

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-000650

SITE DETAILS

Site: **Spadel - Spa Monopole Factory**

Address: Rue Auguste Laporte, 34, 4900, Spa, Liege, BELGIUM

Contact Person: Arnaud Collignon

AWS Reference Number: AWS-000227

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Platinum

Date of certification decision: 2024-Jan-31

Validity of certificate: 2027-Jan-31

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2023-Sep-12

Lead Auditor: Ethel Pirola Igoa

Site Participants:

Arnaud Collignon, Water Resources Manager

Olivier Crommen, Environment and Water Resources Engineer

Frederic Roth, Senior Manager EHS

Marc Quaedpeerds, Technical Manager

Sebastien Dibroux, Quality manager

Christoph Perilleux, Plant Manager

Cedric Xhonneux, Supply chain and Logistics Manager

Joel Gregoire, Senior Quality Manager

Stephanie Kirsch, Laboratory

Hervé Somelette, HR Manager

Simon Falyse, Production manager

Anne Lafontaine, Quality Process Engineer

Jerome Joiris, Responsible WWTP

Pierre Feron, Safety and Environment

Jean Marc Rader, Energy Manager

Jean Luc Cordonnier, Source Manager

Anne Catherine Bekers, Assistant Manager - EHS

Gert Maddens, Corporate buyer

Hervé Royse, Maintenance Engineer

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ADDITIONAL INFO

Summary of Audit Findings: A total of 26 findings were raised during the certification audit, 4 major non-conformities, 22 minor non-conformities and 4 observations. The major non-conformities were of sufficient concern to warrant the categorisation of the non-conformity as major and related to WASH and IWRAs AWS outcomes.

The Client is requested to perform a root cause analysis and define corrective actions for each of the non-conformities and to submit these to WSAS within 60 days of receipt of the audit report by 6 January 2024.

The major non-conformities must be sufficiently addressed and evidence submitted to WSAS within 90 days of receipt of the report 6 February 2024.

Minor non-conformities must be closed out by the time of the next annual audit.

The audit team recommends re-certification of Spadel - Spa Monopole Factory at Platinum level pending approval of the corrective actions plan and closure of the major non-conformities.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

The Client has successfully resolved the major non-conformity and submitted the corrective action plan addressing all findings.

Proof of implementation has been requested for the Minors and this will be evaluated during the Surveillance Audit. The client is requested to upload evidence of implementation prior to the Surveillance Audit.

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Scope of Assessment: The scope of services covers the recertification audit for assessing conformity of Spa Monopole against the AWS International Water Stewardship Standard Version 2.

The Spa Monopole site is on the south western part of the city of Spa in East Belgium. The city is famous for its thermal and mineral waters, which are being exploited since 1583. The site bottles mineral waters, and produces flavoured waters and limonades. In figures of 2023 the site has approximately 500 workers and produces 470 million liters. The site consists of the factory and the protected catchment area of extraction of their mineral waters (13.177 ha).

3 types of natural mineral waters are used on the Spa Monopole site: "Reine" Spa water, "Barisart" Spa water, commercialized as Spa intense" and "Marie-Henriette" Spa water, commercialized as "Spa Finesse".

The site indicates that they use three types of water for the different uses:

- Borehole mineral water: for the bottled water.
- Borehole water: for industrial uses.
- Municipal water for the toilets and showers.

The Spa sources are located in the communes of Spa, Theux and Jalhay. The catchment monitoring zone covers a little more than 13,000 ha in the municipalities of Spa, Theux, Stoumont, Jalhay, Aywaille and Stavelot.

All the springs and boreholes are located in the Vesdre Basin. The main river crossing the area is the Wayai, which flows through the center of Spa before flowing into the Hoëgne at Theux. It is fed by streams coming from the plateau of the fagnes which constitute the impluvium of the waters of Spa. The Spa aquifer is a very heterogeneous fractured aquifer. The alternation of clayey and sandstone lithologies prevents continuity. Indeed, the banks of phyllades whose thickness varies from a few centimeters to several meters act as almost impermeable barriers. Groundwater is stored in open fractures existing in sandstone and quartzite beds. The piezometric level is generally located less than 10 meters from the surface.

The audit was conducted onsite between the 12th and the 15th of September 2023.

The onsite site visit included the assessment of:

- Domaine de Berinzenne (protected source area)
- Borehole F11
- Iron filter of Geronstère
- Source of Geronstère
- Onsite WWTP
- Water inlets to the site
- Water tanks
- Recycling area
- Palletisation area
- Bottling lines
- Storage area
- Effluent outlet from the site

The following external stakeholders were interviewed during the audit:

- City of Spa (Ville de Spa): Alda Geoli, Counselor for Social and Cultural Affaires.
- Domaine de Berinzenne: Annick Pironet, Director.
- Catchment Natural Park (Parc Naturel des Sources): confidential.

SCORE

118.00

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FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	4
Minor	22
Major	4

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FINDING DETAILS

Finding No: TNR-007179
Checklist Item No: 1.1.1
Status: Open
Finding level: Observation
Due date: 2024-Nov-01
Checklist item: The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:
- Site boundaries;
- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;
- Any water sources providing water to the site that are owned or managed by the site or its parent organization;
- Water service provider (if applicable) and its ultimate water source;
- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;
- Catchment(s) that the site affect(s) and is reliant upon for water.
Findings: Site to provide a waste and rain water network drawing (Plan d'egouttage) of good resolution.
Corrective action: Provide the drawing which is existing

Finding No: TNR-006507
Checklist Item No: 1.3.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
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 indicated that they use municipal water for toilets and showers but this is not taken into account in their water balance. Additionally, the site can try to account for losses in more detail.
Corrective action: Add the municipality water consumption in the water balance Excell File

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Finding No: TNR-005960
Checklist Item No: 1.3.6
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Dec-20
Checklist item: On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.
Findings: The site is additionally expected to list the IWRA's and provide a description of the status of each.
Corrective action: Provide the IWRA files. File Uploaded 18/1/24

Finding No: TNR-006508
Checklist Item No: 1.3.7
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
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: Site to compile all the figures in one document in order to have a comprehensive overview and total value of the annual water-related costs, revenues and value generated.
Corrective action: Water rated cost to be evaluated and added in the file "added value spa monopole"

Finding No: TNR-006448
Checklist Item No: 1.3.8
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: Levels of access and adequacy of WASH at the site shall be identified.
Findings: Site is expected to reference the legislation and how the facilities comply with it to show that adequacy has been assessed.
Corrective action: Comparison between what is expected in the regulation and what is available in the factory. The file "Recensement Toilettes_douches_SM" will be uploaded

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Finding No:	TNR-007180
Checklist Item No:	1.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Dec-20
Checklist item:	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings:	Site to provide evidence of indirect water use investigation for primary inputs.
Corrective action:	Upload the file "2022_Indirect Water Use_PEF_SPadel Site"
Finding No:	TNR-007181
Checklist Item No:	1.4.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Nov-01
Checklist item:	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings:	Site to provide evidence of indirect water use investigation for outsourced services.
Corrective action:	To provide a evaluation of water consumption coming from services in the water catchment
Finding No:	TNR-006509
Checklist Item No:	1.5.1
Status:	Open
Finding level:	Observation
Due date:	2024-Nov-01
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:	Site is expected to have an overview of these higher level water governance initiatives (catchment plans, water -related policies...).
Corrective action:	List to be added in the file "Added value"

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Finding No:	TNR-005915
Checklist Item No:	1.5.5
Status:	Closed
Finding level:	Major
Due date:	2023-Dec-20
Checklist item:	Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.
Findings:	The site is expected to provide a comprehensive list of all the IWRAs within their catchment (both existing and of their interest) and provide a description of their value and status.
Corrective action:	Upload a file with listed IWRAs.
Finding No:	TNR-005962
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Dec-20
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	The site is expected to have knowledge of catchment infrastructure regarding water and wastewater in order to understand the water challenges of stakeholders. Additionally, no mention to exposure to extreme events has been found.
Corrective action:	To upload the map with pipes, wells, reservoirs, Mention to flood risk (Extreme event) is done in the water stewardship plan file "Water stewardship plan_spa monompole", risk N°13.
Finding No:	TNR-006513
Checklist Item No:	1.5.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Dec-20
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	Site to improve insight on this section, for example, water supply to the City of Spa, capacity of the local WWTP, number of inhabitants... to mention just a few.
Corrective action:	the adequacy of the available wash is based on the data provided by the WWF risk filter suite. The proper map will be uploaded

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Finding No: TNR-005918
Checklist Item No: 1.6.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.
Findings: The summary of shared water challenges is incomplete. Was observation on previous audit.
Corrective action: This information must be included in the public report "Gestion durable de l'eau" available on the website https://sourceofchange.spadel.com/wp-content/uploads/2023/12/Statement-AWS-Marc-du-Bois_V3_2023_05.pdf. The report will be updated in the 2024 version and will included shared water challenges.

Finding No: TNR-005919
Checklist Item No: 1.6.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: Initiatives to address shared water challenges shall be identified.
Findings: Site to update initiatives and indicate which are shared.
Corrective action: To identify the shared water challenge in the risk assessment + To link the actions in the action plan to this water challenge. See the water stewardship plan.

Finding No: TNR-005921
Checklist Item No: 1.7.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
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 indicates that potential costs and business impact is difficult to estimate but the site can show that they have tried the exercise. This must be completed to achieve conformity to this indicator.
Corrective action: The evaluation exercise has to be done and documented

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Finding No: TNR-006469
Checklist Item No: 1.7.2
Status: Closed
Finding level: Minor
Due date: 2023-Dec-20
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 has not explained how the prioritization is carried out. This was also an observation in previous audit.
Corrective action: Level of priority to be included in the uploaded file "Risk of opportunities. See attached file

Finding No: TNR-007183
Checklist Item No: 1.8.4
Status: In Progress - CA plan approved
Finding level: Major
Due date: 2024-Feb-06
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: Site to provide evidence of best practice that covers both IWRA's of their interest and existing ones. They need to look at Best Practice in the Catchment and research and provide examples of possible actions towards Best Practice. This indicator is about identification only.
Corrective action: Identification of all actions will be done in the file "Added value_Spa Monopole". To be uploaded

Finding No: TNR-005923
Checklist Item No: 1.8.5
Status: In Progress - CA plan approved
Finding level: Major
Due date: 2024-Feb-06
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 done the exercise for WASH.
Corrective action: Identification of all actions will be done in the file "Added value_Spa Monopole". To be uploaded

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Audit Number: AO-000650

Finding No: TNR-006510
Checklist Item No: 2.3.1
Status: Closed
Finding level: Minor
Due date: 2023-Dec-20
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: The water stewardship strategy should be better documented. It was an observation in previous audit, therefore it becomes a minor.
Corrective action: to upload the file "Standard water stewardship" that include the strategy to achieve our goal. See, in particularly, the chapter 13 with the description of KPI and PI . See attached file

Finding No: TNR-006488
Checklist Item No: 2.3.2
Status: In Progress - CA plan approved
Finding level: Major
Due date: 2024-Feb-06
Checklist item: A water stewardship plan shall be identified, including for each target:
- How it will be measured and monitored
- Actions to achieve and maintain (or exceed) it
- Planned timeframes to achieve it
- Financial budgets allocated for actions
- Positions of persons responsible for actions and achieving targets
- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings: Site to use SMART indicators to measure and monitor the targets that are too general. Each target is required to have a quantifiable metric against which it can be measured. Site to include water saving initiatives. Only two indirect targets for WASH. If the site has large projects to implement these can be broken down to smaller milestone targets against which performance can be tracked. Most of the budgets have not been included and some of the deadlines not set.
Corrective action: 1. To implement targets on the actions included in the action water stewardship.
2. To follow the evolution of the score regarding the targets.
3. To create a file with a list of actions to make water saving and to evaluate its impact.
4. Update the budget and the due date related to this point.

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Finding No:	TNR-005927
Checklist Item No:	3.3.2
Status:	Open
Finding level:	Observation
Due date:	2024-Feb-06
Checklist item:	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.
Findings:	Site to include the water saving initiatives in the WSP (2.3.2).
Corrective action:	<ol style="list-style-type: none">1. To implement targets on the actions included in the action water stewardship.2. To follow the evolution of the score regarding the targets.3. To create a file with a list of actions to make water saving and to evaluate its impact.4. Update the budget and the due date related to this point.
Finding No:	TNR-005929
Checklist Item No:	3.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Nov-01
Checklist item:	Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.
Findings:	Site to compile more evidence for this indicator (photos and evidence of compliance with the legislation, this last one also linked to indicator 1.3.8).
Corrective action:	Evidences have to be collected and uploaded
Finding No:	TNR-007187
Checklist Item No:	3.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Dec-20
Checklist item:	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings:	Site to make the exercise of indirect water use (1.4) and include targets in the water stewardship plan (2.3.2).
Corrective action:	<p>The quantification of the indirect water use is made and included in 1.4.1 criteria.</p> <p>Because the indirect water use is lower than 15% of the total PEF score, the impact is negligible what means there is no action to reduce this indirect water use.</p> <p>We have decided not to set target indirect water use because it's not a priority at that time regarding other impact on Environment</p>

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Finding No: TNR-007189
Checklist Item No: 3.7.2
Status: Open
Finding level: Observation
Due date: 2024-Nov-01
Checklist item: Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.
Findings: Site to provide evidence of engagement with suppliers to reduce their own water use for the items that they supply to the site.
Corrective action: List of suppliers in the water catchment + water consumption if relevant

Finding No: TNR-006497
Checklist Item No: 3.9.5
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings: Site to compile WASH initiatives and include best practice under 1.8.5.
Corrective action: the file "added value" must be up-dated to include actions related to wash. File must be uploaded when updated.

Finding No: TNR-006498
Checklist Item No: 4.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-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: Site to include more water saving, indirect water use and WASH initiatives and update this section.
Corrective action: The actions linked to the water savings and WASH will be included in the action plan water stewardship.

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Audit Number: AO-000650

Finding No: TNR-005968
Checklist Item No: 4.1.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: Site to give a water cost benefit overview for all targets in the WS Plan in line with indicator 1.3.7 on annual water stewardship costs, revenues and added value.
Corrective action: To link the benefit costs with all actions identified in the water savings action plan.

Finding No: TNR-005936
Checklist Item No: 5.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Dec-20
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: Site to provide correct link to the webpage and the document where the process of how water-related issues are governed at site level is explained.
Corrective action: See this linked updated recently : https://sourceofchange.spadel.com/wp-content/uploads/2023/12/Statement-AWS-Marc-du-Bois_V3_2023_05.pdf

Finding No: TNR-005937
Checklist Item No: 5.2.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings: Site to include the AWS outcomes in the 2023 report and how the WSP contributes to them.
Corrective action: To include the AWS outcomes in the 2023 report and how the WSP contributes to them.

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Finding No: TNR-006501
Checklist Item No: 5.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings: Site to include more water stewardship initiatives and show performance against targets and disclose.
Corrective action: Water stewardship initiative will be closed to keep a simple and intelligible report.
The evolution of the PI risk will be included in this report.

Finding No: TNR-005940
Checklist Item No: 5.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2024-Nov-01
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings: The site's the shared water challenges have not be disclosed.
Corrective action: Identify in the risks list which are shared water challenge and disclose.

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Report Details

Report	Value
Report prepared by	Ethel Pirola Igoa
Report approved by	Mia Antoni-Naidoo
Report approved on (Date)	6 November 2023

Surveillance

Proposed date for next audit
2024-Sep-12

Stakeholder Announcements

Date of publication	Location
14/07/2023	Email to relevant stakeholders (WSAS personnel and Lead auditor in copy).
09/08/2023	Public newspaper 'Vlan', page 10.
17/07/2023	Webpages of AWS and WSAS
Comment	Stakeholders announcement in attachment

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Catchment Information

Catchment Information

The Spa springs are located in the communes of Spa, Theux and Jalhay. The catchment monitoring zone

covers a little more than 13,000 ha in the municipalities of Spa, Theux, Stoumont, Jalhay, Aywaille and Stavelot.

All of the catchments are located in the Vesdre basin. The main river crossing the area is the Wayai, which flows through the center of Spa before flowing into the Hoëgne at Theux. It is fed by streams coming from the plateau of the fagnes which constitute the impluvium of the waters of Spa.

The Spa aquifer is a very heterogeneous fractured aquifer. The alternation of clayey and sandstone lithologies prevents continuity. Indeed, the banks of phyllades whose thickness varies from a few centimeters to several meters act as almost impermeable barriers. Groundwater is stored in open fractures existing in sandstone and quartzite beds. The transmissivity values can thus vary by several orders of magnitude and extend between 10-7 m²/s in the aquiclude parts and 10-4 m²/s in aquifer areas. The piezometric level is generally located less than 10 meters from the surface.

At the level of the pouhons (local name in the Liège Ardennes for a naturally gaseous ferruginous mineral spring), it intersects the topographic surface.

Spa mineral water is of meteoric origin – rainwater seeped through the surface to reach underground aquifers. The water transfer time in the basement is estimated at a few decades.

The CO₂ present in the carbonated waters of Spa is of volcanic origin. It comes from the degassing of terrestrial mantle of the Eiffel region, on the German border, 80 km from Spa and Stoumont. This region is known for its recent volcanic activity, traces of which are still visible today.

Client Description and Site Details

Client/Site Background

The Spa Monopole site is on the south western part of the city of Spa in East Belgium.

The city is famous for its thermal and mineral waters, which are being exploited since 1583.

The site bottles mineral waters, and produces flavoured waters and limonades. In figures of 2023 the site has approximately 500 workers and produces 470 million liters.

The site consists of the factory and the protected catchment area of extraction of their mineral waters (13.177 ha).

3 types of natural mineral waters are used on the Spa Monopole site.

- "Reine" Spa water: very lightly mineralized still water.
- "Barisart" Spa water: naturally still water a little more mineralized than Spa Reine. It is gasified at the factory with industrial food CO₂. The commercial name is "Spa Intense".
- "Marie-Henriette" Spa water: naturally carbonated water. The dissolved CO₂ it contains makes it slightly acidic, which allows it to more easily dissolve the rocks it passes through. It is therefore more mineralized than the Spa Reine and Barisart waters, with higher iron and bicarbonate contents. The natural emergences of this resource are recognizable by their characteristic orange color due to the precipitation of the iron as the water rises to the surface. These mineral carbonaceous and ferruginous water springs are called "pouhons" in the Ardennes. Its commercial name is "Spa Finesse".

The site indicates that they use three types of water for the different uses:

- Borehole mineral water: for the bottled water.
- Borehole water: for industrial uses.
- Municipal water for the toilets and showers.

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Summary of Shared Water Challenges


Summary of Shared Water Challenges


Water caption/stress is the only share water challenge indicated by the site, see indicator 1.6.1.


Comment The site has failed to provide a comprehensive list or document of shared water challenges.

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

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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.

 Obs.

Comment The site has provided the following documents as evidence for this indicator:

- *Plan generale usine Spa: a map with the building layout of the site, the boundaries and the most relevant water-related areas onsite.
- During the audit, the site also showed a map with the piping network inside the factory and the piping network from the sources to the factory , but these have not been uploaded as evidence due to confidentiality issues. The site has indicated that they mostly get the water from their own sources, the mineral sources for bottelling and the so-called industrial water for production. Municipal water is used for the toilets and showers.
- *Plan egouttage usine Spa Monopole: a technical drawing with the waste and rain water networks (though the version uploaded does not have good resolution).
- *Spa scope AWS: a map showing the factory and their catchment, the boreholes, the ultimate receiving water body (the Wayai river, effluent of the Vesdre), their onsite WWTP (STEP Spa Monopole) and the regional WWTP (STEP Goffontaine), which they only use as backup in case there would be a problem with their inhouse WWTP.
- *Entrée eau: a schema showing the boreholes and water assets.
- *Presentation Spa Bru: an overview presentation of the site and their products.

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 provided the following information as evidence for this section: A spreadsheet with title Stakeholders Matrix Spa Bru: where an analysis of stakeholders is shown, including name, domain, water-related challenges, engagement, impact, influence, risk and comments. Another tab indicates the contact details. * Rapport stakeholders consultation water resources 2020: a report summarizing the feedback received from their stakeholders in the consultation which took place in 2020. It includes the questionnaire as an annex (Annex 1 Questions). * The minutes of the meeting held on 09/05/2023 related to the Modus Vivendi project, where the site, the City of Spa, the Domaine de Berinzenne (part of the catchment area of the site) and the Public Service of Wallonia discuss on water-related matters in the area. Additionally, during the audit, the site showed an email with a communication with the Contrat de Riviere Vesdre, where the site was proposing a closer collaboration.</p>	
1.2.2	<p><i>Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.</i></p>	 Yes
Comment	<p>In the spreadsheet mentioned under 1.2.2 with title 'Stakeholders Matrix Spa Bru', there is a section on influence and engagement.</p>	
1.3	<p><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></p>	
1.3.1	<p><i>Existing water-related incident response plans shall be identified.</i></p>	 Yes
Comment	<p>The site has provided the: *Plan d'urgence source; the document which describes the protocol to manage the risk of pollution outside of the factory (borehole area). It includes a collaboration of Spa Monopole with the firefighters (112) and the City of Spa which the site indicates is unique in Europe. *Plan Interne d'Urgence Spa Monopole: which describes the protocol to manage the risk of pollution inside the factory limits. The Plan d'urgence sources is the emergency response plan for the following types of contamination in the well area : fire, oil spill, aircraft crash and toxic spill. Drought they contemplate indirectly in their standard for borehole management (see attachment in 1.8.2)</p>	
1.3.2	<p><i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i></p>	 Yes
Comment	<p>The site has provided the following documents: *Entrée eau: a schema showing the boreholes and water assets (see 1.1.1). Some losses are taken into account (fuites). * A screenshot of the software they use to monitor water real time (Historian). *Plan egouttage usine Spa Monopole: a technical drawing with the waste and rain water networks.</p>	
1.3.3	<p><i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i></p>	 in progress
Comment	<p>The site has provided a document (Water Balance 2022 Spa) with the water extractions, consumptions, effluents and efficiency since 2014. It includes the exercise per month since 2019. Some of the losses are registered (Retour nature) as returned to nature (for maintenance operations). Additionally, the site has provided another document (Schema entrée eau 2021) where the boreholes and the volumes are schematized, similarly to the schema under 1.1.1 but in this document the losses are not taken into account. Despite this, the site has indicated that they use municipal water for toilets and showers but this is not taken into account in their water balance. Additionally, the site can try to account for losses in more detail.</p>	

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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 has indicated that several levels of analysis are carried out:
 * Water from the boreholes (mineral water): Annual (complete physico + microbio analyzes + pesticides and pollutants, carried out by an external laboratory) or monthly (microbio and physico parameters)
 * Water entering the site: Weekly (physico-chemical analyses) or daily (microbio analyses)
 * Effluent water: Daily (microbio and physicochemical analyses)
 The results are compared to internal standards (based on ISO standards). In the event of a deviation, an action plan is initiated.
 A database allows trends to be analyzed. The graph in the attachment presents the evolution of the conductivity parameter over 3 boreholes. This tool allows you to check the stability of the parameters.
 During the audit the site has shown different analysis, where the values were under the limits. Nonetheless, the site has indicated that this information is confidential and they have only provided a screenshot of each.

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 has provide the following documents as evidence for this indicator:
 * Map: 0_3 Ensemble rev 15_Produits dangereux: a map showing the different zones and installations that contain dangerous products.
 * 2023 Spa Monopole registre aspects environnementales: a spreadsheet listing all the environmental aspects and impacts per zone (filter by Unité de travail), including some of the chemical products used.
 Nonetheless, the site indicates that it is work in progress.

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

Comment The site does not have IWRAS within the factory but considers the catchment area of their boreholes as part of the site. They have a QGIS project with all sorts of layers indicating the rivers, wetlands, boreholes... in their catchment area. A screenshot has been provided.
 The site has the laboratory analysis of each of the boreholes but no overview has been found with the description and the status of these IWRAs.

Finding No: TNR-005960

1.3.7 *Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.* ➔
in progress

Comment The site has provided a document with an overview of the capex and opex expenditure for 2022. It includes technical and environmental costs. Social and cultural costs are explained in another document with title 'Added Value Spa Monopole 2023' (Water source, environmental and socio-economic impact assessment of Spa Monopole), also in attachment.
 The site is recommended to compile all the figures in one document in order to have a comprehensive overview and total value of the annual water-related costs, revenues and value generated.





Finding No: TNR-006508

1.3.8 *Levels of access and adequacy of WASH at the site shall be identified.* ➔
in progress

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Comment	<p>The site has provide a spreadsheet with an inventory of the WASH facilities onsite (Recensement Toilettes_ douches). The site has additionally indicated that there are around 500 workers onsite and that the number of WASH facilities complies with the legislation. Nonetheless, no mention has been found to the legislation nor how the site complies with it.</p> <p style="text-align: right;">Finding No: TNR-006448</p>
1.4	<p><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></p>
1.4.1	<p><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></p> <p style="text-align: right;"> in progress</p>
Comment	<p>The site indicates that the boreholes belong to the RWM100 aquifer but are compartmented in sub hydrogeological units, therefore the (sustainable) extraction of their boreholes does not influence other external boreholes, sometimes even not between their own boreholes. The site is the sole extractor in their catchment area. See 'Synthese etudes hydrogeologiques' in attachment. Nonetheless, the site is expected to provide a list of primary inputs (or all material inputs) with their associated annual (or better) water use and origin (country/region/catchment - as appropriate) as well as the level of water stress.</p> <p style="text-align: right;">Finding No: TNR-007180</p>
1.4.2	<p><i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i></p> <p style="text-align: right;"> in progress</p>
Comment	<p>The site indicates that service providers in the vicinity take water from the Ville de Spa, whose water sources comes from two dams outside the site catchment area. Nonetheless, the site is expected to provide a list of outsourced services that consume water or affect water quality and: (A) If possible, obtain the water volume used by the outsourced service(s) (Mm3 or m3 per year or better); (B) Estimate the site's percentage of their business and extrapolate a value; (C) Repeat (A) and (B) for water quality, focusing on water quality parameters of concern.</p> <p style="text-align: right;">Finding No: TNR-007181</p>
1.4.3	<p><i>Advanced Indicator</i> <i>The embedded water use of primary inputs in catchment(s) of origin shall be quantified.</i></p> <p style="text-align: right;"> No</p>
Comment	<p>The site has indicated that they use an inhouse software YUKAN that studies the product footprint, so they can calculate it per supplier or service and year. They have indicated that 6% of the environmental footprint of Spa products comes from the use of indirect water, which represents the equivalent of 59 million m3 of indirect water. 78% of indirect water consumption comes from growing fruits used in syrups for lemonades. Three PEF (product environmental footprint) screenshots have been included as evidence. Nonetheless, the site is expected to provide more detailed evidence in order to obtain points.</p>
1.5	<p><i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i></p>
1.5.1	<p><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></p> <p style="text-align: right;"> Obs.</p>

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Comment	The site is part of the board of directors of Domaine de Berinzenne and the Parc Naturel des Sources, which manage action plans to improve the environment of the exploited watershed. These are embedded in national, regional and local policies and plans. The site has uploaded relevant evidence for each. Nonetheless, the site is expected to have an overview of these higher level water governance initiatives (catchment plans, water -related policies...).	
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	The site uses the software Redonline to follow up on all the environmental legislation. The site gets an email once a week and they can follow up on their own conformity. The software helps to take all the aspects into consideration. There are links to the legislation and the articles updated are included.	
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 three documents as evidence for this indicator: *Water Scarcity Sapdel doc (page 3) - where a scarcity risk assessment is carried out for the site, with the conclusion that there is currently no water scarcity. *1995 Les ressources hydriques: a document from 1995 with a study on the mineral sources including a water balance for each. Nonetheless, this document is being updated (see 'Geolys quotation new water survey) * Water balance 2022: a pdf of the spreadsheet with their calculations, including seasonal variance as well.	
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	The site has provided the following documents as evidence for this indicator: *2021 Rapport Spa ISSEP CEX 2021 (Institut Scientifique de Service Publique): where a study on the macroinvertebrates in the Wayai river upstream and downstream of the site's discharge is described. *Rapport intermediaire analyse ecotox Issep: an additional document that includes a baseline study and shows that their effluent water is of better quality than that of the river. *Online information from the Public Service of Wallonia (SPWE): Fiche etat masse eau Wayai II (2015) and corresponding report from 2022.	
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>	 closed
Comment	As mentioned under 1.3.6, the site has a QGIS project with all sorts of layers indicating the rivers, wetlands, boreholes... in their catchment area. The site has included a printscreen of one of these layers. Additionally, during the audit, the site showed another document, which included a brief overview of some IWRAS where you could click on the links and it would take you to the webpage of Biodiversité Wallonie, where for example, you can see the status of the Natura 2000 sites. Nonetheless, this last document has not been uploaded. On top of this, the site is expected to provide a comprehensive list of all the IWRAs within their catchment (both existing and of their interest) and provide a description of their value and status.	
	Finding No: TNR-005915	
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 No

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Comment The site has indicated that all this is confidential information. Therefore only screenshots of the following have been included:
 *Screenshot Carte des captages: showing an overview of their infrastructure and assets from the boreholes to the factory.
 *Screenshot Plan Capex Infrastructures: with the list of investment projects (AQUA V3b, shown at audit).
 Nonetheless, the site is expected to have knowledge of catchment infrastructure regarding water and wastewater in order to understand the water challenges of stakeholders.
 Additionally, no mention to exposure to extreme events has been found.

Finding No: TNR-005962

1.5.7 *The adequacy of available WASH services within the catchment shall be identified.* 🚩 in progress

Comment During the audit the site showed the WWF risk filter, showing that the area has adequate WASH services but this has not been uploaded as evidence.
 Additionally, the site has uploaded a screenshot of the webpage SPGE Cartographie des PASH - Plan d'assainissement par sous-bassin hydrographique: you can zoom in to see the sewage network and it's status. It's managed by the Société Publique de Gestion de l'Eau (Public company for water management).
 No information has been found on other assets such as, for example, capacity or number of inhabitants per WWTP.

Finding No: TNR-006513

1.5.8 *Advanced Indicator Efforts by the site to support and undertake catchment level water-related data collection shall be identified.* ✅ Yes

Comment The site has provided several documents to justify these:
 *Etude des eaux souterraines carbogazeuses de l'est de la Belgique: a research study on carbonaceous groundwater in eastern Belgium, carried out with Spadel, University of Liege and Wallonia Research.
 *Minutes of the meeting of the Modus Vivendi project from May 2023, where they share data on water resources management with different stakeholders.
 *Rapport 'Gestion durable de l'eau 2022' an annual report published by the site on their webpage.
 *Certificate of analysis carried out by the internal laboratory (accredited by BELAC) with the results of the samples taken of some of the public sources of the Ville de Spa: Source de la Gerostene, Barisart, Pierre le Grand.
 Additionally, the site indicates that they provide continuous monitoring of 2 piezometers with annual communication with the main stakeholders (Département de la Nature et des Forêts, Ville de Spa, Domaine de Berinzenne).
 As well, during the audit, the site showed a spreadsheet where they keep the Water balance where there is a tab where they monitor the piezometers: these data are shared with stakeholders (Département de la Nature et des Forêts, Ville de Spa and Domaine de Berinzenne) once a year.

Score 7

1.5.9 *Advanced Indicator The adequacy of WASH provision within the catchments of origin of primary inputs shall be identified.* 🚩 No

Comment The site indicates that they have the Spadel sustainable procurement policy: a document requiring suppliers to comply with legislation regarding access to WASH (suppliers need to sign it).
 Despite this being a good start, this does not give an overview of knowledge of WASH provision in catchments of origin.

1.6 *Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.*

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1.6.1 *Shared water challenges shall be identified and prioritized from the information gathered.* 🚩
in progress

Comment The site has provided a screenshot that shows the Spadel CSR Strategy for 2025 - water stress within the materiality matrix. Additionally, during the audit, the site showed a report compiling feedback from stakeholders regarding their projects, dated June 2020. In it, on page 3, was a list of the projects and the perception of stakeholders towards them. Unfortunately, this has not been uploaded as evidence. Additionally, in their water stewardship plan, the site makes an extensive list with all the risks and makes the exercise of prioritizing them but it does not indicate which are from the site and which are shared. This was an observation on previous audit, therefore it becomes a minor.
Finding No: TNR-005918

1.6.2 *Initiatives to address shared water challenges shall be identified.* 🚩
in progress

Comment The site has provided their Water stewardship plan. In it, under tab 'Risk Assessment' all the initiatives are listed. It has been noticed that the list is incomplete, for example, the water saving initiatives, which would contribute to the site's water balance, have not been included. Additionally, the site has not indicated which are shared water challenges.
Finding No: TNR-005919

1.6.3 *Advanced Indicator* ✅
Yes
Future water issues shall be identified, including anticipated impacts and trends

Comment The site has a plan to increase their bottled water production by 2030 in order to be able to face demand. They have 3 new boreholes planned which will allow them to increase their production within their limits and sustainable extraction (see screenshots in attachment). Additionally, the site has indicated that they carried out a study in 2021 to see the possible impacts of climate change; the conclusion was that they will lose 10% of the source capacity. Unfortunately this was not attached as evidence. Also, the list of projects AQUA V3b mentioned under indicator 1.5.6 (confidential) is based on their anticipated water risk analysis.

Score 3

1.6.4 *Advanced Indicator* ✅
Yes
Potential water-related social impacts from the site shall be identified, resulting in a social impact assessment with a particular focus on water.

Comment The site has provided a document with title 'Added value Spa Monopole 2023', where there is a section on socio economic and educational impact (page 2).

Score 4

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.* 🚩
in progress

Comment The water stewardship plan (WSP) of the site has a tab 'Risk Assessment' where 117 risks have been identified. The analysis includes level of risk and prioritization is done with factor R in column N (G gravité (severity), P probabilité (likelihood), V vulnérabilité (vulnerability)). The site indicates that potential costs and business impact is difficult to estimate.
Finding No: TNR-005921

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1.7.2 *Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.* ✔ closed

Comment The water stewardship plan (WSP) of the site has a tab 'Action Plan Water Stewardship': where you can filter in column B and see the list of potential opportunities. The opportunities that have more priority, go into the Liste des Projets AQUA V3b - which is also showing business opportunities. This last document was shown during the audit but has not been enclosed due to confidentiality issues.
In any case, the site has not explained how this prioritization is carried out. This was also an observation in previous audit, therefore it becomes a minor.
Additionally, during the audit, an excel with title 'EXP 1220_2022 Spadel' which provides a list of measures which include projects to improve water efficiency was shown. A screenshot has been provided as evidence.
Finally, the site has estimated potential savings in two projects:
-Analysis of washer consumption
-Rentability estimation of the project for water efficiency in the sugar pumps
Both provided as screenshots in attachment.

Finding No: TNR-006469

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.* ✔ Yes

Comment The site has a document called 'Standard Water Stewardship', prepared at group level for the different sites. It includes a compilation of best practices gathered from different actors. There is a section on water governance.

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.* ✔ Yes

Comment The site has a document called 'Standard Water Stewardship', prepared at group level for the different sites. It includes a compilation of best practices gathered from different actors. There is a section on water balance.

1.8.3 *Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.* ✔ Yes

Comment The site has a document called 'Standard analyzes and control', prepared at group level for the different sites. It includes a compilation of best practices related to water quality.

1.8.4 *Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.* ➔ in progress

Comment The site has a document called 'Standard Water Stewardship', and another one called 'Standard Analyses and control' which include a compilation of best practices for protection and quality standards for their boreholes. Nonetheless, as indicated under 1.5.5, the site has to consider all the IWRA's within their catchment (both existing and of their interest), for example, wetland areas or lakes, just to mention a few.





Finding No: TNR-007183

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

Comment The site has not done the exercise for WASH.

Finding No: TNR-005923

Audit Number: AO-000650

2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	<i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i>	
2.1.1	<i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i> <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. 	 Yes
Comment	The site has enclosed a document with title 'Statement AWS' which complies with the requirements of this indicator.	
2.1.2	<i>Advanced Indicator</i> <i>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.</i>	 Yes
Comment	The statement is disclosed in their webpage : https://sourceofchange.spadel.com/wp-content/uploads/2023/07/AWS_Statement_Report-SPA-Bru-Devin_GSW_Carola_110723.pdf	
Score	1	
2.2	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
2.2.1	<i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies. 	 Yes
Comment	The site uses the software Redonline to follow up on all the environmental legislation. The Safety and Environment Manager gets an email once a week where he can follow up on their own conformity. The software helps to take all the aspects into consideration. There are links to the legislation and the articles updated are included. Submission to regulatory agencies is also carried out by the Safety and Environment Manager, he prepares all the documents and communicates with the corresponding agency. Additionally, the site has included: *Processus ISO_PRO 1733: a slide showing the described process. *Organigramme (from the AWS statement). *List of contact people in case of different emergencies or enquiries.	
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>	 closed

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Comment The site has provided the following as evidence for this indicator:
 *The mission and vision are in the Spadel webpage:
<https://www.spadel.com/en/about/our-group#:~:text=Our%20mission%20is%20clear%3A%20o,make%20our%20world%20more%20sustainable.>
 * The goals are indicated on the Spadel Biodiversity Water Strategy (three screenshots provided).
 The water stewardship strategy should be better documented. It was an observation in previous audit, therefore it becomes a minor.

Finding No: TNR-006510

2.3.2 *A water stewardship plan shall be identified, including for each target:* 🚩 in progress
 - 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.

Comment The site indicates that every year, all Spadel group sites are internally audited to see if, in particular, AWS points are correctly applied. Their Water Stewardship Plan comes from the document of Internal Audit Plan (see screenshot Environment Group Audit).
 The Water Stewardship Plan for the Spa site has different tabs where most of the different requirements for this indicator are met (actions, timeframes, budget for some of the actions, person responsible and link to best practice). Despite this, some targets are too general and are difficult to measure and monitor. This was an observation in previous audit, therefore it becomes a minor.
 Additionally, the projects that are ongoing are measured and monitored in a database in Teams called Planner Aqua (see screenshot Task Example) . There they list the different task that need to be accomplished and they can do the follow up of the advances.
 Link to best practice is done in the table in general terms but is linked to their strategy. (see indicators under 1.8).
 Nonetheless, during the audit, some water saving initiatives carried out by the site where presented but they were not included in the plan.
 Site is expected to include these and any other initiative that might be missing.

Finding No: TNR-006488

2.3.3 *Advanced Indicator* ✅ Yes
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.

Comment The site has provided a document with title 'Added Value Spa Monopole 2023' where the projects carried out with other partners are briefly described.

Score 4

2.3.4 *Advanced Indicator* ✅ Yes
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.




Comment During the audit, the site showed the following projects:
 * A project with WWF in the Sémois Valley that the site has launched in April 2023.
 * Coforlife project on restoration of forests in Wallonia.
 These have been uploaded as evidence under indicator 3.5.2.

Score 4

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2.3.5	<i>Advanced Indicator</i> <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>	 Yes
Comment	The site has provided the report of the feedback received from a stakeholder consultation that took place in 2020 (Report stakeholders consultation water resources 2020 and Annex with questions). On page 3 there is a list of projects and the results of the perception of each of these from stakeholders. Consensus is achieved on two projects: * Implementation of the source emergency plan * Establishment of the catchment protection zone	
Score	7	
2.4	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>	
2.4.1	<i>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</i>	 Yes
Comment	The site has provided two documents as evidence for this indicator: *Minutes of the meeting of the Modus vivendi project (May 2023) *Minutes of the annual meeting of the Catchment Emergency Plan (April 2023). Both are long term ongoing projects with relevant public sector agencies. The actual Catchment Emergency Plan can be found under 1.3.1 with title 'Plan urgency sources'.	
2.4.2	<i>Advanced Indicator</i> <i>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.</i>	 Yes
Comment	The site has provided a document with title 'Action Plan towards Sustainable Energy and Climate of the City of Spa' where the site participates through their chair at the Parc Naturel des Sources. They discuss the advances during their periodic meetings (they had 8 meetings in 2022).	
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>  Yes
Comment	The site has provided four documents as evidence for this indicator: *Minutes of the meeting of the Modus vivendi project from May 2023. *Minutes of the annual meeting of the Catchment Emergency Plan, which took place in April 2023. * Minutes of the meeting of the Parc Naturel des Sources (Catchment Natural Park) from November 2022 *Minutes of the meeting of the board of directors of Domaine de Bérinzenne, which took place in May 2023. All four are projects/initiatives that support good catchment governance.
3.1.2	<i>Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.</i>  Yes
Comment	The site indicates that they carry out the water analysis of the fountains in the city of Spa and of the water they supply to the wellness centre. The site has provided evidence of both agreements with the City of Spa.
3.1.3	<i>Advanced Indicator Evidence of improvements in water governance capacity from a site-selected baseline date shall be identified.</i>  Yes
Comment	The site has provided a chronology of the advances since 1772.
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>  Yes
Comment	The site has provided several pieces of evidence for this indicator: *The report on the feedback received from a stakeholder consultation that took place in 2020 (Report stakeholders consultation water resources 2020 and Annex with questions), see indicator 2.3.5. *The Sustainable Brand Index Official report 2023: where Spa is 18 in the ranking with a score of 91%. *A press communication from 2009 where Spa is awarded the Prix Européen Qualité des Eaux Minérales de la CERAM (Centre Européen de Recherche des Eaux Minérales). * A press communication from 2014 where Spadel is ranked amongst the Top 10 European Sustainable Companies by the European Business Awards.
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	See indicator 2.2.1.

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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	The site makes reference to the agreement with the City of Spa 1974 - 2039 to analyse the public fountains and supply water to the wellness centre and provides a screenshot as evidence.	
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>	 Yes
Comment	In their Water Stewardship Plan (see indicator 2.3.2), under tab 'Action Plan Water Stewardship', general status of progress can be filtered per water balance. In tabs 'Action Plan' and 'Indicateurs' it is reported more in detail.	
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>	 Obs.
Comment	Based on the evaluation with the WWF indicator (shown during the audit but not uploaded as evidence) Spa Monopole is currently not in a scarcity area. Nonetheless, it is in the site's interest to excel water efficiency, therefore, during the audit the site mentioned two water saving initiatives (see indicator 1.7.2) but these were not included in the WSP.	
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	The site makes reference to the agreement with the City of Spa 1974 - 2039 to (analyse the public fountains and) supply water to the wellness centre. The site provides a screenshot as evidence.	
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	The site makes reference to the following two water allocations: *The volume of water supplied to the wellness from the Source Marie Henriette (see Volume eau SMH_2022) . * Donation of water for sport events, festivals, cures for severe burns, schools, scouts, food banks...(see 'Donation of water', with more than 100.000 litres donated in 2022).	
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	In their Water Stewardship Plan (see indicator 2.3.2), under tab 'Action Plan Water Stewardship', general status of progress can be filtered per water quality. In tabs 'Action Plan' and 'Indicateurs' it is reported more in detail.	
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

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Comment	The site indicates that the effluent coming from the site is below the maximum accepted values (see also indicator 1.3.4), so there is no real need to improve it . Nonetheless, the site has a project to improve the onsite waste water treatment plant because it's overdimensioned and consumes a lot of energy (see STEP Spa_ Rapport d'exploitation and 2016 CMI Audit STEP, where actions for improvement are additionally suggested). The tests start next year, so it is not possible to quantify it yet.	
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>	 Yes
Comment	In their Water Stewardship Plan (see indicator 2.3.2), under tab 'Action Plan Water Stewardship', general status of progress can be filtered per IWRAs. In tabs 'Action Plan' and 'Indicateurs' it is reported more in detail.	
3.5.2	<i>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.</i>	 Yes
Comment	The site has provided three documents as evidence for this indicator: * Information about the project that the site is going to carry out with WWF to develop open intra-forest areas and transition zones in the Semois Valley. * Information on the ongoing Coforlife project for continuous forestry cover for living forests in 6 natural parks in Wallonia. * Information on past project 'Life Ardenne Liégoise 2012-2019' where restoration of natural habitats in the Ardenne liégoise region took place, including the wetland area Fargne de Malchamps (part of the site's catchment area).	
Score	6	
3.5.3	<i>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.</i>	 Yes
Comment	The site makes reference to the biodiversity prize awarded to Spadel in March 2022 by the Belgian Business Award for the preservation of the environment and biodiversity (Life project and Modus Vivendi project). Screenshots are provided as evidence.	
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>	 in progress
Comment	The site has provided some photos (bottled water provision, toilets) and refers to indicator 1.3.8, where the WASH facilities are inventorized. Nonetheless, indicator 1.3.8 is incomplete and this should be taken into account. And more photos were taken during the site visit which included, for example, showers and sensor-based taps, that could also be included here.	

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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 indicates that the city of Spa takes water from another source. Additionally, the site indicates that they analyse and maintain the public fountains in the city and that their effluent water is not polluting. Evidence for this is provided in attachment.	
3.6.3	<i>Advanced Indicator A list of actions taken to support the provision to stakeholders in the catchment of access to safe drinking water, adequate sanitation and hygiene awareness shall be identified.</i>	 Yes
Comment	The site makes reference to the agreement with the city of Spa 1974 - 2039 to analyse the public fountains and supply water to the wellness centre, and all the donations of bottled water as described under indicator 3.3.4.	
Score	5	
3.6.4	<i>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.</i>	 No
Comment	WASH is currently not a shared water challenge in this catchment. Evidence from the WWF risk tool was shown during the audit. Additionally, the site tests some of the public fountains in the city of Spa, however, what was missing was the evidence to share information and to advocate for change to address access to safe drinking water and sanitation.	
Score	4	
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>	 in progress
Comment	The site does not have indirect water use targets in their water stewardship plan. Finding No: TNR-007187	
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>	 Obs.
Comment	The site refers to: *The PEF project, which includes indirect water use (see indicators 1.4.1 and 1.4.2) . *The Spadel Sustainable Procurement Policy (enclosed). *The efforts of the site to reduce, among others, in packaging (enclosed). Additionally, during the audit the site gave more examples of such initiatives: - Awareness raising amongst suppliers on measuring and reducing water use and discharge (see principle 3 on page 2 of the 'Spadel sustainable policy'). - Strategic suppliers, 85% of Spa purchases, are obliged to register on "Ecovadis" and a questionnaire must be completed every 3 years on environmental matters (one of the parameters is linked to water use). - The site seeks workwear suppliers who use recycled cotton to reduce water use. Nonetheless, the site is expected to provide evidence of engagement with suppliers to reduce their own water use for the items that they supply to the site.	

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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.
Comment	Please, see indicator 3.7.2.	
Score	5	
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 has enclosed two pieces of evidence for this indicator: * An email between Spdel and the City of Spa regarding some reparation works in the Pouhon Pierre le Grand in August 2023. * An agreement between Spadel and different parties (Ville de Spa, SPW, AIDE (sewage), RESA (electricity) SWDE (société wallone, des eaux), Unifiber (optic fiber) to carry out construction works in the city centre of Spa in a coordinated way (date unknown).	
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 indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water governance). If you filter by water governance, you can see the advance in implementation.	
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 indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water balance). If you filter by water balance, you can see the advance in implementation.	
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 indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water quality). If you filter by water quality, you can see the advance in implementation.	
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	The site indicates that all actions in the Water Stewardship Plan are linked to the Standard on Water Stewardship (which has a section on best practices on IWRAs, see 1.8.4). If you filter by IWRAs, you can see the advance in implementation.	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	🚧 in progress

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Comment The site indicates that WASH is not an issue and have not included any evidence under this indicator. Additionally, WASH has not been considered in their Standard on Water Stewardship as such and only 2 actions in their Water Stewardship Plan are indirectly linked to WASH.
During the audit, it was clear that WASH initiatives are taken into account (bottled water for employees, sensor-based taps, hidrogel dispensors, awareness raising on WASH practices, testing of some public fountains in the City of Spa to mention a few) therefore the site could gather these under this indicator.

Finding No: TNR-006497

3.9.6 *Advanced Indicator* ✔ Yes
Achievement of identified best practice related to targets in terms of good water governance shall be quantified.

Comment The site indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water governance). If you filter by water governance, you can see the different initiatives and the advance in their implementation.
The specific advances are also registered in the Planner Aqua (a specific database they have in Teams, see indicator 2.3.2) which was shown during the audit but no evidence has been attached.
Additionally, the site indicates that the advances are also recorded in the internal audits (see screenshot under 3.9).

Score 8

3.9.7 *Advanced Indicator* ✔ Yes
Achievement of identified best practice related to targets in terms of sustainable water balance shall be quantified.

Comment The site indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water balance). If you filter by water balance, you can see the different initiatives and the advance in their implementation.
The specific advances are also registered in the Planner Aqua (a specific database they have in Teams, see indicator 2.3.2) which was shown during the audit but no evidence has been attached.
Additionally, the site indicates that the advances are also recorded in the internal audits (see screenshot under 3.9).

Score 8

3.9.8 *Advanced Indicator* ✔ Yes
Achievement of identified best practices related to targets in terms of water quality shall be quantified

Comment The site indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on water quality). If you filter by water quality, you can see the different initiatives and the advance in their implementation.
The specific advances are also registered in the Planner Aqua (a specific database they have in Teams, see indicator 2.3.2) which was shown during the audit but no evidence has been attached.
Additionally, the site indicates that the advances are also recorded in the internal audits (see screenshot under 3.9).





Score 8

3.9.9 *Advanced Indicator* 🔍 Obs.
Achievement of identified best practices related to targets in terms of the site's maintenance of Important Water-Related Areas have been implemented.

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Comment	<p>The site indicates that all actions in the Water Stewardship Plan are linked to the Water Stewardship Strategy (which has a section on best practices on IWRAs). If you filter by IWRAs, you can see the different initiatives and the advance in their implementation. The specific advances are also registered in the Planner Aqua (a specific database they have in Teams, see indicator 2.3.2) which was shown during the audit but no evidence has been attached.</p> <p>Additionally, the site indicates that the advances are also recorded in the internal audits (see screenshot under 3.9).</p> <p>Nonetheless, the site has not fully complied with the indicators on IWRAs, therefore this section also needs to be updated.</p>	
3.9.10	<p><i>Advanced Indicator</i> <i>Achievement of identified best practice related to targets in terms of WASH shall be quantified.</i></p>	 No
Comment	The site has not identified best practice for WASH and has therefore not been able to advance on this indicator.	
Score	4	
3.9.11	<p><i>Advanced Indicator</i> <i>A list of efforts to spread best practices shall be identified.</i></p>	 Yes
Comment	<p>The site distinguishes between internal and external efforts:</p> <p>*Internal efforts:</p> <ul style="list-style-type: none"> - Standard on Water Stewardship - Standard for analyses - Internal audit - AWS audit <p>*External efforts, through the implementation or management of different initiatives:</p> <ul style="list-style-type: none"> - Eaudyssée de Spa: a space for the big public and schools to learn more about the mineral waters, the site and their sustainable initiatives (see Eaudyssee Folder). - Forest and Water Museum in the Domaine de Berinzenne (see Berinzenne Musee Foret Eaux). - CRIE (centre regional d'initiation a l'environnement): educational centre for awareness raising, internships, capacity building... on environmental matters (see Screenshot Berinzenne Crie Formation) - Presentations to professional groups, for example in trainings, events or the recent visit to the Contrat de Riviere Amblève (see 'Presentation Externe Gestion Durable de l'eau') 	
Score	3	
3.9.12	<p><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></p>	 Obs.
Comment	The site refers to their Stakeholders matrix - tab 'Matrix de contacts' under indicator 1.2.1, where you can see the water-related projects with contact person, position and organization. Nonetheless, the role played refers more to the position of each contact person (see screenshot), while the indicator is looking to know the role played by the site in each initiative.	
Score	14	
3.9.13	<p><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></p>	 Yes

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Comment	The site refers to the document 'IBM Spa site biodiversity positive' dated 2021 - why they got the Biodiversity Price (explained under indicator 3.5.3). In it, the MSA hectares index calculation concludes that the impact from the factory is more than compensated by the projects that they carry out at catchment level.
Score	4

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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>	 in progress
Comment	<p>In the Water Stewardship Plan, under tab Indicateurs, the site has evaluated the performance of all targets (additionally shown in graphs to make it more visual). Nonetheless, the site has to include more water saving and WASH initiatives and update this section.</p> <p style="text-align: right;">Finding No: TNR-006498</p>	
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>	 in progress
Comment	<p>The site has provided the estimation in water savings from the washer initiative already described under 1.7.2. Despite this being a good start, the site is expected to give a water cost benefit overview in line with indicator 1.3.7 on annual water stewardship costs, revenues and added value.</p> <p style="text-align: right;">Finding No: TNR-005968</p>	
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>	 Yes
Comment	<p>The site has provided a document with title 'Added value Spa Monopole' where the added value benefits both at site and catchment level are described and, where possible, quantified.</p>	
4.1.4	<i>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.</i>	 No
Comment	<p>The site indicates that they will start these high level meetings next year. Was an observation in previous audit.</p>	
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>	 Yes
Comment	<p>The site has provided two screenshots of the spreadsheet where they register all the incidents. It includes causes and evaluation. Unfortunately these screenshots are of bad quality and it is not possible to read what it says. Additionally, they keep a register of the incidents from the Emergency Catchment Plan (see Listing incident Plan Urgence Sources), which includes things that went well, and things that could improve. Each incident is tracked and kept with all the communications, reports, photos... The Plan d'urgence Sources itself describes the preventive, corrective and mitigation actions. The site indicates that the summary of all incidents is included in the minutes of their annual meeting.</p>	

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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>	 Yes
Comment	<p>The site has provided the following as evidence for this indicator:</p> <ul style="list-style-type: none"> *Stakeholders consultation report (see indicator 1.2.1) . *Meeting Modus vivendi 05/2023: where is a section on feedback of their actions. * Benchmarking KPMG September 2022, where there is a summary of findings which includes a section on water, and a section called Trend 3 which also makes an analysis on water-related matters. 	
4.3.2	<i>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.</i>	 No
Comment	<p>The site has not indicated which are shared water challenges nor has done the exercise of stakeholders review for the 5 outcomes.</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 indicates that the WSP is a live document and they update it when it's necessary, for example, after a Modus Vivendi meeting. They keep track of big changes under tab Revisions, where they indicate the changes.</p>	

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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	The site has provided their internal water-related organigramme. Additionally, the site has provided a link to show its public disclosure but it gives error: https://sourceofchange.spadel.com/wp-content/uploads/2023/07/AWS_Statement_Report-SP-A-Bru-Devin_GSW_Carola_110723 No mention has been found to the process of how water-related issues are governed at site level. This was an observation in previous audit. <p style="text-align: right;">Finding No: TNR-005936</p>
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i> 🚩 in progress
Comment	The site provides the following documents as evidence for this indicator: * 'Rapport gestion durable des eaux 2022', report which presents the results of key performance indicators defined to monitor and guarantee sustainable use of water resources by the site. The site indicates that this report is also available on their webpage. Additionally, the site indicates that they will include the AWS outcomes in the 2023 report. * An email from the Modus vivendi project where the site shares their risk analysis for the sources of mineral water with different stakeholders. * Minutes of the meeting of the Modus vivendi project dated May 2023, where water related issues are presented and discussed. Despite this being a good start, these do not cover all the requirements of this indicator. <p style="text-align: right;">Finding No: TNR-005937</p>
5.3	<i>Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.</i>
5.3.1	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i> 🚩 in progress
Comment	The site refers to the 'Rapport Gestion durable de l'eau 2022', report which presents the results of key performance indicators defined to monitor and guarantee sustainable use of water resources by the site. It includes some parameters of water stewardship performance but these are not always quantified against targets. The site indicates that this report is available on their webpage. <p style="text-align: right;">Finding No: TNR-006501</p>
5.3.2	<i>Advanced Indicator The site's efforts to implement the AWS Standard shall be disclosed in the organization's annual report.</i> ✅ Yes

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Comment	The site refers to their CSR report 2022, where page 8 is dedicated to the AWS standard. Additionally, under the GRI indicators, there is a section on 'Protection' where water data is shown (2021 vs 2022). The report is published on their webpage: https://sourceofchange.spadel.com/wp-content/uploads/2023/07/4056-230510_SPADEL_RA2022_EN-2B.pdf	
Score	1	
5.3.3	<i>Advanced Indicator</i> <i>Benefits to the site and stakeholders from implementation of the AWS Standard shall be quantified in the organization's annual report.</i>	✖ No
Comment	The site indicates that this is work in progress.	
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 indicates that they will include it in the Rapport Gestion durable de l'eau 2023. Finding No: TNR-005940	
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 provided the following as evidence for this indicator: * The minutes of the meeting of the Modus vivendi project which took place in May 2023. * A presentation of the biodiversity projects that the site did in the Parc Naturel des sources meeting on the 15 September 2022. Both show efforts by the site to engage stakeholders and coordinate and support public sector agencies.	
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	There were no water-related compliance violations this year.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	✔ Yes
Comment	There were no water-related compliance violations this year.	
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	There were no water-related compliance violations this year. Nonetheless the site has described the process under indicator 2.2.1 and has enclosed the list of contact persons in case of environmental incidents or enquiries.	

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-000650

Photographic Evidence from Audit



Yes

Comment The photos taken during the site visit have not been uploaded by the site.

Previous Findings

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



No

Comment Some observations have been raised into findings because they were recurrent from last audit. These are indicated in the comments of the corresponding indicators.