failure.</p> <p>Contingency instruction for water resources.</p> <p>The document identifies potential legal, water quality, seismic, and IWRA-related risks. The plan is simple and consists of designating a person responsible for dealing with the above risks and describes the procedure to be followed.</p>	
1.3.2	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	 Yes
Comment	<p>The site presents as evidence the water balance data of Manantiales La Asuncion factory; water consumption of the two sources (well and spring) of KPI 2018, 2019. It includes the 2021 KPI where it maps its highest consumption in its processes (the evidence is the same as in 1.3.1.)</p> <p>The data indicates that they have not met their consumption targets and have generally been slightly above them.</p> <p>During the audit the well system managers indicated that due to maintenance work they were behind schedule.</p> <p>The site includes information on water outflows, in the hydraulic map document (blocks).</p>	
1.3.3	<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>	 in progress

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Comment The site has a hydraulic block map in which the input and output volumes of the production processes are identified.
The consumption of the sources is stated in the water KPI, which shows the volume available from the supply sources (KPI 2021). The graphs are not consistent with the data table.
In the water consumption KPI documents from 2018 to 2021, information on revenues, process losses and monthly variation of water consumption rate is included.
The site has not estimated the maximum and minimum annual variations. It has not been determined whether there is a water-related challenge that puts at risk the good water balance for people or the environment.
The site has not presented the quantification of the water balance of the site including a water balance equation or data on outflows.

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1.3.4 *Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.*


Yes

Comment The site presents a representative sample of the results of analyses carried out in the period 2020-2022 of the WWTP discharges, performed by an external laboratory contracted by the company. All results presented comply with Mexican standards for industrial discharges. The water is discharged at an authorized site (unnamed Cañada).
The site indicates adherence to the declaration of the Atoyac River (it does not include the declaration). In the audit the person in charge of the PTAR indicated that the site carries out its own monitoring of water quality and discharges.
The site does not include or describe the maximum or minimum values.
The site presents the results of the water quality analysis of the supply sources, well and spring, the data are annual and comply with the standards: NOM 127 and NOM 001. During the audit it was observed that the site performs continuous analysis of the supply sources and processes to ensure the quality of its products. It includes the maximum and minimum values of historical data.
It does not include seasonal variation. During the audit the system managers indicated that there was no seasonal variation in supply.

1.3.5 *Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.*


Yes

Comment The site includes a 2018 NER (Nestlé Environmental Requirements), which includes water management at the site with clear objectives, actions and responsible parties according to the policies set out by Nestlé Waters. The 2021 document is a simpler report on the assessment of the indicators set out in the NER containing the results achieved by the site in 2021.
The site presents the inventory of all chemical materials found in the factory, the document has information on: where the product is, in which type of tank or container, the substance, storage capacity, as well as a graphical description.
During the tour of the site, the warehouse was visited and it was observed that it is in order and there are no reports of accidents or spills. They have safety protocols in place and the area is not freely accessible.






1.3.6 *On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.*







Yes





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Comment	<p>The site presents a document showing the location of the factory near the Ixta Popo Protected Natural Reserve, as well as the different important water-related areas in the upper part of the watershed. The Santa Maria factory has 262 hectares of forest surrounding its water sources.</p> <p>The site shows its commitment and alignment to the protected area management plan elaborated by the National Commission of Natural Protected Areas (CONANP). It has collaborated with Santa Rita Tlahuapan, which is located within the protected natural area, through the environmental services payment programme developed by the National Forestry Commission (CONAFOR).</p> <p>In the document Evaluación de recursos hidrogeológicos FSM (Page 20) is the location of the factory. In the image of the Valle Alto de Puebla Water Balance, one can see the flow of the catchment, considered as an important area related to water.</p>	
1.3.7	<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>	 Yes
Comment	<p>The site presents the Sociodemographic Study of Santa Rita Tlahuapan, prepared by MAF Consultants, which shows the impact that the Santa. María factory has had on the municipality, mainly in terms of jobs generated, economic contributions due to compliance with authorities.</p> <p>It includes the social perception studies prepared in 2018 and 2021, in these documents one can find the opinion of the community towards the company, considering employment and environmental issues.</p> <p>Finally, the site shares the CSV 2021, BUDGET PRO 2022 and BUDGET PRO 2022 Curva Drive documents, which describe the economic investment made by the site on issues of water donation for access to drinking water and the budget on certification, social and environmental issues.</p>	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	<p>The site presents the Excel file WASH Pledge Self-Assessment Tool - FSM describing access to safe drinking water, sanitation and hygiene in detail, covering all workers.</p>	
1.4	<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>	
1.4.1	<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>	 Yes
Comment	<p>The site's main primary input is water from its own water sources.</p> <p>The site does not identify any other primary input coming from its catchment.</p>	
1.4.2	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	 Yes
Comment	<p>The site includes a list of service providers, it does not give context on their location or the water they use during the provision of services.</p> <p>Staff pointed out that they do not have any primary input suppliers within the catchment.</p>	
1.4.3	<i>Advanced Indicator</i> <i>The embedded water use of primary inputs in catchment(s) of origin shall be quantified.</i>	 Obs.
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	





1.5.1	<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>	 Yes
Comment	<p>The site presents as evidence the documents "COTAS Management Plan", "Challenges and Opportunities of FSM in the Catchment", to identify the challenges and existing plans for water management aligned to the diagnoses made both by the site and the Technical Committee on Water (COTAS). The management plan includes water governance initiatives, water-related public policies, and the main public initiatives underway.</p> <p>The WSF Challenges and Opportunities document presents the site's areas of opportunity to help inform potential opportunities for collective action for sustainable water management (pp. 38-42).</p> <p>The site includes the summary of CRP 2020 and 2021, where its objectives with respect to the initiatives generated by the commitment to water in the catchment are set out.</p>	
1.5.2	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Yes
Comment	<p>The site presents a matrix recording all legal actions, this document is used by the site to monitor the status of each of the site's legal obligations.</p> <p>On customary water rights legally defined and/or verified by stakeholders. During the audit local and state authorities were interviewed, none of them expressed any issues related to stakeholders' water rights and access to water.</p>	
1.5.3	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	 Yes
Comment	<p>The site presents as evidence the study carried out by IMTA in 2018 to quantify the water balance and infiltration area of the catchment; where the factory is located (Hydrogeological Analysis _IMTA_FSM, p. 6).</p> <p>The synthesis of the results of the study can be found in the IMTA presentation, which includes the modelling of different scenarios related to vegetation cover and infiltration in the aquifer.</p> <p>The site presents an image with precipitation trends on a monthly and annual basis in the upper part of the catchment (Balance Hídrico Valle de Puebla). This quantifies water availability in the catchment.</p>	
1.5.4	<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>	 Yes
Comment	<p>The site presents the analyses of the physical, chemical and microbiological status to identify and quantify the water quality of its water sources. The analyses were carried out in certified laboratories (Spring and Well Results F&Q 2021). The sampling frequency presented in this document is irregular and only presents annual or semi-annual data. It identifies historical highs and lows in the period 2010-2021.</p> <p>The study carried out by IMTA, both sources were analysed and the results are shown in (Hydrogeological Analysis _IMTA_FSM, Page 35).</p> <p>In the year 2021 a piezometric study was carried out, creating a monitoring network of 17 wells, which were sampled for physicochemical and coliform parameters (to identify risks in groundwater quality), the results are shown on pp. 56-59.</p>	
1.5.5	<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>	 Yes

Comment	<p>The site identifies that it is located close to the Iztaccíhuatl Popocatepetl National Park (Programa de Manejo Parque Nacional Izta - Popo, 22 "Location and Boundaries"), an important location for the development of its actions in IWRA. The park has a management programme that evaluates its status, including the main challenges in relation to the environment and the communities located within its perimeter.</p> <p>The IMTA hydrogeological analysis document identifies the importance of contributing to the conservation of the forests to favour the recharge of the aquifer. It identifies the location of the reforested lands within the National Park, page 7.</p> <p>The site presents as evidence the "Hydrogeological Resource Assessment of FSM", a document that describes and identifies the location of the site and its conservation area related to the local hydrogeology (p. 20).</p> <p>The spring area located within the factory site is considered an IWRA.</p>	
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 Yes
Comment	<p>The site identifies that it does not use any off-site public or private infrastructure for water supply.</p> <p>It does not identify risks related to the factory's infrastructure as it is adequately maintained, including its well, piping that connects to the spring, the WWTP and the treated water discharge line.</p> <p>The site presents the factory's emergency plan procedures, which refers to sanitary emergencies and quality assurance actions.</p>	
1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	 Yes
Comment	<p>The site presents a document describing the water infrastructure of the municipality of Santa Rita Tlahuapan, Pue (the factory is located in this municipality). It identifies the percentage of the population that has access to drinking water and wastewater treatment (p3).</p>	
1.5.8	<p><i>Advanced Indicator</i></p> <p><i>Efforts by the site to support and undertake catchment level water-related data collection shall be identified.</i></p>	 Yes
Comment	<p>The site presents the documents:</p> <p>Presentation of the study conducted by IMTA that includes sample collection to determine water quality and physicochemical composition in wells and springs near the site (IMTA laboratories are certified). The site identifies the funding of this study as part of its efforts to gather information on the condition of the sub-basin where it is located.</p> <p>The site identifies as an additional effort the funding of the piezometric study carried out in 2021 by COTAS.</p>	
Score	6	
1.5.9	<p><i>Advanced Indicator</i></p> <p><i>The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.</i></p>	 Yes
Comment	<p>The site identifies that its primary input is water obtained from its own sources. On site all employees have full WASH facilities, this was verified during the audit.</p> <p>The site identifies that the availability of WASH in the catchment to off-site is 99% for piped water and 97% drainage.</p> <p>The major deficiency is in wastewater treatment, the report on water infrastructure in the municipality of Santa Rita Tlahuapan (where the site is located) identifies that only 3 of the 7 plants in the municipality are operating.</p>	
Score	4	
1.6	<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>	

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1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	 Yes
Comment	<p>The site presents a table aligned to the topics of interest for AWS (Governance, Balance, Quality and Important Water Areas), where it identifies the shared challenges, their justification, effects, trends and priority in the catchment, the challenges identified are:</p> <ul style="list-style-type: none">- Lack of water culture: Generate greater awareness of water use with the different water users in the Upper Puebla Valley Catchment".- Water management: Encouraging water users (communities) to implement water meters in their distribution systems."- Water pollution in rivers: Reactivate wastewater treatment plants (Santa Cruz Otlatla and Tlahuapan).- Contaminant-free soils: Promote the use of organic products with farmers in the area.- Actions to increase or maintain the volume of water in the Puebla Valley Catchment.- Promote efficient irrigation systems in agricultural soils.- Implement the Environmental Services Programme Maintain and Conserve the Forests of the Ixta-Popo region.	
1.6.2	<i>Initiatives to address shared water challenges shall be identified.</i>	 Obs.
Comment	<p>The site identifies that it has promoted different initiatives to address shared water challenges.</p> <p>It collaborated with the Groundwater Technical Committee (COTAS) in the implementation of programmes on water culture, which took into account issues of saving water at home, efficient water use, among others, impacting 1,250 families.</p> <p>In 2018, the site financed the study developed by IMTA to update the status of the water balance in the Valle de Puebla aquifer, carrying out monitoring (p 63).</p> <p>The site signed two agreements with communities located in the same catchment to promote the good management of the forest and favour the recharge of the aquifer.</p> <p>The site identifies the initiatives promoted, but does not relate these actions to their shared challenges and the defined prioritization.</p> <p>The initiatives should be related and consistent with the findings of indicator 1.6.1.</p>	
1.6.3	<i>Advanced Indicator</i> <i>Future water issues shall be identified, including anticipated impacts and trends</i>	 Yes
Comment	<p>The site identifies in its document "Análisis hidrogeológico_Santa Maria (IMTA)" the expected effects and trends. The IMTA study develops different scenarios related to vegetation cover in the basin and determines the positive impact of reforestation without forests (pp. 54-55).</p>	
Score	3	
1.6.4	<i>Advanced Indicator</i> <i>Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.</i>	 Obs.
Comment	<p>The site presents the results of the perception surveys it conducts every 2 years in surrounding communities to identify opportunities and implement action plans. In the last surveys they identified 2 immediate action plans, which are:</p> <ul style="list-style-type: none">- Materials for school construction in Santa Cruz Otlatla. Donation of materials (Slide No. 5 of COMMUNITY presentation).- Access to drinking water through infrastructure in Altamirano. Donation of a float and faucet for the benefit of about 400 people. (Slide No. 4 of COMMUNITY presentation).	
1.7	<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>	

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1.7.1	<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>	 Yes
Comment	<p>The site presents a prioritization matrix where risks are identified and prioritized. The matrix describes the risks, their likelihood, severity, potential costs with possible impacts on the business, as well as assessment for determining the prioritization of risks and opportunities.</p> <p>Risks are divided into physical, regulatory and reputational risks.</p>	
1.7.2	<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>The site presents a prioritization matrix where water-related opportunities are identified (see 1.7.1).</p> <p>The opportunities including the assessment and prioritization of potential savings.</p>	
1.8	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>	
1.8.1	<i>Relevant catchment best practice for water governance shall be identified.</i>	 Yes
Comment	<p>The site provides evidence of its involvement in improving governance in the watershed, through the payment of environmental services to 15 communities located in the watershed where the Santa María factory is located.</p> <p>It has established agreements since 2017 with CONAFOR (for five years), for the payment of environmental services to communities near the factory inside and outside the watershed where it is located.</p> <p>The good practices are diverse: advice, training, project development, reforestation, fire prevention, infrastructure rehabilitation, among others.</p> <p>It includes the donation of materials for the rehabilitation of pipes for the conduction of drinking water.</p> <p>In the stakeholder interviews, the local authorities and public servants of the municipality of Santa Rita indicated the support provided by the site to improve their drinking water supply infrastructure.</p> <p>The study of piezometry, water quality and analysis of the situation of wells between Tlahuapan and San Martin, Puebla, shows the company's commitment to know the condition of the water resources around the factory (pp. 4-5).</p> <p>Links:</p> <p>https://www.agua-stamaria.com.mx/node/291</p> <p>https://www.nestle.com.mx/media/pressreleases/convenio-conafor</p> <p>https://www.portalam biental.com.mx/politica-ambiental/20200629/continua-la-proteccion-d el-parque-nacional-izta-popo</p>	
1.8.2	<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

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Comment	<p>The site presents evidence to identify the best practices it undertakes both at the mill and in the catchment.</p> <p>The best practices to improve the balance are diverse:</p> <ul style="list-style-type: none">- Payment for environmental services in collaboration with CONAFOR to favour infiltration and aquifer recharge.- Soil conservation works- Fire prevention and biodiversity monitoring.- Water regulation and management works- Consultancy, training- Rehabilitation of infrastructure, among others. <p>On site, it uses water-saving equipment in its production processes.</p> <p>During the visit to the production lines, the supervisor indicated that the containers do not require water before filling as they use water-saving technologies to avoid washing the containers before filling.</p> <p>Water-saving equipment for WASH access at the site facilities.</p>	
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 Yes
Comment	<p>The site requires good quality water for its processes and therefore within the IMTA study (p. 37 onwards) the physicochemical characteristics of the water in the region will be determined. In the audit, the water purification processes and the water quality analysis records were observed.</p> <p>The site has a WWTP on its premises and its discharges comply with the applicable legislation. The audit visited the site and was able to verify its correct operation.</p>	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 Yes
Comment	<p>The site has identified best practices related to Important Water Related Areas (IWRA). As part of the follow-up to the IMTA study, they have updated the piezometry of the micro-basin with 17 wells, where samples were collected to determine their physicochemical characteristics to identify possible changes in water quality in the catchment.</p> <p>The site promoted the Clean Up Day campaign in which more than 70 people participated by cleaning the riverbed of the La Virgen river.</p> <p>The site identifies as a good practice in IWRA the reforestation carried out in different localities within the programme of payment for environmental services, as the IMTA study identified the positive impact of this practice on the recharge of the aquifer (p 54, 55). In the presentation Water Balance Valle Alto de Puebla in the text of shared challenges identifies the importance of reforestation actions at the site.</p>	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	 Yes
Comment	<p>The site identifies relevant sector and/or catchment best practices for the provision of equitable and appropriate WASH services at the site.</p> <p>All workers have adequate access to WASH on site. A communication template to disseminate good water use practices both in the factory and in households is located at each washing point in the site facilities.</p> <p>The site identifies that 99% of the population has water at home and 97% has drainage (Water infrastructure Santa Rita Tlahuapan p. 3).</p>	

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2 STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.
2.1.1	<p>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</p> <ul style="list-style-type: none"> - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.
Comment	<p>The site presents a letter signed by its Business Executive Officer (BEO), clearly outlining the following commitments:</p> <p>Commitment to sustainable water management through the implementation of the Alliance for Water Stewardship (AWS) standard is disclosed in the Site gazette (November 2020 and December 2021).</p> <p>At Nestlé Waters, we are working towards the healthy hydration of Mexicans and the responsible management of water resources.</p> <p>Good water management is a priority in the factory.</p> <p>Factory employees will have access to clean water for drinking and washing.</p> <p>The site will engage with key stakeholders to ensure that our water stewardship initiative is implemented openly and transparently.</p> <p>Decisions will be taken to ensure that this facility is fully compliant with all legal and regulatory requirements.</p> <p>As well as a commitment to review and revise various actions and plans to mitigate risks and take advantage of opportunities for good water management.</p>
2.1.2	<p><i>Advanced Indicator</i></p> <p>A statement that explicitly covers all requirements set out in Indicator 2.1.1 and is signed by the organization's senior-most executive or governance body and publicly disclosed shall be identified.</p>
Comment	<p>The Site submits a letter signed by its BEO clearly outlining the following commitments (from Nestlé Waters Representative in Mexico, see 2.1.1).</p> <p>The Site will implement and disseminate progress on sustainable water management plans to achieve improvements in AWS sustainable water management outcomes;</p> <p>Site implementation will support and align with existing catchment sustainability plans;</p> <p>Site stakeholders participate in an open and transparent manner; and the site will allocate resources to implement the AWS Standard.</p> <p>The site submits a document with a written statement from the Nestlé Waters Representative in Mexico committing to sustainable water management through the implementation of the Alliance for Waters Stewardship (AWS) Standard.</p>
Score	2
2.2	Develop and document a process to achieve and maintain legal and regulatory compliance.
2.2.1	<p>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</p> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.

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Obs.




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Yes

✓
Yes

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Comment	<p>The site presents a matrix identifying who is responsible for environmental compliance at the site for legal and regulatory compliance, as well as the government agency for compliance with the Mexican standard. (Responsible for Factory Environment and Environmental Regulation).</p> <p>Their matrix includes:</p> <ul style="list-style-type: none">- Waste Water- The titles of concession (CONAGUA, discharges), annual report of discharges, payments of fees for wastewater discharge and federal zone, analysis of WWTP water discharge, distribution and drainage plans, and calibration of WWTP discharge flow meters.- Water extraction and exploitation CONAGUA concession titles (exploitation and exploitation)- Payments for water use- Records of water extraction and use- Water quality analysis in the process.	
2.3	<i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i>	
2.3.1	<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>	 Yes
Comment	<p>The site includes a letterhead document with the water management strategy which includes the vision, mission and objectives related to the 5 priority outcomes of the AWS standard.</p> <p>The site is evidenced by documents signed by Nestlé Waters management.</p>	
2.3.2	<i>A water stewardship plan shall be identified, including for each target:</i> <ul style="list-style-type: none">- <i>How it will be measured and monitored</i>- <i>Actions to achieve and maintain (or exceed) it</i>- <i>Planned timeframes to achieve it</i>- <i>Financial budgets allocated for actions</i>- <i>Positions of persons responsible for actions and achieving targets</i>- <i>Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.</i>	 Yes
Comment	<p>The site presents its - NWML Water Management Plan (2020-2022), which identifies for each objective</p> <p>How it will be measured and monitored;</p> <p>The measures to achieve and maintain it;</p> <p>The time frames foreseen for their achievement, over the period 2020-2022, with an excel sheet for each year.</p> <p>The financial budgets allocated to the actions; the positions of those responsible for the actions and for the achievement of the objectives; and</p> <p>Their status and priority</p> <p>The Site updates its plan regularly.</p>	
2.3.3	<i>Advanced Indicator</i> <i>The site's partnership/water stewardship activities with other sites within the same catchment (which may or may not be under the same organisational ownership) shall be identified and described.</i>	 Yes

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Comment	<p>The site presents as evidence.</p> <p>Results of CONAFOR's environmental services payment programme, which is a local mechanism of payment for environmental services through concurrent funds. The positive impacts of this programme are in the area of forest and water resource conservation, and watershed governance. It started in 2017 for a period of 5 years and this year it is being renewed, this could be verified in the interview with stakeholders.</p> <p>It is complemented by NW's target on reducing water consumption in the KPI of each factory globally.</p> <p>The video "clean up day" is presented, where the site presents the promotion of citizen participation, in which local authorities also participate in the clean up of a section of the local river.</p>	
Score	4	
2.3.4	<p><i>Advanced Indicator</i></p> <p><i>The site's partnership/water stewardship activities with other sites in another catchment(s) (either under same corporate structure or with another corporate site) shall be identified.</i></p>	 Yes
Comment	<p>The site presents evidence of collaboration with local authorities and companies located outside the catchment,</p> <p>Includes active communication between AWS-certified sites in Mexico, for peer-to-peer learning and presentation of progress.</p> <p>Nestlé's bi-annual sustainability report 2019-2020, Evidence of the report event with National outreach and presence of: Fausto Costa, CEO of Nestlé Mexico. The event was attended by the Head of the 2030 Agenda for Sustainable Development of the Ministry of Economy.</p> <p>Academic leader of the Sustainable Development Solutions Network (SDSN) of the United Nations, Mexico Chapter.</p> <p>Advocacy Associate at Business for Nature and the Executive President of CEMEFL.</p> <p>Includes links demonstrating the site's involvement in other watersheds.</p> <p>In the Nestlé 2021 presentation, page 7 shows the location of the communities benefiting from the environmental services programme. The map shows that the communities of Santa Isabela Tepetzala (2), San Felipe Teotlalcingo (12) and La Preciosita (13) are located far from the Santa María factory's watershed.</p> <p>Related documents</p> <p>AWS CERTIFIED - Nestlé Coatepec</p> <p>Sustainability Report 2019-2020</p> <p>https://www.nestle.com.mx/media/pressreleases/nestle-organiza-foro-avances</p> <p>Press releases:</p> <p>https://www.expoknews.com/nestle-publica-su-informe-de-progreso-de-creacion-de-valor-compartido/</p> <p>https://ideasnegocios.com.mx/2021/11/19/presenta-nestle-mexico-reporte-de-creacion-de-valor-compartido/</p>	
Score	4	
2.3.5	<p><i>Advanced Indicator</i></p> <p><i>Stakeholder consensus shall be sought on the site's water stewardship plan. Consensus should be achieved on at least one target. A list of targets that have consensus and in which stakeholders are involved shall be identified.</i></p>	 Yes
Comment	<p>The site presents evidence of collaboration with local authorities, citizens (volunteers) and companies.</p> <p>The site's collaboration agreement with CONAFOR for the payment of environmental services signed in 2017 for a duration of 5 years, benefiting 15 communities close to the company is clear evidence of consensus on the objectives for improving water management in the area.</p> <p>In addition to the fact that this year this collaboration agreement will be re-signed for another 5-year period, this was verified during the interview with stakeholders.</p>	
Score	7	

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2.4 *Demonstrate the site's responsiveness and resilience to respond to water risks*

2.4.1 *A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.*



Yes

Comment The site presents its instruction for on-site water contingencies, including the topics of interest of the AWS standard (Governance, Balance, Quality and Important Areas with water). The instruction contains the action plan and directs in certain cases to the crisis procedure including federal agencies. In addition, the emergency plan procedure is added, which includes sanitary emergencies and quality assurance.

2.4.2 *Advanced Indicator*
A plan to mitigate or adapt to water risks associated with climate change projections developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.



Yes

Comment The site presents the COTAS piezometric study indicating texts on pages 38 and 39, where it refers to the risks identified by the interdisciplinary group on water issues, and committed to the recharge of aquifers and forest resources, we renewed the agreement with CONAFOR for 5 more years. In the stakeholder interview, the intention to include carbon sequestration issues in the agreement was mentioned. Included as evidence of NESTLÉ's commitment to climate change issues, in addition to NW's global commitment. NW's have already begun this process, initiating projects that will sequester millions of tonnes of CO2e over their lifetimes through our Global Reforestation Program. <https://www.nestle.com/sustainability/climate-change/zero-environmental-impact>

Score 6

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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>
Comment	<p>The site presents evidence that identifies its support for good governance of the watershed through its collaboration with CONAFOR in the programme of payment for environmental services that benefits 15 communities near the site.</p> <p>It includes a list of the activities carried out and the results obtained:</p> <p>Surveillance tours in forest areas to detect fires and prevent illegal logging. Construction and maintenance of firebreaks, resulting in a reduction of forest fires (Nestlé Presentation 2021 p 8, 9, 11 and 17).</p> <p>Installation of two community nurseries for the production of plants for reforestation, reforestation and maintenance of reforested areas, resulting in the reforestation of 309 ha. Forums and river cleaning campaigns have been held to improve water culture, resulting in the participation of more than 300 people in the activities carried out.</p>
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>
Comment	<p>The site presents as evidence the document Ethnicity and ZAP Tlahuapan to identify that there are no indigenous groups in the municipality of Tlahuapan, so respect for water rights for indigenous communities is irrelevant in the catchment.</p> <p>The site is identified as respecting the water rights of neighbouring populations according to stakeholder interviews and complying with all applicable standards.</p> <p>The site made donations of drinking water during the contingency due to COVID-19 delivered more than 400,000 litres of water to vulnerable people in communities in the municipality of Tlahuapan, which were distributed by agencies such as the "DIF", civil associations, among others.</p>
3.1.3	<i>Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.</i>
Comment	<p>The site includes a presentation where it identifies that since June 2017 it has signed two collaboration agreements with CONAFOR to safeguard and conserve forest areas and nearby watersheds benefiting 15 communities, some of the actions described are:</p> <p>Surveillance. To detect fires and prevent illegal logging, hunting or illegal extraction of wild flora and fauna.</p> <p>Monitoring of pests and diseases. Detection of risk sites and combating pests and diseases.</p> <p>Signage. Posting of signs or signage at main access points and boundaries of the area that are adjacent to other land uses.</p> <p>Protection of wildlife nesting, refuge or feeding sites. Identify and protect sites of flagship, protected status or priority species for conservation.</p> <p>Information workshops. Disseminate with the assembly and neighbours, the objectives, progress and results of the activities of the PES programme.</p>
Score	2
3.1.4	<i>Advanced Indicator Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the good water governance of the catchment shall be identified.</i>

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Comment	<p>The site presents evidence from a representative sample of stakeholders demonstrating a consensus that the site makes a positive contribution to good water governance in the catchment.</p> <p>CONAFOR 2020 and 2022 letters, in relation to the collaboration agreement they have been developing with the company since 2017.</p> <p>The 2019 perception survey focuses on the relationship of the site with neighbouring communities and the perception of the population in relation to employment, water availability, environmental management, which is generally good and has improved in the period 2016-2019.</p> <p>The 2021 perception survey focuses on communities participating in the PES programme, perception of the site worsens the further away, identifies the most efficient means of communication.</p> <p>Nestle Waters Mexico's 2019 press release, Identifies the launch of the company's global "taking care of water" initiative, in four areas:</p> <ol style="list-style-type: none">1. In factories, by reducing, reusing and recycling water;2. In watersheds, by collaborating with business and government to preserve shared water resources;3. In the field, by helping farmers improve water management practices; and4. In the community, by providing access to clean water and sanitation. <p>Meeting with ejidatarios to communicate the continuity of the payment for environmental services programme, participated, El sitio, CONAFOR, local authorities from 15 communities.</p>	
Score	2	
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>The site has implemented a legal compliance verification system through its legal compliance procedure.</p> <p>The site presents as evidence the legal compliance procedure.</p> <p>The environmental regulatory summary includes expiry dates, volume and type of use. With updated water rights payments.</p>	
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	<p>The site presents as evidence its legal matrix, royalty payments and concessions.</p> <p>The site respects the regulatory framework and water rights of other stakeholders.</p> <p>The site identifies that there are no indigenous groups in the municipality where its facilities are located.</p>	
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>	 closed





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Comment	<p>The site presents as evidence its WSP in which the following objectives related to water balance are identified:</p> <ul style="list-style-type: none">- Increase in the volume of water infiltrated. There is indirect evidence of progress in this objective, and it is related to reforested areas and forests that are better cared for in terms of illegal logging and forest fires, actions that together favor infiltration according to the IMTA study p.73.- Water Saving Strategies for the site: The site's OMP 2020 and 2022 describes the procedures and objectives to make its water consumption more efficient.- Establish relationships with government bodies, chambers, associations, and committees. To influence public policies.
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3.3.2	<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>	 Yes
Comment	<p>The site identifies that water scarcity is not a shared challenge (Balance hídrico Valle alto de Puebla) and sets out its water saving goals in its water management plan. The objective identified in the plan is:</p> <ul style="list-style-type: none">- Create a strategy aligned to the actions of manufactures. <p>The plan indicates that the strategies will be reflected in the site's OMP. The site presents as evidence site OMPs for 2020 and 2022. It includes internal communications on water and energy savings in its production lines (KPI water consumption 2020 and 2021).</p>	
3.3.3	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	<p>The site identifies that there is no legal obligation to relocate the water that is saved. The site presents as evidence Nestlé Waters Mexico's established policy on water stewardship where it is committed to ensuring that its operations do not compromise the right to water and sanitation of local communities, as well as supporting the human right to water and sanitation by ensuring that all Nestlé facilities provide access to clean water and sanitation to its employees and assisting the provision of clean water and improved sanitation to priority communities adjacent to factories and selected locations where Nestlé is purchasing agricultural products.</p>	
3.3.4	<i>Advanced Indicator The total volume of water voluntarily re-allocated (from site water savings) for social, cultural and environmental needs shall be quantified.</i>	 Yes
Comment	<p>During the COVID contingency the site has made donations of more than 400,000 litres of bottled water and other products to communities and non-governmental organisations and government agencies.</p>	
Score	6	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Yes

Comment

The site presents its water management plan which includes six objectives related to water quality:

- Involvement of users by promoting waste disposal awareness (2021-2022).
- Involvement of local, municipal and state authorities (2021-2022)
- Liaison with government bodies, chambers, associations and committees (2021-2022)
- Water quality monitoring of WWTP discharge water, complying with NOM-001 SEMARNAT (2021)
- User participation promoting physical barriers at springs (2021)
- Create a strategy aligned to the factory actions (2022).

The site presents as evidence of progress:

Clean Up Day 2021 attendance list and the video that was generated on the day of the event, which includes testimonials from some stakeholders, where more than 70 people participated, made presentations on rubbish recycling and the amount of rubbish collected for recycling, preventing it from being washed down the river.

The site participated with the drinking water committee in the spring of Santa Cruz Otlatla at the request of the municipality of Tlahuapan, the site donated pipes. This is one of the actions carried out by the site in its liaison with local authorities.

The site presents a World Water Day 2022 communication video as evidence of the donation of two spring enclosures that supply drinking water to the community of López Rayón, benefiting a population of 800 inhabitants.

The COTAS piezometry report (2021) is evidence of the collaboration with COTAS which is in charge of planning the use of water from the aquifer and is part of the site strategy.

The site presents the Engineering Initiative 2020 document where it develops technical proposals to improve and reduce energy use in the factory's production processes and wastewater treatment. This document together with the water management plan are the core of Nestlé's aligned strategy.

Link:

https://www.youtube.com/watch?v=PHeCMeQucA8&ab_channel=MarlonVideo

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.*

Q
Obs.

Comment

Water quality is a shared challenge, continuous improvements will be identified and, where appropriate, quantified to achieve best practice in relation to the site's waste water.

The site shares a document showing the permitted quality parameters for discharge into the Atoyac River against the discharge quality of its WWTP, which demonstrates that the water discharged to the river is of a higher quality than the applicable standard (Nestlé Waters WWTP Report, however, the data and study is 2020)

They do not provide information for 2021.

The data presented is for 2020, the WWTP effluent analyses need to be updated.

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.*

Q
Obs.

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Comment The site in its 2020-2022 water stewardship plan sets out six objectives related to the identified IWRAs:

Involvement of users by promoting waste disposal awareness.

- Involvement of local, municipal and state authorities (2021-2022)
- User participation by promoting physical barriers at springs (2021)
- Create a strategy aligned to factory actions (2022)
- CONAFOR environmental services payment programme
- Relationship with government bodies, chambers, associations and committees (2021-2022)
- Improve the capture of rainfall in water recharge areas.

The site presents evidence of progress towards its objectives:

Create a strategy aligned to factory actions.

The site submits as evidence site OMPs 2020 and 2022

It includes internal communications on water and energy savings in its production lines (KPI water consumption 2020 and 2021).


CONAFOR environmental services payment programme

Presents evidence of progress with documents, CONAFOR 2020 and 2022 letters, in relation to the collaboration agreement developed with the company since 2017, Nestlé 2021 presentation describing the actions carried out by the beneficiary communities.

Improve the capture of rainfall in water recharge areas Evidence can be found in the presentation Nestlé 2021.

The site presents evidence of progress in the participation of local, municipal and state authorities as identified in the piezometric study carried out in 2021 by COTAS.

3.5.2 *Advanced Indicator*
Evidence of completed restoration of non-functioning or severely degraded Important Water-Related Areas including where appropriate cultural values from a site-selected baseline date shall be identified. Restored areas may be outside of the site, but within the catchment.

 Yes


Comment The site presents as evidence of the complete restoration of Important Water Related Areas. The areas identified as IWRAs by the site are presented in the document "Important Water Related Areas", which presents the information at three scales: the first scale covers the entire Izta-Popo protected natural area, the second scale is at the sub-basin level in which the factory and many of the reforested areas are located. The next scale refers to the site property.

The document "Predio Nestlé parcelas" describes the complete reforestation of 20 ha. The presentation "Community" shows images of the site before and after reforestation. The document "Reforestation communication" describes and maps the reforestation carried out within the site.

The site presents as evidence of the reforestation activity the communication between Mario Medina (NWSM) and the company "Servicio y consultoría ambiental y forestal, S.A. de R.L. de C.V.; for the reforestation of more than 6 hectares in the site's property (July 2021). In the presentation Important Water-Related Areas FSM (Page 4) shows the area of impact by the reforestation programme, which indirectly promotes water infiltration and water catchment to the subsoil.

Score 6




3.5.3 *Advanced Indicator*
Evidence from a representative range of stakeholders showing consensus that the site is seen as positively contributing to the healthy status of Important Water-Related Areas in the catchment shall be identified.

 Yes

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Comment	The site presents as evidence of stakeholder consensus that the site contributes positively to the good status of Important Water Related Areas in the catchment. CONAFOR wrote two letters (2020 and 2022) on the site's participation in reforestation works, which supports the commitments and responsibilities on environmental and social issues. Document Análisis Hidrogeológicos Sta. María, p. 49 and 50. In 2020, the results of the Environmental Services Programme detailed by the works derived from the ejidatarios in the forest are presented. CONAFOR 2019 During the Audit the stakeholders consulted agreed that the site contributes positively to the conservation of IWRAs in the catchment.	
Score	2	
3.6	<i>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.</i>	
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>	 Yes
Comment	The site provides evidence that its workers have adequate access to safe drinking water, effective sanitation and protective hygiene (WASH), ("WASH Pledge Self-Assessment Tool - FSM"). During the audit, access to WASH was verified in all areas visited. The site also shares photographic evidence and delivery lists of bottled water donations to our employees to ensure that they have access to good quality drinking water, impacting their families as well.	
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	The site presents evidence that the site is not affecting the human right to drinking water and sanitation of the communities through its operations. It has its own water sources and the aquifer has sufficient availability to meet the demand of the communities located there (Valle Alto de Puebla water balance). Its discharges are treated and comply with applicable standards. There are no traditional water access rights of indigenous and local communities in the catchment (Ethnicity and ZAP Tlahuapan). The site includes the "Nestlé Commitment on Water Stewardship", which states that it must ensure that its operations do not compromise local communities' right to water, ensure that its operations do not compromise local communities' right to water and sanitation, and set strict targets for its water discharges, so that it returns water to the environment.	
3.6.3	<i>Advanced Indicator</i> <i>A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified.</i>	 Yes

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Comment The site includes a list of actions undertaken to support the provision of access to safe drinking water, adequate sanitation and hygiene awareness to stakeholders in the catchment.
Donation of a float and stopcock to the community of Ignacio Manuel Altamirano for the purpose of supporting access to safe drinking water and improvement of the supply system (COMMUNITY p3).
During 2020, to reduce the impact of COVID, donations of more than 400,000 litres of water were made to ensure access to drinking water through civil associations, government and hospitals (Gaceta mayo).
It includes a video of the efforts made by the site, showing evidence of the donation to the forestry brigades of the forest management plan, with a kit of antibacterial gel, mouth covers and mask.
Video shows the activities carried out by the site to raise awareness of hygiene (CONAFOR Project - Sta. María 3 years).
The site includes as an action the fencing of a spring supplying drinking water to the community of López Rayón, the evidence presented is a quote for the fencing and photographs that do not demonstrate the action described.

Score 5

3.6.4 *Advanced Indicator:*

In catchments where WASH has been identified as a shared water challenge, evidence of efforts taken with relevant public-sector agencies to share information and to advocate for change to address access to safe drinking water and sanitation shall be identified.



Yes

Comment In watersheds where WASH has been identified as a shared water problem, evidence of efforts with relevant public sector agencies to share information and advocate for change to address access to safe water and sanitation will be identified.
To support access to safe drinking water in nearby communities, a donation of a float and stopcock was made to the community of Ignacio Manuel Altamirano to support access to safe drinking water in a colonia that had deficiencies in the supply system. Photographic evidence of the delivery is shown in the COMMUNITY Slide 3 Power Point presentation.
In 2019 and 2021 the site organised the clean up day in alliance with municipal government, community and COTAS, in which they cleaned up the river la virgen, addressing the problem of access to drinking water and sanitation. Video evidence is attached.
The site provided a quote to the municipality of Santa Rita Tlahuapan for the rehabilitation of the WWTP belonging to Santa Cruz Otlatla. The site attaches acknowledgement.
During the pandemic, donations of more than 400,000 litres of water were made to guarantee access to drinking water through civil and governmental associations and hospitals, impacting the most vulnerable people and encouraging them to have access to quality drinking water.
The Site has increased the donation of bottled water to the Integral Family Development (DIF) agencies in neighbouring municipalities.

Score 4

3.7 *Implement plan to maintain or improve indirect water use within the catchment:*

3.7.1 *Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.*



Yes

Comment The site's main primary input is water from its own water sources.
The site does not identify any other primary input coming from its catchment.

3.7.2 *Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.*







Yes

Comment During the audit, site staff indicated that Mexican law only allows for direct contracting services and prohibits outsourcing of personnel for the provision of services.
Staff pointed out that they do not have any primary input suppliers in the catchment.

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3.7.3	<i>Advanced Indicator</i> <i>Actions taken to address water related risks and challenges related to indirect water use outside the catchment shall be documented and evaluated.</i>	 Obs.
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>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	The site provides evidence that it does not share infrastructure with other stakeholders and therefore does not require an emergency plan for shared infrastructure. The site identifies general water-related infrastructure risks. Within the AWS Water Management Plan.	
3.9	<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>	
3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 closed
Comment	<p>The site presents evidence of good water governance in collaboration with local authorities and national government agencies.</p> <p>The site's water management plan sets out 11 objectives related to governance in the catchment in the period 2021-2022. According to the site all targets scheduled for 2021 have been met and most of those scheduled for 2022 are under development.</p> <p>For some of the actions associated with the governance related targets the site has presented evidence:</p> <p>For Clean Up Day 2021 it submits a video and photographs.</p> <p>Establish a regular monitoring programme to observe any changes or impacts, including the report of the monitoring carried out in 2021.</p> <p>Engage with the authorities that set and monitor Local Regulations. Establish a regular monitoring programme to observe any changes or impacts. For this objective it indicates the elaboration of a quarterly report of the discharges of its WWTP, which are not included in the evidence.</p> <p>Provide training to families on good water culture practices. For this objective, it indicates as an action to be developed the campaign "Water culture in Tlahuapan", for which no evidence is presented.</p> <p>CONAFOR agreement for the payment of environmental services. For this objective it presents evidence of its positive collaboration with CONAFOR for the payment of environmental services in 15 communities near the site. In the presentation of CONAFOR 2021 results, the actions and benefits of the environmental services payment programme are clearly described.</p> <p>A comprehensive plan for sustainable water management that is well implemented, reviewed and updated routinely. The site presents the Excel files OMP TM 2022 Fábrica Sta María and OMP Fábrica 2020, which is an internal factory action plan.</p>	
	Finding No: TNR-000518	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 closed

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Comment	<p>The site presents the water management plan which has three objectives related to the water balance each of which is continuous in the period 2021-2022, the objectives are:</p> <ul style="list-style-type: none">- Continuity CONAFOR agreement- Advocate for public policy- Engage with peer organisations and stakeholders to promote sustainable water management. <p>The site presents as evidence the results of the agreement with CONAFOR. Reforestation of more than 373,000 (thirty-three hundred and seventy-three thousand) trees in collaboration with communities.</p> <p>The care and conservation of 5,731 (five thousand six hundred and thirty-one) hectares of forest.</p> <p>According to a study carried out by the IMTA in 2017, reforestation and care of the forest improves the availability of water as it can increase the recharge of the aquifer by more than 4 million cubic metres.</p>	
		Finding No: TNR-000519
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Obs.
Comment	<p>The site presents the water management plan which has four objectives related to water quality, three of which have continuity in the period 2021-2022.</p> <ul style="list-style-type: none">- Involvement of users by promoting waste disposal awareness- Establish a regular monitoring programme to observe any changes or impacts.- Water quality monitoring of WWTP discharge water, in compliance with NOM-001 SEMARNAT.- Physical barriers to protect springs <p>The site promoted the participation of users in the cleaning of a river located within the sub-catchment where it is located, presents video and photographs of the event held in 2021.</p> <p>The site financed a piezometric study in wells located within the sub-basin where it is located, submits the report of the study carried out in 2021.</p> <p>The site submits evidence of monitoring of its treated water discharge at its WWTP. All records reviewed comply with applicable regulations.</p> <p>The site presents insufficient evidence of physical barriers for the protection of springs.</p>	
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	<p>The site shares the water management plan which contains actions to achieve best practice, in relation to the objectives in terms of site maintenance of the Important Water Related Areas, as well as evidence of the actions taken by the site. This was confirmed through interviews with relevant stakeholders and site visit.</p>	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Yes
Comment	<p>The site shares the water management plan which contains actions to achieve best practice related to WASH targets, as well as evidence of the actions undertaken by Sta.</p> <ul style="list-style-type: none">- Involvement of users in promoting waste disposal awareness- Involvement of local, municipal and state authorities- User participation in promoting physical barriers at springs- User participation in good water governance- Employee water education- Create a strategy aligned to factory actions- Liaising with government bodies, chambers, associations and committees- Water education for employees	

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3.9.6	<i>Advanced Indicator</i> <i>Achievement of identified best practice related to targets in terms of good water governance shall be quantified.</i>	 Yes
Comment	<p>The site shares the report of the meeting between CONAFOR and the commissariats of 15 communities where CONAFOR presented the results of the agreement between CONAFOR and the site from 2017 to 2021, the most relevant data are:</p> <p>Reforestation of more than 373,000 (three hundred and seventy-three thousand) trees in collaboration with the communities.</p> <p>The care and conservation of 5,731 (five thousand six hundred and thirty-one) hectares of forest.</p> <p>Construction of a watchtower for the prevention of forest fires.</p> <p>The activation of 15 forest fire prevention and fighting brigades.</p> <p>The site includes the list of participants of CLEAN UP Day 2021, an activity promoted by the company for the cleaning of riverbeds in the catchment, where more than 40 volunteers participated. A video of the event is included.</p> <p>The site shares the list of participants in the events organised for World Water Day 2021 where more than 150 participated with their families.</p> <p>The site includes its continuous improvement plan "OMP TM 2022 Fábrica Sta María" which includes actions to reduce its inputs and improve efficiency, resulting in water and financial savings.</p> <p>The 2021 piezometry report funded by the Site represents its commitment to monitoring the basin's water resources.</p>	
Score	8	
3.9.7	<i>Advanced Indicator</i> <i>Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.</i>	 Yes
Comment	<p>The site presents the contracts signed by CONAFOR with the communities of Otlatla and San Rafael in 2018, for the payment of environmental services or a period of 5 years. The results of the actions stemming from the agreements with 15 communities have resulted in improved recharge in the aquifer thanks to reforestation and greater vigilance in the forests to prevent fires and illegal logging.</p> <p>Reforestation of more than 373,000 (three hundred and seventy-three thousand) trees in collaboration with the communities.</p> <p>The care and conservation of 5,731 (five thousand six hundred and thirty-one) hectares of forest.</p> <p>Construction of a watchtower for the prevention of forest fires.</p> <p>Activation of 15 brigades to prevent and combat forest fires.</p> <p>Increase in forest patrols to prevent illegal logging.</p>	
Score	8	
3.9.8	<i>Advanced Indicator</i> <i>Achievement of identified best practices related to targets in terms of water quality shall be quantified</i>	 Obs.
Comment	The site does not present evidence to meet this indicator.	
3.9.9	<i>Advanced Indicator</i> <i>Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.</i>	 Yes
Comment	<p>The site presents evidence of best practices identified in relation to the objectives in terms of site maintenance of Important Water Related Areas.</p> <p>The report results from CONAFOR and the meeting of CONAFOR and comisariados, show that the actions carried out in the payment for services scheme have had optimal results and acceptance by the stakeholders; given that they have carried out reforestation campaigns, cleaning of streams, the site maintains a fenced spring which they monitor and keep free of entry of people or animals. This was corroborated during the site visit and interviews with stakeholders.</p>	

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3.9.10	<i>Advanced Indicator</i> <i>Achievement of identified best practice related to targets in terms of WASH shall be quantified.</i>	 Obs.
Comment	The site does not present evidence to meet this indicator.	
3.9.11	<i>Advanced Indicator</i> <i>A list of efforts to spread best practices shall be identified.</i>	 Yes
Comment	The site lists the efforts made to disseminate best practices: 3.9.11 List of efforts to disseminate best practices: - Communication page at Nestlé Waters Mexico - Public announcement of AWS certification - Wall boards for dissemination - Quarterly dissemination bulletins - Displays located at key locations - Employee communication sessions - Communication talks with all stakeholders	
Score	3	
3.9.12	<i>Advanced Indicator</i> <i>A list of collective action efforts, including the organizations involved, positions of responsible persons of other entities involved, and a description of the role played by the site shall be identified.</i>	 Yes
Comment	The site presents the list of stakeholders who have participated or been involved in the actions promoted by the factory. It characterises them in different types for each of them identifies influence, interest, attitude. The site carries out more than one action, The site contributes to more than one AWS result area. The collective action efforts were confirmed during the stakeholder's interviews.	
Score	14	
3.9.13	<i>Advanced Indicator</i> <i>Evidence of the quantified improvement that has resulted from the collective action relative to a site-selected baseline date shall be identified and evidence from an appropriate range of stakeholders linked to the collective action (including both those implementing the action and those affected by the action) that the site is materially and positively contributing to the achievement of the collective action shall be identified.</i>	 Obs.
Comment	The site does not present evidence to meet this indicator.	

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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.*



Yes

Comment

The site presents in its water management plan a set of objectives that contribute to the achievement of positive outcomes for sustainable water management in the site and the catchment. Its 2020-2022 water management plan presents:
7 objectives in 2020, the objectives
7 objectives in 2021
11 objectives in 2022
The variation in the number of objectives shows an evolution of the plan.
The water management plan states that each objective can be associated with several main outcomes of the standard.
Each objective has defined good practices, actions, targets, cost/benefit, desired outcomes, responsible party, partners, start date, end date, status and priority.
This design makes it possible to identify the progress of each objective, and as it is updated every year, it is possible to identify its contribution and compare it with the established deadlines.

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



Yes

Comment

The Site has presented value creation data on:
- Governance (involvement of 15 communities, local and national authorities).
- Water quality (reduces risk of contamination)
- Water balance (increases infiltration and recharge of the aquifer)
- IWRA (more protected, less vulnerable to fires).
Payment for environmental services programme 2017-2022
Beneficiaries 15 communities/ investment \$19,343,598.00 pesos (almost 1 million dollars, Nestlé Presentation 2021, p16).

- WASH improved access to safe drinking water for a community
Donation of pipes to a community to repair their drinking water pipeline. Investment made 188,594 pesos/
Donation of bottled water to vulnerable people during the COVID 19 pandemic.
The results generated by the implementation of actions included in the water management plan are diverse and have had a positive impact on the sustainability of water management in the catchment and site.

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



Yes

Comment

Shared benefit data in the catchment. In governance (participation of 15 communities), water quality (reduces risk of contamination), water balance (increases infiltration and aquifer recharge), IWRA (more protected, less vulnerable to fire).
Reforestation of more than 373,000 (three hundred and seventy-three thousand) trees in collaboration with the communities.
The care and conservation of 5,731 (five thousand six hundred and thirty-one) hectares of forest.
Construction of a watchtower for the prevention of forest fires.
Activation of 15 brigades to prevent and combat forest fires.
Increased forest patrols to prevent illegal logging.
Shared value benefits in the watershed for WASH
Donation of pipes to a community to repair their drinking water pipeline.
Donation of bottled water to vulnerable people during the COVID 19 pandemic.
The results generated by the implementation of actions included in the water management plan are diverse and have had a positive impact on the sustainability of water management in the catchment and site.

4.1.4

Advanced Indicator

A governance or executive-level review, including discussion of shared water challenges, water risks, and opportunities, and any water-related cost savings or benefits realized, and any relevant incidents shall be identified.

Obs.

Comment

The site does not present evidence to meet this indicator.

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

The site presents its contingency plan identifying proposed preventive and corrective actions, as well as measures to mitigate future incidents.
The site includes the presentation informative dialogues which on its p.7 includes a summary of accidents and incidents occurred at the factory from January to October 2021.

4.3

Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.

4.3.2

Advanced Indicator

The site's efforts to address shared water challenges shall be evaluated by stakeholders. This shall include stakeholder reviewing of the site's efforts across all five outcome areas, and their suggestions for continual improvement.

Yes

Comment

The site presents as evidence two letters from CONAFOR acknowledging the site's participation in the program of payment for environmental services in 15 communities near the site. The letters are dated 2020 and 2022.
The site includes videos with positive testimonials on issues of water culture promotion, governance, water balance and WASH in the watershed.
The site's communication of water management performance collected stakeholder feedback which is presented in the document "Impacted Stakeholder Report"; pp. 6-8.
We also share the World Water Day event, where the list of invited and impacted stakeholders is shared.
Attached is the video of the pipe donation to the community of Otlatla, where you can see the opinion of some of the beneficiaries.



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4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i>	 Yes
Comment	<p>The site identifies stakeholder consultation efforts on the site's sustainable water management performance.</p> <p>The site features perception surveys conducted by a consulting firm, where 210 people were interviewed on the topics of water resource management, environmental impacts, community development contribution and the perception of the mill. Survey results are attached; this survey was updated in 2021 and results are attached.</p> <p>The site has made additional efforts with communities benefiting from the payment for environmental services programme.</p> <p>As well as agreements such as the communities of Otlatla and San Rafael.</p>	
4.4	<i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>	
4.4.1	<i>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.</i>	 Yes
Comment	<p>The site presents the 2022 update of its water management plan.</p> <p>Several changes are presented including the assessment of progress for the 2021 targets, the programme and the implementation timelines for 2022.</p> <p>The site's water management plan incorporates for 2022, four new objectives.</p>	

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5	STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.	
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	 Yes
Comment	<p>The site presents as evidence of disclosure of the site's internal governance in relation to water, communication on sustainable water management issues through quarterly informative dialogues that are presented by the factory committee. It describes the responsibilities of each of its departments, as well as achievements and targets.</p> <p>The Fábrica Sta. María OMP 2022 presentation includes those responsible for the different departments, but it is not clear which department is responsible for compliance with water laws and regulations.</p> <p>During the audit the SHE coordinator provided all the information regarding legal issues.</p>	
5.2	Communicate the water stewardship plan with relevant stakeholders.	
5.2.1	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	 Yes
Comment	<p>The sustainable water management plan is communicated to relevant stakeholders, including how the sustainable water management plan contributes to the outcomes of the AWS Standard.</p> <p>The site presents the website as evidence: https://www.agua-stamaria.com.mx Where the site discloses the factory's commitment to AWS certification.</p> <p>The website includes a presentation "002_Presentacion AWS certificacion_006" with topics of water availability, stakeholders, actions taken, governance and transparency. The presentation touches on many relevant topics, but has not been updated and its latest editions are from 2018.</p> <p>The site adds documents with attendance lists and photo evidence. Of events and activities carried out in 2019.</p> <p>The site in previous steps has shared evidence on the communication of its proposals to stakeholders in the Nestlé 2021 presentation.</p>	
5.3	Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.	
5.3.1	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	 in progress

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Comment The site's website www.agua-stamaria.com.mx shows the results of the efforts made by Nestlé Waters in its commitment to communities, water and forest care, but does not include specific information for 2021.

The site indicates that the factory's gazette discloses the efforts for sustainable water management in the watershed, but has not presented it as evidence.
The site includes as evidence the presentation: 044_Report of Impacted Stakeholders, the document was prepared in 2019.
The site includes as evidence the document: 041_Presentacion AWS certification ok, elaborated in 2019.
The public document Nestlé report 2020 mentions the site's efforts to improve aquifer recharge through reforestation carried out with the environmental services payment programme in collaboration with CONAFOR and 15 neighbouring communities (p. 73).
The site does not present any evidence of 2021 or 2022.

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5.3.2 *Advanced Indicator*
The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.  Obs.

Comment The site does not present evidence for 2021 for this advanced indicator.


5.3.3 *Advanced Indicator*
Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.  Obs.

Comment The site does not present evidence for 2021 for this advanced indicator.

5.4 *Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.*


5.4.1 *The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.*  Yes

Comment The site presents evidence on the site's shared water challenges and its efforts to address these challenges, information pertaining to 2019, 2020, and 2021.


5.4.2 *Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.*  Yes

Comment The site maintains close relations with members of the public sector such as the water operator and CONAFOR; the CONAFOR agreement has been ratified for the second time for periods of 3 years each. NW has made considerable investments

5.5 *Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.*

5.5.1 *Any site water-related compliance violations and associated corrections shall be disclosed.*  Yes


Comment The site presents its ISO 14001 - 2015 Management System certificate (recertification 2018), which corresponds to the environmental compliance of the site, assesses the management of all applicable environmental legal requirements, their implementation and monitoring through internal audits to maintain and improve it. The site has presented a written statement indicating that there have not been any water-related incidents.

5.5.2 *Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.*  Yes

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Comment	The site has presented a written statement indicating that there have not been any water-related incidents and they have not received any complaints, denunciations or fines from the relevant authority.	
5.5.3	<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
Comment	The site has presented a written statement indicating that there have not been any water-related incidents and they have not received any complaints, denunciations or fines from the relevant authority.	

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Photographic Evidence from Audit



Audit Manantiales La Asunción 04.jpg

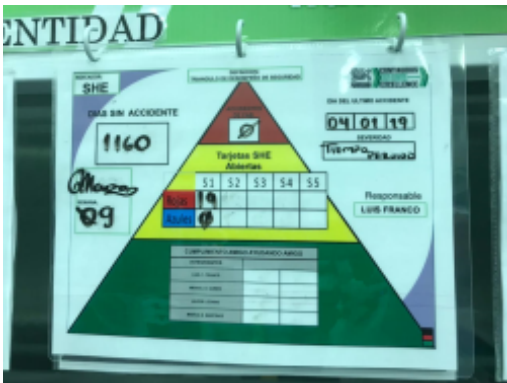


Yes

Comment The pictures presented are form the Site visit including the storage area, waste water treatment plant and interview with community leaders



Site tour View of a section of its wastewater treatment plant
Audit Manantiales La Asunción 06.jpg



Internal site communication board, sharing information about accident-free days and the "friend helping friend" programme.
Audit Manantiales La Asunción 08.jpg

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Board placed on the side of the road, informing about the area with payment for environmental services, located in the ejido of Santa Cruz Otlatla, in the background you can see part of the reforested area.

Audit Manantiales La Asunción 12.jpg



Internal communication board with information on the payment for environmental services programme.

Audit Manantiales La Asunción 01.jpg



Stakeholder interview: meeting with local authorities

Audit Manantiales La Asunción 11.jpg

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Tour of the factory: shows two tanks for the storage of inputs used in production.

Audit Manantiales La Asunción 05.jpg



Site tour View of a section of its wastewater treatment plant

Audit Manantiales La Asunción 07.jpg

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area of chemical substances used in production, it is observed that it is organised with bases that can contain accidental spillages.

Audit Manantiales La Asunción 02.jpg



Enter the chemical area, access is restricted and the use of protective equipment is mandatory.

Audit Manantiales La Asunción 04.jpg

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Two First Aid Kits are located inside the chemical area.
Audit Manantiales La Asunción 03.jpg

Previous Findings

All non-conformities raised in the previous audit have been satisfactorily closed.



N/A

Comment There were no non-conformities raised at the previous audit.