

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-000260



SITE DETAILS

Site: **Nestlé Waters Lebanon: Ras El Meten Falougha**

Address: , Ras El Meten, LEBANON

Contact Person: Elie Sfeir

AWS Reference Number: AWS-000109

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2023-Mar-10

Validity of certificate: 2026-Mar-10

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2022-Apr-23

Lead Auditor: Mia Antoni-Naidoo

Audit team participants:

Tanya Christensen

Mia Anton-Naidoo, Inspector

Tanya Christensen, Co-Inspector

Nathalie Karam, Local Auditor

Site Participants:

Maya Abou Diwan, Quality manager

Elie Sfeir, Quality Officer

Simon Abou Naoum, Water Treatment/Water Resources

Raji Chbat, Director

Melhem Hachem, Regulatory Affairs Officer

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ADDITIONAL INFO

Summary of Audit Findings: A total of 30 findings were raised during the certification audit, 9 major non-conformities, 16 minor non-conformities, 5 observations. The major non-conformities were of sufficient concern to warrant the categorisation of the non-conformity as major and related to the Water Stewardship Plan, legal compliance and disclosure of water stewardship activities. All major non-conformities must be sufficiently addressed and closed out in order for certification to be awarded.

The Client is requested to perform a root-cause analysis and define corrective actions for each of the non-conformities and submit these to WSAS within 60 days of receipt of the audit report, by 06/09/2022.

The major non-conformities shall be addressed through appropriate corrective actions and proof of implementation shall be submitted to WSAS by 04/10/2022.

Minor non-conformities must be addressed and closed out within 12 months. These will be assessed at the next annual audit.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLANS:

The Client has successfully resolved the major non-conformities, some of which were closed and some of which were downgraded to minors, and submitted the corrective action plans addressing all the remaining findings. Proof of implementation has been requested for the minors and this will be evaluated for closure during the Surveillance Audit.

Scope of Assessment: The scope of services covers the re-certification audit for assessing conformity of Nestle Waters Falougha against the AWS International Water Stewardship Standard Version 2.

The Nestle Waters Falougha Factory is a water bottling facility, producing bottled mineral water products under the brand name of Nestle Pure Life and Sohat which comes from the mountains and is pure water. The factory produces a variety of different bottle types ranging from 0.5L to 6 L, in both plastic and glass. The Falougha Factory is located within the Shouf mountain catchment area and is part of the Shouf Biosphere Reserve. The site is located in Baabda district and is some 25 km east of Beirut.

The audit was conducted onsite on 25-27 April 2022.
The onsite site visit included the assessment of the Falougha Factory, Sohat Spring surrounding catchment as part of the audit.

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	5
Minor	23
Major	2

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FINDING DETAILS

Finding No:	TNR-000918
Checklist Item No:	1.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2022-Oct-06
Checklist item:	The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: <ul style="list-style-type: none">- Site boundaries;- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;- Any water sources providing water to the site that are owned or managed by the site or its parent organization;- Water service provider (if applicable) and its ultimate water source;- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;- Catchment(s) that the site affect(s) and is reliant upon for water.
Findings:	The site was unable to provide or demonstrate knowledge of the ultimate receiving water body of is effluent. There is a sewer line leaving the factory, however, there appears to not be a waste water treatment works in the Falougha Municipality. The site is required by the Standard to understand the ultimate receiving water body from the factory. Evidence to demonstrate this understandings is required to achieve conformity.
Corrective action:	A map showing the Falougha municipal sewage system was attached: <ul style="list-style-type: none">-Falougha factory start point Falougha - Khalwet Falougha -El khalaat-Btehney-Bmeryem villages

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Finding No:	TNR-000538
Checklist Item No:	1.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	<p>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</p> <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	<p>The site needs to revisit the stakeholder mapping process and include additional groups of people who can be considered stakeholders to the site as gaps have been identified. Stakeholders should be specific, where possible, and not generic terms for groups of peoples. Individuals or business organisations are the scale to which this is required.</p>
Corrective action:	<p>Update the stakeholders mapping (done) for CRP3 (Community relation tool) The update is done after a communication with Nestle waters team regarding the categories of peoples to be taken into consideration during the map execution and its based also on the locations for these persons if they should be included or excluded.</p>
Finding No:	TNR-000535
Checklist Item No:	1.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	<p>Existing water-related incident response plans shall be identified.</p>
Findings:	<p>The issue of water-related incidents and subsequent responses has not adequately addressed by the site. The water-related possible incidents should be expanded on. Details of actions in response are required to appear in the plan.</p>
Corrective action:	<p>Uploading the new BCP plan and the BIA sheet showing the water related incidents</p>

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Finding No:	TNR-000883
Checklist Item No:	1.3.3
Status:	Response received
Finding level:	Observation
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 data which has been provided shows the site has frequent water losses during factory process. This is an urgent area for improvement for the site.
Corrective action:	Water files in place to track losses and updated water mapping to be performed frequently
Finding No:	TNR-000543
Checklist Item No:	1.3.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.
Findings:	Although the site has wells and springs they have not been identified as IWRAs, no description has been provided nor has the status of the area has been provided, no onsite IWRAs have been mapped. This is a requirement for conformity.
Corrective action:	Factory IWRA file including factory IWRAs, IWRA status and concerns in case the factory has.
Finding No:	TNR-000565
Checklist Item No:	1.3.7
Status:	Response received
Finding level:	Observation
Checklist item:	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.
Findings:	The site has not provided revenues as they consider this information to be confidential. The site should try to find a way to convey that they are tracking this as per the requirement of the standard and present it in a way which is not sensitive to the company but demonstrates compliance.
Corrective action:	Follow Nestle policy regarding data sharing

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Finding No:	TNR-000881
Checklist Item No:	1.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	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.
Findings:	A List of Water-related infrastructure has been provided in the Publically led Initiatives document, however, the list is not comprehensive, nor does it list the planned infrastructure. The document does not list the condition nor potential exposure to extreme events. The site is required to identify Water governance initiatives 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.
Corrective action:	Identify water governance initiatives including catchment plan, 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.

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Finding No:	TNR-000566
Checklist Item No:	1.5.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-May-01
Checklist item:	Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.
Findings:	<p>Some legal requirements for the water bottling industry have been identified by the site, but others have been overlooked by the site which need to be addressed. Code of Water 2018. Please check against the following legislation and demonstrate compliance.</p> <ul style="list-style-type: none">- Law number 77 dated 2018 - Law of Water- decision of the Minister of environment number 8/1 dated 2001 related to wastewater discharge- decision of the Minister of environment number 52/1 dated 1996 related to wastewater discharge (some of the articles were amended by the above 8/1 decision)- decree 1039 dated 1999 related to drinking water standards (bottled and non-bottled drinking water) <p>It is also advised for nestle to submit a screening application to check if they require an Environmental assessment as per the decree 8633 dated 2012</p>
Corrective action:	<p>Comparison done between between legal requirements and Nestle requirements the data is already shared for results regarding water testing and its evaluated based on the combined parameters The laws is attached</p>
Finding No:	TNR-000533
Checklist Item No:	1.5.5
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.
Findings:	<p>The site is required by the standard to identify and list the IWRA s in the catchment. Once listed they are required to assess the condition and status of each one. No evidence was presented during the audit to demonstrate that this had been done.</p>
Corrective action:	<p>A map showing the IWRA s, the preventive maintenance plan for Nestle IWRA and study area total water sources map are uploaded to the platform</p>

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Finding No:	TNR-000558
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	A List of Water-related infrastructure has been provided in the Publically led Initiatives document, however, the list is not comprehensive, nor does it list the planned infrastructure. The document does not list the condition nor potential exposure to extreme events.
Corrective action:	The site will review and add all water-related infrastructure (existing and planned), and that the condition and potential exposure to extreme events will be evaluated.
Finding No:	TNR-000770
Checklist Item No:	1.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	The site has only partially addressed the indicator on risks to the site, to achieve conformity they need to assess the risks likelihood and severity of impact within a given timeframe, potential costs and business impact.
Corrective action:	An updated water risks including prices is uploaded to the platform
Finding No:	TNR-000771
Checklist Item No:	1.7.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Jun-17
Checklist item:	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.
Findings:	The site presented a freshwater study as evidence of conformity, however, no opportunities have been listed or identified by the site. The site has not presented evidence during the audit which suggests that this indicator has been sufficiently addressed to achieve conformity.
Corrective action:	List opportunities (to be extracted from performed and planned studies) assess potential savings and business opportunities, and prioritize those opportunities based on the assessment (regarding on cost and relative impact and based on stakeholders input and information for existing sources)

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Finding No: TNR-000772
Checklist Item No: 1.8.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Apr-25
Checklist item: Relevant catchment best practice for water governance shall be identified.
Findings: The site has not sufficiently demonstrated that they have IDENTIFIED what water governance Best Practice is in their own scenario. (Identified Having some form of evidence (paper, electronic, or other) of conformance. Information presented shall be at a frequency, level of accuracy and over a sufficient time period to enable meaningful conclusions to be reached in relation to the indicator. This includes having a documented process(es) to identify and document the attributes listed.) The site will need to revisit this indicator and make corrections.
Corrective action: Review the guidance and revise the best practice identification.

Finding No: TNR-000773
Checklist Item No: 1.8.5
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Apr-25
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: The site has not sufficiently demonstrated that they have IDENTIFIED what WASH Best Practice is in their own scenario. (Identified Having some form of evidence (paper, electronic, or other) of conformance. Information presented shall be at a frequency, level of accuracy and over a sufficient time period to enable meaningful conclusions to be reached in relation to the indicator. This includes having a documented process(es) to identify and document the attributes listed.)
Corrective action: The WASH for factory , the WASH for community performed by Nestle , the letter for school water test request and the drinking water station inside the factory (Finish product bottles provided for employees).

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Finding No: TNR-000774
Checklist Item No: 2.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Apr-25
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 Site's commitment is based on the requirements of Version 1 of the Standard and is required to update the commitment to the requirements of Version 2 of the Standard.

Corrective action: Update the commitment basaed on version 2

Finding No: TNR-000541
Checklist Item No: 2.2.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-May-01
Checklist item: The system to maintain compliance obligations for water and wastewater management shall be identified, including:
- Identification of responsible persons/positions within facility organizational structure
- Process for submissions to regulatory agencies.

Findings: No evidence has been presented to suggest a compliance tracking system is in place for the site.

Corrective action: Update quality organigram

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Finding No:	TNR-000539
Checklist Item No:	2.3.1
Status:	Closed
Finding level:	Major
Due date:	2022-Oct-05
Checklist item:	A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.
Findings:	No evidence was presented by the site to suggest a Water Stewardship Strategy had been developed. The standard requires a water stewardship strategy to be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with the AWS Standard.
Corrective action:	Update the water strategy including all the requirements
Evidence of implementation:	The file is already attached
Finding No:	TNR-000540
Checklist Item No:	2.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-May-01
Checklist item:	A water stewardship plan shall be identified, including for each target: <ul style="list-style-type: none">- How it will be measured and monitored- Actions to achieve and maintain (or exceed) it- Planned timeframes to achieve it- Financial budgets allocated for actions- Positions of persons responsible for actions and achieving targets- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings:	The WS Plan requires improvement to achieve compliance to the indicator. The site has presented a Water Stewardship Plan extracted from the internal CRP database, it has actions but no measurable targets or budgets, the timelines are vague and without end point. There is no evidence that the plan is linked to AWS Shared Outcomes, Shared Water Challenges nor Best Practice. No budget allocations have been made for the actions.
Corrective action:	The water stewardship has been updated to meet the requirements, including cost ,KPI etc..

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Finding No:	TNR-000559
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	The site presented the risks identification document and the HACCP identification process for both external and internal risks, however, its just a risk matrix and not a plan. No risk mitigation plan developed in co-ordination with public sector agencies. The Standard requires that a plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Corrective action:	Developing a plan to mitigate the risks or adapt to them
Finding No:	TNR-000542
Checklist Item No:	3.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-May-01
Checklist item:	A process to verify full legal and regulatory compliance shall be implemented.
Findings:	The site has an internal system for maintenance which includes actions to test water. There was no evidence presented during the audit which indicates that the site has a process to verify full legal and regulatory compliance implemented. This should be corrected to achieve full compliance to the Standard.
Corrective action:	Comparison done between Nestle requirement and local legislation : For the HACCP its mention that its compliant with the Lebanese legislation Libnore The HACCP is approved by the Nestle MENA quality manager and its based on the Model HACCP provided by Nestle. The Water tests frequency and corrective action methodology are consolidated in the Factory Quality monitoring scheme.
Evidence of implementation:	Identify the process to verify compliancy. The Libnore mention in the HACCP is the legal regulation related to bottles water in Lebanon.

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Finding No:	TNR-000919
Checklist Item No:	3.3.1
Status:	Open
Finding level:	Observation
Checklist item:	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.
Findings:	Once the site has modified its water stewardship plan to include quantifiable targets the tracking of the status of progress towards meeting the targets is expected to become more detailed.
Corrective action:	Updating water stewardship plan based on CRP3 action plan after updating the CRP3 program
Finding No:	TNR-000784
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:	The site has the opportunity to do more to enhance and improve the area in and around the Sohat Spring
Corrective action:	Update the existing water resources study (ongoing)
Finding No:	TNR-000544
Checklist Item No:	4.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-May-01
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	The site's WS Plan did not identify measurable targets and therefore for the site has not been able to evaluate performance against water stewardship targets set in the plan for 2021. The plan is required to have measurable targets in order to evaluate performance. The site is required to have a system to evaluate performance.
Corrective action:	Update the water stewardship plan to include all the required criteria

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Finding No: TNR-000567
Checklist Item No: 4.1.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Apr-25
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: The site has not evaluated any value creation from the water stewardship plan. This is a requirement of the standard and will have to be corrected by the site to achieved conformity against this indicator.
Corrective action: a study , a saving projects , a quotation for water resources study and Falougha factory water stewardship plan are uploaded.

Finding No: TNR-000785
Checklist Item No: 4.2.1
Status: Open
Finding level: Observation
Checklist item: 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.
Findings: During the site visit it was observed that minor water leaks in the plant occurred on a daily basis. The system for categorising and registering water-related incidents can be improved.
Corrective action: Follow up the leakage issue and updated the water ratio file and water mapping file

Finding No: TNR-000546
Checklist Item No: 4.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Apr-25
Checklist item: The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.
Findings: No evidence was presented during the audit to suggest that the WS Plan had been modified and adapted to incorporate lessons learned. It is a requirement of the standard that the site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified. The site shall demonstrate how this will be corrected in the future.
Corrective action: water stewardship plan has been updated as per the new Company commitment for the 100% regeneration by 2025

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Finding No:	TNR-000549
Checklist Item No:	5.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-May-01
Checklist item:	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Findings:	Although an organogram has been provided there is no link between the regulatory compliance responsibility and the diagram presented. No evidence was provided to show that the site's water-related internal governance positions has been disclosed. The organogram requires to be both amended and disclosed and evidence to demonstrate this be provided.
Corrective action:	QA/Water resources Organogram has been updated including regulatory affairs, the organogram has been disclosed in both factories.
Finding No:	TNR-000550
Checklist Item No:	5.2.1
Status:	Closed
Finding level:	Minor
Due date:	2023-Apr-25
Checklist item:	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings:	Although the site has presented evidence of engagement with stakeholders on water-related issues the actual WS plan has not been shared with stakeholders nor how any targets and actions have contributed to the 5 outcomes. This needs to be improved to achieved conformity to the indicator.
Corrective action:	Communication done with stakeholders by sharing a letter and attached documents including the water stewardship plan, the water challenges and a summary of water stewardship performance

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Finding No: TNR-000556
Checklist Item No: 5.3.1
Status: Closed
Finding level: Major
Due date: 2022-Oct-05
Checklist item: A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings: A Water Stewardship Summary has been provided, however it is not dated and it is not known which year this is for. No evidence was provided as to whom this was shared with and when it took place. The site is required to put in place a system for disclosure to achieve conformity to this indicator.
Corrective action: A dated water stewardship summary is shared with stakeholders through email including a letter in Arabic explaining that in the aim of Nestle working on the water stewardship with stakeholders in this water catchment we will share with a briefing related to Nestle initiatives in this domain regarding catchment water governance, so for your info please find a briefing on the below :
-water stewardship summary.
-Shared water challenge
-Water stewardship plan.

In case you have any comments please reply to this email.

Finding No: TNR-000786
Checklist Item No: 5.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Jun-21
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings: The site has done much work on shared water challenges, however, the site was unable to provide evidence during the audit to suggest that this had been disclosed to stakeholders in an organised manner.
Corrective action: An Instagram post was shared by Nestle on the Nestle official page supporting this topic are attached (screen shots) and you can check the Lebanon Nestle official Instagram for the picture.
Shared water challenge is shared through email to stakeholders to increase their awareness about water challenges in the catchment area.

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Report Details

Report	Value
Report prepared by	Mia Antoni-Naidoo
Report approved by	Neringa Pumputyte
Report approved on (Date)	6 July 2023

Surveillance

Proposed date for next audit
2023-Apr-26

Stakeholder Announcements

Date of publication	Location
2022-Mar-17	AWS website
2022-Mar-17	WSAS website
2022-Apr-22	Social Media
2022-Apr-23	Falougha Municipality

Catchment Information

Catchment Information
The Falougha Factory is located within the Shouf mountain catchment area and is part of the Shouf Biosphere Reserve. The site is located in Baabda district and is some 25 km east of Beirut. Water for bottling is received from one on-site well and the Sohat spring near the factory. The site also receives municipal water from the district water supplier for domestic and industrial use within the facility when necessary.

Client Description and Site Details

Client/Site Background
The Nestle Waters Falougha Factory is a water bottling facility, producing bottled mineral water products under the brand name of Nestle Pure Life and Sohat which comes from the mountains and is pure water. The factory produces a variety of different bottle types ranging from 0.5L to 6 L, in both plastic and glass. Water for bottling comes from one on-site well and is sold under the Nestle Pure Life brand. Whilst the water from the Sohat spring up in the mountain is bottled under the trade name of Sohat Water.

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Summary of Shared Water Challenges




Summary of Shared Water Challenges

The site has identified the following issues as being shared water challenges:

- Water shortage risk
- Potential water contamination due to industrial and domestic activities.
- Waste disposal and sewage system (septic tanks)
- Expansion of the town and the refugees
- Agriculture and chemicals (pesticides, fertilizers) + cattle
- Capacity and institutional stability (limits of existing sources)
- No monitoring/follow up on water sources and catchment (industries and resorts...) + lack of control
- Issues in terms of access to drinking water (quantity and quality)
- Hygiene and sanitation issues (awareness + hardware)
- Springs and Streams are not protected

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

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.

 in progress

Comment The Site has provided 5 documents as evidence of conformity, a google earth map of the site which shows the Sohat Spring source for the Sohat water line. There are two wells present on the map showing pipes, this is for the Pure Life line. One well, F3, is open and currently in use and there is a second, closed well, within the factory boundary. Photographs have been provided in the report. The water for the factory industrial use is coming from the municipality - the pipe is named s10. This industrial water is used for toilets and basins, it is treated as effluent and released to sewer, however, there is no municipal waste water treatment works and the site was not able to say where the water's final destination was. Stormwater and surface water is discharged into the water course below the factory in the commonage of the municipality.

The Falougha Factory is located within the Shouf mountain catchment area and is part of the Shouf Biosphere Reserve. The site is located in Baabda district and is some 25 km east of Beirut. Water for bottling is received from one on-site well, and the Sohat spring near the factory. The main source of water is from the Kneisseh cretaceous Aquifer which has a catchment of 16,5 Km2 which is also part of the Shouf Biosphere Reserve.

Finding No: TNR-000918

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.

 in progress

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Comment	The process of Stakeholder Identification was conducted between technical manager and plant manager and the CRP3 program, There were a total of 4 people team in the discussion. There have been two versions of the CRP program and the list changed after the first version. The list of stakeholders provided does not included the managers of the waste water treatment plant and no suppliers have been included. The site conducted interviews with the stakeholders listed in order to understand establish the relationship and to understand the stakeholders shared water challenges.	
	Finding No: TNR-000538	
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	The degree of influence has been included in the documentation.	
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>	in progress
Comment	The site has a business continuity plan which mentions flood and earthquakes are possible incidents. There is no detail on actions to be taken to ensure that the site is able to recover quickly and resume normal operations. There is no mention of incident which covers contamination of wells or a drop in water level. The possibility of drought is not addressed. The document does not adequately cover the possible water-related incidents which could take place. There is plan for earthquakes.	
	Finding No: TNR-000535	
1.3.2	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	Yes
Comment	The site has quantified the water inflows, storage and outflows for the Sohat Line, the Nestle Pure Line and industrial use for S10. There are losses which are accounted for or tracked at various stages of the water balance.	
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>	Obs.
Comment	Water Inflows, storage, outflows and losses have been quantified . The site does have data on annual and seasonal variance of water use rates. A graph of trends was provided by the site and a port of water balance data for 2021 and 2022 was provided. The site was unwilling to provided total data sets for these years when requested.	
1.3.4	<i>Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.</i>	Yes
Comment	Water quality testing for ph and conductivity testing is performed daily or on every batch produced. Well and spring water is checked for pH and conductivity as is effluent water. samples are sent to an external lab once a year in France for chemical and microbiological tests. Attached are examples of external water testing for the site.	
1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	Yes
Comment	A list of chemicals has been provided and the chemical store was checked on site by the auditors. See pictures section of the report.	

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1.3.6	<i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i>	
		in progress
Comment	Onsite IWRA have not been identified for the site per se, NW have indicated that the site maps show the IWRA but they have not be specifically identified as such. No indications of the status has been provided.	
	Finding No: TNR-000543	
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>	
		No
Comment	The site presented water-related costs but was unable to share the data for revenue and it has been provided on the shared value creation in quantification and not description. MA requested for the costs to be uploaded to the platform. It is not certain that the site will allow this data to be uploaded to the platform.	
	Finding No: TNR-000565	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	
		Yes
Comment	The site provides toilets for staff and many places in the factory and has chlorinated water provided for basins for washing hands. There are shelves through out the factory with bottled water available for staff to take at any time. (see site photos). The	
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	All primary inputs which account for embedded water use come from outside the catchment, including bottles, caps, cartons, plastics wrappings and labels.	
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	All outsourced services use water from the site. There are no outsourced services of significance which utilise water offsite.	
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>	
		in progress
Comment	Publically led initiatives have been identified and provided in a one page Word document, they do not include catchment plans nor water-related public policies. The site has presented a list of public infrastructure rather than initiatives. The hydrological study document refers.	
	Finding No: TNR-000881	
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>	
		in progress

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Comment	A permit was shown as evidence for the withdrawal of water from the onsite wells. This permit does not have an expiry date but it does have a limit of 368m3 per day. The Soha Spring is on land owned by the site and they have a letter of no objection to sell the water to public dated 2007. The Libnor standard for bottled water is applied for the site, this is all the legal requirements for the industry. There are regulatory requirements which have been identified by the local auditor which have not been identified by the site, such as Code of Water, Waste water Regulation	
		Finding No: TNR-000566
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	The site has provided a quantified catchment balance from 2016. This document was generated from the Shouf Biosphere Study of which Nestle is a funding party. There is also available the Biosphere GRound Water Assessment report which covers the region.	
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	As a part of the Biosphere study the water quality tested in a variety of places. The Biosphere staff bring samples from the catchment to the Falougha lab for testing on a quarterly basis. The majority of the information is coming from the Shouf Biosphere Study. There is no threat to water quality status in the region.	
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>	 in progress
Comment	The site has provided maps with all the springs and wells in the catchment. Work has been done to maintain and improve areas which can be seen as IWRAs but this has not been identified as such. There is no indication of which are considered by the site to be IWRAs, nor has the status of these been assessed and documented.	
		Finding No: TNR-000533
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 in progress
Comment	A List of Water-related infrastructure has been provided in the Publically led Initiatives document, however, the list is not comprehensive, nor does it list the planned infrastructure. The document does not list the condition nor potential exposure to extreme events.	
		Finding No: TNR-000558
1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	 Obs.
Comment	The site has presented a spreadsheet of information on WASH in the catchment but could not provide any information on the number/type/location of people from which the data was collected. Compliance to this indicator can be improved by keeping records for future assessments.	
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>	
1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	 Yes
Comment	A Shared Water Challenge document was presented by the site. It showed a comprehensive understanding of the catchment shared water challenges and had these prioritised.	

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1.6.2	Initiatives to address shared water challenges shall be identified.	<div><div></div><div>Yes</div></div>
Comment	The site interviewed people from the community for inclusion into the CRP database, a meeting was held for Review of the CRP Action plan, between Technical Manager, Quality Manager, WR/WT Champion, MENA Water Resources Manager, who hold these meetings quarterly. During this meeting the outcomes of the questionnaire led to the identification of the shared water challenges, from this a discussion is had on actions/initiatives for addressing shared water challenges.	
1.7	Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.	
1.7.1	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.	<div><div></div><div>in progress</div></div>
Comment	The site has provided a document which demonstrates that risks have been assessed by the site and prioritised, it includes an assessment of the likelihood and severity of impact to the site. The site has not assessed the risks within a given time frame, no the costs and associated impact to the business.	
		Finding No: TNR-000770
1.7.2	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	<div><div></div><div>in progress</div></div>
Comment	The CRP Plan presents opportunities where the site can participate in creating improvements to water-related risks/challenges, and the site has provided the Freshwater study for the biosphere as evidence. However, these opportunities have not be listed and identified as per the requirement of the standard.	
		Finding No: TNR-000771
1.8	Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.	
1.8.1	Relevant catchment best practice for water governance shall be identified.	<div><div></div><div>in progress</div></div>
Comment	The site has provided a MOU with the Shouf Biosphere to work together. This is evidence of action taken towards best practice in water governance, however, the site has not demonstrated a process of identification of what Best Practice is in terms of water governance in order to gauge their own actions.	
		Finding No: TNR-000772
1.8.2	Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.	<div><div></div><div>Yes</div></div>
Comment	The site has identified the possibility of a water capture project. The project would take the overflow water from Soha Spring and redirect to the water which currently is just overflowing into the municipal commons. Similarly the site is scoping the feasibility of installing a WWTW for the factory. at this stage both are just at request for quotation stage given the economic problem in Lebanon it is not known when these might be implemented. They have a couple of project which they are in the initial phases of investigating the possibility of implementing at the site which can be considered Best Practice for water balance.	
1.8.3	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	<div><div></div><div>Yes</div></div>

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Comment	The site tests the water in various places in the Biosphere without charging for the service. See evidence from 1.5.4. which demonstrates the continuing water quality monitoring within the catchment. The MOU documents the agreed relationship between the Biosphere Reserve and the site. This is also evidence of best practice.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	<div> Yes</div>
Comment	The site has not adequately identified the IWRAs, see 1.5.5., however, they have identified many proposed projects which contribute to improving IWRAs and can be considered Best Practice. With regards to onsite they have a well maintenance assessment for the site. The wells are assessed every three years or if any changes take place, the previous assessment took place in 2019. The hydrological basin document applies.	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	<div> in progress</div>
Comment	The site has provided evidence of their own actions towards WASH assessment but the site has not demonstrated a process of identification of what Best Practice is in terms of WASH in order to benchmark against.	

Finding No: TNR-000773

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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 presented a signed document detailing the site's commitment to the AWS. The contents of the commitment were based on the requirements of Version 1 of the AWS Standard and not Version 2.</p> <p style="text-align: right;">Finding No: TNR-000774</p>
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.
Comment	<p>The site has a Maintenance Planning Control System which prompts staff to take actions which lead to regulatory compliance for water testing. The site has not been able to present that a regulatory compliance system is in place for Nestle Waters Lebanon. There are staff in Beirut which have regulatory compliance functions and some in the factory which have functions which cover the actions but there is an absence of an overarching system which ensures compliance. There is an organogram available for the factory showing roles with no linkages to the functions. There is no process for submissions provided.</p> <p style="text-align: right;">Finding No: TNR-000541</p>
2.3	Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.
2.3.1	<p>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</p>
Comment	<p>The site has not developed a water stewardship strategy. The presented only their WS Plan as evidence of compliance to this indicator.</p> <p style="text-align: right;">Finding No: TNR-000539</p>
2.3.2	<p>A water stewardship plan shall be identified, including for each target:</p> <ul style="list-style-type: none"> - How it will be measured and monitored - Actions to achieve and maintain (or exceed) it - Planned timeframes to achieve it - Financial budgets allocated for actions - Positions of persons responsible for actions and achieving targets - Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.

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Comment

The site has presented a Water Stewardship Plan extracted from the internal CRP database, it has actions but no measurable targets or budgets, the timelines are vague and without end point. There is no evidence that the plan is linked to AWS Shared Outcomes, Shared Water Challenges nor Best Practice.

Finding No: TNR-000540

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.

in progress

Comment

The site presented the risks identification document and the HACCP identification process for both external and internal risks, however, its just a risk matrix and not a plan, nor is it focused on water-related issues. No risk mitigation plan has been developed in co-ordination with public sector agencies.

Finding No: TNR-000559

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3 STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts		
3.1	Implement plan to participate positively in catchment governance.	
3.1.1	Evidence that the site has supported good catchment governance shall be identified.	<div><div></div><div>Yes</div></div>
Comment	The site has an established MOU with the Shouf Biosphere which is long standing and successful. There is evidence of good relationships with public bodies and the site has supported improvements to the Biosphere and surrounding catchment sources. Evidence attached demonstrate the site has supported good catchment governance.	
3.1.2	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	<div><div></div><div>Yes</div></div>
Comment	The site is active in testing public wells and have done much work in the Barouk River by supplying staff gauges, equipment, infrastructure upgrades and water testing. The site has done much to demonstrate compliance to this indicator.	
3.2	Implement system to comply with water-related legal and regulatory requirements and respect water rights.	
3.2.1	A process to verify full legal and regulatory compliance shall be implemented.	<div><div></div><div>in progress</div></div>
Comment	The site has an internal system for maintenance which includes actions to test water. There was no evidence presented during the audit which indicates that the site has a process to verify full legal and regulatory compliance implemented.	
	Finding No: TNR-000542	
3.2.2	Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.	<div><div></div><div>Yes</div></div>
Comment	Many actions have been taken by the site to respect the rights of people's access to clean drinking water. This can be seen in the efforts to improve water quality and quantity in the catchment including efforts to improve Barouk River, wells in villages, and supporting the large hydrological study in the Shouf Biosphere.	
3.3	Implement plan to achieve site water balance targets.	
3.3.1	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	<div><div></div><div>Obs.</div></div>
Comment	The WS Plan presented by the site has a column call Timeline in which the status of progress towards achieving the targets has been indicated as Ongoing, Not Launched or Done.	
3.3.2	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.	<div><div></div><div>Yes</div></div>

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Comment	The site has implemented a plan for recycling of water from the neutralisation plant within the factory. See attached evidence. The water is reused in bathrooms for hand washing basins. They have implemented a water data logging program called Aquassay which collects the data from water counters in the water treatment room. The flow and pressure metres allow the site to monitor the water through that system and understanding if a leak occurs/well has stopped/problem has occurred. See attached evidence. The Site has an annual target for the water ratio of 1.34. The site is currently undertaking studies to assess the feasibility of capturing overflow water from the Sohat Spring after the snows have melted and there is excess water available.	
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	Although not legally binding, in the Spring Months the Soha Spring produces more water than the factory can use and the water overflow is returned to the environment.	
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 WS Plan has one water quality target and the status of progress has been identified in column Timeline.	
3.4.2	<i>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.</i>	 Yes
Comment	The site tests all water effluent on a daily basis testing for pH. Evidence attached. Effluent is comprised of rejected process water, and cleaning water from washing bottles.	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 Obs.
Comment	The site has the well onsite and the Soha Spring, there is a well assessment document which shows that the site periodically assesses the status of the well which allows and encourages maintenance of the well. There is no practice to maintain or improve the Soha Spring area on the whole.	
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 has performed a WASH self assessment to understand the access to WASH on the site and the auditors have checked the factory. Clean toilets with water and soap has been provided to staff. The water provided to bathrooms has been identified as personal use and is additionally chlorinated before going to the bathroom. Drinking water from the factory is provided free of charge to staff who can help themselves.	
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

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Comment	The interview with the Mayor of Falougha indicated that the relationship between the closest village to the site is a good one. The site tests the waters in the public wells in the village in support and also provides several other support functions which allow the village to maintain access to clean drinking water.	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 Yes
Comment	The site does not have indirect water use targets as they do not have any suppliers nor embedded water from within the catchment.	
3.7.2	<i>Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.</i>	 Yes
Comment	As the previous. Many outsourced services use the water on site at the factory to perform their services.	
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 MOU with Shouf Biosphere and engagement with Municipality over the public wells has been presented as engagement over shared infrastructure. Similarly there is engagement with schools and the testing of water used by the schools.	
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>	 Yes
Comment	The site has achieved Best Practice in water governance in the examples of the projects implemented from Step 1 and 2.	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Yes
Comment	The site is currently implementing the Aquassay system which has been developed to track water losses, however it is not yet online. The factory has installed water sensor taps and push button taps to reduce water use on the factory. The site reuses water at several stages in their process and has water efficiency targets which continually improve.	
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	The site tests the water at the public wells and in schools in Falougha at no charge. The Ministry of Education asked the school to provide water testing results and the Director of the Head of the school requested for assistance from Nestle to perform the water tests in 2015. If the water tests results show a problem with the water Nestle provides advice on how to improve the water. The schools sometimes have a filtration system in place to remove solids before use. These tests have been repeated every year since except when schools are closed. The letter is in Arabic but was viewed during the audit and translated by the local auditor.	

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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	Shouf Biosphere sponsor for the protection of the Barouk Cedar Forest and rehabilitation of Barouk Spring. Groundwater assessment report for Shouf Biosphere (this document has been used for catchment balance). The site has worked with authorities to test the waters in the catchment, facilitated the creation of small dams to capture melting snow for the benefit of local fauna for the Biosphere and at public water access points worked to both maintain and improve these areas for public use.	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Yes
Comment	The site uses spring water for bathrooms and adds chlorine to the water for hygiene purposes for hand wash and toilets. The site has been involved in projects in Falougha which have assisted in the pumping water to the local communities as described by the Mayor in the stakeholder interviews.	

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4 STEP 4: EVALUATE - Evaluate the site's performance.	
4.1	<i>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.</i>
4.1.1	<i>Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</i>
Comment	The site's WS Plan did not identify measurable targets and therefore the site has not been able to evaluate performance for 2021.
	Finding No: TNR-000544
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>
Comment	The site has not evaluated any value creation from the water stewardship plan.
	Finding No: TNR-000567
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>
Comment	There are numerous shared value benefits in the catchment rising from the actions towards the AWS Outcomes. The site has provided a document listing the shared value benefit to the catchment as a result of Nestle Water's water stewardship activities and initiatives in the catchment.
4.2	<i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i>
4.2.1	<i>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.</i>
Comment	The site logs all incidents on the SHE system. The Site was not able to produce an annual summary on environmental incidents for 2021 as the site indicated (see email attached) that there were no water-related incidents in the year of any significance.
4.3	<i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i>
4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i>
Comment	6 stakeholders completed a questionnaire on the performance of the site as water stewards. A presentation demonstrating the process and capture of the information during consultation has been attached as evidence.
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>
Comment	The site presented only a summary of the water stewardship performance as evidence for this indicator. No evidence was presented during the audit to suggest that the WS Plan had been modified and adapted to incorporate lessons learned.

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Finding No: TNR-000546

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5	STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts		
5.1	<i>Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</i>		
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i>		in progress
Comment	A factory organogram has been provided, with the positions of staff in the factory. There is a regulatory affairs officer, Melhem Hachem, who works out of Beirut office is responsible for regulatory compliance but does not appear on this organogram. There is also a Quality Organogram which has been presented. No evidence was provided to show that the site's water-related internal governance positions have been disclosed.		
	Finding No: TNR-000549		
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>		
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i>		closed
Comment	During the CRP interviews the individuals are consulted and informed about the projects in their area which the site has implemented or planned. The content of the Action Plan has been shared as per the attached. The Water Stewardship Plan however has not be presented to stakeholders as per the evidence presented during the audit.		
	Finding No: TNR-000550		
5.3	<i>Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.</i>		
5.3.1	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i>		closed
Comment	A Water Stewardship Summary has been provided, however it is not dated and it is not known which year this is for. No evidence was provided as to whom this was shared with and when it took place.		
	Finding No: TNR-000556		
5.4	<i>Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.</i>		
5.4.1	<i>The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</i>		in progress
Comment	The site has done much work on shared water challenges, however, the site was unable to provide evidence during the audit to suggest that this had been disclosed to stakeholders in an organised manner.		
	Finding No: TNR-000786		
5.4.2	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i>		Yes
Comment	The site has made efforts to engage stakeholders and public-sector agencies as per the attached evidence and as described in previous steps.		

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5.5	<i>Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.</i>	
5.5.1	<i>Any site water-related compliance violations and associated corrections shall be disclosed.</i>	 Yes
Comment	The site has issued a statement to indicate no water-related compliance violations have taken place at the factory.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	 Yes
Comment	Not required as no water-related compliance violations have taken place at the factory.	
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	None have been required as per statement of the factory.	

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Photographic Evidence from Audit

✓
Yes



Previously used off-site well
Closed Well.jpg



Water Laboratory
water laboratory.jpg



Spring water collection tank
Sohat Spring 2.jpg

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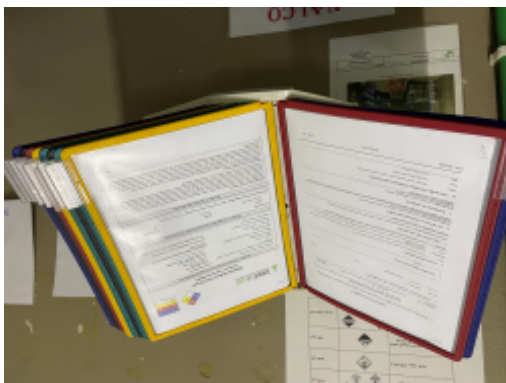
Well housing

F3 Well.jpg



Sohat Spring Overflow

Sohat Spring overflow.jpg



Chemical MSDSs in the store

msds.jpg

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Staff Drinking Water

Staff Drinking Water.jpg



IWRA: Barouk River Public Water Collection point

Barouk River Water Point.jpg



Water bottling Line

Finished Product.jpg

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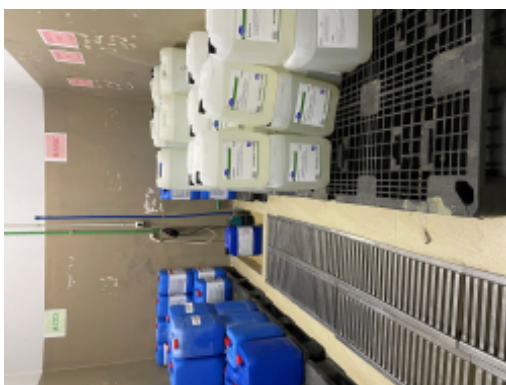
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Onsite well no longer in use
Closed Onsite Well.jpg



Recently built dam for collecting melting snow to provide water to communities
Dam to capture snow melt.jpg



Chemical Store
chemical store.jpg

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Well Meter
Well Meter.jpg



Well for Nestle Pure Life Line
Onsite Well.jpg



Sohat Spring Incoming point
Sohat Spring 3.jpg

Previous Findings

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



N/A

Comment It is unknown whether the previous CAB closed all findings.