

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)



Audit Number: AO-000440

SITE DETAILS

Site: **Perrier Vittel (Thailand) Ltd. - Suratthani factory**

Address: 77 Moo 5 Thalongchang (Asia highway No. 41 km. 175), 84130, Punpin, THAILAND

Contact Person: Krishna Sangkaw

AWS Reference Number: AWS-000115

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2022-Dec-21

Validity of certificate: 2025-Dec-21

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2022-Nov-28

Lead Auditor: Piyathip Eawpanich

Audit team participants:

Rizwan Masood, Technical expert

Piyathip Eawpanich, Lead Auditor

Site Participants:

Mr. Dittawut Bousayakaew, Factory Manager

Manussawee Ruangsiripat, SHE Manager

Wipawan Sermwittayarong, Quality manager

Napasiri Rodchanacheewa, Maintenance Engineer

Krishna Sangkaw, Production manager

Chenyasne Dungenphen, Water Resources Manager

Anucha Nitikarnwarnakul, Factory Engineer

Marc Alary, Water Resources Manager

Atiwan Panakkanes, Cost Accounting

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ADDITIONAL INFO

Summary of Audit Findings: A total of 42 findings were raised during the certification audit: 0 major non-conformity, 26 minor non-conformities, 16 observations. The major non-conformity was of sufficient concern to warrant the categorisation of the non-conformity as major and related to the structure and content of the water stewardship plan to achieve 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 9 August 2023.

The major non-conformity must be sufficiently addressed and evidence submitted to WSAS within 90 days of receipt of the report by 9 September 2023.

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

The audit team recommends re-certification of Perrier Vittel Suratthani factory at Core level pending approval of the corrective actions plan and closure of the major non-conformity.

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.

Scope of Assessment: The scope of services covers the recertification audit for assessing conformity of the Perrier Vittel (Thailand) Ltd., Surat Thani Factory against the AWS International Water Stewardship Standard Version 2.

The Site is located in Village 5 of Tha Rong Chang Subdistrict, Phun Pin District, Surat Thani Province, which is about 700 km south of Bangkok. It is on western side of the Highway 41 at about 18 km from Surat Thani International Airport and about 30 km from the City of Surat Thani. The Site is neighbored by several food and beverage manufacturers and warehouses. It is situated in the Lower Tapi Sub-river basin where Tapi River flows from southern side and goes northward about 25 km reaching the Gulf of Thailand at Tapi river mouth, near the City of Surat Thani.

The Site is part of the Nestle International-Indochina with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 certificates valid till 07 August 2023. It produces drinking water from underground aquifers in sealed plastic containers in 3 sizes: 350 ml, 600 ml, and 1500 ml. The Site has 3 main buildings, office and canteen, production lines and storages, and water treatments. Within the Site boundary, there are 3 types of open spaces: cemented ground which are for loadings, parking, roads, and safety facilities; water bodies; and forest covered land and wetlands. Wastewater discharge location is on the left of the front gate.

The audit was conducted onsite on 28-30 November 2022. The onsite site visit included the assessment by walking through the production lines, product storages, houses of boreholes, water treatments facilities, canteens, and opened spaces, as part of the audit.

The following external stakeholders were interviewed during the audit: Thung Siead School (Mr. Sanchai Sinsan), Village Headmen of Village#5 (Mr. Somporn Jaichuen), Halal Standard Auditor (Ms. Watsana Matrasan), Deputy Director of Pun Pin Public Health Station (Mr. Amorn Watsanit), and the Site staff representative (Mr. Sittiporn Klapdee).

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FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	16
Minor	26

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FINDING DETAILS

Finding No:	TNR-004325
Checklist Item No:	1.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	<p>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</p> <ul style="list-style-type: none">- Site boundaries;- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;- Any water sources providing water to the site that are owned or managed by the site or its parent organization;- Water service provider (if applicable) and its ultimate water source;- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;- Catchment(s) that the site affect(s) and is reliant upon for water.
Findings:	The surface water catchment map was not provided.
Corrective action:	To provide the surface water catchment map.

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Finding No:	TNR-004166
Checklist Item No:	1.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	<p>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</p> <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	<p>The stakeholder identification is not yet meeting all requirements for this indicator:</p> <ul style="list-style-type: none">- The list does not sufficiently consider the physical scope identified: it does not include stakeholders representative of the Site's ultimate water resource and wastewater's ultimate receiving water body. E.g. the Water Resources validation Letter and groundwater balance analysis indicates there is at least one other company abstracting groundwater from the deep well (Surat Thani Beverages Company) but it is not included in water-related stakeholders list, nor other stakeholders representing the water source.- Water-related challenges of the identified stakeholders are not indicated.- It was also notable that the list includes only one business entity.
Corrective action:	Revise Stakeholders Mapping to cover all concern of Ultimate Water Resource and Water-related challenges.
Evidence of implementation:	To be shared during next Surveillance audit.

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Finding No: TNR-004167
Checklist Item No: 1.2.2
Status: Open
Finding level: Observation
Checklist item: Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.
Findings: The degree of influence will need to be updated after insufficient consideration of the site's ultimate water source and ultimate receiving water bodies in stakeholder identification is addressed.
Corrective action: Revise IWRAs Matrix (Important Water-Related Area) by including the shared-water challenge stakeholders and perform risk assessment for source of contamination and how to treat the source of contamination.

(IWRA Table)

Finding No: TNR-004168
Checklist Item No: 1.3.3
Status: Open
Finding level: Observation
Checklist item: Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.
Findings: There is no water-related challenge that would be a threat to good water balance for people or environment but considering the site is a water bottling site, annual and seasonal variance would be important to understand, if any, and is not yet indicated - only the average in 2022 is presented.
Corrective action: Share the Report of Hydrological survey & study + Site Water Resource Validation Letter during next surveillance.

Finding No: TNR-004326
Checklist Item No: 1.3.5
Status: Open
Finding level: Observation
Checklist item: Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.
Findings: Potential sources of pollution are identified and monitored. The site could consider also mapping them.
Corrective action: Create infrastructure mapping (Tha-Rong-Chang) including the relation of the site to external.

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Finding No:	TNR-004169
Checklist Item No:	1.3.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
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 internal IWRAs are identified and mapped but a description of the status including values is not provided (even though the template indicates how the status should be categorised) - the current short description focusses only on whether the areas present any risk to the contamination of shallow aquifer, missing the idea that one of the key outcomes of water stewardship is enhancing IWRAs.
Corrective action:	1) To revise IWRAs matrix to add the status, the values and to revise the prioritization matrix to be required proper action. 2) To create the infrastructure mapping to address the location of each IWRAs (internal) and share to factory staff & community. (For visibility to track the status for the actions, which all staffs can understand & support to prevent the risk to internal IWRA items.)
Finding No:	TNR-004170
Checklist Item No:	1.3.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
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:	While costs are identified, water-related revenues and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site are not included.
Corrective action:	Consolidate all water saving projects into AWS Management Plan & Performance Report and evaluate in term of cost impact which contribute to water security, benefit for stakeholder and natural environment.

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Finding No:	TNR-004171
Checklist Item No:	1.4.1
Status:	Open
Finding level:	Observation
Checklist item:	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings:	The Site has not identified any primary inputs (including the packages) and their embedded water uses, however the preforms or other packaging are not produced in the same catchment.
Corrective action:	Share the mapping of groundwater on next surveillance.
Finding No:	TNR-004172
Checklist Item No:	1.4.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings:	In the self-assessment comment, the Site reported about the uniform laundry service as the main outsourced service originating within the Site's catchment and indicated the average water-use level by that service. However there was no evidence provided to the auditor about the identified water use or its amount, nor evidence that other outsourced services were also checked to consider whether they have embedded water use within the catchment.
Corrective action:	1) Embedded water use of outsource service e.g. laundry to minimize the water of use. 2) Engage water saving program with Laundry. 12 July 2023. (Follow up results Nov 2023) 3) Support outsource-services (Laundry) to consolidate the matrix of water-use and the water saving.

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Finding No:	TNR-004327
Checklist Item No:	1.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
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:	No other types of initiatives were identified beyond the informal Coffee Talk, and no evidence was provided that the site attempted to collect information on existing water-related publicly-led, donor-led or any other initiatives or policies, in line with the Guidance.
Corrective action:	The site will collect information on existing water-related publicly-led, donor-led or any other initiatives or policies, in line with the Guidance.
Finding No:	TNR-004173
Checklist Item No:	1.5.2
Status:	Open
Finding level:	Observation
Checklist item:	Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.
Findings:	The site showed the main applicable laws and the auditor did not find non-compliances with water-related laws and regulations, however the site does not appear to have a list of all applicable laws and regulations and what are the associated requirements applicable to the site.
Corrective action:	Share the license & attached the translation.

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Finding No:	TNR-004174
Checklist Item No:	1.5.3
Status:	Open
Finding level:	Observation
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	<p>1) Information in the Poster should be checked for accuracy (where marked in white and italic font), as well as the data on water inflow-outflow and water budget, which the auditor found unclear. This is especially the case with the information on "Total rainfall" presented under the outflows heading.</p> <p>2) Groundwater Modelling Validation study indicates in its conclusions and recommendations that 'there are some uncertainties such as recharge rates, groundwater extraction, boundary conditions e.g. river stages. Thus long term monitoring of water levels and water quality in target area and in Ta-Pi sub-basin is essential in order to improve the model accuracy and model validation'. Similarly, Water Resources Validation Letter, section 'Limitations and conditions', includes a condition that the model has to be recalibrated every year using the actual values of DWL measured in the wells. Evidence needs to be presented that these conditions and recommendations have been implemented.</p>
Corrective action:	Revise catchment mapping & combine with infrastructure mapping (Tha Rong Chang) including the relation of the site to external.
Finding No:	TNR-004175
Checklist Item No:	1.5.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.
Findings:	Groundwater quality in the groundwater catchment is identified. However, no identified water quality, including physical, chemical, and biological status, of the surface waters was presented - the canal and river where the site's effluent flows to.
Corrective action:	Apply governance report in South for surface water quality monitoring. Analyse the trend of water quality of Pumduang and Tapi rivers.

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Finding No:	TNR-004176
Checklist Item No:	1.5.5
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
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 list of identified IWRAs includes comments and prioritisation, as well as planned actions. However the description provided indicates whether IWRAs present any risk to the aquifer and whether the site can have direct impact on the IWRA. No information on status or threats is indicated. The prioritisation is based on likelihood and severity but it is not clear what is meant by this - whether it is a risk to the site from IWRA or to the IWRA from the site, or something else. Overall the site risk perspective in IWRA analysis does not align with the intent of the standard on IWRA protection and enhancement.
Corrective action:	Revise the risk assessment step of IWRAs to be consider the prioritization.
Finding No:	TNR-003945
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	The site has not presented documentation on existing and planned water-related infrastructure beyond the scheme with infrastructure on site presented for the indicator 1.1.1. E.g. condition of the canal to which the site's effluent is discharged, is not presented. From the stakeholder interview, it appears the Highway 41, all connecting roads as well as the hard surface land cause increased flooding for the population.
Corrective action:	Revise catchment mapping & combine with infrastructure mapping (Tha Rong Chang) including the relation of the site to external.

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Finding No:	TNR-004177
Checklist Item No:	1.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	<ul style="list-style-type: none">- Two separate listings of shared water challenges were presented by the site and the auditor found these 2 lists of shared water challenges are not related.- Water Regeneration (in the PDF table) would not be listed as shared water challenge, but it rather be a solution to mitigate groundwater depletion and salinization of the water (surface and groundwater).- Groundwater depletion (in the pdf table) is listed as a challenge although no indication of groundwater depletion was presented in earlier indicators of step 1.- Climate change and mismanagement of resources (listed in the poster) are too broad to understand what exactly are the challenges and to consider them for further planning for action.- There is no indication that these challenges were identified based on stakeholder consultation. They appear to be identified by the site based on what the site thinks the shared water challenges are. This view is further supported by an evaluation of the site's water stewardship plan where actions are listed against shared challenges but the actions are aimed primarily at monitoring whether there is no risk to the site (its groundwater quantity or quality).
Corrective action:	Revise shared water challenge matrix by adding the concerned information from stakeholder consultation.
Finding No:	TNR-004178
Checklist Item No:	1.6.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	Initiatives to address shared water challenges shall be identified.
Findings:	<p>The actions identified and implemented by the site to address shared water challenges are mostly monitoring activities that seek to observe if there is no indication of increasing groundwater salinity, reduction in groundwater levels, worsening quality of groundwater, or site's or canal's quality. I.e. the initiatives are aimed at spotting warning signs but they are not addressing the actual challenges. No shared initiatives are identified either.</p> <p>The notable exception is the water regeneration project, as regeneration projects are aimed at mitigation. However, this project is presented as addressing the challenge of 'water regeneration'.</p>
Corrective action:	Create & Consolidate the Initiative Projects with the community at NTT Water Regeneration Project on Y2023, to be identified actions which able to identify the volumetric water regenerates on this NTT project.

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Finding No:	TNR-004179
Checklist Item No:	1.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	The Site has not presented separate water-related risks but effectively it has integrated water-related-risk into its shared water challenges shown in 1.6.1. Actually what is presented as shared water challenges are rather risks to the site. However the timeline for risk analysis is not clear and potential costs and business impact have not been estimated (although costs of implementing actions against risks have been estimated).
Corrective action:	Revise shared water challenge by including the business impact.
Finding No:	TNR-004180
Checklist Item No:	1.7.2
Status:	Open
Finding level:	Observation
Checklist item:	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.
Findings:	Identification of opportunities should be expanded, including seeking to identify opportunities for shared action or to address the updated shared challenges when the finding on 1.6.1 is addressed.
Corrective action:	Revise shared water challenge matrix by adding the concerned information from stakeholder consultation.
Finding No:	TNR-004181
Checklist Item No:	1.8.1
Status:	Open
Finding level:	Observation
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	The site has identified which practices that are currently implemented, can be regarded as best practices. The site should expand this by looking at what further best practices could be identified and sought to be implemented, not just by the site, but in cooperation with other stakeholders.
Corrective action:	The expansion of best practice to be extended to the Water Regeneration Project at NTT.

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Finding No: TNR-004182
Checklist Item No: 1.8.2
Status: Open
Finding level: Observation
Checklist item: Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.
Findings: The site has identified which practices that are currently implemented, can be regarded as best practices. The site should expand this by looking at what further best practices could be identified and sought to be implemented.
Corrective action: The expansion of best practice to be extended to the Water Regeneration Project at NTT. Including more parties involving into NTT project.

Finding No: TNR-004183
Checklist Item No: 1.8.3
Status: Open
Finding level: Observation
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings: Water regeneration project to enhance participation in water management restoring the Nong Thung Thong Wetland Ecosystem and improving the quality of life in the community, is indeed best practice for catchment water quality. However in terms of groundwater or effluent quality, it is not clear why monitoring is best practice.
Corrective action: Continue the project to maintain Good water access at school & to recover the good performance of water filtration by support the maintenance.

Finding No: TNR-004184
Checklist Item No: 1.8.5
Status: Open
Finding level: Observation
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: Similarly to 1.8.1 and 1.8.2, the site has identified which practices that are currently implemented, can be regarded as best practices. The site should expand this by looking at what further best practices could be identified and sought to be implemented, not necessarily on site.
Corrective action: The expansion of best practice to be extended to the Water Regeneration Project at NTT. Including more parties involving into NTT project.

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Finding No:	TNR-004185
Checklist Item No:	2.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments: <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.
Findings:	The Site has announced its policy and commitment signed by Mr. Dittawut Bousayakeaw, the Site manager. However, the commitment for the site's implementation to be aligned and in support of existing catchment sustainability plans is missing.
Corrective action:	To update the Environmental policy for Y2023.
Finding No:	TNR-003948
Checklist Item No:	2.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	The system to maintain compliance obligations for water and wastewater management shall be identified, including: <ul style="list-style-type: none">- Identification of responsible persons/positions within facility organizational structure- Process for submissions to regulatory agencies.
Findings:	Evidence provided by the site (management system certificates and AWS team personnel) does not fulfill this indicator. The missing evidence are the responsible person/position for legal obligation for water & wastewater and the process for submissions to regulatory agencies. The site should also be able to demonstrate a system how it maintains compliance obligations.
Corrective action:	1) To provide the license of Groundwater & Wastewater discharge with the English version. 2) To provide the monitoring results comparing with the license.

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Audit Number: AO-000440

Finding No:	TNR-004187
Checklist Item No:	2.3.1
Status:	Open
Finding level:	Observation
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 Site has publicized its mission toward sustainability where water stewardship is one of the 4 pillars cascading from the Nestle Indochina Commitment. This is rather high level - mission, vision, and goals of the organization towards good water stewardship in line with AWS standard is not really clear.
Corrective action:	Create specific statement of good water stewardship at factory level for mission, vision, and goals. And share to internal & external stakeholders.

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Finding No:	TNR-004186
Checklist Item No:	2.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	<p>A water stewardship plan shall be identified, including for each target:</p> <ul style="list-style-type: none">- How it will be measured and monitored- Actions to achieve and maintain (or exceed) it- Planned timeframes to achieve it- Financial budgets allocated for actions- Positions of persons responsible for actions and achieving targets- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings:	<p>The AWS Management Plan and Performance Report 2022, in tabular form, was provided as evidence. However it does not include any actual targets, especially quantified ones, when the site actually has a target on water use ratio. The plan is actually a list of actions to address what are currently identified as shared challenges although are more risks to the site. The actions are mostly ongoing monitoring activities and not improvement targets/actions. The notable exception is the water regeneration project, which is already listed but could be broken down to more specific actions. The water stewardship plan does not include other good actions the site is implementing on community and IWRAs. The action plan needs to be revised fully to have quantifiable targets and actions listed that should help the site achieve those targets. Budgets and link to AWS outcomes are not included and need to be added.</p>
Corrective action:	<p>Revise the AWS Management Plan & Performance Evaluation on the tabular form, to be covered under all those requirements of a water stewardship plan including the results monitoring from factory's routine review. (see attached file for the revised AWS Management Plan & Performance Evaluation)</p>
Evidence of implementation:	<p>See attached file for the revised AWS Management Plan & Performance Evaluation.</p> <p>Remark: the latest version will be Revision 3.0 Please see as attached excel file.</p>

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Finding No:	TNR-003957
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	The Site provided the Business Continuity Plan for flood crisis. However, the plan focusses only on actions by the site. There was no indication of coordination with relevant public sector or infrastructure agencies, when cooperation is normally very relevant and needed for flood risk management.
Corrective action:	Create infrastructure mapping (Tha-Rong-Chang) and share the BCP Plan with the infrastructure mapping to community in Community coffee-talk (which is getting involvement from all relevant Public Sectors or Community Infrastructure Relevant)
Finding No:	TNR-004188
Checklist Item No:	3.2.1
Status:	Open
Finding level:	Observation
Checklist item:	A process to verify full legal and regulatory compliance shall be implemented.
Findings:	Evidence of the payments for the ground water use is missing.
Corrective action:	To share the Costs Relevant of water, in matrix of monthly spending to be more visible for audit.
Finding No:	TNR-004189
Checklist Item No:	3.4.1
Status:	Open
Finding level:	Observation
Checklist item:	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings:	Monitoring activity is not a target, and the site does not have targets on water quality. The water regeneration project on IWRA implemented in cooperation with WWF is, however, positively contributing to catchment water quality.
Corrective action:	Revise the matrix in AWS Management Plan and performance evaluation. (refer major gap).

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Audit Number: AO-000440

Finding No:	TNR-004329
Checklist Item No:	3.4.2
Status:	Open
Finding level:	Observation
Checklist item:	Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.
Findings:	Water quality is identified as a shared water challenge but the site does not have any quantifiable target on water quality or best practice beyond monitoring effluent quality. It is not clear if there is a continual improvement as the effluent quality results were presented as separate test results - tabulated data over time or graphs could be used to indicate if there is any trend in effluent quality.
Corrective action:	To create the graphs by each critical parameters for site-effluent to analyze the trend of abnormality.
Finding No:	TNR-004191
Checklist Item No:	3.5.1
Status:	Open
Finding level:	Observation
Checklist item:	Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.
Findings:	The Site has defined 1 on-site IWRAs (2 patches) and 6 IWRAs in the Catchment. In its prioritisation of IWRAs, the Site indicated actions planned for On-site Wetland, Klong Siead, and Community Wells. On other IWRA, including Nong Thung Thong, the document does not indicate any action planned. However the site's water regeneration project in cooperation with WWF is on Nong Thung Thong Wetlands & Wildlife Non-Hunting Area. This project is included in the site's water stewardship plan but actions on other IWRAs from IWRAs prioritisation are included in the water stewardship plan. The inconsistencies should be addressed.
Corrective action:	Revise IWRA (Important Water Related Area) by including the shared-water challenge stakeholders and perform risk assessment for source of contamination and how to treat the source of contamination.

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Finding No: TNR-003959
Checklist Item No: 3.7.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings: The Site's self-assessment refer to the target of laundry outsources service provider to be 7,000 l/d. But there is no evidence attached or provided during the audit. This indirect water use target has not been indicated nor quantified in the AWS plan, and evidence of implementation was not provided.
Corrective action: 1) Embedded water-use of outsource service e.g. laundry to minimize the water of use.
2) Engage water saving initiative project with Laundry and to set the volumetric target of water saving for Y2023
3) To be follow up results Nov 2023.
Evidence of implementation: to be shared the evidence on next surveillance.

Finding No: TNR-003960
Checklist Item No: 3.7.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
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: Laundry service provider has been identified as the key indirect water use of the Site. During the audit, the Site did not provide evidence of its engagement with this service provider or others on indirect water use.
Corrective action: Embedded water use of outsource service e.g. laundry to minimize the water of use.

Engage water saving program with Laundry. 12 July 2023.

Follow up results Nov 2023.

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Audit Number: AO-000440

Finding No: TNR-003961
Checklist Item No: 3.8.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.
Findings: No evidence of engagement with owners of shared infrastructure was provided. The Site's self-assessment referred to the Business Continuity Plan for Flood Crisis. However, the stated BCP is on internal management, without engagement with other agencies.
Corrective action: Create infrastructure mapping (Tha Rong Chang) and share the BCP Plan with the infrastructure mapping to community in monthly Coffee-talk.

Finding No: TNR-004192
Checklist Item No: 4.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings: The Site has monitored progress on actions set in its AWS plan but as indicated earlier, the plan is not structured in line with AWS requirements, it does not have quantifiable targets. Contribution to achieving water stewardship outcomes is not evaluated.
Corrective action: Revise the matrix in AWS Management Plan and performance evaluation. (refer major gap).

Finding No: TNR-003963
Checklist Item No: 4.1.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: The Site has not evaluated value created from the AWS plan.
Corrective action: Revise the matrix in AWS Management Plan and performance evaluation. (refer major gap).

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Audit Number: AO-000440

Finding No: TNR-003965
Checklist Item No: 4.1.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings: The Site has not quantified shared-value benefits in the catchment on what has been implemented.
Corrective action: Revise the matrix in AWS Management Plan and performance evaluation. (refer major gap).

Finding No: TNR-004193
Checklist Item No: 4.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2023-Nov-28
Checklist item: Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.
Findings: During the audit interviews and stakeholder interviews, the auditor found that the Site has communicated on its AWS activities with participants at Coffee Talks as well as during discussion with WWF and communities at Nong Thung Thong. Nevertheless, there is no evidence demonstrating whether those communications were only informing stakeholders or consulting with them.

The auditor found that the Site has used CRP as its tool to consult the stakeholders on AWS performance. However it was not clear what performance was communicated in those consultations.
Corrective action: 1) CRP interview with stakeholders & align the actions in part of Water Stewardship to be added in the AWS Management Plan & to implement and track the result of action.
2) To take the opportunity during host the Community Coffee-Talk to share the AWS Performance Evaluation.
3) Take the Minute of Meeting for each Community Coffee-talk to provide the opportunity for water.
- Information about water related.

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Finding No:	TNR-003967
Checklist Item No:	4.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.
Findings:	There is no evidence on how the plan was modified for 2022.
Corrective action:	Define the revision log of AWS Mangement Plan.
Finding No:	TNR-004194
Checklist Item No:	5.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Findings:	The disclosed composition of AWS Team does not indicate water-related internal governance, and position that is accountable for compliance with water-related laws and regulations is not indicated.
Corrective action:	<ul style="list-style-type: none">- Create the presentation of summary the yearly AWS Performance Evaluation and share the internal staffs during Factory Staff Meeting & to stakeholders during host of Community Coffee-Talk.- Take the opportunity during host the Community Coffee-Talk, to share the Lab results of Community Wells - Chemical analysis (with the trend of each parameter comparing with standard/limit) and share infrastructure mapping to identify the wastewater treatment process vs. wastewater discharge of factory and build-up the awareness of people in community to aware the water discharge from household.- When the composition of AWS Team is disclosed, water-related internal governance and position that is accountable for compliance with water-related laws and regulations, will be indicated.

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Finding No:	TNR-004195
Checklist Item No:	5.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2023-Nov-28
Checklist item:	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings:	The Site communicated results of projects or activities related to AWS plan to both in-house and stakeholders in the Catchment. During the audit, however, this communication was found to be fragmented - the AWS plan (without confidential information) is not presented to stakeholders.
Corrective action:	To share the evidence of presentation that factory site shared in the Community Coffee-talk (during next surveillance.)

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Report Details

Report	Value
Report prepared by	Piyathip Eawpanich
Report approved by	Neringa Pumputyte
Report approved on (Date)	9 June 2023

Surveillance

Proposed date for next audit

Stakeholder Announcements

Date of publication	Location	Finding No: TNR-003918
	website https://www.nestlepurelife.com/th/sites/g/files/xknfdk641/files/2022-09/Stakeholder%20Announcement_Perrier%20Vittel%20%28Thailand%29%20Ltd.%20Suratthani.pdf	
20/09/2022	Coffee talk,	
18/09/2022	TRC SAO stands for take away, 20 sets, report to be runoff.	

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Catchment Information

Catchment Information

PVT Surat Thani factory is located in the Lower Tapi Sub-River Basin, at Tha Rong Chang Sub-district, Phun Pin District of Surat Thani province. The Lower Tapi Sub-Basin covers a total area of 3,680 sq.km. Most of the land is in Surat Thani and some is in Nakorn Si Thammarat on the south. The upper watershed area is forest covered mountainous area, and Nam Tok Si Khed National Park to the East from the Site.

The Lower Tapi Sub-river basin is part of the larger catchment called Tapi River Basin. Among other seven sub-basins of the Tapi River Basin, the Lower Tapi Sub-Basin is the largest. It is mostly flatland.

Tapi River flows from South to North, passing the Site about 5 km to the East. The river runs northward to the town of Phun Phin District and the City of Surat Thani before reaching the Gulf of Thailand.

Catchment of Tapi River Basin has its rainy season from May to October with the average monthly rainfall of 226.87 mm. The average rainfall of the whole rainy season is 1,361.24 mm, which is about 72.36% of the whole year. Dry season is from November to April with average monthly rainfall of 86.67 mm. There are 11 water metering stations in Tapi River Basin, and they records indicate an average annual runoff of 24.93 - 5,046.76 million cubic meters/second. In 2013, the main land use of the Catchment (Tapi Basin) was reported to be agriculture (62.19%), with plantations of para rubber, oil palm, coffee, fruit orchard. The second largest is forest covers (30.22%): moist-evergreen forest, mangroves, peats, and forest plantations. Other land uses are wetlands, grassland, excavated land, abandoned land, old mine areas, residential, industrial areas, and water bodies. (TEAM Consulting Engineering and Management, 2018, Basic Data of 25 River Basin: Tapi River Basin)

Client Description and Site Details

Client/Site Background

The Site is one of seven factories of Perrier Vittel (Thailand) and is one of the two Nestle drinking water factories in Thailand. It is situated on the west side of the Highway 41 in a floodplain. The Tapi River is 5 km to the East from the site and Phum Duang River is 7 km away on its northside. It is about 15 km from Surat Thani International Airport and is about 18 kms and 30 kms to Phun Phin town and Surat Thani City, respectively. Along the highway 41, there are rubber, food, and beverage factories, and storages facilities, e.g., Thai Beverage, Haad Thip Beverage, Serm Suk (drinking water), Surat Thani (Singha) Beverage, Green Spot, ASEAN Sea Food Frozen, Vong-Bun-Dit Rubber, etc. The site is surrounded by the palm oil and rubber plantation and wetlands.

The Site produces only bottled drinking water, brand Nestle Pure Life (NPL). They are packed in 3 sizes: 0.33 ml (app. 15%), 0.66 ml (app. 60%) and 1.5 ml (app. 26%).

Summary of Shared Water Challenges

Summary of Shared Water Challenges




The Site has defined in total 6 shared water challenges, comprise of (1) Salinization of surface and groundwater, (2) Depletion of the groundwater, (3) Use of pesticide for farming, (4) Pollution from wastewater from household and industries, (5) Flood and (6) Water regeneration. Each challenge, the Site has analyzed their priorities by its impact and likelihood into 3 grades (low, medium, and high). Water depletion and water regeneration were categorized as high impact to the factory operation.

Comment These 6 shared water challenges

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0.1 General Requirements for Single Sites, Multi-Sites and Groups	
0.1.1	<i>Eligibility Criteria</i>
0.1.1.1	<i>The site(s) occupy one catchment OR an exception has been granted.</i> 
	Yes
Comment	The Site is located in one catchment, Tapi River Basin and in the Lower Tapi River Sub-Basin.
0.1.1.2	<i>The scope of the proposed certification shall be under the control of a single management system.</i> 
	Obs.
Comment	The Site does not share its management structure.
0.1.1.3	<i>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.</i> 
	Yes
Comment	The Site produces only bottled drinking water, brand Nestle Pure Life (NPL). They are packed in 3 sizes: 0.33 ml (app. 15%), 0.66 ml (app. 60%) and 1.5 ml (app. 26%).

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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.

 in progress


Comment Site boundaries are clearly marked on a map and properly fenced on the ground. A scheme with piping was also provided. The site map shows location of the 4 deep wells, 1 shallow well, and wastewater discharge point within the factory. The Site production relies on the 4 deep wells, which are legally permitted and monitored by the Department of Groundwater Resources. Exploitation of these ground water resources has been analyzed for their capacities and sustainability in 2015, the report and its validation letter were attached in the self-assessment. The groundwater system is multilayer aquifer. The site withdraws water from a shallow aquifer for industrial purposes, and from deep aquifer for bottling. The recharge area of the aquifer system is situated in the hills of the western and eastern sides of the Tapi subwatershed, and is mapped. Wastewater from the Site is monitored before being discharged at the point in front of the Site. All wastewater runoff flows southward to Siead Canal, before joining Tapi River (app. 7.9 km) and reaching the Gulf of Thailand at Tapi River estuaries, Muang Surat Thani District (app. 47.7 km). The discharge locations are mapped. The site also uses rainwater. The surface water catchment map was not provided.

Finding No: TNR-004325

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

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

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

 in progress

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Comment The Site has first identified its stakeholders not just related to water. They are divided into 4 groups as follow:

1. Local authorities, which include regional governmental offices relevant to water resources and the Site operational management.
2. One business stakeholder: Wassana Laundry, an enterprise situated nearby the Site and a service provider to the site, with associated embedded water use.
3. Other Influencers, which include local communities, village headmen, Palm oil farmers, school directors, public health service unit in Tha Rong Chang Sub-district, the Surat Thani Cooperatives.
4. Internal stakeholders, which include employees and their representatives and their families.

From the full existing list (49 identities), the Site identified 11 stakeholders as related to water and AWS implementation.

The stakeholder identification is not yet meeting all requirements for this indicator:

- The list does not sufficiently consider the physical scope identified: it does not include stakeholders representative of the Site's ultimate water resource and wastewater's ultimate receiving water body. E.g. the Water Resources validation Letter and groundwater balance analysis indicates there is at least one other company abstracting groundwater from the deep well (Surat Thani Beverages Company) but it is not included in water-related stakeholders list.
- Water-related challenges of the identified stakeholders are not indicated.
- It was also notable that the list includes only one business entity.

Finding No: TNR-004166

1.2.2 *Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.* Q
Obs.

Comment The existing stakeholder map includes analysis of stakeholder influence levels, proximity levels, and degree of relation (Hostile, Neutral, or Positive). The degree of influence analysis will need to be updated after insufficient consideration of the site's ultimate water source and ultimate receiving water bodies in stakeholder identification is addressed.

1.3 *Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.*

1.3.1 *Existing water-related incident response plans shall be identified.* ✔
Yes

Comment Other than emergency responses on fire, explosive, chemical, gases and wastewater incidents, the Site defines flood as its water-related incidents. The site has developed a Business Continuity Plan (BCP) on flood, revised on 25 January 2022. The plan is led by the Business Continuity Team (BCT). There are 4 Alert States, for which daily monitoring is required. The plan also defines recovery plan and the responsible departments.

Incident related to water is the quality of wastewater. Set of certain parameters both required by law and by the company standard, including their limitation levels and monitoring frequencies are clearly defined in the Wastewater Discharge Control Procedure, dated 31 March 2022.


1.3.2 *Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped* ✔
Yes

Comment During the audit, the Site showed a water balance map, as the water use ratio is one of the Site's performance indicators. The excel map demonstrated the daily average volume of water mass balance recording from Jan to November 2022. The water use ratio is 2.308, which is still higher than the Site's target (ratio = 2.280).

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1.3.3	Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.	 Obs.
Comment	<p>The water mass balance is presented in the excel file, Factory Water Mapping Surat (Y2022) showing input/output balance, which includes input (from shallow and deep wells, as well as rainwater harvesting and deep-well water reuse), and outputs include products, evaporation, disposal, and discharge.</p> <p>There is no water-related challenge that would be a threat to good water balance for people or environment but considering the site is a water bottling site, annual and seasonal variance would be important and are not yet indicated - only the average in 2022 is presented.</p>	
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	<p>The Site has regularly quantified water quality of the water for production and of its effluent. The 2022 annual monitoring sampling plans for chemical and biological parameters of all 4 DWs and 1 Shallow Well are presented in the self-assessment as well as samples of quarterly reports of the deep wells and its discharge wastewater. In addition, the Site supported surrounding communities to quantify their deep wells water qualities.</p>	
1.3.5	Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.	 Obs.
Comment	<p>The Site submitted its GI-14.020-1 (Nestle Environmental Requirement: NER) in the self-assessment which the Site have to be in compliance with. The potential source of pollution from the Site's production process and sanitary facilities and roads and monitored on the quality and quantity. Chemical used and stored on site are considered as potential pollution and emergency events. The Site has developed and regularly reviews its emergency preparedness and response plan.</p>	
1.3.6	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	 in progress
Comment	<p>The list of IWRA before and after the audit are differed. Two onsite IWRAs were added into the list after the audit. They are mapped with their brief status. However a description of the status including values is not provided (even though the template indicates how the status should be categorised) - the current short description focusses only on whether the areas present any risk to the contamination of shallow aquifer, missing the idea that one of they key outcomes of water stewardship is enhancing IWRAs</p> <p>Finding No: TNR-004169</p>	
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	<p>The 2022 annual costs relevant to water resources are identified. However, the water-related revenues and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site are not included.</p> <p>Finding No: TNR-004170</p>	
1.3.8	Levels of access and adequacy of WASH at the site shall be identified.	 Yes
Comment	<p>The Site has assessed level of WASH access and adequacy, by completing the Self-Assessment Tool for Evaluating Access to Water, Sanitation and Hygiene (WASH). The site has also done a short assessment of community WASH access.</p>	

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- 1.4** *Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.*
- 1.4.1** *The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.* 🔍
Obs.
- Comment The Site has not identified any primary inputs (including the packages) and their embedded water uses, however the preforms or other packaging are not produced in the same catchment.
- 1.4.2** *The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.* 🚀
in progress
- Comment In the self-assessment comment, the Site reported of the uniform laundry service as the main outsourced service originating within the Site's catchment. The average water-use level is 7,000 l/day. The Site will monitor if the level of actual use is over the average level. However there was no evidence provided to the auditor, including evidence that other outsourced services were also checked to consider whether they have embedded water use within the catchment.
- Finding No: TNR-004172**
- 1.5** *Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH*
- 1.5.1** *Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.* 🚀
in progress
- Comment The Site has been actively involved in the Coffee Talk, which is considered an informal governance initiative related to water resource in the landscape. From the stakeholder interviews, some collective actions for social event were discussed and jointly decided. No other types of initiatives were identified and no evidence was provided that the site attempted to collect information on existing water-related publicly-led, donor-led or any other initiatives or policies, in line with the Guidance.
- Finding No: TNR-004327**
- 1.5.2** *Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.* 🔍
Obs.
- Comment In the self-assessment, the Site attached the Water Resource Act 2018 (B.E. 2561) which legally require the right of all Thai people to access, use, and store water resources for their livelihoods. The Site also attached to Indicator # 2.2.1 two more regulatory requirements which are on wastewater control, licencing and reporting, and the sealed-bottled drinking water standards. The Auditor moved them to this indicator. On site the Site also showed the water license.
- The site showed the main applicable laws and the auditor did not find non-compliances with water-related laws and regulations, however the site does not appear to have a list of all applicable laws and regulations and what are the associated requirements applicable to the site.
- 1.5.3** *The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.* 🔍
Obs.

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Comment	<p>Water balance for groundwater catchment has been quantified as indicated in the attached Water Resources Validation Letter, dated September 2016 (Page 14-17) with further detailed information in the attached Final Report on Hydrogeological Study-Deep Aquifer dated 29 August 2016.</p> <p>The catchment model was calculated under the condition that there are 2 large users of deep aquifer, which are the Site (at 1,920 m3/d) and Surat Thani Beverage Company (at 350 m3/d). This quantified groundwater water balance in a brief summarised format is presented on a company poster, also attached. Information in the Poster, however, must be checked for the accuracy (where marked in white and italic font), as well as the data on water inflow-outflow and water budget which the auditor found unclear. This is especially the information on "Total rainfall" presented under the outflows heading.</p> <p>Groundwater Modelling Validation study indicates in its conclusions and recommendations that 'there are some uncertainties such as recharge rates, groundwater extraction, boundary conditions e.g. river stages. Thus long term monitoring of water levels and water quality in target area and in Ta-Pi sub-basin is essential in order to improve the model accuracy and model validation'. Similarly, Water Resources Validation Letter, section 'Limitations and conditions', includes a condition that the model has to be recalibrated every year using the actual values of DWL measured in the wells. Evidence needs to be presented that these conditions and recommendations have been implemented.</p> <p>For surface water, the Tapi River Basin is not in the water scarce zone, the average annual rainfall is above 1,500 mm (Water Resource Validation Letter, 2016). In 2022, PVT categorizes the Site as low risk for catchment water stress (CWSI rank = 1.00) as in the attached excel file.</p>	
1.5.4	<p><i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i></p>	 in progress
Comment	<p>The Site has quantified the Catchment groundwater quality (Physical, chemical, and biological status) in the catchment. In 2022, the Site took samples of groundwater from 7 surrounding communities plus 1 location in front of the Site. Finding of these tests is attached.</p> <p>However, no identified water quality, including physical, chemical, and biological status, of the surface waters was presented, most importantly for the river where the site's effluent goes to via the canal.</p> <p>In addition, the site should demonstrate how the water quality test results have been interpreted (comparison with limits or standards, trends over time).</p> <p style="text-align: right;">Finding No: TNR-004175</p>	
1.5.5	<p><i>Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.</i></p>	 in progress
Comment	<p>In total of 7 IWRA identified. Status and actions required have been analyzed by the Site's internal team. Stakeholder consultations and involvements are missing. The Site prioritizes to take action annually at IWRA # 5 which is community wells surrounding the Site and use scientific information for evaluate its status.</p> <p style="text-align: right;">Finding No: TNR-004176</p>	
1.5.6	<p><i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i></p>	 in progress

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Comment The site has not presented documentation on existing and planned water-related infrastructure beyond the scheme with infrastructure on site presented for the indicator 1.1.1. E.g. condition of the canal to which the site's effluent is discharged, is not presented. However, from the stakeholder interview, it appears the Highway 41, all connecting roads as well as the hard surface land cause increased flooding for the population.

Finding No: TNR-003945

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


Yes

Comment The Site has conducted Community WASH assessment. Community WASH consists of 3 components: Community household, Workplace community, and Environmental impact of workplace. The assessment result met the Site's pledge level in all 3 components. The Site has been working with the community to ensure their access to quality water. Based on the Site's self-assessment, almost 100% of the population in Surat Thani have access to adequate WASH facilities.

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.*

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


in progress

Comment In the self-assessment, the Site stated that the shared-water-challenges (mismanagement of resources) have been identified in the attached Poster. In addition, the Site attached the table listing 6 shared-water challenges with cost impact. They are Salinization of the water (surface and ground water), Depletion of the groundwater, Use of pesticide for farming, Pollution from wastewater from household and industries, flood, and water regeneration.

Auditor found these 2 lists of shared water challenges are not related. Water Regeneration (in the PDF file) would not be listed as shared water challenge, but it rather be a solution to mitigate groundwater depletion and salinization of the water (surface and groundwater). Climate change and mismanagement of resources (listed in the poster) are rather too broad for further planning for action. Moreover, there is no indication that these challenges were identified based on stakeholder consultation, and appear to be identified by the site based on what the site thinks the shared water challenges are.

Finding No: TNR-004177

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


in progress

Comment The Site conducted several actions/projects toward monitoring or mitigating of shared water challenge in the catchment. In 2022, total investments for these projects were 4,628,852 THB. However, the actions identified and implemented by the site to address shared water challenges are mostly monitoring activities that seek to observe if there is no indication of increasing groundwater salinity, reduction in groundwater levels, worsening quality of groundwater, or site's or canal's quality. I.e. the initiatives are aimed at spotting warning signs but they are not addressing the actual challenges. No shared initiatives are identified either. The notable exception is the water regeneration project, as regeneration projects are aimed at mitigation. However, this project is presented as addressing the challenge of 'water regeneration'.


Finding No: TNR-004178

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.*

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- 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 In the self-assessment, the Site indicated the application of Community Relation Program, which is based on the risks to organization (physical, regulatory, and reputation). The guideline for CRP is attached. However, this guideline covers all aspects of risk related to stakeholder engagement and does not focus on water-risk only.

Toward AWS, the Site has integrated water-related-risk into its shared water challenges shown in 1.6.1. Actually what is presented as shared water challenges are rather risks to the site, and the risks are prioritised, only the timeline is not clear.

The Site has identified that flood would have a most severe impact, so the Site has developed its Business Continuity Plan for Flood Crisis, the 2nd edition in 2022.

Finding No: TNR-004179


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

Comment In the self-assessment, the Site reported its water saving roadmap on water-production ratio where the target has not been met yet (target at 2.280, actual ratio was 2.308). The Site consistently monitors to improve this ratio. Two excel files are attached.

In addition, the Site has named opportunities toward mitigation of what are currently identified shared-water challenges although are largely risks, shown in the matrix in PDF file. However, the opportunities are broadly worded and appear to indicate benefit the site would get from the implementation of identified actions.


Overall, identification of opportunities needs to be expanded, including seeking to identify opportunities for shared action or to address the updated shared challenges when the finding on 1.6.1 is addressed.

- 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.*  Obs.

Comment The Site defines several best practice for water governance, which include

- AWS Plan,
- the Site's routine community relation program,
- actively participate in the Community Coffee Talk where the Site voluntary be a host once a year,
- counterpart with WWF for Water Regeneration at Nong Thung Thong Wildlife Non-Hunting Area (one of the defined IWRAs)
- counterpart with WWF for Samui Circular Project for preventing solid ocean wastes at Samui Island.




- 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.*  Obs.

Comment Refer to the Site's self-assessment, the identified best practice of water balance in bottled drinking water industries is the use of Aquassay computerized program. It is to capture real-time performance of all water related production processes including water balance. The program would identify which water saving project should be conducted to improve consumption ratio. The Site also trains the staff how to improve water efficiency and observe for water leakage.

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1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 Obs.
Comment	The Site's self assessment referred to its water quality monitoring as the best practice and along with several projects or initiatives to ensure water quality as well as full water regeneration at 100% of water extraction. The Site attached the Nestle Indochina Commitment as evidence for this indicator. The site's water regeneration project 'The project to enhance participation in water management restoring the Nong Thung Thong Wetland Ecosystem and improving the quality of life in the community' can be regarded as best practice on catchment water quality.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 Yes
Comment	The Site identified the Nestle-WWF Project on Nong Thung Thong water regeneration is its best practice. Project's background, objectives, progress report and pictorial report are attached.	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	 Obs.
Comment	The Site identified its activities/initiatives on Good Hygiene as its WASH best practice for bottled drinking water sector. It also monitors water quality at community wells.	

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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. 	 in progress
Comment	<p>Nestle, global, has commitment toward water stewardship and specific roadmap for all Nestle Water Manufactories are provided with the Water Stewardship Roadmap 2016. The Site has publicly disclosed the commitment toward AWS outcomes in Nestle Thailand website, at https://www.nestle.co.th/th/csv/caring-for-water. and at https://www.nestlepurelife.com/th/th-th/sustainability/AWS.</p> <p>Cascading from global commitment, the Site has announced its policy and commitment signed by Mr. Dittawut Bousayakeaw, the Site manager. However, the commitment for the site's implementation to be aligned and in support of existing catchment sustainability plans is missing.</p>	<p>Finding No: TNR-004185</p>
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. 	 in progress
Comment	<p>The Site holds several certificates on international standards. Samples are attached which include ISO 9001, ISO 14001, ISO 45001, FSSC 22000, etc. Persons in charge as the Core Team of AWS are listed in the attachment.</p> <p>However, these provided attachments do not fulfill this indicator. The missing evidence are the responsible person/position for legal obligation for water & wastewater and the process for submissions to regulatory agencies. The site should also be able to demonstrate a system how it maintains compliance obligations.</p>	<p>Finding No: TNR-003948</p>
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>	 Obs.

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Comment The Site has publicized its mission toward sustainability where water stewardship is one of the 4 pillars cascading from the Nestle Indochina Commitment. This is rather high level - mission, vision, and goals of the organization towards good water stewardship in line with AWS standard is not really clear.

2.3.2 *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.  in progress

Comment The AWS Management Plan and Performance Report 2022, in tabular form, was provided as evidence. However it does not include any actual targets, especially quantified ones, when the site actually has a target on water use ratio. The plan is actually a list of actions to address what are currently identified as shared challenges although are more risks to the site. The actions are mostly ongoing monitoring activities and not improvement targets/actions. The notable exception is the water regeneration project, which is already listed but could be broken down to more specific actions. The water stewardship plan does not include other good actions the site is implementing on community and IWRAs. The action plan needs to be revised fully to have quantifiable targets and actions listed that should help the site achieve those targets. Budgets and link to AWS outcomes are not included and need to be added.

Finding No: TNR-004186

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

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

Comment The Site's self-assessment referred the Business Continuity Plan for flood crisis which is the water related risks. However, these plans focus only within the Site internal management. Fulfilling this indicator, evidence is needed to demonstrate which and how mitigation or adaptation of these water-related risks being coordinate with relevant public-sector and infrastructure agencies.

Finding No: TNR-003957

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3 STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts	
3.1	Implement plan to participate positively in catchment governance.
3.1.1	Evidence that the site has supported good catchment governance shall be identified. ✓ Yes
Comment	The Site has been actively support the Tha Rong Chang Coffee Talk, which is the informal catchment governance, and the Nong Thung Thong Wildlife Non-hunting Area for community management for water regeneration.
3.1.2	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented. ✓ Yes
Comment	The site is monitoring water quality in wells that serve the community. Based on the auditor's best knowledge, there is no indigenous people in this catchment.
3.2	Implement system to comply with water-related legal and regulatory requirements and respect water rights.
3.2.1	A process to verify full legal and regulatory compliance shall be implemented. Q Obs.
Comment	Groundwater extraction licenses, levels of monthly groundwater extraction (Jan-Nov 2022), and exemption for submission of the wastewater report were provided as evidence. Evidence of the payments for the ground water use is missing.
3.2.2	Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented. ✓ Yes
Comment	The Site has considered the water right of all and has assessed WASH both on-site and targeted communities in 2022.
3.3	Implement plan to achieve site water balance targets.
3.3.1	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified. ✓ Yes
Comment	The Site is monitoring water balance closely and compares the water use ration against the target.
3.3.2	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented. ✓ Yes
Comment	The Site is not in the water scarce area but the site has a target on water use ratio. The ratio has improved from the start of operation, although in the past few years it has been slightly higher than in 2019.
3.3.3	Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified. ✓ Yes
Comment	There is no water re-allocation to other needs.
3.4	Implement plan to achieve site water quality targets

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3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Obs.
Comment	The Site has closely monitored the status of the Catchment groundwater qualities as indicated in the AWS plan. However, monitoring activity is not a target, and the site does not have any targets on water quality. The water regeneration project on IWRA implemented in cooperation with WWF is, however, positively contributing to catchment water quality.	
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>	 Obs.
Comment	The Site has quantified its effluent water quality, continuously on monthly basis. The Site has quantified level to be below the applicable standard .	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 Obs.
Comment	<p>Most notable is the implementation of a project in cooperation with WWF on Nong Thung Thong Wetlands & Wildlife Non-Hunting Area. Its goal is building capacity and strengthening community for water management and livelihoods of communities in the project area through restoration and conservation of key habitats for fish and aquatic resources, and sustainable use of wetland natural resources and biodiversity-based on community participation.</p> <p>The Site has defined 1 on-site IWRAs (2 patches) and 6 IWRAs in the Catchment. In its prioritisation of IWRAs, the Site indicated actions planned for On-site Wetland, Klong Siead, and Community Wells. On other IWRA, including Nong Thung Thong, the document does not indicate any action planned. However the site's water regeneration project in cooperation with WWF is on Nong Thung Thong Wetlands & Wildlife Non-Hunting Area. This project is included in the site's water stewardship plan but actions on other IWRAs from IWRAs prioritisation are included in the water stewardship plan. The inconsistencies should be addressed</p>	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	On-site WASH quantified assessment report and sample of pictorial evidence are attached.	
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	Reports of laboratory tests of the Site's effluent done monthly confirm that the Site is not impinging on the human right to safe water and sanitation of communities through their operations.	
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

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Comment The Site's self-assessment refer to the target of laundry outsources service provider to be 7,000 l/d. But there is no evidence attached. This indirect water use target has not been indicated nor quantified in the AWS plan.

Finding No: TNR-003959

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

 in progress

Comment Laundry service provider has been identified as the key indirect water use of the Site. During the audit, the Site did not provide evidence of its engagement with this service provider or others on indirect water use.

Finding No: TNR-003960

3.8 *Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.*

3.8.1 *Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.*

 in progress

Comment No evidence of engagement with owners of shared infrastructure was provided. The Site's self-assessment referred to the Business Continuity Plan for Flood Crisis. However, the stated BCP is on internal management, without engagement with other agencies.

Finding No: TNR-003961

3.9 *Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.*

3.9.1 *Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.*

 Yes

Comment Referred to 2 best practices in Water Governance, the Coffee Talk and the Water Regeneration, the Site has been actively implemented in both practiced. The evidence attached.
In addition, the Site participated in public organized event to discuss about groundwater management and networking in 2022.

3.9.2 *Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.*

 Yes

Comment Refer to Water Balance Best Practice, the Site has consistently applied the Aquassay computerized program in their routine operation.

3.9.3 *Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.*

 Yes

Comment The site has routinely monitored its effluent quality and catchment groundwater quality. However please refer to the observations raised on best practice identification in step 1.

3.9.4 *Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.*

 Yes

Comment The Site maintains the on-site IWRA's by having gamba walks regularly to monitor their physical condition. The site partners with WWF on the IWRA Nong Thung Thong Wildlife Non-hunting Area. And the site monitors community wells groundwater quality annually.

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

 Yes

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Comment The Site implement annual WASH self-assessment toward the defined targets, where the Good Hygiene is its best practice. In addition, during the stakeholder interview, village headmen and school staff expressed their appreciated to the Site for its regular contribution of bottled drinking waters for public or social events.


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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	The Site has monitored progress on actions set in its AWS plan but as indicated earlier, the plan is not structured in line with AWS requirements, it does not have quantifiable targets. Contribution to achieving water stewardship outcomes is not evaluated. Finding No: TNR-004192
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i> in progress 
Comment	The Site has not evaluated value created from the AWS plan. Finding No: TNR-003963
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i> in progress 
Comment	The Site has not quantified shared-value benefits in the catchment on what has been implemented. Finding No: TNR-003965
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	In the audit period, there is no record of emergency incident both on-site and the Catchment level.
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> in progress 
Comment	During the audit interviews and stakeholder interviews, the auditor found that the Site has communicated on its AWS activities with participants at Coffee Talks as well as during discussion with WWF and communities at Nong Thung Thong. Nevertheless, there is no evidence demonstrating whether those communications were only informing stakeholders or consulting with them. The auditor found that the Site has used CRP as its tool to consult the stakeholders on AWS performance. However it was not clear what performance was communicated in those consultations. Finding No: TNR-004193

Audit Number: AO-000440

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>	 in progress
Comment	<p>The self-assessment indicates that the AWS Plan will be annually reviewed to align with Nestle Indochina Commitment.</p> <p>During this audit, the Site has shared information on feedback from stakeholder on AWS Plan (which was extracted from Community Relationship Program) but the feedback is generic. The site also presented its own evaluation of AWS management plan together with the AWS plan matrix.</p> <p>However, there is no evidence on how the plan was modified for 2022.</p> <p>Finding No: TNR-003967</p>	

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed. in progress
Comment	<p>The AWS Core team are in the attached which can be publicly accessed at https://www.nestlepurelife.com/th/sites/g/files/xknfdk641/files/2022-11/Surat%20Factory%20%20AWS%20Team%202022.pdf.</p> <p>However, this list does not indicate internal governance, and position that is accountable for compliance with water-related laws and regulations is not indicated.</p> <p style="text-align: right;">Finding No: TNR-004194</p>
5.2	Communicate the water stewardship plan with relevant stakeholders.
5.2.1	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders. in progress
Comment	<p>The Site communicated results of projects or activities related to AWS plan to both in-house and stakeholders in the Catchment. During this audit, however, this communication was found to be fragmented. The stakeholders are not with full AWS plan (without confidential information).</p> <p style="text-align: right;">Finding No: TNR-004195</p>
5.3	Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.
5.3.1	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum. Yes
Comment	<p>In the self-assessment referred to 2 websites: which are www.nestlepurelife.co.th. and https://www.nestlepurelife.com/th/th-th/sustainability/AWS. The Site also indicates of another public disclose through WWF website. The site's water use ratio performance against target can be found on https://www.nestlepurelife.com/th/th-th/sustainability/AWS. As other targets are not quantified, performance against them is not disclosed.</p>
5.4	Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.
5.4.1	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed. Yes
Comment	<p>The Site's use two Nestle webpage as disclosure channel on the shared-water challenges and efforts. They are www.nestlepurelife.co.th and https://www.nestlepurelife.com/th/en-th/sustainability/AWS.</p>
5.4.2	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified. Yes

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Comment	The Site refers to Nestle webpage at www.nestlepurelife.co.th and https://www.nestlepurelife.com/th/en-th/sustainability/AWS . The Site has had a consistent effort to engage stakeholders in maintaining and enhancing the status of IWRA and supporting public-sector in promoting community involvement via its water regeneration project at Nong Thung Thong in cooperation with WWF. The site was also discussing with offices of the non-hunting areas (Department of National Parks, Wildlife and Plant Conservation) for nominating the NTT for a Ramsar Site.	
5.5	<i>Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.</i>	
5.5.1	<i>Any site water-related compliance violations and associated corrections shall be disclosed.</i>	 Yes
Comment	The Site did not have any compliance violations.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	 Yes
Comment	The Site did not have any compliance violations.	
5.5.3	<i>Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.</i>	 Yes
Comment	The Site did not have any compliance violations.	

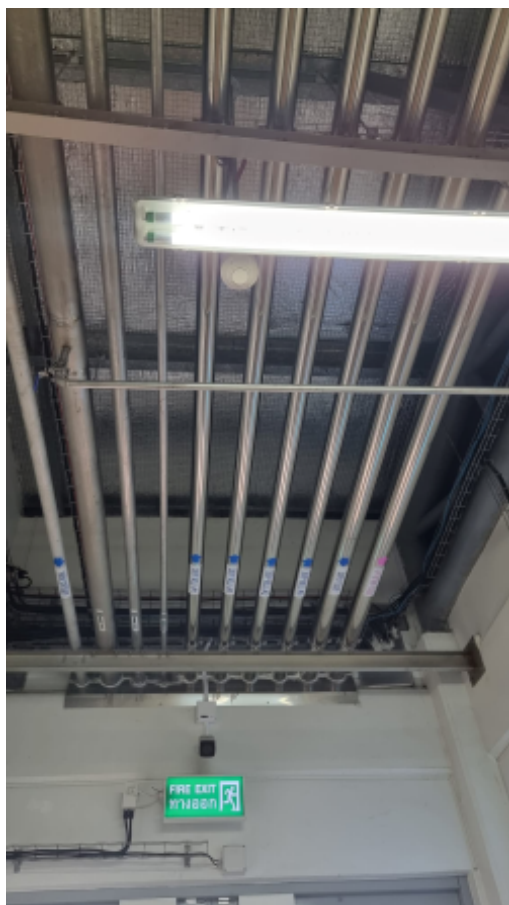
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Photographic Evidence from Audit

✓
Yes



Indication of pipeline functions.jpg



stakeholder interview with the Islamic Committee of Surat Thani.jpg

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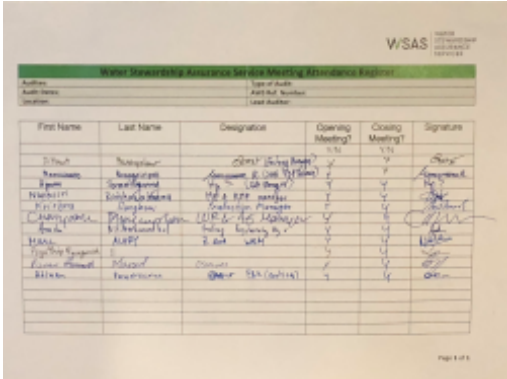
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Stakeholder interview with Village Headman.jpg



Sealed Metering Shallow Well.jpg



Audit attendees signatures.jpg

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Safety Equipment Exhibition.jpg



Sealed Metering of Deep Well.jpg



IWRA On-Site #1 with Solar Panel.jpg

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Sealed Metering of Deepwell 2.jpg



Information board on Procedures.jpg



WSAS

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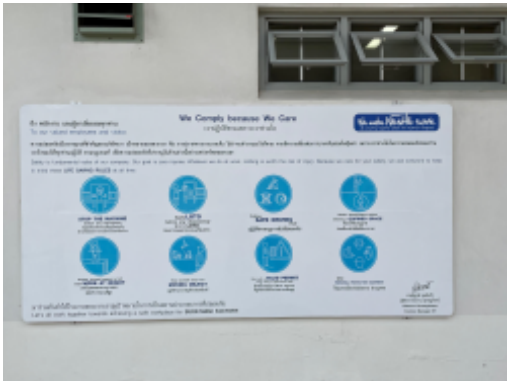
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IWRA On-site #2 along the road facilities.jpg



Digital Storage System.jpg



Safety Practices Information Board.jpg

Previous Findings

	<i>All non-conformities raised in the previous audit have been satisfactorily closed.</i>	<div>✔</div> <div>Yes</div>
Comment	<p>There were 3 observations raised in the last audit in 2021, and all have been cleared.</p> <p>Obs # 1.3.1 = BCP official version has been review in this audit.</p> <p>Obs # 1.4.2 = Laundry service has been defined as outsource services provider that locate in the Catchment. Target water use level was defined but there is no documentation.</p> <p>Obs # 4.3.1 = AWS performance had been taken to consult with stakeholder along with the Site BCP process in 2022.</p>	