

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)



Audit Number: AO-001252

SITE DETAILS

Site: **Haleon - Ampang, Malaysia**

Address: Lot 89, Jalan Enggang, Ampang / Hulu Kelang Industrial Estate, 68000, Ampang, MALAYSIA

Contact Person: Kumaresh Paramasivam

AWS Reference Number: AWS-000737

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2025-Jan-28

Validity of certificate: 2028-Jan-27

AUDIT DETAILS

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

Audit Type(s): Initial Audit

Audit Start Date: 2024-Aug-20

Lead Auditor: Rizwan Masood

Audit team participants:

Leong Siew Mui

Site Participants:

Kumaresh Paramasivam, Site EHS Lead

Preshna Mathiazakan, Utilities Engineer

Alastair Reed, Site Director

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ADDITIONAL INFO

Summary of Audit Findings: A total of 35 findings were raised during the certification audit: 3 major non-conformities, 26 minor non-conformities, 6 observations. The major non-conformities were of sufficient concern to warrant the categorization of the non-conformity as major and related to all 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 30 days of receipt of the audit report by 12 December 2024.

The major non-conformities must be closed within 90 days of receipt of the report. In order to meet this timeline evidence is to be submitted to WSAS (within 75 days) by 27 January 2025.

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

The audit team recommends certification of Haleon - Ampang, Malaysia at Core level pending approval of the corrective actions plan for all non-conformities and closure of the major non-conformities.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

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

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

Scope of Assessment: The scope of services covers the Initial certification audit for assessing conformity of Haleon - Ampang, Malaysia against the AWS International Water Stewardship Standard Version 2.

Haleon - Ampang, Malaysia is a consumer healthcare product manufacturing factory that only manufactures powder-based products. Water usage at site is primarily for washrooms, canteen, production equipment cleaning and drinking.

The Site is located in Ampang Jaya, is a town located in the Gombak District of Selangor State, Malaysia. It is part of the Greater Kuala Lumpur metropolitan area and is situated to the east of Kuala Lumpur, the capital city of Malaysia. The Site lies at a distance of ~7.3 km Kuala Lumpur City Centre.

The audit was conducted onsite on 20-22 Aug, 2024.

The onsite site visit included the assessment of site water infrastructure, storage of potential sources of pollution and WASH facilities at site.

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Table with 2 columns: Finding Level, Number of Findings. Rows: Observation (6), Minor (26), Major (3).

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FINDING DETAILS

Finding No:	TNR-013650
Checklist Item No:	1.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: <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:	The site has just started to communicate with stakeholders and has not established effective engagements yet. The consultation on stakeholder water related challenges has not been completed - only few stakeholders have been consulted.
Corrective action:	Site to consult with stakeholder on their shared water challenges
Finding No:	TNR-013651
Checklist Item No:	1.3.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
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:	Site identified discrepancies in the water balance data. Hence, a site water balance has not been concluded yet. Also, site has not considered the water losses in the balance.
Corrective action:	Site to reconduct the water balance including data of water losses.
Evidence of implementation:	The site has reconducted the water balance report and included data on water losses as well.

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Finding No: TNR-013652
Checklist Item No: 1.3.4
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: 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.
Findings: The water quality of the site's water source (Klang river) was quantified. However, the data for the WQI for the ultimate water source and discharge points is outdated as these were gathered in 2015.
Corrective action: Site to gather water quality data (as recent as possible) of the Klang Gates Dam and Klang River

Finding No: TNR-013667
Checklist Item No: 1.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings: Site has identified some suppliers of packing materials located in the catchment. Though site has initiated process of engagement with its suppliers to obtain the embedded water data, no data is available yet.
Corrective action: Site to follow up with the suppliers and obtain the water use data .

Finding No: TNR-013735
Checklist Item No: 1.5.1
Status: In Progress - CA plan approved
Finding level: Observation
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: The site has documented country level policies related to water governance but it must also identify governance initiatives specific to the catchment, to help inform the site of possible opportunities for water stewardship collective action.
Corrective action: Site to obtain information regarding water governance initiatives specific to the catchment and identify opportunities for collective stewardship if possible.

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Finding No:	TNR-013736
Checklist Item No:	1.5.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	Site collected data related to water inflow and consumption in the catchment. However, catchment water balance has not been compiled.
Corrective action:	Site to gather data on catchment water balance.
Finding No:	TNR-013738
Checklist Item No:	1.5.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
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:	Site has collected water quality data for Kalang river, the source of water, receiving body for its effluent and important water body in the catchment. But that is around 10 years old and might not be valid to understand current situation. Also, the sessional, high and low variances have not been identified.
Corrective action:	Site to gather data on water quality of the receiving water body and source of water in the catchment.
Finding No:	TNR-013754
Checklist Item No:	1.5.5
Status:	In Progress - CA plan approved
Finding level:	Observation
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 status of most IWRAs is unknown, or very little information is available about their status.
Corrective action:	Site to gather information on the IWRAs status in the catchment.

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Finding No:	TNR-013755
Checklist Item No:	1.5.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	Site has collected data for WASH adequacy for population of Malaysia, which might not be presenting true picture for WASH adequacy for WASH in the catchment. Site needs to make effort to collect data about WASH adequacy for the identified catchment
Corrective action:	Site to obtain information on the catchment related WASH adequacy.
Finding No:	TNR-013756
Checklist Item No:	1.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	Site has identified commonly known water challenges in the catchment. However, these have not been identified in consultation with stakeholders in the catchment.
Corrective action:	Site to reach out to local neighboring industries and local suppliers to consult on the water challenges faced by them and revise the shared water challenges accordingly.
Evidence of implementation:	Evidence of stakeholder consultation with regards to the shared water challenges are stated in the uploaded document along with evidence of engagement,

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Finding No:	TNR-013758
Checklist Item No:	1.7.1
Status:	Closed
Finding level:	Major
Due date:	2025-Feb-10
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:	Site has not clearly identified its water related risks - instead the site described the issues where water risks may arise. Also, the prioritization of risk is not addressed.
Corrective action:	Site to revise the assessment and include only risks that impacts the site and include risk score for each risk.
Evidence of implementation:	The site water risks is revised and assessed based on risk matrix scoring method
Finding No:	TNR-013759
Checklist Item No:	1.8.1
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	The site has identified best practices for internal water governance by itself. However, this indicator is not about governance at the site level but rather about governance concerning catchment issues. The list should extend beyond practices currently in place to include additional best practices that would be appropriate for the catchment. These practices may involve data sharing, collaborative studies, development of joint plans, public-private partnerships, and more. The identification of best practices should guide the site on how it can contribute to these practices.
Corrective action:	Site to gather best practices on water governance for the catchment.
Finding No:	TNR-013760
Checklist Item No:	1.8.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings:	Site has not identified any specific practices for any of identified IWRA in the catchment.
Corrective action:	Site to obtain best practice for IWRA in the catchment

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Finding No: TNR-013761
Checklist Item No: 2.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.
Findings: Site has not documented water stewardship strategy that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.
Corrective action: Site to create a separate water stewardship strategy document that is specific for KL site.

Finding No: TNR-013762
Checklist Item No: 2.3.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: A water stewardship plan shall be identified, including for each target:
- How it will be measured and monitored
- Actions to achieve and maintain (or exceed) it
- Planned timeframes to achieve it
- Financial budgets allocated for actions
- Positions of persons responsible for actions and achieving targets
- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings: In the site's water stewardship plan, clear targets have not been set. Actions are mostly not clearly identified, instead objectives are mentioned in the action like "Improve water use efficiency on-Site" but no action provided that can improve water use efficiency.
Corrective action: Revise water stewardship plan and align with AWS standard
Evidence of implementation: The water stewardship plan is revised with clear targets and objectives

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Finding No:	TNR-013763
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	Site has not provided evidence to demonstrate that it developed water risk mitigation plans in coordination with relevant public-sector and infrastructure agencies, or consulted with them.
Corrective action:	Revise the risk mitigation plan in co-ordination with relevant public sector
Finding No:	TNR-013764
Checklist Item No:	3.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Evidence that the site has supported good catchment governance shall be identified.
Findings:	Site has not provided any evidence to demonstrate that it supported good catchment governance.
Corrective action:	Site to engage with stakeholders and provide good support for the catchment governance
Evidence of implementation:	Evidence of site engagement with the district local council on a meeting "Industrial Park Management Committee", with employees as well as AWS sharing and water challenges discussion with the raw water managing government agency, local suppliers, water conservation awareness posters and COP are detailed in the attached file
Finding No:	TNR-013771
Checklist Item No:	3.3.1
Status:	Closed
Finding level:	Major
Due date:	2025-Feb-11
Checklist item:	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.
Findings:	The site has not set any water balance related targets in its water stewardship plan and has not provided evidence of progress.
Corrective action:	Site to revise document and include information on water balance targets and related project status
Evidence of implementation:	Water balance targets such as KPI and savings target as well as project status are detailed out in the attached file

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Finding No:	TNR-011707
Checklist Item No:	3.4.1
Status:	Closed
Finding level:	Major
Due date:	2025-Feb-11
Checklist item:	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings:	The site has not set any water quality related targets in its water stewardship plan and has not provided evidence of progress towards meeting them.
Corrective action:	Site to clearly document the evidence to show water quality is not an issue
Evidence of implementation:	Attached file shows water quality not an issue for the catchment and shows some of the actions taken by site to maintain water quality
Finding No:	TNR-013777
Checklist Item No:	3.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
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:	No practices have been set in the water stewardship plan to maintain and/or enhance any Important Water-Related Areas and no evidence was provided on practices implemented for maintaining or enhancing the identified IWRA.
Corrective action:	Site to plan practices to maintain or enhance the catchment IWRA
Evidence of implementation:	Evidence of site conducting patrolling in the Lake Ampang Hilir shown in the attached file
Finding No:	TNR-011709
Checklist Item No:	3.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings:	Site hasn't set any indirect water use targets in the water stewardship plan.
Corrective action:	Site to follow up with local suppliers to obtain water use data

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Finding No:	TNR-013791
Checklist Item No:	3.7.2
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.
Findings:	Site has sent an email to its suppliers requesting their water footprint data, but no response received yet. This can't be considered an effective engagement. Site needs to improve its engagements with its suppliers on AWS agenda.
Corrective action:	Site to engage with local suppliers to obtain water use data.
Finding No:	TNR-013778
Checklist Item No:	3.8.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.
Findings:	Site has not provided evidence of engagement with owners of any shared water-related infrastructure about any concerns the site may have.
Corrective action:	Site to engage with stakeholders and show confirmation of receipt on any shared water related concerns
Finding No:	TNR-011713
Checklist Item No:	3.9.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.
Findings:	Site has not provided details of actions implemented towards achieving best practices related to water governance in the catchment. Site has started communicating with the key stakeholders in the catchment to understand the water related concerns and opportunities, but no actions implemented yet.
Corrective action:	Site to identify the best practice related to water governance and implement the action.

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Audit Number: AO-001252

Finding No: TNR-013792
Checklist Item No: 3.9.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.
Findings: Site has provided some future plan for action on water conservation but not provided any details of implemented actions those can be considered as best practices related to water balance.
Corrective action: Site to document the implementation of the re-use of RO reject water and Rainwater Harvesting project after completion of the project

Finding No: TNR-013794
Checklist Item No: 3.9.4
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.
Findings: Site has not provided evidence of actions implemented towards achieving best practice, related to maintenance of Important Water-Related Areas.
Corrective action: Site to identify catchment specific best practice and implement

Finding No: TNR-013795
Checklist Item No: 4.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings: The site's water stewardship plan does not have clear measurable targets. Consequently, no such evaluation was available during the audit.
Corrective action: Site to revise water stewardship plan with measurable targets.

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Audit Number: AO-001252

Finding No: TNR-013797
Checklist Item No: 4.1.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: Site is at the early stage of water stewardship and has not evaluated the value creation from implementation.
Corrective action: Site to evaluate and document the value creation cost from implementing the action

Finding No: TNR-013798
Checklist Item No: 4.1.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings: The site has not identified the shared value benefits in the catchment yet.
Corrective action: Site to document the shared value benefits for the actions

Finding No: TNR-013801
Checklist Item No: 4.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Aug-20
Checklist item: Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.
Findings: Site has not compiled a water stewardship performance report yet, consequently no such consultation is possible.
Corrective action: Site to consult stakeholder on the water stewardship action performance

Finding No: TNR-013803
Checklist Item No: 4.4.1
Status: In Progress - CA plan approved
Finding level: Observation
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: Site at early stage of plan development and implementation, no such modifications in water stewardship plan are evident.
Corrective action: Site to include feedback and modify water stewardship plan accordingly.

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Finding No:	TNR-013806
Checklist Item No:	5.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Findings:	Site has not disclosed its water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations.
Corrective action:	Site to disclose the governance document including the positions of those accountable for compliance to the stakeholders.
Finding No:	TNR-011719
Checklist Item No:	5.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings:	Site has not disclosed summary of the site's water stewardship performance, including quantified performance against targets,
Corrective action:	Site to disclose the water stewardship performance including quantifiable performance against targets annually to stakeholders
Finding No:	TNR-013810
Checklist Item No:	5.4.1
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings:	The shared water challenges and site's action plan have been communicated to stakeholder via the AWS handout document. However, it can also be disclosed at any appropriate platform from where any interested party can access the information.
Corrective action:	Site to disclose share water challenges and action plan through an appropriate platform such as sustainability report or company website or via emails to stakeholders

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Audit Number: AO-001252

Finding No:	TNR-013812
Checklist Item No:	5.4.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Aug-20
Checklist item:	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.
Findings:	Site has not provided any evidence that it has disclosed its efforts site to engage stakeholders and coordinate and support public-sector agencies.
Corrective action:	Site to show engagement efforts with stakeholders and disclose them

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Report Details

Report	Value
Report prepared by	Rizwan Masood
Report approved by	Ozge Gokmen
Report approved on (Date)	12/11/2024

Surveillance

Proposed date for next audit	2025-Aug-19
Comment	Annual surveillance recommended

Stakeholder Announcements

Date of publication	Location
20/06/2024	AWS Website
20/06/2024	WSAS Website
01/07/2024	https://www.haleon.com/content/dam/haleon/corporate/documents/our-impact/environment/integrating-water-stewardship/stakeholder-announcement-kualalumpur.pdf
Comment	The stakeholder announcement was posted through three channels: the site's webpage, AWS website, and WSAS website. The links were provided.
Comment	Site contacted SPAN for data collections regarding to water data. SPAN has public awareness program related to proper water usage.

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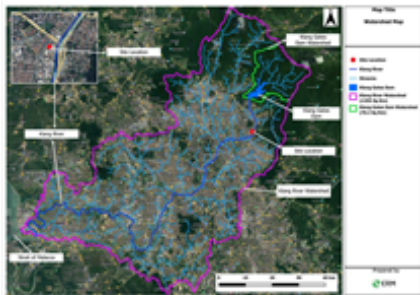
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Catchment Information

Catchment Information

Klang Gates Dam is the ultimate water source for the Site (supplied through service provider Air Selangor). It is located in Ulu Klang in Gombak district, Selangor State. The source of the water in the Dam is from rainfall/precipitation. The Klang River originates from Klang Gates Dam in Gombak District and flows through Kuala Lumpur and Selangor State in Malaysia and drains into Strait of Malacca having length of 120 Km. At least 11 major tributaries feed into the Klang River.

Klang River basin covers federal territory of Kuala Lumpur, Parts of the Ulu/Hulu Langat, Kuala langat, Gombak, Sepang, Petaling and Klang districts in the Selangor States. The Site falls under Klang River basin and located just adjacent to the Klang River and lies in the upper part of the Klang River watershed, spreads across an area of 1255 km². Site also discharges its treated wastewater to the Klang River. Hence, Klang watershed is identified as site catchment.



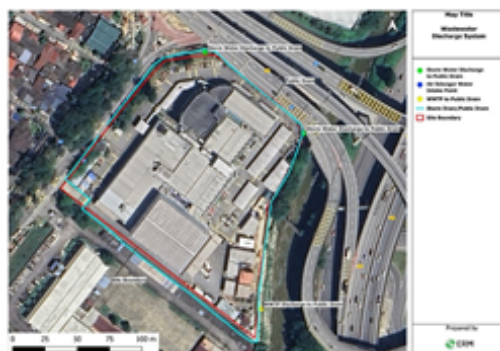
Site Catchment Map.jpg

Client Description and Site Details

Client/Site Background

Haleon - Ampang, Malaysia is a consumer healthcare product manufacturing factory which only manufactures powder-based products. Water usage at site is primarily for washrooms, canteen, production equipment cleaning and drinking.

The Site is located in Ampang Jaya, is a town located in the Gombak District of Selangor State, Malaysia. It is part of the Greater Kuala Lumpur metropolitan area and is situated to the east of Kuala Lumpur, the capital city of Malaysia. The Site lies at a distance of ~7.3 km Kuala Lumpur City Centre.



Site Map Haleon KL.jpg

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Summary of Shared Water Challenges

Summary of Shared Water Challenges

The site has identified commonly known water challenges in the catchment. These include;

- Water Supply Disruption
- Water Pollution due to contamination
- WASH in catchment and surrounding areas

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

0.1.1 Eligibility Criteria

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


Yes

Comment Yes, Site has one catchment

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


Yes

Comment Yes, the scope of the certification is the control of a single management system.

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


Yes

Comment Yes. scope of the certification is homogeneous with respect to primary production system, water management, product or service range, and the main market structures.

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1 STEP 1: GATHER AND UNDERSTAND

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

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

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



Yes

Comment The Site is located in Ampang Jaya, is a town located in the Gombak District of Selangor State, Malaysia. It is part of the Greater Kuala Lumpur metropolitan area and is situated to the east of Kuala Lumpur, the capital city of Malaysia. The Site lies at a distance of ~7.3 km Kuala Lumpur City Centre.

Site has documented the site boundaries and water related infrastructure at site. Klang Gates Dam is the ultimate water source for the Site (supplied through service provider Air Selangor). It is located in Ulu Klang in Gombak district, Selangor State. The source of the water in the Dam is from rainfall/precipitation. The Klang River originates from Klang Gates Dam in Gombak District and flows through Kuala Lumpur and Selangor State in Malaysia and drains into Strait of Malacca having length of 120 Km. At least 11 major tributaries feed into the Klang River.

Klang River basin covers federal territory of Kuala Lumpur, Parts of the Ulu/Hulu Langat, Kuala langat, Gombak, Sepang, Petaling and Klang districts in the Selangor States. The Site falls under Klang River basin and located just adjacent to the Klang River and lies in the upper part of the Klang River watershed, spreads across an area of 1255 km2. Site also discharges its treated wastewater to the Klang River. Hence, Klang watershed is identified as site catchment.

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 Site has identified stakeholders within the site catchment and documented them in a list. The stakeholder list comprises of regulatory bodies, local community, neighboring industries, NGO, site employees and local communities. However, it has been noted that the site has just started to communicate with stakeholders and has not established effective engagements yet. The consultation on shared water challenges is done with very few stakeholders.

Finding No: TNR-013650


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.*  **Yes**

Comment The site has prioritized stakeholders based on the current and potential degree of influence and interest between the site and the stakeholders.


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 The site management has identified potential water-related incidents and emergencies. The main water-related emergency scenarios identified include chemical or fuel spillage, flooding, and water supply disruptions. These response plans are incorporated into the related Business Continuity Plans.


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

Comment The site has effectively mapped its water infrastructure. This includes inflows, outflows and storages. Additionally, the site has installed sufficient instrumentation on water lines, and water consumption is monitored and recorded by area.

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.*  **in progress**


Comment The site has tried to compile site water balance by computing the inflows, consumptions and outflows but identified discrepancies in the data. Hence, a site water balance has not been concluded yet. Also, the site has not considered the water loss in the balance.

Finding No: TNR-013651

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.*  **in progress**

Comment The site has developed and implemented a water quality monitoring plan, which encompasses source water and effluents. The water quality of the site's water source (Kalang river) was quantified. However, the data for the WQI for the ultimate water source and discharge points can be updated as these were gathered in 2015.

Finding No: TNR-013652

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

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Comment	Site has identified the chemicals, fuels and scheduled waste as potential sources of pollution. The arrangement to prevent contamination/ pollution includes secondary containments, spillage kits and training of employees. Site also has adequately mapped the potential sources of pollution on site layout. During the site visit it has been noted that the adequate mitigation measures have been implemented to prevent pollution.	
1.3.6	<i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i>	Yes
Comment	Site explained that there is no onsite important water related area. This was also verified during site visit.	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	Yes
Comment	The site has presented the water-related costs for the year 2021, 2022 and 2023. These encompassing water costs for heating, manpower, water supply, water treatment and cost boiler operation etc.	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	Yes
Comment	The facility has made sufficient provisions to guarantee safe drinking water, sanitation, and hygiene (WASH) for all employees. The facility also ensures separate toilets for males and females and has assessed the sufficiency of the number of toilets available for each gender.	
1.4	<i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i>	
1.4.1	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	in progress
Comment	Site explained that mostly the suppliers of its primary inputs are out of the catchment/country. However, some suppliers of packing materials are located in the catchment. Site has initiated process of engagement with its suppliers to obtain the embedded water data. However, no such data is available.	
Finding No: TNR-013667		
1.4.2	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	Yes
Comment	There is no indirect water use from outsourced activities. Laundry services are outsourced but performed on site.	
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	
1.5.1	<i>Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</i>	Obs.

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Comment	<p>Site has documented country level policies and legislations related to water governance. These include.</p> <ol style="list-style-type: none"> 1. Water Act 1920 2. Environmental Quality Act 1974 3. Water supply Act 4. National Water services commission Act 2006 5. Water services industry act 2006 6. National Water Policy Resource (2019) 7. 12th Malaysia Plan. <p>However, it is recommended that site must identify governance initiatives specific to the catchment, to help inform site of possible opportunities for water stewardship collective action.</p>	
1.5.2	<p><i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i></p>	 Yes
Comment	<p>The site has documented legal and regulatory requirements related to water. These include.</p> <ul style="list-style-type: none"> - Water Act 1920 - Environmental Quality Act 1974 - Water supply Act - National Water services commission Act 2006 - Water services industry act 2006 - Environmental Quality (Scheduled Waste) Regulations 2005 - Environmental Quality (Industrial Effluents) Regulations 2009 - Environmental Quality (Clean Air) Regulations 2014 	
1.5.3	<p><i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i></p>	 in progress
Comment	<p>Site collected data related to water inflow and consumption in the catchment. However, not compiled catchment water balance. In general, the catchment is in tropical region and has not been subject to water scarcity.</p>	
		Finding No: TNR-013736
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>Site has collected water quality data for Kalang river, the source of water, receiving body for its effluent and important water body in the catchment. But that is around 10 years old and might not be valid to understand current situation. Also, the sessional, high and low variances also not identified.</p>	
		Finding No: TNR-013738
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>	 Obs.
Comment	<p>Site has identified a total of 24 Important Water Related Areas within the catchment. Site also documented the significance of these areas. However, the status of mostly IWRA is unknown, or very little information is available about status.</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>	 Yes
Comment	<p>Site has adequately identified the existing and planned water related infrastructure. This includes information on current water supply and sanitation network and future planned projects. Site also explained the conditions and measures to mitigated exposure of infrastructure to extreme events.</p>	

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1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	
		in progress
Comment	Site has collected data for WASH adequacy for population of Malaysia, which might not be presenting true picture for WASH adequacy for WASH in the catchment. Site needs to collect data about WASH adequacy for the identified catchment.	
		Finding No: TNR-013755
1.6	<i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i>	
1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	
		in progress
Comment	Site has identified commonly known water challenges in the catchment. These include; - Water Supply Disruption - Water Pollution due to contamination - WASH in catchment and surrounding areas However, these have not been identified in consultation with stakeholders in the catchment (as mentioned in 1.2.1)	
		Finding No: TNR-013756
1.6.2	<i>Initiatives to address shared water challenges shall be identified.</i>	
		Yes
Comment	The site has outlined initiatives to tackle with water-related challenges. These include - Rainwater harvesting system to reduce freshwater use - Reuse of wastewater effluent - Install a water debris barrier at the discharge point to the river - Building toilets for Orang asli in the region - And etc.	
1.7	<i>Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.</i>	
1.7.1	<i>Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.</i>	
		closed
Comment	Site has not clearly identified its water related risks, instead site described the issues where water risks may arise. Also, the prioritization of risk is not addressed.	
		Finding No: TNR-013758
1.7.2	<i>Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.</i>	
		Yes
Comment	The site has documented various water-related opportunities. these include - Re-use of RO reject for steam generator equipment - To assess feasibility of re-using WWTP final discharge - To conduct feasibility to use rainwater harvested for gardening Site also has prioritized these opportunities.	
1.8	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>	

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1.8.1	<i>Relevant catchment best practice for water governance shall be identified.</i>	 Obs.
Comment	The site has identified best practices for internal water governance by itself. However, this indicator is not about governance at the site level but rather about governance concerning catchment issues. The list should extend beyond practices currently in place to include additional best practices that would be appropriate for the catchment. These practices may involve data sharing, collaborative studies, development of joint plans, public-private partnerships, and more. The identification of best practices should guide the site on how it can contribute to these practices.	
1.8.2	<i>Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.</i>	 Yes
Comment	The site has identified catchment best practices for water balance improvement. These includes: - Old pipe replacement programme - Air Selangor establishment of new district metering zones (DMZ) by breaking down a large network into smaller, isolated areas. This is followed by the implementation of water pressure management to reduce pipe leaks and pipe bursts - Rainwater Harvesting etc	
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 Yes
Comment	The site has identified catchment best practice for water quality. This is about investing in digitization and implementing monitoring technologies, such as the Hybrid Distributed Water Real-time Analyzer (HYDRA), which is an online water quality monitoring station that will send out an alert if it detects abnormalities in water quality.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 in progress
Comment	Site has identified 24 Important Water Related Areas (IWRAs in 1.5.5) in the catchment. However, site has not identified any specific practices for any of identified IWRAs. Some generic practices found documented with no connection with identified IWRAs. Finding No: TNR-013760	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	 Yes
Comment	Site has identified best practices for the provision of WASH services, these includes: - Provision of toilets for disabled persons in public buildings - Provide drinking water provisions or build sanitation system for vulnerable groups	

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2 STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.
2.1.1	<p>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</p> <ul style="list-style-type: none"> - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.
Comment	The site has established a commitment to water stewardship, documented and endorsed by the Site Leadership. This document affirms the site's dedication to sustainable water management and stewardship. Upon reviewing its contents, it meets the requirements of the AWS standards. Additionally, the Water Stewardship Commitment is prominently displayed at the gate notice board. However, site needs to disclose the commitment at some platform, easily assessable to external stakeholders. Site also provided an image of LinkedIn post, but the content was not same as of Water Stewardship Commitment.
2.2	Develop and document a process to achieve and maintain legal and regulatory compliance.
2.2.1	<p>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</p> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.
Comment	The site has legal registry, organization structure, roles and responsibilities to govern the wastewater management. The monitoring progress is reviewed bi-monthly by the EHS Council and annual management review meeting. On 17 Oct. 2023, Malaysia Department of Environment (DOE) had an unplanned visit to the site to audit on the environmental compliances matters. The site is fully complied to the environmental acts, housekeeping practices and wastewater, hazardous waste and air emission law requirements.
2.3	Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.
2.3.1	<p>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</p>
Comment	Site has not documented water stewardship strategy that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard. Instead, site shared corporate water policy.

Finding No: TNR-013761

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- 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 Site has developed the water stewardship plan which includes actions, timeframe, financial budget, responsible. However, it has been noted that the mostly action are not clearly identified, instead objectives are mentioned in the action like " Improve water use efficiency on-Site" but no action provided that can improve water use efficiency. Also, no clear targets set for most of the actions.

Finding No: TNR-013762

- 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 Site has not provided any evidence to demonstrate that it developed water risk mitigation plans in coordination with any relevant public-sector and infrastructure agencies.

Finding No: TNR-013763

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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. in progress
Comment	Site has not provided any evidence to demonstrate that it supported good catchment governance, instead site has presented its onsite water governance initiatives. Finding No: TNR-013764
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	Site explained that management is involved to protect water right of people beyond the legal obligation. There was a flash flood incident that took place in 2022 that impacted some of the employees houses with water up to the knee level in their homes. After the flood subsided, the site leadership team along with some employees visited their homes and helped out with the cleaning and provided water and food for those employees affected by the floods.
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. Yes
Comment	Water-related legal compliance is regularly monitored, this includes the effluent and drinking water quality monitoring, securing appropriate licenses and scheduled waste disposal in accordance with the regulatory requirements. All the requirements found satisfactorily complied.
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	Site explained that no legally defined water rights of others including indigenous people are applicable. However, provision of safe drinking water and provision of toilets to all workers at site is site obligation and site is compliant with it.
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. closed
Comment	As mentioned in 1.3.3, site has not established its water balance yet. Also, it has been noted that site has not set any water balance related targets in its water stewardship plan. Finding No: TNR-013771
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	site is located in the catchment is in tropical region and has not been subject to water scarcity. However, site has not set any water use efficiency or reduce volumetric total use targets in its water stewardship plan.

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3.3.3	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	No such legal requirement.	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 closed
Comment	Though site has started coordinating with external NGOs for initiatives related to water quality but still site has not set any water balance related targets in its water stewardship plan. Finding No: TNR-011707	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	 Yes
Comment	Discharged is complying to law Standard B requirement. Wastewater data submitted online to government. Site to look into continuous improvement in water quality beyond legal requirements and has installed SCADA to prevent any accidental non-compliant discharges from WWTP.	
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>	 in progress
Comment	Though site has started coordinating with external NGOs for initiatives related to Important Water-Related Areas but no practices set in the water stewardship plan to maintain and/or enhance any Important Water-Related Areas Finding No: TNR-013777	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	The facility has made sufficient provisions to guarantee safe drinking water, sanitation, and hygiene (WASH) for all employees. The facility also ensures separate toilets for males and females and has assessed the sufficiency of the number of toilets available for each gender.	
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	Following site observations and discussions with staff and management, there is no indication that the site's operations are impinging the community's human right to safe water and sanitation.	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	

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3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 in progress
Comment	Site explained that mostly the suppliers of its primary inputs are out of the catchment/country. However, some suppliers of packing materials are located in the catchment. Site has initiated process of engagement with its suppliers to obtain the embedded water data. However, no such data is available. Consequently, Site hasn't set any indirect water use targets in the water stewardship plan.	
Finding No: TNR-011709		
3.7.2	<i>Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.</i>	 Obs.
Comment	As mentioned in 1.4.1 and 1.4.2, site has some suppliers in the catchment but no such service provider. Site has sent an email to its suppliers requesting their water footprint data, but no response received yet. This can't be considered an effective engagement. Site needs to improve its engagements with its suppliers on AWS agenda.	
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 in progress
Comment	Site has not provided evidence of engagement with owners of any shared water-related infrastructure about any concerns the site may have. Instead, site has shared communication with stakeholders regarding catchment data collection.	
Finding No: TNR-013778		
3.9	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>	
3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 in progress
Comment	Site has not provided details of actions implemented towards achieving best practices related to water governance in the catchment. Site has started communicating with the key stakeholders in the catchment to understand the water related concerns and opportunities, but no actions implemented yet.	
Finding No: TNR-011713		
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 in progress
Comment	Site has provided some future plan for action on water conservation but not provided any details of implemented actions those can be considered as best practices related to water balance.	
Finding No: TNR-013792		
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes

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Comment	The site has conducted an Environmental Hazard Assessment Concentration (EHAC) study to assess the concentration of APIs in a receiving water body and its impact on aquatic organisms in the environment. EHAC evaluation is derived from the acute toxicity data of the chemical. The amount of pharmaceutical product that is discharged after the wastewater treatment is considered to be at acceptable amounts without harming the aquatic life of the river. Site also has installed SCADA to prevent any accidental non-compliant discharges from WWTP.	
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 in progress
Comment	Site has not provided evidence of actions implemented towards achieving best practice, related to maintenance of Important Water-Related Areas. Site only provided tree plantation pictures without related them with any of IWRA and how it helps to improve IWRAs. Finding No: TNR-013794	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Yes
Comment	Site has provided WASH services like drinking water, toilets, washing areas at site to male and female workers. Site is also engaged with NGO for proposals to support in WASH arrangement for Orang Asli (indigenous people) in the catchment.	

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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	Site has prepared its first ever water stewardship plan about 2 months before the audit and as mentioned in 2.3.2, site's water stewardship plan does not have clear measurable targets. Consequently, no such evaluation was available during the audit. Finding No: TNR-013795
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>  in progress
Comment	As mentioned in 4.1.1, site at the early stage of developing water stewardship plan and can evaluate the value creation after implementation. Finding No: TNR-013797
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>  in progress
Comment	As mentioned in 4.1.1, site at the early stage of developing water stewardship plan and can evaluate the shared value benefits creation after implementation. Finding No: TNR-013798
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	Site representative explained that no real time water related emergency incident or extreme event occurred, hence no such evaluation available.
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	As explained in 4.1.1, Site has not compiled a water stewardship performance report yet, consequently no such consultation is possible. Site has only engaged with stakeholders for data collection about catchment. Finding No: TNR-013801
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>  Obs.

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Comment	Site at early stage of plan development and implementation. No such modifications in water stewardship plan are evident.
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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	Site has not disclosed its water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations. Instead, site has provided the details of internal water governance structure, but these are not disclosed. Finding No: TNR-013806	
5.2	Communicate the water stewardship plan with relevant stakeholders.	
5.2.1	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	 Yes
Comment	Site had communicated the key components of its water stewardship with key stakeholders through email and official letters along AWS handouts.	
5.3	Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.	
5.3.1	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	 in progress
Comment	The water stewardship plans are at early implementation stages. The water stewardship performance against targets can be disclosed after evaluations. Finding No: TNR-011719	
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.	 Obs.
Comment	The shared water challenges and site's action plan have been communicated to stakeholder via the AWS handout document. However, it can also be disclosed at any appropriate platform from where any interested party can access the information.	
5.4.2	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	 in progress
Comment	Site has not provided any evidence that it has disclosed its efforts site to engage stakeholders and coordinate and support public-sector agencies. Finding No: TNR-013812	
5.5	Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.	
5.5.1	Any site water-related compliance violations and associated corrections shall be disclosed.	 Yes

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Comment	Site representative explained that it has no compliance violation in recent past.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	 Yes
Comment	Site representative explained that it has no compliance violation in recent past.	
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	Site representative explained that it has no compliance violation in recent past.	

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Photographic Evidence from Audit

✓
Yes



Diesel Storage tank.jpg



Water incoming to site pipeline and meter (air selangor meter).jpg

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Kalang River.jpg



Site Discharge.jpg

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Ultimate Discharge Point.jpg



Penstock Valve to contain any potential chemical spill.jpg

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SCADA system with inline monitoring sensor for Wastewater effluent.jpg



Drinking water station at site.jpg