

AUDIT REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001371



SITE DETAILS

Site: **Nestlé Waters Thailand - Ayutthaya**

Address: Perrier Vittel [Nestlé](Thailand) Ltd. - Ayutthaya Factory, 41/1 Moo 5 Phosamton Bangpahan, 13220, Ayutthaya, THAILAND

Contact Person: Mr Chaiysak Phongsaphan

AWS Reference Number: AWS-000148

Site Structure: Single Site

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2024-Nov-18

Lead Auditor: Naoya Ogawa

Audit team participants:

Prapas Nores

Leong Siew Mui

Site Participants:

Prapunchai Tunpoonkiet, Client representative

Ratchayaporn Pyasing, Client representative

Woranan Petcharoen,

Akkrit Plangwan, Supply Chain & Logistics Manager

Maluwan Tugkhin, Factory Controller

Sunisa Somgleang, Human Resource Executive

Montri Jenchai, Engineering

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ADDITIONAL INFO

Summary of Audit Findings: During the re-certification audit, 4 minor non-conformities and 4 observations were raised.

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 28/02/2025.

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

The audit team recommends re-certification of Nestlé Waters Thailand - Ayutthaya at Core level pending approval of the corrective actions plan.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

The Client has successfully submitted the corrective action plans 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 Nestlé Waters Thailand - Ayutthaya against the AWS International Water Stewardship Standard Version 2.

The Site is located in Pho Sam Ton Sub-district, Bang Pa Han District, Ayutthaya which is within the lower Chao Praya River Basin. The Site is part of the Nestle Waters Group. It produces purified bottled water and natural mineral bottled water in 4 sized (330 ml., 600 ml, 1.5 liters and 6 liters). Raw waters are directly extracted from the 4 deep wells groundwater locating within its boundary. These 4 deep wells are legally licensed by Department of Ground Water via the Ayutthaya Provincial Office of Natural Resources and Environment.

The audit was conducted onsite on 18-20 November 2024.

The onsite site visit included the assessment of the water bottling factory, deep wells, wastewater monitoring plant, septic tank, chemical and waste storages, discharging point from the factory, and community well.

AUDIT RESULT

Preliminary: AWS Core

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	4
Minor	4

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FINDING DETAILS

Finding No: TNR-015447

Checklist Item No: 1.1.1

Status: In Progress - CA plan approved

Finding level: Minor

Due date: 2025-Nov-20

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

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

Findings: (a) The site named Chao Pharaya River Watershed, or more specifically, lower part of it, as relevant catchment but its map showing the catchment boundaries and rivercourses within it, the site location and the sub-catchment of the receiving water body (Lopburi river), was not provided. The map provided shows only a small part of the Chao Pharaya River Watershed.

(b) The area used for modelling water availability for the site's wells was also used as a catchment for AWS standard implementation, and in this case it was a rectangular area around the site. However, the AWS standard requires sites to take a wider view not limited to the area around the site's own wells. The audit team acknowledges that considerable information about aquifers is available in the hydrogeological study but is concerned about the spatially limited delineation of the physical scope.

Corrective action: a) To provide a comprehensive map that clearly shows the lower part of Chao Pharaya basin where the site is located, as well as the receiving water body, the Lopburi River.

b) Beyond the rectangular area around the site's wells, the authority has been monitoring the ground water quantity and quality. We can get more comprehensive understanding of water availability and better align with the AWS standard requirements.

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Finding No:	TNR-015448
Checklist Item No:	1.2.1
Status:	Open
Finding level:	Observation
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>Stakeholder consultation record was only summary, not in detail. It was not clear who or which sector of stakeholders in which area said what comments.</p>
Finding No:	TNR-015449
Checklist Item No:	1.5.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Nov-20
Checklist item:	<p>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.</p>
Findings:	<p>It was not clear which sampling points indicated by "Water quality monitoring for catchment_ Ayuthaya province" are within the catchment.</p>
Corrective action:	<p>To identify and map out all sampling points within the catchment area. Updating the documentation to include detailed maps will provide a clear visual representation.</p>

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Finding No: TNR-015450
Checklist Item No: 1.5.7
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Nov-20
Checklist item: The adequacy of available WASH services within the catchment shall be identified.
Findings: While some information on WASH around the site and in central Ayutthaya was obtained, the adequacy of available WASH services in the whole catchment area was not identified
Corrective action: To study and explore WASH services in the catchment to understand of the current situation.

Finding No: TNR-016030
Checklist Item No: 2.3.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Nov-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: Some targets are still not clear how they will be measured and monitored. Some actions that were actually planned and conducted (Kanomjean canal project, Lopburi River monitoring, etc.) are not included in the Water Stewardship Plan. For some of the activities, it is not clear what improvement the site wants to achieve with them (i.e. targets to be achieved by the planned activities).
Corrective action: To review the target for each activity to defined the effective of the measurement and how they will be measured, we can ensure that the activities are aligned with the overall objectives of the Water Stewardship Plan.

Finding No: TNR-015453
Checklist Item No: 4.1.2
Status: Open
Finding level: Observation
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: Details of financial water cost-benefit components are not clearly stated.

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Finding No:	TNR-015454
Checklist Item No:	4.1.3
Status:	Open
Finding level:	Observation
Checklist item:	The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings:	Value creation (what value was actually created) resulting from the water stewardship plan should be evaluated after the end of the planning period.
Finding No:	TNR-015455
Checklist Item No:	5.3.1
Status:	Open
Finding level:	Observation
Checklist item:	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings:	Currently the water stewardship plan in 2024, and performance until Oct 2024 against the WSP 2024, is disclosed on their website. The site's water stewardship performance against water stewardship plan in 2023 was disclosed before but it was not disclosed currently. Performance against the last year's plan and this year's plan should be always disclosed.

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Report Details

Report	Value
Report prepared by	Naoya Ogawa
Report approved by	Lorenzo Brioschi
Report approved on (Date)	24/01/2025

Surveillance

Proposed date for next audit
2025-Nov-03

Stakeholder Announcements

Date of publication	Location
18/11/2024	https://www.nestlepurelife.com/th/en-t/h/sustainability/AWS

Stakeholder interviews

Name	Organisation/Role/Relationship
Ms. Thodsawad Chamle	Production Manager, Royal Resources Reborn Co., Ltd.
Ms. Photphongphorn Saengwilai	Sale Administrator, Royal Resources Reborn Co., Ltd.
Mr. Tanomphot Saengwilai	Local residence
Mr. Phaiboon Phoothong	Ayutthaya Provincial Ground water Resource Department

Main Outcome of Stakeholder Interviews

The site invited stakeholders to the community meeting held in October, and explained water stewardship plan and its performance at that time. Stakeholders are satisfied with the performance of the site's water stewardship activities.

The community meeting is held once a year in October.

Shared water challenge is salinisation of water from shallow well. It is not drinkable. In Ayutthaya region there are many water bottling companies. Ground water use is increasing.

There are a lot of factories. Water contamination may become problem. Water quality is monitored.

Canals are important for agriculture.

There are 4 main rivers. Wetlands are protected by local authority. No protected areas.

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Catchment Information

Catchment Information

The factory is situated in Pho Sam Ton Sub-district, Ayutthaya Province in the Central Plain of the Lower Chao Phraya Basin.

The catchment area was defined based on Hydrogeological Regime. The catchment is the most fertile plains for agriculture in the country. It is low plain with very few and very tiny natural forest patches. There are four main rivers: Chao Phraya, Pa Sak, Lop Buri and Noi Rivers.



Catchment Map.png

Client Description and Site Details

Client/Site Background

The Site is located in Pho Sam Ton Sub-district, Bang Pa Han District, Ayutthaya which is within the lower Chao Praya River Basin. The Site is part of the Nestle Waters Group. It produces purified bottled water and natural mineral bottled water in 4 sized (330 ml., 600 ml, 1.5 liters and 6 liters). Raw waters are directly extracted from deep wells groundwater located within its boundary. These deep wells are legally licensed by Department of Ground Water via the Ayutthaya Provincial Office of Natural Resources and Environment.



Site Map.png

Summary of Shared Water Challenges

Summary of Shared Water Challenges





The site has identified shared water challenges as below;

- Salinisation of the water (surface and groundwater)
- Depletion of the Groundwater
- Pollution from wastewater from household and industries
- Flood
- Water regeneration

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0.1 General Requirements for Single Sites, Multi-Sites and Groups	
0.1.1	<i>Eligibility Criteria</i>
0.1.2	
0.1.2.1	<i>Have any water source locations and water-related discharge locations been visited during the audit, if so, which and where? If none were visited please provide justification.</i>  Yes
Comment	Water source locations are 4 deep wells within the site, and discharging point is Klong Dan Canal, adjacent to the site. They were visited during the audit.
0.1.1.1	<i>The site(s) occupy one catchment OR an exception has been granted.</i>  Yes
Comment	The site occupies one catchment.
0.1.1.2	<i>The scope of the proposed certification shall be under the control of a single management system.</i>  Yes
Comment	The scope of the proposed certification is under the control of a single management system.
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 scope of the proposed certification is homogeneous with respect to primary production system, water management, product range, and the main market structures.

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 has documented site boundaries and layout. The site's water sources are deep wells located within the site boundary. Site's treated effluent is discharged in adjacent canal which eventually reaches to Lopburi river, which is identified as ultimate receiving water body. Site also has documented water related infrastructure at site like water and wastewater network. Site does not use any public water-related infrastructure. Site has identified its catchment as Chao Pharaya River Watershed and further defined a catchment for AWS activities, 23 kms around the site. There are 5 production lines. Pinping network layout diagram and piping network maps were presented.

In terms of the catchment, the site has referred to the Water Resource Study in May 2021, which defines the rationale behind the identification of the modeling area. The report is updated every 5 years. However, the catchment area was defined based on Hydrogeological Regime, but not based on the AWS definition. Especially, there is a lack of consideration of catchment that how the site affects and upon which it is reliant.

Finding No: TNR-015447

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.

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Comment	<p>Site explained that it has identified the stakeholders based on the Nestle Community Relationship Process tool (CRP). Stakeholders and their water-related challenges were identified in the document 'Shared water challenges-Ayutthaya 17102024'.</p> <p>Stakeholder list: stakeholder interview is conducted every three year and the steakholder list is updated. Last upated was in 2022. The list is also updated when necessary.</p> <p>CRP (Community Relations Process) 2024 - Influence of Stakeholders on site and Infuluence of site on Stakeholders are identified. There is a summary interview record in 2022, mainly from local communities. Interview was conducted around the site by a third company.</p> <p>There was no other companies around the site in 2022. (After that a new water bottling company was built next to the site).</p> <p>The site holds stakeholder meeting with local people every year, inviting Department of Ground Water Resources. The content of meeting is planned on case by case.</p>	
1.2.2	<i>Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.</i>	 Yes
Comment	The CRP tool whose extract is shown in this document 'Stakeholder list' provided an analysis of the current and potential degree of influence between site and stakeholders.	
1.3	<i>Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</i>	
1.3.1	<i>Existing water-related incident response plans shall be identified.</i>	 Yes
Comment	<p>Site has identified water related incidents (potential scenarios) and documented the response plan. these includes;</p> <p>1) Wastewater related incidents: Refer with Water & wastewater management procedure (applied if water quality standards are exceeded)</p> <p>2) Chemical spill : Refer with Emergency preparedness and response plan procedure. (including chemical receiver, spill kit, testing procedure, etc).</p> <p>3) Flooding situation: Refer with Business continuity plan Nestle Water Thailand.</p> <p>Communities also have concerns about flood. Information related to flood is collected by the site during rain season. The information is shared with local community representatives by phone.</p>	
1.3.2	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	 Yes
Comment	Site has identified and mapped its water balance components including section wise inflows, losses, storages and outflows.	
1.3.3	<i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i>	 Yes
Comment	<p>Total water use volume in 2023 and 2024, with water use ratio, was identified. Water consumptionin Oct 2024 dagram. Product, Utility, Production loss, CIP & others. Water use ratio target was 1.350.</p> <p>Oct 2023 to Oct 2024 (13 months), Other OD Loss is used for re-labelling, workers, disposed, etc.</p>	

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1.3.4	<i>Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.</i>	 Yes
Comment	<p>Site has developed and implemented water quality monitoring plan. this includes source water and product drinking water. Source water and product water quality (physical, chemical and biological) parameters are being monitored on regular basis according to NQAC related reports are attached.</p> <p>Site is also monitoring its effluent quality on regular basis and collected data about quality of its receiving water body.</p> <p>Following evidence were checked.</p> <p>Water quality test of wells (e.g. Deep well 2 on 19/7/2024 by Nestle France) The test is conducted yearly for each aquifer.</p> <p>Water quality test of discharging point (conducted by third lab, e.g. on 4/9/2024), Water quality test of Lopburi river (IWRA) by government (conducted quarterly, far upstream from the site)</p> <p>Water quality test of Klong Dan Canal (receiving water body) (yearly, e.g. 6/12/2023)</p>	
1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	 Yes
Comment	<p>Site has documented potential sources of pollutions in list of chemicals. Also, site has mapped the location of the potential sources. These includes chemical storage areas and fuel storage areas.</p>	
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	<p>No on-site important water related area is identified. This was also confirmed during site observation.</p>	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	 Yes
Comment	<p>Site has documented annual water related costs. These costs include costs for water extraction & processing, wastewater treatment and water quality monitoring. As site is solely based on water business and revenue information is treated as business confidential. The economic, social and environmental value generated are stated in the 'Shared Value Creation' column.</p>	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	<p>The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers. Site is also using a self-assessment tool for evaluating access to water sanitation and hygiene (WASH) at workplace. It covers the workplace facilities related to water supply, sanitation and hygiene.</p> <p>Site has maintained separate toilets for males and females, and also evaluated the adequacy of number of toilets for each gender. There are 58 females and 217 males (total of three shifts) in the site. According to national regulations, the minimum number of toilets for female is 4, and for male is 6. Actual number for female is 20 and for male is 18.</p> <p>WASH assessment 2024 was conducted. This is conducted yearly. The scoring system was made by an internal team. The number of toilets is higher than in 2023.</p> <p>Drinking water provision area is listed.</p>	

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1.4	<i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i>	
1.4.1	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	Yes
Comment	Site shared list of suppliers of its primary inputs and their locations (closure, PET, label, film, and pallet). No supplier is located in the same catchment.	
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	Site has identified service providers; only one lies in the catchment. i.e. laundry service provider. Site has provided the evidence of engagement with them and quantified their water consumption. Data in 2022, 2023 and 2024 was presented. 6 liters of water is used for one uniform. Environmental awareness training was provided to the laundry service provider on 19 and 20 Feb 2024.	
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	
1.5.1	<i>Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</i>	Yes
Comment	"The thirteenth national economic and social development plan (2023-2027)" by Thai government includes many aspects of water management. "Thailand's Voluntary National Review on the Implementation of the 2030 Agenda for Sustainable Development" includes SDGs for water, especially for WASH. "A Study on Transit Oriented Development in Thailand: Phra Nakhon Si Ayutthaya TOD Prototype" includes plans for water infrastructure development in the central Ayutthaya. On 25/1/2024, a new regulation for developing deep well was added.	
1.5.2	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	Yes
Comment	Site has established a system for identification and maintenance of its compliance obligations. Site has identified the role and responsibilities for site legal compliance. Applicable legal requirements are also documented in site Legal legislation and Evaluation register.	
1.5.3	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	Yes
Comment	There is a study report for the site's identified catchment conducted by contracted third company in May 2021. Water balance study data is indicated. Inflows and outflows water volume in the catchment is quantified. The study is updated every five years.	
1.5.4	<i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i>	in progress

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Comment The Site has collected and monitored both surface and groundwater quality at the catchment level both by accessing public information and conducting quality testing at different locations. In addition to the water quality data presented in 1.3.4, the site prepared "Water quality monitoring for catchment_ Ayuthaya province." Water quality data at 9 sampling points were indicated. However, it was not clear which sampling points are within the catchment.

Finding No: TNR-015449

1.5.5 *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.*

Yes

Comment The site prepared IWRAs list with assessed status, their value and future risk, with a map. IWRAs are: Lopburi River, Klong Dan Canal, Community wells (8 wells) and Kanomjean canal.
The site obtains water monitoring data of Lopburi River by the government. The site monitors water quality of Klong Dan Canal and Community wells every year. The site conducts project at Kanomjean canal with WWF. Therefore, the status of IWRAs are monitored.
At Kanomjean canal, the site conducts projects with WWF together with local community in 10 years plan. There are 3 pillars (educated, protected, recovered). The projects includes water regeneration project and cleaning up canal. Water quality is monitored twice a year. Next step will be increasing biodiversity. The area is OECM ☐ Other effective area-based conservation measures ☐ protected area.

1.5.6 *Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.*

Yes

Comment The site has provided information about onsite water related infrastructure and its status. Also, the site identified infrastructure of water supply for local communities in area nearby the site, conditions of Klong Dan canal where water is discharged, and existing and planned public infrastructure for flood management.

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

in progress

Comment The site has assessed the adequacy of water supply services around the site on the basis of CRP tool Survey. The conditions found to be satisfactory.
Also, the site has obtained some information of WASH in the central Ayutthaya, from a tourism perspective.
However, the adequacy of available WASH services in the whole catchment area was not identified.

Finding No: TNR-015450

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.*

Yes

Comment Shared water challenges were identified through stakeholder consultation as mentioned in 1.2.1. The shared water challenge list was updated in October 2024. Challenges were prioritised based on likelihood and impact. The identified challenges are:
- Salinisation of the water (surface and groundwater)
- Depletion of the Groundwater
- Pollution from wastewater from household and industries
- Flood
- Water regeneration

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

Yes

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Comment	Site has identified initiatives to address each shared water challenge identified in 1.6.1. These include monitor community groundwater wells, improvement of selected groundwater well, monitor water level static, ensure effluent treatment at site 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>	Yes
Comment	Site has identified the water related risks and prioritized them ("Significant level") on the basis environmental impact using internal risk evaluation tool. "Likelihood" and "Severity" are evaluated. Complaint risk is also included in the tool. "Legal & Other Requirement" risk evaluation includes regulatory risks.	
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 identified water saving projects as water-related opportunities. Potential savings are evaluated. The prioritisation is based on defined timeline by the site. In 2024, three projects are continued, and two new projects started. The project timeline will be updated every year.	
1.8	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>	
1.8.1	<i>Relevant catchment best practice for water governance shall be identified.</i>	Yes
Comment	The site referred to good practice conducted by other companies in Thailand, and identified catchment best practice for water governance. 1) Collaboration and partnerships: Engaging with local communities, governments, businesses, and other stakeholders to develop and implement water stewardship initiatives and sharing of knowledge and resources. 2) Education and awareness: Conducting training to raise awareness about water conservation, pollution prevention, and the importance of responsible water management.	
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 referred to good practice conducted by other companies in Thailand, and identified sector and catchment best practice for water balance. 1) Water conservation: Implementing measures to reduce water consumption, such as fixing leaks, using water-efficient fixtures and appliances, and promoting awareness about the importance of water conservation.	
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 referred to good practice conducted by other companies in Thailand, and identified sector and catchment best practice for water quality. 1) Monitoring and reporting: Regularly monitoring for water quality and impacts.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	Yes

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Comment The site referred to good practice conducted by other companies in Thailand, and identified catchment best practice for site maintenance of IWRA.
1) Establish a regular monitoring program to observe any changes to or impacts on an IWRA.
2) Support a project (either directly or via an NGO) to restore and improve an IWRA that has suffered in the past.

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


Yes



Comment The site referred to good practice conducted by other companies in Thailand, and identified sector and catchment best practice for site provision of equitable and adequate WASH services.
1) Provision of sufficient of safe drinking water for all workers, supplier, contractor who access to the site.
2) Facilities improvement for toilets and washrooms.
3) Provide training for workers on good hygiene practices.
4) Support safe drinking water for communities

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 factory has merged its AWS commitment in environmental policy which is endorsed by Factory Manager. The commitment statement is covering all aspects of alliance for water stewardship standard and being displayed at site.
2.2	Develop and document a process to achieve and maintain legal and regulatory compliance.
2.2.1	<p>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</p> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.
Comment	<p>Site has established a system for identification and maintenance of its compliance obligations. Site has identified the role and responsibilities for site legal compliance. Applicable legal requirements are also documented in site Legal legislation and Evaluation register. Followings are examples.</p> <p>Deep well license: renewed every 2 years</p> <p>Monthly water usage report (e.g. Oct 2024)</p> <p>Payment for ground water use: every three months (e.g. 18 Oct 2024)</p> <p>Wastewater report to the government (online system e.g. Oct 2024)</p>
2.3	Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.
2.3.1	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.
Comment	<p>Site has documented its water stewardship strategy. This defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard. It is disclosed on their website.</p> <p>https://www.nestlepurelife.com/th/en-th/sustainability/AWS</p>

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2.3.2	<i>A water stewardship plan shall be identified, including for each target:</i> <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.	 No
Comment	<p>Site has developed Water Stewardship Plan. This includes action items, targets, time frame, responsibilities, budget (cost), relevance with AWS outcomes and shared water challenge.</p> <p>However, some targets are still not clear, how they will be measured and monitored. Some plans that actually planned and conducted (Kanomjean canal project, Lopburi River monitoring, etc.) are not included in the Water Stewardship Plan.</p> <p style="text-align: right;">Finding No: TNR-016030</p>	
2.4	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>	
2.4.1	<i>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</i>	 Yes
Comment	<p>"The site has identified risk of flood at site and has developed Business Continuity Plan in case of flood. The site also presented its communication system procedure with Water Resource Authority against flood risk mitigation. For flood risk management, there is a LINE group with public sector.</p> <p>There is a master plan for water management in Thailand for 20 years.</p>	

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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	Site has participated in a canal cleaning activity near the site. Also, site organised a stakeholder consultation meeting in every October (last time Oct 2024), which was attended by key water related stakeholders in the catchment. At the beginning of every year, staff go to the groundwater management department of the government (Bangkok and Ayutthaya), and discuss about the plan of the year (short meeting at the beginning of the year).
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 has been involved in water donations to the needful. For example, bottled water was donated to flood-affected areas, within and outside of the catchment. these are above the regulatory obligations.
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	The process mentioned in 2.2.1 was implemented. Followings are examples. Deep well license: renewed every 2 years Monthly water usage report (e.g. Oct 2024) Payment for ground water use: every three months (e.g. 18 Oct 2024) Wastewater report to the government (online system e.g. Oct 2024)
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	Water act for Thailand defines water rights. Water should be available and accessible for all people. The site explained that no legally defined water rights of others including indigenous people are applicable for the site. This was confirmed through stakeholder interview.
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	Targets for water balance are set in the Water Stewardship Plan 2024. For example, 3000m3 of water saving and 1.357 of water ratio in 2024. At weekly meeting, water consumption result is checked. Water Saving Projects 2024 are summarised and progress of them are checked monthly.
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	Water Scarcity is not identified as a shared water challenge. See shared water challenge list in 1.6.1.

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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 legally-binding documentation applicable. Stakeholder also said that there was no such documentation.	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Yes
Comment	Targets for water quality are set in the Water Stewardship Plan 2024. For example, zero non-compliance of water quality regulations for deep wells, finished products, drinking water and discharging water, and water quality monitoring at Klong Dan canal.	
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	Water quality is a shared water challenge, and they continue to keep discharging water quality below the Nestle Environmental Standard (N and P) and national standard (other parameters). For N and P, Law = no requirement to monitor Nestle Environment Standard = TN < 10 ppm / TP < 2 ppm	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	Site has been involved in different activities to maintain and/or enhance identified IWRA's. the activities include; - water quality testing for community wells. In every October, water quality of 8 community wells are monitored and results are shared with communities. Currently iron levels are higher than legal standard. The wells need maintenance and this information is also communicated. Community meeting is held in every October to share information and provide education. - Cleaning of Kanom Jeen canal There are 10 monitoring station. Information of monitoring results is not disclosed. There is detailed master plan, developed with university and WWF Thailand. (KKJ AY) - Water quality monitoring for catchment Ayutthaya province Water quality of upstream and downstream river were monitored by referring the result from government	
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	<p>The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers.</p> <p>Bottled drinking water is provided at many places for all employees and contractors within the site.</p> <p>Site is also using a self-assessment tool for evaluating access to water sanitation and hygiene (WASH) at workplace. It covers the workplace facilities related to water supply, sanitation and hygiene.</p> <p>Site has maintained separate toilets for males and females, and also evaluated the adequacy of number of toilets for each gender.</p> <p>Improvement of toilets was completed.</p>	
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	<p>No evidence was observed during the audit that site is impinging on the human right to safe water and sanitation of communities through their operations. This was also confirmed during stakeholder interviews. Also, Site is providing safe drinking water to not only everyone at the site (including contractors) but also site has been involved in water donations to the needful. these are above the regulatory obligations.</p>	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 Yes
Comment	<p>Site has identified its suppliers and service providers. There is no primary input supplier in the catchment. Only one service provider lies in the catchment. i.e. laundry service provider. A plan to conduct the environment and water awareness refresh training to encourage them to improve water usage is included in the water stewardship plan. The target is conduct the training once a year. Site has provided the evidence of engagement with them and quantified their water consumption.</p>	
3.7.2	<i>Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.</i>	 Yes
Comment	<p>Same as 3.7.1. Site has identified its suppliers and service providers; only one service provider lies in the catchment. i.e. laundry service provider. Site has provided the evidence of engagement with them and quantified their water consumption.</p>	
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	<p>Normally the site does not use any shared water-related infrastructure. Klong Dan canal, discharging point, may be considered as shared water-related infrastructure. The owner of Klong Dan canal is the local government. The site meets local government at community meeting and new year meeting every year.</p> <p>In case of flood, they will use shared infrastructure. Information of infrastructure for flood is collected.</p>	
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>	

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3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	The identified catchment best practice for water governance in 1.8.1 was implemented. 1) Collaboration and partnerships 2) Education and awareness Community meeting is held every October. The last community meeting was held on 25 Oct 2024.	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Yes
Comment	The identified sector and catchment best practice for water balance in 1.8.2 was implemented. 1) Water conservation Water Saving Projects 2024 are implemented.	
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	The identified sector and catchment best practice for water quality in 1.8.3 was implemented. 1) Monitoring and reporting: Regularly monitoring for water quality and impacts. Water quality is monitored as per 3.4.1.	
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	The identified catchment best practice for for site maintenance of IWRAs in 1.8.4 was implemented. 1) Establish a regular monitoring program to observe any changes to or impacts on an IWRA. 2) Support a project (either directly or via an NGO) to restore and improve an IWRA that has suffered in the past. Water quality testing for community wells is continued. Kanom Jeen canal project is also continued.	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Yes
Comment	The identified sector and catchment best practice for for site provision of equitable and adequate WASH services in 1.8.5 was implemented. 1) Provision of sufficient of safe drinking water for all workers, supplier, contractor who access to the site. 2) Facilities improvement for toilets and washrooms. 3) Provide training for workers on good hygiene practices. 4) Support safe drinking water for communitis	

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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>	 Yes
Comment	Target for each plan in the water stewardship plan in 2023 was set and performance against each target was evaluated. Performance against targets in the water stewardship plan in 2024 until October was also evaluated.	
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>	 Obs.
Comment	The site has presented some cost saving against actions in water stewardship plan. However, details of financial water cost-benefit components are not clearly stated. "Shared Value Creation" column is included in the water stewardship plan in 2024. This is value to be achieved.	
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>	 Obs.
Comment	"Shared Value Creation" column is included in the water stewardship plan in 2024. This is value to be achieved.	
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	The site presented the annual summary of water related minor incidents. One incident was reported in 2024. On 29 Feb 2024, the pH of effluent water was found to be low. Root cause analysis was conducted, and corrective action was made and implemented. Environment Incident Report was presented.	
4.3	<i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i>	
4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i>	 Yes
Comment	Performance (evaluation) is included in the water stewardship plan 2023, and the plan and key summaries were shared at the community meeting on 25 Oct 2024. Feedback from stakeholders was recorded in the community meeting minutes (email).	
4.4	<i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>	
4.4.1	<i>The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i>	 Yes

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Comment	The site's water stewardship plan in 2023 was modified to the water stewardship plan in 2024. Relevant information and lessons learned were incorporated in the updated plan.
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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed. ✓ Yes
Comment	The site has published information about its internal water governance, including position of those accountable for compliance with water-related laws and regulation (i.e. Factory Manager), on the company's website. (https://www.nestlepurelife.com/th/en-th/sustainability/AWS) Also signs including water-related internal governance are posted at the entrance of the factory, and within the factory.
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	The site organises community meeting every October. The site has organised community meeting on 25 Oct 2024, which was attended by majority of its stakeholders. As part of agenda site presented its AWS journey, water stewardship plan and performance in it. The site also has published its water stewardship plan on the company's website. (https://www.nestlepurelife.com/th/en-th/sustainability/AWS)
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. Q Obs.
Comment	The water stewards plan and performance has been published on company website. (https://www.nestlepurelife.com/th/en-th/sustainability/AWS) Currently the water stewardship plan in 2024, and performance until Oct 2024 against the WSP 2024, is disclosed on their website. The site's water stewardship performance against water stewardship plan in 2023 was disclosed before but it was not disclosed currently. Performance against the last year's plan and this year's plan should be always disclosed.
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	Site has disclosed it shared water challenges and initiatives to address these on company website. (https://www.nestlepurelife.com/th/en-th/sustainability/AWS)
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 organises community meeting every October. The site has organised community meeting on 25 Oct 2024, which was attended by majority of its stakeholders. As part of agenda site presented its AWS journey, water stewardship plan and performance in it.	
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	Site representative explained that no water related violation has been reported. Incident list shows there were minor incidents and no violations. This was confirmed through stakeholder interview. Compliance check list also shows that there was no violations.	
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 no water related violation has been reported.	
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 no water related violation has been reported.	

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Photographic Evidence from Audit

✓
Yes



Community well.png



Lopburi river.png

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Toilet.JPG



Drinking water provision.JPG

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Wastewater treatment.JPG



Klong Dan Canal (receiving water body).png

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Ceptic tank.JPG



Flood pumps.png

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Discharging point.JPG



Deep well.JPG

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Upgrade or Downgrade of Certification

Justification for Upgrade or Downgrade


Comment Not applicable

Summary of Evidence which led to change

Comment Not applicable

Previous Findings

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


Yes