

WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

### SITE DETAILS

Site: Haleon - Pulogadung, Indonesia Address: Jl. Pulobuaran Raya Kav. DD No. 2-4, Jakarta Industrial Estate Pulogadung, 19390, East Jakarta, INDONESIA Contact Person: Ruichao Zhou AWS Reference Number: AWS-000741 Site Structure: Single Site

### **CERTIFICATION DETAILS**

Certification status: Certified Core Date of certification decision: 2025-Apr-25 Validity of certificate: 2028-Apr-24

### **AUDIT DETAILS**

Audited Service(s): AWS Standard v2.0 (2019) Audit Type(s): Initial Audit Audit Start Date: 2024-Dec-10 Audit End Date: 2024-Dec-12 Lead Auditor: Hasudungan Sahat

Site Participants:

Radot Tobing, Engeneering Lead Angga Putra, Plant Reliability Nayaka Bhaswata, EHS Lead Rafif Bagoes Zikri, Water Sustainability Program Coordinator Richard Iskandardinata, Capex Manager Sarah Albar, EHS Sr. Advisor Jonci Adi Prasetiya, Operation Maintenance Suwandi Yulia Putra, Site Lead Ali Z Abidin, MS Engineer

#### **AUDIT TIMES**

Dates	Audit from	Duration	Auditor	Description
2024-Dec-1	08:30:00 - 16:30:00	08:00	Hasudungan Sahat	Day 1
2024-Dec-1	08:30:00 -	08:00	Hasudungan Sahat	Day 2
2024-Dec-1 2	08:30:00 - 13:00:00	04:30	Hasudungan Sahat	Day 3



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### **ADDITIONAL INFO**

Summary of Audit Findings: During the certification audit, 1 major non-conformity, 23 minor non-conformities, and 4 observations were raised. The major non-conformity was of sufficient concern to warrant the categorization of the non-conformity as major and related to the catchment water governance.

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 08 March 2025.

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 by 22 April 2025 (75 days).

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

The audit team recommends certification of Haleon Pulogadung Indonesia at the 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 the conformity of Haleon Pulogadung Indonesia against the AWS International Water Stewardship Standard Version 2.

Haleon Indonesia is a consumer healthcare product manufacturing factory that produces pain relief and respiratory products such as Panadol C&F OSD, Panadol Liquids & Tablets, Voltaren Gels, Actifed, Triaminic, and Calpol Suspension. Established in 1994, it is located in the Jakarta Industrial Estate Pulogadung (JIEP), Jatinegara, Cakung District, East Jakarta City-Indonesia.

The factory occupies a land area of 19050 m<sup>2</sup> (1.9 hectares) with a building size of 5,322 m<sup>2</sup> (0.5 hectares). The site is characterized by flat terrain and is surrounded by several establishments: PT Kirana Food (a distributor of frozen food) to the west, Pulogadung Highway to the east, PT DIC Astra Chemicals to the south, and a vacant area to the north.

The facility comprises one main production building, one warehouse building, one wastewater treatment plant, an office, and other support buildings.

The audit was conducted onsite on 10-12 December 2024. The onsite site visit included the assessment of the water-related infrastructure throughout the factory including, incoming water, water treatment, Hazzard warehouse, and discharge points.

The following external stakeholders were interviewed during the audit: the wastewater service vendor and the management of the Pulogadung Industrial Area



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### **FINDINGS**

NUMBER OF FINDINGS PER LEVELObservation4Minor23Major1



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FINDING DETAILS	
Finding No:	TNR-015505
Checklist Item No:	1.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	<ul> <li>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</li> <li>Site boundaries;</li> <li>Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;</li> <li>Any water sources providing water to the site that are owned or managed by the site or its parent organization;</li> <li>Water service provider (if applicable) and its ultimate water source;</li> <li>Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;</li> <li>Catchment(s) that the site affect(s) and is reliant upon for water.</li> </ul>
Findings:	The site's physical scope was not clearly defined by taking into account the site's source and discharge catchments: This received water from the municipality is sourced from the West Tarum Canal from the Citarum River. However, the catchment map provided only shows the water flow from the Jatiluhur reservoir to the Haleon factory, lacking a full representation of the entire Citarum catchment. Additionally, the site discharges wastewater into the Cakung catchment, but this catchment is not included in the list of affected areas.
Corrective action:	Review AWS catchment definition, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program
	Due Date: 30 September 2025



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### Alliance for Water Stewardship (AWS)

Finding No:	TNR-015491
Checklist Item No:	1.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	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.
Findings:	The site has not engaged stakeholders from local communities, NGOs, vulnerable groups, women, minorities, and indigenous peoples.
Corrective action:	Identify and engage the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders (local communities, NGOs, vulnerable groups, women, minorities, and indigenous peoples) on implementation AWS program
	Due Date: 30 September 2025
Finding No:	TNR-016119
Checklist Item No:	1.3.2
Status:	Open
Finding level:	Observation
Checklist item:	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped
Findings:	The November 2024 site water balance analysis showed insufficient data for conclusive findings. The EHS Report indicated a 5.53% increase in water consumption compared to previous years, suggesting the need to analyze longer-term trends for better understanding of seasonal and annual variations.
Corrective action:	Review and improves site water balance report analysis to ensure the clarity and completeness of data.



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## Alliance for Water Stewardship (AWS)

Finding No:	TNR-015533
Checklist Item No:	1.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Findings:	No specific information regarding water governance related to the Citarum and Cakung catchment areas was obtained.
Corrective action:	Review AWS catchment good water governance, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including good water governance data of Citarum and Cakung catchment.
	Due Date: 30 September 2025
Finding No:	TNR-015550
Checklist Item No:	1.5.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	The water balance calculation shown on the site does not accurately represent the hydrological cycle (water inflows, water outflows, and changes in storage) of the Citarum and Cakung catchments.
Corrective action:	Review AWS catchment water-balance, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including Citarum and Cakung catchment water-balance.
	Due Date: 30 September 2025



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## Alliance for Water Stewardship (AWS)

Finding No:	TNR-015530
Checklist Item No:	1.5.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
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:	The site doesn't collect any information regarding the water quality of the Cakung River, where it discharges its wastewater.
Corrective action:	Review AWS catchment definition, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including updated data of Cakung River water quality.
	Due Date: 30 September 2025
Finding No:	TNR-015508
Checklist Item No:	1.5.5
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.
Findings:	The site has identified Important Water-Related Areas (IWRA) along the Citarum Catchment but lacks IWRA in the Cakung Catchment.
Corrective action:	Review AWS catchment definition, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including updated data of Cakung River IWRA.
	Due Date: 30 September 2025



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## Alliance for Water Stewardship (AWS)

Finding No:	TNR-015484
Checklist Item No:	1.5.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	No updated information on the percentage of the catchment (Citarum and Cakung) population with access to good WASH was provided, and some information provided was without a reference to a year
Corrective action:	Identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including updated data of Catchments' WASH.
	Due Date: 30 September 2025
Finding No:	TNR-015512
Checklist Item No:	1.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	The site has identified several shared water challenges in the Citarum catchment areas but no information is available regarding the shared water challenges in the Cakung catchment area.
Corrective action:	Review AWS catchment definition, identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program including data of Cakung catchment shared water challenges.
	Due Date: 30 September 2025
Finding No:	TNR-015526
Checklist Item No:	1.6.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Initiatives to address shared water challenges shall be identified.
Findings:	The site does not yet provide initiatives to tackle the shared water challenges in the Cakung catchment.
Corrective action:	Review AWS catchment standard requirement and gather initiatives to conclude plan to implement in Cakung catchment
	Due Date: 30 September 2025



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Finding No:	TNR-016135
Checklist Item No:	1.7.1
Status:	Open
Finding level:	Observation
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	The site has not yet identified any potential costs from water-related risks that may arise.
Corrective action:	Identify and assess potential costs from water-related risks to ensure comprehensive risk management.
Finding No:	TNR-015541
Checklist Item No:	1.8.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	There is a lack of information related to best practices in water governance on catchment issues (catchment governance)
Corrective action:	Identify the right sources to support accurate data/information to redefine the gap and re-prioritize action to engage with external stakeholders on implementation AWS program, provide relevant best practice of good water governance in the catchment.
	Due Date: 30 September 2025
Finding No:	TNR-015524
Checklist Item No:	1.8.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings:	The site did not identify relevant catchment best practices for maintenance of Important Water-Related Areas.
Corrective action:	Review AWS catchment good water governance, engage with external stakeholder to identify best practices for maintenance of Important Water-Related Areas.

Due Date: 30 September 2025



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### Alliance for Water Stewardship (AWS)

Finding No:	TNR-015482
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
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:	There was insufficient evidence of how mitigation or adaptation plans to site-identified water risks were discussed or developed in coordination with the relevant public sector and infrastructure agencies
Corrective action:	Initiate a site-identified water risks meeting with relevant public sector
	Due Date: 31 October 2025
Finding No:	TNR-015545
Checklist Item No:	3.1.1
Status:	Closed
Finding level:	Major
Due date:	2025-May-08
Checklist item:	Evidence that the site has supported good catchment governance shall be identified.
Findings:	No evidence the site has implemented good water governance concerning the Citarum (the site water sources) and Cakung Catchment (where wastewater discharges are directed).
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships
	Develop a water-related project in the catchment area addressing the water challenges in collaboration with relevant stakeholders (NGOs). The plan proposal is attached in the root cause analysis section.
	Due Date: 08 March 2025
Evidence of implementation:	Haleon Indonesia is organizing a river cleanup initiative at the Citarum River with relevant stakeholders to demonstrate good water governance. This collaborative effort involves Haleon and Waste4Change. The planning process, which spanned approximately two months, began with discussions focusing on two relevant catchments: Citarum and Cakung. These discussions included in-depth and intense engagement with relevant stakeholders to ensure the initiative delivers meaningful benefits to the local community and the catchment area. Additionally, this activity is part of the site's strategic plan to achieve water neutrality by 2030.
	Attached are the activity proposal, meeting minutes, email invitations, and other relevant documentation for your reference.



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Finding No:	TNR-015504
Checklist Item No:	3.1.2
Status:	Open
Finding level:	Observation
Checklist item:	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.
Findings:	It is not clear if measures have been identified and taken to uphold the water rights of these communities.
Corrective action:	Identify and implement measures to uphold the water rights of local communities, ensuring clear documentation and communication.
Finding No:	TNR-015490
Checklist Item No:	3.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
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 evidence exists yet related to implemented practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas in Citarum and Cakung catchments. The actions are only planned.
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships
	Develop a water-related project in the catchment IWRA area addressing the water challenges in collaboration with relevant stakeholders (NGOs). The plan proposal is attached in the root cause analysis section.
	Due Date: 31 August 2025
Finding No:	TNR-015538
Checklist Item No:	3.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings:	There was no evidence that the site set indirect water use targets in the water stewardship plan.
Corrective action:	Engage with relevant suppliers involved in indirect water use to discuss water consumption targets.

Due Date: 31 October 2025



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### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

Finding No:	TNR-015502
Checklist Item No:	3.9.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.
Findings:	The site has not implemented any best practices for water governance related to catchment issues.
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships
	Develop a water-related project addressing the water challenges, demonstrate support for good water governance, practicing good water conservation and good water quality management in catchment area collaborate with relevant stakeholders (NGOs) as the site best practice.
	Due Date: 31 August 2025
Finding No:	TNR-015537
Checklist Item No:	3.9.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
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:	There was no evidence that actions towards achieving best practices, related to targets in terms of the site's maintenance of Important Water-Related Areas were implemented.
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships

Due Date: 31 August 2025



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### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

Finding No:	TNR-016180
Checklist Item No:	3.9.5
Status:	Open
Finding level:	Observation
Checklist item:	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings:	No actions were taken at the site this year to support best practices for improving water, sanitation, and hygiene (WASH) in the surrounding communities or catchment areas.
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships
	Plan a water-related project in the catchment based on the water-challenges specifically for WASH
Finding No:	TNR-016181
Checklist Item No:	4.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	The site has not yet completed full performance evaluations; only 11 of the 50 action plans have been reviewed for all water stewardship plans related to water stewardship outcomes.
Corrective action:	Conduct periodic review for AWS plan at regular basis.
	Due Date: 30 November 2025
Finding No:	TNR-016182
Checklist Item No:	4.1.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	Value creation resulting from the water stewardship plan shall be evaluated.
Findings:	The site needs to evaluate the term "lowering water efficiency" in relatior to the WSP goal of water savings and efficiency.
Corrective action:	Review the term "lowering water efficiency" and revise related documents to align with AWS Standard

Due Date: 31 August 2025



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### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

Finding No:	TNR-015489
Checklist Item No:	4.1.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings:	There was no evidence regarding the evaluation of shared value benefits in the catchment areas (local community, IWRA, etc).
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships. The engagement will include the evaluation of shared value benefits contributed by the site, specifically on water conservation and water quality management on the relevant catchment.
	Due Date: 31 October 2025
Finding No:	TNR-016044
Finding No: Checklist Item No:	TNR-016044 5.1.1
Finding No: Checklist Item No: Status:	TNR-016044 5.1.1 In Progress - CA plan approved
Finding No: Checklist Item No: Status: Finding level:	TNR-016044 5.1.1 In Progress - CA plan approved Minor
Finding No: Checklist Item No: Status: Finding level: Due date:	TNR-016044 5.1.1 In Progress - CA plan approved Minor 2025-Dec-10
Finding No: Checklist Item No: Status: Finding level: Due date: Checklist item:	TNR-016044 5.1.1 In Progress - CA plan approved Minor 2025-Dec-10 The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Finding No: Checklist Item No: Status: Finding level: Due date: Checklist item: Findings:	<ul> <li>TNR-016044</li> <li>5.1.1</li> <li>In Progress - CA plan approved</li> <li>Minor</li> <li>2025-Dec-10</li> <li>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</li> <li>The site did not disclose (publicly available) its water-related internal governance, including the roles of individuals responsible for adhering to water-related laws and regulations.</li> </ul>
Finding No: Checklist Item No: Status: Finding level: Due date: Checklist item: Findings: Corrective action:	<ul> <li>TNR-016044</li> <li>5.1.1</li> <li>In Progress - CA plan approved</li> <li>Minor</li> <li>2025-Dec-10</li> <li>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</li> <li>The site did not disclose (publicly available) its water-related internal governance, including the roles of individuals responsible for adhering to water-related laws and regulations.</li> <li>Revisit AWS to understand more the standard and definition</li> </ul>
Finding No: Checklist Item No: Status: Finding level: Due date: Checklist item: Findings: Corrective action:	<ul> <li>TNR-016044</li> <li>5.1.1</li> <li>In Progress - CA plan approved</li> <li>Minor</li> <li>2025-Dec-10</li> <li>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</li> <li>The site did not disclose (publicly available) its water-related internal governance, including the roles of individuals responsible for adhering to water-related laws and regulations.</li> <li>Revisit AWS to understand more the standard and definition</li> <li>Provide publicly available AWS board to display water governance and organization.</li> </ul>

Due Date: 31 August 2025



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### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

Finding No:	TNR-015498
Checklist Item No:	5.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings:	The water stewardship plan, including its contribution to the AWS Standard outcomes, was not communicated to the relevant stakeholders.
Corrective action:	Engage with all relevant stakeholders and maintain continuous communication to build strong relationships. The engagement will be in form of periodic communication of site AWS plan, site contribution, best practice, and shared value benefit to the relevant catchment.
	Due Date: 30 November 2025
Finding No:	TNR-015496
Checklist Item No:	5.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings:	There was no evidence of a summary disclosing the site's water stewardship performance against targets.
Corrective action:	Conduct periodic review for AWS plan at regular basis and provide annual water stewardship performance, including quantified performance against water related targets. The Site Water Stewardship Performance will be disclosed annually to relevant stakeholders

Due Date: 30 November 2025



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## Alliance for Water Stewardship (AWS)

Finding No:	TNR-015513
Checklist Item No:	5.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Dec-10
Checklist item:	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings:	The site's shared water-related challenges and efforts made to address these challenges were not disclosed.
Corrective action:	To include shared water challenges and related action plan part of AWS Management Review meeting with internal and external stakeholder.
	Due Date: 30 November 2025



Value

04/02/2025

Hasudungan Sahat Ruth Wandera WATER STEWARDSHIP ASSURANCE SERVICES

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#### **Report Details**

#### Report

Report prepared by Report approved by Report approved on (Date)

#### Surveillance

Proposed date for next audit 2025-Dec-15

#### **Stakeholder Announcements**

Date of publication	Location
09/10/2024	AWS and WSAS website
09/10/2024	https://www.haleon.com/our-impact/e nvironment

#### **Catchment Information**



Source of Water from Citarum Catchment.jpg



WSAS 2 Quality StreetNorth Berwick, EH39 4HW, UNITED KINGDOM



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Site Location and related watershed .png



Site wastewater discharge to Cakung River part of Cakung Watershed.png

#### **Catchment Information**

The Site is situated in the Jakarta Industrial Estate Pulogadung (JIEP), located in the Jatinegara area of the Cakung District in East Jakarta City (Kota Jakarta Timur). East Jakarta is the largest of the five administrative cities that make up the Special Capital Region of Jakarta (Daerah Khusus Ibukota or DKI Jakarta), Indonesia. The Site receives its freshwater supply from the municipality, which sources water from the West Tarum Canal. The ultimate origin of this water is the Jatiluhur Dam on the Citarum River (STB), which is an irrigation channel that draws water from the Citarum River itself.

The Citarum River receives water from several sub-catchments, including Ciminyak, Cisokan, Cimeta, Cilangkap, and the Daerah Tangkapan Air (DTA) Jatiluhur. Water from these sub-catchments flows into the Saguling Dam, then into the Cirata Dam, and ultimately reaches the Jatiluhur Dam before continuing to the coast of Jakarta. Treated water from the wastewater treatment plant (WWTP) is discharged into the public sewer, which connects to the Cakung Drain. The Cakung Drain, a flooded canal, begins at the confluence of the Cakung River, Buaran River, and Petukangan River in the Cakung Catchment. It flows northward and empties into Jakarta Bay.



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**Client Description and Site Details** 



Site map.png

#### **Client/Site Background**

Haleon Indonesia is a consumer healthcare product manufacturing factory that produces pain relief and respiratory products such as Panadol C&F OSD, Panadol Liquids & Tablets, Voltaren Gels, Actifed, Triaminic, and Calpol Suspension. Established in 1994, it is located in the Jakarta Industrial Estate Pulogadung (JIEP), Jatinegara, Cakung District, East Jakarta City.

The factory occupies a land area of 19050 m<sup>2</sup> (1.9 hectares) with a building size of 5,322 m<sup>2</sup> (0.5 hectares). The site is characterized by flat terrain and is surrounded by several establishments: PT Kirana Food (a distributor of frozen food) to the west, Pulogadung Highway to the east, PT DIC Astra Chemicals to the south, and a vacant area to the north.

The facility comprises one main production building, one warehouse building, one wastewater treatment plant, an office, and other support buildings.



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

Audit Number: AO-001336

Identify in Water	itiatives to address sh Description	ared water challenges.
Challenges Water availability	The Bile is dependent on Jatium Dam water supplet by PAAJ against PAA as a make an attemate source of water except to taken water which can become a key work on the Mark or cale of scarchy of water.	Expose alternate sources of water to memory relative on hers location; water. Device a disman engagement plan with an anopper with supplies and cale logo, basis of coler cont compared to the existing supplies, in times of controporty. Carry out an aust of the currient basis water supplier and estation a format appenent. The memory of the estatement of the estate supplier and estation a format appenent. The estatement is then water downed compliance with location regulatory requirements and legitimacy of the wincot estation exclusivity (as regulated outper estimation) is more hardward metaded consistent the volume of thesite to source flowed metaded metade the volume of thesite to source hardward for door the volume of thesite to provide diseased in the assessment of the impaired parents, limiting, and costs, doorde another to propriority.
and Goldey	process and driving water.	Independent of the second seco
WSH in callchment nd sumounding reas	With the increasing demand for water supply from different situations, the Site may face competition from the communities in the proximity of the Paurt. The Site may also face concerns from the communities due to its water use and suplementer discharge practices.	Engage with comparises organizations, and / or government entries in the and to share best pactocies (e.g., on water efficiency) and to identify potential projects for collaboration that could benefit the local community, and satisfy the Stars water results and requirement (e.g., point) develop lawler guilty and Viddel imposement programs for the uptiment of the govername to project and the stars of the collaboration of positively impact the water balance of the collaboration and prosteeling impactment and the significant of the significant of the site intervent and provide the intervent program of the site site of the site of the site of the collaboration of the site
ler infrastructure	Receiving uninterrupted water supply is essential both for the Sites' processes and domestic purposes including drimong water.	Expose alternate sources of water (domestic water and drinking water) to minimize reliance on fresh water.

Shared Water Challenges.jpg

#### **Summary of Shared Water Challenges**

The site has identified several shared water challenges, including water availability, water quality, WASH services in the catchment area and surrounding regions, and issues with water infrastructure related to the municipal water supply, especially considering recent water disruptions.

0.1	General Requirements for Single Sites, Multi-Sites and Groups	
0.1.1	Eligibility Criteria	
0.1.2		
0.1.2.1	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.	<b>⊘</b> Yes
Comment	The water source is located 62.4 km from the site. It is the Jatiluhur Dam, which the auditor did not visit. Instead, the auditor visited the discharge point at the Haleon Site, which flows into the Cakung River.	
0.1.1.1	The site(s) occupy one catchment OR an exception has been granted.	<b>⊘</b> Yes
0.1.1.2	The scope of the proposed certification shall be under the control of a single management system.	<b>⊘</b> Yes
0.1.1.3	The scope of the proposed certification shall be homogeneous with respect to primary production system, water management, product or service range, and the main market structures.	<b>⊘</b> Yes



WATER STEWARDSHIP ASSURANCE SERVICES

Alliance for Water Stewardship (AWS)

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:       In progress         - Site boundaries;       In progress         - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;       In progress         - Any water sources providing water to the site that are owned or managed by the site or its parent organization;       In progress         - Water service provider (if applicable) and its ultimate water source;       In progress         - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;       In progress         - Catchment(s) that the site affect(s) and is reliant upon for water.       In progress	
Comment	The site has documented its boundaries, water recharge area, discharge points from the site, and the discharge point. It also has water source mapping for the Jatiluhur DAM which was part of the Citarum catchment area. The plant used the water provided by the municipal city (company name: PAM JAYA) and from rainwater harvesting. The onsite wastewater treatment plant treats the wastewater and then discharges it to the cakung river. The Site is located within the Jakarta Industrial Estate Pulogadung (JIEP). As a part of industrial estates, the site received a water supply from the municipal city. This received water sourced from the West Tarum Canal from the Citarum River. However, the catchment map provided only shows the water flow from the Jatiluhur reservoir to the Haleon factory, lacking a comprehensive visual representation of the entire Citarum catchment. Additionally, the site discharges wastewater into the Cakung catchment, but this catchment is not included in the list of affected areas.	
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.	



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

Gomment	<ul> <li>Twelve stakeholders were identified (government, utilities, communities, industry), and categorized by their level of interest and influence on water issues. The stakeholder engagement process begins with stakeholder identification, where relevant stakeholders such as government agencies, water utility suppliers, communities, and industries are identified. These stakeholders are categorized based on their level of interest in water-related issues, ranging from high to low. Following this, stakeholder prioritization is conducted using a stakeholder prioritization matrix, which ranks stakeholders based on their level of interest and their impact on the site's water-related activities. This ensures that the most critical stakeholders are addressed first.</li> <li>Once prioritized, the process moves to stakeholder engagement, where active communication is established with key stakeholders. Information about the AWS Standard, the local catchment, and shared water challenges is shared during these engagements. For example, the site has engaged with high-priority stakeholders like PAM Jaya and JIEP, as well as medium-priority stakeholders like PT Eratech. The final step involves ongoing engagement, where efforts are maintained to address shared water challenges collaboratively, with a focus on high and medium-priority stakeholders.</li> </ul>
	availability, quality, WASH issues, and infrastructure reliability. The site has not engaged with local communities, NGOs, vulnerable groups, women, minorities, and indigenous peoples. Three stakeholders that engaged with the site were conducted by in-person meetings. Details of each contact and minutes of the meeting are available. <i>Finding No: TNR-015491</i>
1.2.2	Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's Yes
	utilinate water source and utilinate receiving water body for wastewater.
Comment	The stakeholder list on the site categorizes stakeholders based on their levels of interest and impact, using defined criteria outlined in the "Stakeholder Impact Definitions" and "Stakeholder Level of Interest in Water-related Issues Definitions." High-interest stakeholders include PAM JAYA (the municipal company), the Department of Environment (Jakarta), site employees, and the Global EHS & Engineering/Sustainability teams. Medium-interest stakeholders stakeholders comprise various suppliers and a property developer. Local communities and neighboring industries are categorized as low-interest stakeholders.
Comment	The stakeholder list on the site categorizes stakeholders based on their levels of interest and impact, using defined criteria outlined in the "Stakeholder Impact Definitions" and "Stakeholder Level of Interest in Water-related Issues Definitions." High-interest stakeholders include PAM JAYA (the municipal company), the Department of Environment (Jakarta), site employees, and the Global EHS & Engineering/Sustainability teams. Medium-interest stakeholders comprise various suppliers and a property developer. Local communities and neighboring industries are categorized as low-interest stakeholders. The local catchment area for the site's water includes PAM Jaya. The water sources originate from the Jatiluhur Dam, which flows through the West Tarum Canal. Ultimately, the water is directed to the Cakung Drain, managed by the Department of Environment in Jakarta.
Comment	<ul> <li>The stakeholder list on the site categorizes stakeholders based on their levels of interest and impact, using defined criteria outlined in the "Stakeholder Impact Definitions" and "Stakeholder Level of Interest in Water-related Issues Definitions." High-interest stakeholders include PAM JAYA (the municipal company), the Department of Environment (Jakarta), site employees, and the Global EHS &amp; Engineering/Sustainability teams. Medium-interest stakeholders comprise various suppliers and a property developer. Local communities and neighboring industries are categorized as low-interest stakeholders.</li> <li>The local catchment area for the site's water includes PAM Jaya. The water sources originate from the Jatiluhur Dam, which flows through the West Tarum Canal. Ultimately, the water is directed to the Cakung Drain, managed by the Department of Environment in Jakarta</li> <li><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></li> </ul>



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

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Comment	The Site has identified water-related emergencies and documented a plan in response to them. The standard operating procedure for the emergency-response plan is available in the document "The Pulogadung Site Emergency Response Plan (Haleon QD-PLN-017877 v: 3.0". This document outlines procedures for various emergencies, reflecting a commitment to workplace safety and environmental protection. The plan covers a wide range of scenarios, including incidents related to working at heights, chemical spills (both liquid and combustible dust), dust explosions, general fires, boiler house emergencies, confined space rescues, earthquakes, floods, electrical shocks, wastewater treatment plant leaks, bomb threats, terrorist attacks, robberies, and asphyxiation. Each scenario details the required responders (internal and external), necessary personal protective equipment (PPE), and step-by-step procedures, emphasizing the importance of trained personnel, proper equipment usage, and prompt reporting to supervisors (SC/SMC). The procedure emphasizes stopping work immediately during an emergency, prioritizing safe rescue and handling procedures, and promptly contacting external emergency services (ambulances, fire department, police) as necessary.	))
1.3.2	Site water balance, including inflows, losses, storage, and outflows shall	a

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

The site water balance is illustrated in a visual diagram that explains the dynamic system Comment where water flows between different storage points and undergoes various uses before ultimately being lost through evaporation, drainage, or discharge. This water balance highlights the complex interplay between inflows, storage, losses, and outflows. The Haleon Pulogadung site employs a multifaceted water management system that integrates municipal water supply with rainwater harvesting and water recycling strategies. Municipal water from PAM JAYA serves as the primary source, supplementing rainwater collected in various tanks. The system features considerable storage capacity in large tanks dedicated to fire suppression, domestic use, and stormwater management. Recycled water from the Purified Water System (PWS)-including reverse osmosis (RO) rejection and condensate-is reintroduced into the system, which minimizes reliance on municipal sources alone. Water is utilized for various purposes, including domestic consumption, production processes, and sanitation. Quantities of inflow, outflow, and losses are presented as daily averages in cubic meters (m<sup>3</sup>/day), the last data are available until November 2024. Wastewater from production facilities is treated through a wastewater treatment plant (WWTP) system. Before being discharged into water bodies, the site checks the guality of the wastewater to ensure it meets regulatory standards. Water loss occurs through evaporation, drainage, and steam loss from the boiler system.

However, the November 2024 site water balance analysis revealed insufficient data for conclusive water balance findings. The EHS Report noted a 5.53% increase in water consumption compared to previous years. Longer-term trends should be analyzed to better understand seasonal variations and annual changes in water balance.

**1.3.3** Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.



Obs.



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

Comment	The site kept track of changes in water usage rates every year, including the amount of incoming and outgoing water at different stages of production. Water meter monitoring was carried out daily for accurate calculations. According to the performance report on on-site water usage ("Water Trendline_AWS"). The site also tracks the annual variance in water usage rates, including the consumption of incoming water and the creation of outgoing water at various stages and forms throughout the plant. There is a routine daily, weekly, and monthly management meeting. If there are some the deviations from targets the site will be discuss in "site EHS council" meeting to tackle the deviations. The water consumption records indicate a monthly usage rate of 1,026 m <sup>3</sup> , which averages 0.09 m <sup>3</sup> per kilogram of production. From January to November 2024, the site recorded significant annual variances in water use. The highest monthly usage occurred in March at 1,518 m <sup>3</sup> , while the lowest was in July at 730 m <sup>3</sup> . These variances are attributed to the type of products being manufactured, leakage on equipment, and the cleaning processes involved. Cleaning solution products require significantly more water than solid products.
	Site Water Balance = A - B - C = 10,394 - 280 - 13,037 = -2,923
	The Site reported that 'recycled water' constituting of AHU condensate and RO reject was used in 2021-2023, collected in a tank then diluted in the Domestic Water Tank with fresh water from PAM Jaya. The volume of the recycled water (combined) used was 2,974 m3/annum, 3,103 m3/annum, and 4,915 m3/annum.
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.Image: Comparison of the site's water and the site's water and the site's water source(s), provided waters, effluent and yes
Comment	The site analyzes water inflow from the municipal supply before it is used by the production unit. Additionally, the site tests drinking water sourced from a gallon company every six months, as well as rainwater. All tests are conducted in accordance with national water quality standards. Monthly analyses of wastewater quality are carried out for ten parameters, including Biochemical Oxygen Demand (BOD), Chemical Oxygen Demand (COD), KMnO4, pH, Total Suspended Solids (TSS), Ammonia, Oil and Grease, Phenol, Total Nitrogen, and Total Coliform. The annual variations in water quality are recorded, and immediate action is taken if any anomalies are detected during monitoring. pH and Dissolved Oxygen (DO) levels are analyzed daily for both inflow and outflow at the Wastewater Treatment Plant (WWTP). Treated wastewater from the WWTP is discharged through drainage systems into the Cakung River.
1.3.5	Potential sources of pollution shall be identified and if applicable,Image: Comparison of the state of the sta
Comment	The site has identified potential sources of water pollution and has compiled a list of chemical materials available during the audit. At every point that could potentially cause pollution, the site provides spill kits. Additionally, some points are also guarded by a band wall to prevent spillage from spreading directly to the environment.
1.3.6	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous culturalImage: Comparison of their status including Indigenous culturalValues.Yes
Comment	The site does not have any on-site IWRAs
1.3.7	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

Comment	The site has kept water-related costs in the document "1.3.7 Site Water Costs, Revenues, Value." In 2024, the site has planned significant investments to improve its water infrastructure. The planned expenditures include steam condensate recovery circulation, a recycled water treatment system, enhancements to rainwater harvesting, piping for the reuse of TOC sanitation, and improvements to WWTP aeration. Additionally, costs for certification related to AWS, ERM consulting, and WSAS are included in the water-related expenses. These investments aim to enhance water efficiency and reduce dependence on external water sources. Another point highlighted is that the cost of the Water Neutrality Program will be determined based on the total cubic meters that need offsetting. The site also captured the environmental and economic water-related value generated by the site.
1.3.8	Levels of access and adequacy of WASH at the site shall be identified.
Comment	Change the wording to this:
	The site provides a comprehensive overview of its WASH facilities, which include a total of 49 toilets: 27 male toilets, 20 female toilets, and 2 toilets located in the security post. Each facility is equipped with handwashing stations that include soap, water, and drying tools. Safe drinking water is readily available, and feminine hygiene products are provided in all women's toilets. The site complies with the legislative requirements outlined in the Regulation of the Minister of Manpower No. 5 of 2018 concerning Occupational Safety and Health in the Work Environment.
	Additionally, the WASH services are well-managed, ensuring access to safe drinking water and proper disposal of waste. Regular maintenance of the handwashing facilities is performed, and the site's domestic blackwater is treated at an onsite wastewater treatment plant. Inspections of all toilet and washroom facilities are conducted daily and weekly to maintain adequate and accessible WASH facilities that meet health and safety standards. The site ensures reliable access to these essential services for all users, including employees and visitors, promoting overall health and hygiene.
1.4	Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.
1.4.1	The embedded water use of primary inputs, including quantity, quality       Image: Comparison of the start o
Comment	The site identified the embedded water use, including both primary inputs and outsourced services. To collect relevant information, the site emailed all its suppliers and service providers, requesting details about their average annual water consumption, the quality of the water used in their operations, and any certifications related to green industry practices or similar standards. It was found that all primary suppliers are located outside the Citarum and Cakung catchment areas.
1.4.2	The embedded water use of outsourced services shall be identified, and       Image: Comparison of the services shall be identified.         where those services originate within the site's catchment, quantified.       Yes
Comment	The site has one outsourced service: laundry services. To assess embedded water usage, the site conducted an in-house meeting with the vendor. The data collected included the quantity of water used, wastewater discharge, the legal permit for wastewater management, and information about the type of wastewater treatment the vendor employs.
1.5	Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

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1.5.1	Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under in progres: way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Comment	The site has identified a range of policies, regulations, laws, and legal documents. However, this identification has not yielded specific information regarding water governance related to the Citarum and Cakung catchment areas
	Finding No: TNR-01553
1.5.2	Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified Ye: customary water rights.
Comment	<ul> <li>The site has provided a comprehensive document on the environmental legislation governing operations at Haleon Pulogadung, Indonesia. Several key regulations include:</li> <li>Minister of Health Regulation No. 02 of 2023 concerning The Implementing Regulations of Government Regulation Number 66 of 2014 on Environmental Health: Sets minimum water quality standards for sanitation hygiene.</li> <li>Regulation of the minister of environment and forestry No.</li> <li>P.68/Menlhk/Sekjen/kum.1/8/2016: Specifies minimum domestic wastewater effluent quality standards.</li> <li>Governor Regulation of the Special Capital Region of Jakarta Province Number 69 Year 2013 Appendix I.D concerning Wastewater Quality Standard for Pharmaceutical Industry Activities: Outlines minimum wastewater effluent quality standards for the pharmaceutical industry in Jakarta.</li> <li>Decree of the Governor of DKI Jakarta No. 582 Year 1995: Classifies river water quality in Jakarta into four groups based on usage. This indirectly impacts acceptable wastewater discharge quality into the receiving water body.</li> </ul>
1.5.3	WASH requirements.         The catchment water-balance, and where applicable, scarcity, shall be         quantified, including indication of annual, and where appropriate,
Comment	Seasonal, variance. The site has compiled research journals, water reports, and other documents to gather data on the catchment water balance. However, based on the evidence found during the audit, the water balance calculations presented on the site do not accurately reflect the hydrological cycle (including water inflows, water outflows, and changes in storage) of the Citarum and
	Cakung catchments. Finding No: TNR-01555
1.5.4	Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where in progress 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.
Comment	The site has collected data on water quality in the Citarum catchment area, with the latest update from 2022. The site highlighted several important points, including the Citarum River, which provides 80% of Jakarta's clean water but is also one of the most polluted rivers in the world. Rapid urbanization and changes in land use have resulted in significant discharges of sewage and industrial waste into the river, severely affecting its water quality. The National Sanitation Foundation classifies the river's water quality as "bad," indicating that extensive treatment is required before it is safe for human consumption. However, the site doesn't collect any information regarding the water quality of the Cakung River, where it discharges its wastewater.
1.5.3 Comment 1.5.4 Comment	2013 Appendix LD concerning wastewater Quality Standard for Pharmaceutical Industry Activities: Outlines minimum wastewater effluent quality standards for the pharmaceutical industry in Jakarta. - Decree of the Governor of DKI Jakarta No. 582 Year 1995: Classifies river water quality in Jakarta into four groups based on usage. This indirectly impacts acceptable wastewater discharge quality into the receiving water body. In summary, the legal and regulatory framework applicable to the site includes national law regulations, and guidelines related to water withdrawal, wastewater quality and discharge, a WASH requirements. The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance. The site has compiled research journals, water reports, and other documents to gather data on the catchment water balance. However, based on the evidence found during the audit, t water balance calculations presented on the site do not accurately reflect the hydrological cycle (including uniter inflows, water outflows, and changes in storage) of the Citarum and Cakung catchments. <i>Finding No: TNR-01</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. The site has collected data on water quality in the Citarum catchment area, with the latest update from 2022. The site highlighted several important points, including the Citarum River which provides 80% of Jakarta's clean water but is also one of the most polluted rivers in t wordl. Rapid urbanization and changes in land use have resulted in significant discharges of sewage and industrial waste into the river, severely affecting its water quality. The National Sanitation Foundation cl

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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.
Comment	The site has identified important IWRAs along the Citarum Catchment, such as lakes, swamps, and water reservoirs. The status of these IWRAs has also been mapped and documented. However, information on IWRAs in the Cakung Catchment is lacking. <i>Finding No: TNR-015508</i>
1.5.6	Existing and planned water-related infrastructure shall be identified,Image: Comparison of the structure shall be identified,including condition and potential exposure to extreme events.Yes
Comment	The site has identified and mapped water-related infrastructure in the catchment area. Additionally, it has assessed and mapped the risks that could impact these areas, including drought, water scarcity, flooding, and water quality issues. Information about the intake point at Pulo Gadung WTP, including the water supply sources, has also been mapped.
1.5.7	The adequacy of available WASH services within the catchment shallImage: mail of the services within the catchment shallbe identified.in progress
Comment	The site provided the document "1.5.7_&_1.3.8_WASH." The document evaluates WASH access nationally and in Jakarta City. It finds that the site provides adequate WASH services to all workers through its water, sanitation, and hygiene infrastructure and maintenance practices. The document provided does not meet the specific requirements of this indicator. The information about the catchment population from which Haleon Pulogadung sources water and discharges wastewater is missing. The WASH information for Jakarta City is unclear because it does not mention the source of the data or the year. The site stated, "117,000 households (approximately 475,000 people) in Jakarta do not have septic tanks for their toilet facilities," without providing information on the year of this result.
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 theImage: mail of the state of t
Comment	The site has identified several shared water challenges in the Citarum catchment areas through an environmental consultation. The consultation revealed four main shared water challenges: water availability, water quality, WASH in the catchment and surrounding areas, and water infrastructure related to the municipal water supply, particularly in light of water disruptions. There is currently no information available regarding the shared water challenges in the Cakung catchment area, as the wastewater discharges from the site flow into the Cakung catchment.
	Finding No: TNR-015512
1.6.2	Initiatives to address shared water challenges shall be identified.
Comment	in progress The site has several plans for addressing the shared water challenges in the Citarum area. These plans include engaging with companies, organizations, and government entities to share best practices, such as water efficiency techniques. The goal is to identify potential collaborative projects that could benefit the local community and meet the site's water neutrality requirements. Examples of these initiatives include jointly developing programs to improve water quality and WASH (Water, Sanitation, and Hygiene) in the catchment area, along with other related projects. However, there are currently insufficient initiatives in place to tackle the shared water challenges in the Cakung catchment.

Finding No: TNR-015526



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

1.7	Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.	
1.7.1	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.	<b>Q</b> Obs.
Comment	The site has identified related to water risks using the Water Risk Index (WRI). A water r assessment reveals a high Water Risk Index (WRI) score of 2.71, mandating water neutimeasures. The assessment identifies key risks, including water availability issues due to dependence on the potentially unreliable Jatiluhur Dam and increasing regional competition its resources. The likelihood of reduced water availability is considered "Likely" (3), w "High" (3) severity of impact, potentially resulting in operational disruptions and significant business losses. Costs are currently undetermined, but the impact could include product halts and reputational damage due to potential water shortages affecting nearby commu Water quality poses another major concern, stemming from pollution in the Citarum Rive Jatiluhur Dam, impacting WTP efficiency and potentially leading to regulatory and reputations. The likelihood of water quality and incurring costs associated with treatment upgra and potential regulatory fines. Again, precise costs remain undetermined.	isk rality ith a it ion nities. r and tional /, des
1.7.2	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	<b>⊘</b> Yes
Comment	The site has identified the need for immediate improvements in water management. This includes developing alternative water supplies to mitigate the likelihood and severity of s disruptions, enhancing water quality monitoring and reporting, implementing a comprehe water balance system to track water usage and identify areas for efficiency improvement and strengthening stakeholder engagement to address community concerns and mitigate reputational damage.	upply nsive s, e
1.8	Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.	
1.8.1	Relevant catchment best practice for water governance shall be identified.	<b>≠</b> rogress
Comment	The site has provided evidence relating to activities that are specific to its internal operat however, there does not appear to be a direct connection to Water Governance. The document titled ""1.8.1 to 1.8.5 Best Practices,"" reviewed during the audit, only address site-level water governance best practices and does not specifically focus on catchment- governance. As a result, it does not directly tackle research related to catchment-specific governance issues.	ions; es ·level c
	Additionally, the information regarding water governance in the document is presented in general terms. For instance, the site has identified key basin stakeholders, created an external stakeholder engagement plan, and is planning to actively participate in regional sharing sessions with peer plants to exchange best practices and discuss challenges. <i>Finding No: TNR-</i>	، 015541
1.8.2	Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.	<b>⊘</b> Yes



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

Comment	The site has identified thirteen best practices for maintaining a sustainable water balance, focusing on water efficiency and reducing overall water consumption. These practices include appointing water stewardship roles, establishing a water management team, creating detailed water maps, improving water usage through metering and leak detection, tracking water expenses, maintaining utility systems, and regularly assessing and implementing rainwater harvesting strategies. Additional best practices include conducting sustainability impact assessments, developing and updating action plans, exploring water reuse and recycling options, providing employee training sessions, and engaging in basin-level water replenishment initiatives.
1.8.3	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source. Yes
Comment	The site has identified best practices for maintaining good water quality, focusing on both influent and effluent water at a Haleon site. Key practices include designing and maintaining robust water systems (including spill protection), implementing groundwater monitoring (where applicable), and addressing API discharge management for sites producing pharmaceuticals, including antibiotics. The site utilizes existing best practices such as LSOPs (local standard operating procedures) for environmental monitoring, wastewater treatment, and emergency response.
1.8.4	Relevant catchment best practice for site maintenance of Important       #         Water-Related Areas shall be identified.       in progress
Comment	The site has not provided a list of identified Best Practice activities for IWRAs. <i>Finding No: TNR-015524</i>
1.8.5	Relevant sector and/or catchment best practice for site provision of of equitable and adequate WASH services shall be identified. Yes
Comment	The site ensures that all workers have access to safe drinking water from a freshwater service company and bottled water. Adequate sanitation facilities, including bathrooms, handwashing, and shower facilities, are provided to all workers. The site accommodates both male and female workers, with toilets arranged for both genders.
	The site follows best practices for WASH on-site by providing 18 toilets, including 10 for males and 8 for females, in accordance with Indonesian regulations. Additionally, the site has gone beyond these requirements by constructing female toilets in the production grey area, even though the regulations do not mandate this. This initiative is designed to accommodate female employees who may need to enter the grey area.
	These toilet facilities utilize flush systems, and all domestic blackwater is treated on-site using a wastewater treatment plant. Furthermore, the toilets are equipped with essential hygiene supplies, such as soap, water, and hand-drying tools. Women's toilets also provide feminine hygiene products to ensure the comfort and convenience of female employees.
	The site ensures the provision of safe drinking water that is free from fecal and chemical contamination. This water is accessible at all times within the facility, meeting the needs of employees and visitors.
	Additionally, the site has already engaged with ERM (environmental consultant) to plan collaborative actions to support governance initiatives or site initiatives related to WASH for the surrounding catchment area (Citarum and Cakung). This engagement is currently ongoing, with a target completion date for dealing with the project set for 2025.



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

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	A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments: - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard.
Comment	The site has demonstrated its commitment to the Alliance for Water Stewardship standard through a statement endorsed by the Haleon Pulogadung Site Leadership, Mr. Suwandi Yulia Putra. The statement comprehensively covers all aspects of the standard. The site has prominently displayed this commitment on notice boards located in the lobby and public areas of the plant.
2.2	Develop and document a process to achieve and maintain legal and regulatory compliance.
2.2.1	The system to maintain compliance obligations for water and wastewater management shall be identified, including: - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies.Ves
Comment	<ul> <li>The site has established a process for evaluating its compliance mechanisms to meet its obligations. The steps in this compliance process are as follows:</li> <li>1. Identify all applicable environmental regulations and standards, and create a comprehensive register of these requirements.</li> <li>2. Evaluate the compliance level for each regulation, and escalate any actions or issues identified to address any gaps.</li> <li>3. Communicate new regulations and other requirements to relevant stakeholder groups, such as the EHS Council.</li> <li>4. Develop and execute action plans to address any compliance gaps.</li> <li>5. Regularly review and audit the regulatory compliance status to ensure ongoing adherence to all applicable requirements.</li> </ul>
	Responsibilities have been assigned to EHS teams, and the person responsible for legal correspondence has also been documented. Each year, the site reviews all compliance regulations during the management review process. Updates to regulations and other requirements are conducted at least once a month, while the overall register is reviewed at least annually.
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 Yes water stewardship in line with this AWS Standard.



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

Comment	The site has provided the Haleon Water Stewardship Strategy which defines the company's vision, mission, and goals for water stewardship. This strategy is available in the document titled "2.3.1 & 2.3.2 & 2.4.1 Water-Stewardship".	
2.3.2	A water stewardship plan shall be identified, including for each target: - How it will be measured and monitored Ye - 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.	s
Comment	<ul> <li>"The site has presented a water stewardship plan (WSP) that addresses both risks and opportunities. There were 10 issues addressed by the site (Water Availability, Water Quality, Legal Requirements, Water Balance and Water Costs, Stakeholder Engagement, On-site Wastewater &amp; Stormwater Discharges, Indirect Water Use, Extreme Weather and Incident Response, WASH, and Internal Water Management Program Opportunities. The planned site actions for implementing the water stewardship plan include a specific budget allocation. There are 49 planned actions for the site, each assigned to a responsible individual with a target completion date.</li> <li>Major Actions Planned: <ol> <li>Infrastructure &amp; Operations:     <ul> <li>Install water monitoring systems</li> <li>Improve water use efficiency</li> <li>Implement a recycled water treatment system</li> <li>Increase water storage capacity</li> </ul> </li> <li>Management Systems:     <ul> <li>Update the Business Continuity Plan</li> <li>Develop a stakeholder engagement plan</li> <li>Create a formal water balance tracking systems</li> </ul> </li> <li>Implement enhanced monitoring systems</li> <li>External Engagement:     <ul> <li>Strengthen the relationship with PAM JAYA (Municipal Company)</li> <li>Engage with local authorities</li> <li>Develop community programs</li> <li>Collaborate with other businesses on water stewardship</li> </ul> </li> <li>Most actions are scheduled for completion between 2024 and 2025, with some extending into 2026. However, there is insufficient planning evidence in the WS Plan regarding shared water challenges faced by the local community, IWRA, and catchment WASH.</li> </ol></li></ul>	
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.	S
Comment	During the audit, it was found that there is insufficient evidence of how the site-identified water risks were developed in coordination with the relevant public sector, including NGOs and local government (Kelurahan/Kecamatan). Additionally, the site has not yet developed or communicated a Water Stewardship Plan to the relevant public sector and infrastructure agencies.	
	Finding No: TNR-01548	2



WATER STEWARDSHIP ASSURANCE SERVICES

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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 videntified.
Comment	The site has initiated an initial engagement with PAM Jaya, the municipal water company, to assess the issues and opportunities for both PAM Jaya and Haleon Indonesia. PAM Jaya obtains its water sources from the Citarum Catchment area. Feedback from PAM Jaya has recommended and appreciated the site for increasing water use efficiency through rainwater harvesting. Documentation from this meeting is available. However, there is no evidence the site implements good water governance concerning the Citarum (the site water sources) and Cakung Catchment (where wastewater discharges are directed).
	Finding No: TNR-015545
3.1.2	Measures identified to respect the water rights of others includingSIndigenous peoples, that are not part of 3.2 shall be implemented.No
Comment	The site is located in an industrial area where there are no indigenous peoples. However, the surrounding areas are adjacent to local communities, and there is no evidence that any measures have been taken to uphold the water rights of these communities. <i>Finding No: TNR-015504</i>
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	All national and local legal requirements and regulations have been met by the operational processing plant on the site including the wastewater discharge requirements. The permission documents are appropriately documented and up to date.
3.2.2	Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others includingImage: Second S
Comment	No specific Indigenous groups are located within the site plant catchment areas and the site water sources come from municipal water companies belongs Jakarta government. The site has a good record of analyzing legal requirements.
3.3	Implement plan to achieve site water balance targets.
3.3.1	Status of progress towards meeting water balance targets set in theImage: Comparison of the state
Comment	The site has made significant improvements in water efficiency at the onsite level. Several actions that have already been completed in 2024 include reusing rejected water from the PWS sanitation system, refurbishing the old city water collection tank, and directing stormwater to an absorption well, among others. The implementation has shown concrete results, with specific achievements including the reduction of water consumption, less 23.52% from last year (data until November 2024).
3.3.2	Where water scarcity is a shared water challenge, annual targets toImprove the site's water use efficiency, or if practical and applicable,Improve the site's water use efficiency.reduce volumetric total use shall be implemented.Yes



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## Alliance for Water Stewardship (AWS)

Comment	The site and its surrounding area do not have any issues with water scarcity. The site implemented a significant investment in improving the steam condensates recovery circulation, upgrading the overflow of the feed water tank, and other actions.
3.3.3	Legally-binding documentation, if applicable, for the re-allocation ofImage: Coloradia statewater to social, cultural or environmental needs shall be identified.Yes
Comment	The site is located in town, and the plant obtains its water from municipal water companies. All wastewater is sent directly to the wastewater treatment plant before being released into water bodies. After conducting interviews and visiting the site, no legal issues were identified. There is no diversion of water for social, cultural, or environmental purposes.
3.4	Implement plan to achieve site water quality targets
3.4.1	Status of progress towards meeting water quality targets set in the waterImage: Comparison of the state of the
Comment	The site has set a goal for 2024 related to water quality as outlined in the Water Supply Plan. The objective is to initiate conversations and collaborate with the municipal water company, PAM Jaya, to stay informed on water-related topics. These topics include upcoming changes in water costs, long-term water supply infrastructure plans to meet demand, the water quality of the West Tarum Canal, current and future wastewater treatment infrastructure, preparedness during extreme weather, and compliance status.
	The status of this action was completed in November 2024. Additionally, the site conducted a water quality trend analysis of incoming water to understand variations in water quality and their potential impact on-site operations.
3.4.2	Where water quality is a shared water challenge, continual improvementImprovementto achieve best practice for the site's effluent shall be identified andYeswhere applicable, quantified.Yes
Comment	All wastewater before discharges to water bodies is treated in the WWTP facility. Every month the site controls and monitors its wastewater quality by checking all physical, chemical, and biological according to regulations. Until this audit was done there were no issues related to water quality from wastewater discharges.
3.5	Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.
3.5.1	Practices set in the water stewardship plan to maintain and/or enhance#the site's Important Water-Related Areas shall be implemented.in progress
Comment	There was no evidence related to implemented practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas (Citarum and Cakung). The site planning to support IWRAs in 2025.
	Finding No: TNR-015490
3.6	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.
3.6.1	Evidence of the site's provision of adequate access to safe drinkingImage: Comparison of adequate access to safe drinkingwater, effective sanitation, and protective hygiene (WASH) for allYesworkers onsite shall be identified and where applicable, quantified.Yes



WATER STEWARDSHIP ASSURANCE SERVICES

## Alliance for Water Stewardship (AWS)

Comment	The site ensures that all workers have access to safe drinking water, which is sourced from a freshwater services provider and a local water bottling company. The water is closely monitored to ensure it meets quality standards. Additionally, the site provides adequate sanitation facilities, including bathrooms, hand washing, and shower facilities, for all workers. The water for drinking is analyzed by the freshwater service provider and the bottling company, and the results show that it is safe and meets regulations.	
3.6.2	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.	<b>≥</b> s
Comment	The site's monitoring of wastewater quality complies with local regulations before discharging into water bodies. During audit no complaints or issues related to negative impacts on community water supplies, such as pollution.	
3.7	Implement plan to maintain or improve indirect water use within the catchment:	
3.7.1	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.	<b>/</b> SS
Comment	The site did not include targets for indirect water use in their Water Stewardship (WS) Plan, particularly since one of the suppliers is located in the Citarum catchment area, which is facing significant pollution and other water issues.	
	Finding No: TNR-0155	38
3.7.2	Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.	<b>&gt;</b> es
Comment	One of the service providers is located in the same catchment areas as the site. The service provider was a laundry company. Based on documentation and evidence it is shown that the services provider has quantified their use of water and has a WWTP facility to ensure that the wastewater that was disposed of meets the specifications before being discharged into the river.	
	During the audit, evidence related to this indicator includes photos of the meeting and a summary of several key points discussed (e.g., the site provided feedback to the laundry company to reduce groundwater consumption, shared good practices about rainwater harvesting implemented by the site, and identified collaboration opportunities) are available.	
3.8	Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.	
3.8.1	Evidence of engagement, and the key messages relayed with       Image: Confirmation of receipt, shall be identified.	9 es
Comment	Three stakeholders that engaged with the site were conducted by in-person meetings. Details of each contact and minute of meeting are available. Key challenges discussed include water availability, quality, WASH issues, and infrastructure reliability. The last communication between site and stakeholder was October 2024.	
3.9	Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.	
3.9.1	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.	<b>/</b> SS



## Alliance for Water Stewardship (AWS)

Comment	The site has provided evidence of its water governance activities within its internal operations. For example, it has launched internal water governance programs that include training all employees on the principles of water stewardship and how to integrate these principles into their daily tasks and responsibilities. Additionally, the site collaborates with peer plants and stakeholders to promote water stewardship in alignment with global sustainability efforts. This collaboration also involves working with the Global EHS & ENG Team and other relevant initiatives. However, the site has not implemented any best practices for water governance related to catchment issues.
	Finding No: TNR-015502
3.9.2	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.Ves
Comment	The site has outlined its tactical plan for achieving water use efficiency targets set for implementation by 2026. Several programs have been successfully implemented this year, including the installation of meters at water sources, discharge points, and major water user locations. Additionally, a water gate has been added to streamline stormwater into an absorption well with a capacity of 500 m <sup>3</sup> , alongside a steam condensate recovery circulation system. All projects have met their targets, and documentation of these actions is available.
3.9.3	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.Image: Complemented stargets in terms of Yes
Comment	The site has implemented several improvements for water quality, both onsite and in the catchment areas. This year, two out of four actions from the site action plan have been completed. These include conducting tests and establishing a testing frequency for rainwater harvesting, as no analysis was performed by the site in the previous year. Additionally, the site has engaged in conversations and collaborations with AETRA/PAM Jaya to stay informed on various water-related topics. These topics include upcoming changes in water costs, long-term water supply infrastructure plans to meet demand, the water quality of the West Tarum Canal, current and future wastewater treatment infrastructure, preparedness during extreme weather events, and compliance status.
The remaining two actions are scheduled for completion by June 31, 2025. These engaging with companies, organizations, and government entities in the area to spractices, particularly on water efficiency, and identifying potential collaborative p could benefit the local community and meet the site's water neutrality requirement projects may involve jointly developing water quality and WASH (Water, Sanitation Hygiene) improvement programs for the upliftment of the catchment area, as well implementing rainwater harvesting and groundwater recharge projects at the water	
	focuses on increasing the capacity of in-house treatment systems by upgrading filtration or other necessary units.
3.9.4	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.in progress
Comment	There was no evidence that actions towards achieving best practices, related to targets in terms of the site's maintenance of Important Water-Related Areas were implemented. <i>Finding No: TNR-015537</i>
3.9.5	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.Q Obs.



WATER STEWARDSHIP ASSURANCE SERVICES

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Comment The site provides all workers with access to safe drinking water, sourced from a fresh water service company and bottled water. Adequate sanitation facilities, including bathrooms, handwashing stations, and showers, are available for all employees. The site accommodates both male and female workers, with separate restroom facilities for each gender. However, there have been no recent initiatives to support best practices for improving water, sanitation, and hygiene (WASH) in the surrounding communities.

Haleon has engaged with ERM, an environmental consulting organization, to plan collaborative actions that support governance or site initiatives related to WASH in the surrounding area. This engagement is ongoing, with a target completion date for the project set for 2025.

Alliance for Water Stewardship (AWS)



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4	STEP 4: EVALUATE - Evaluate the site's performance.	
4.1	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.	
4.1.1	Performance against targets in the site's water stewardship plan and the dominant targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be in progress evaluated.	
Comment	The site has not yet completed full performance evaluations (Only 11 of 50 action plans have already been reviewed) for all water management plans, as several of these plans are still ongoing. Until the first week of December 2024, the site will focus on establishing a water management system that meets AWS standards, enhancing stakeholder engagement, and improving water efficiency. All of these topics will be discussed and evaluated at the upcoming EHS meeting in December 2024.	
	Finding No: TNR-016181	
4.1.2	Value creation resulting from the water stewardship plan shall be n progress	
Comment	The site has assessed the value generated from its water stewardship plan, which has produced both economic and environmental benefits. Key initiatives implemented include projects focused on reducing water consumption through methods such as rainwater harvesting and recycled water systems, resulting in significant savings on annual water bills. Additionally, the creation of absorption wells has contributed to reducing flood risk, providing further environmental advantages.	
	However, the document "4.1 Site Performance Evaluation" indicates confusion regarding the concept of lowering water efficiency, suggesting that it could lead to economic benefits. This contradicts the typical understanding that increasing water efficiency is the desired water stewardship plan goal. Key phrases highlight this confusion, such as the claim that lowering site water efficiency could benefit the economic value of annual water bills. This is misleading as it implies reduced utility expenses while leading to higher consumption. The site needs to evaluate the term "lowering water efficiency" in relation to the WSP goal of water savings and	
	efficiency. Finding No: TNR-016182	
4.1.3	The shared value benefits in the catchment shall be identified and <i>f</i> where applicable, quantified.	
Comment	During the audit, it was found that there is no evidence regarding the evaluation of shared value benefits in the catchment areas (local community, IWRA, etc.).	
	Finding No: TNR-015489	
4.2	Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.	
4.2.1	A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's Yes response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.	
Comment	The site has provided evidence of emergency preparedness procedures, a corrective and preventive action procedure, and a written annual review along with a root cause analysis of the year's emergency incidents. Reports of incident investigations are also available.	

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4.3	Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.
4.3.1	Consultation efforts with stakeholders on the site's water stewardshipImage: Consultation of the site's water stewardshipperformance shall be identified.Yes
Comment	The site has communicated with three key stakeholders: the Municipal Company, the Industrial Estate Company, and the Wastewater Treatment Vendor, to discuss its water stewardship performance. Meeting minutes and feedback from these discussions have been documented. These initial engagements were carried out by the Haleon Pulogadung Site after identifying the relevant stakeholders. The site is now in the process of engaging with additional stakeholders. During the interview with the stakeholders, the stakeholders could explain the good practices the site has implemented and discuss the shared water challenges. The stakeholder also explained the effectiveness of the site's engagement process, noting that the site uses email, phone, and virtual meetings to contact them more efficiently than face-to-face meetings
4.4	Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.
4.4.1	The site's water stewardship plan shall be modified and adapted toImage: Composition of the step and these changes shall be identified.Incorporate any relevant information and lessons learned from the step and these changes shall be identified.Yes
Comment	The site has an updated WSP plan modified in December 2024, which includes an action plan for Indirect Water Use based on internal assessments discussed.



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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 andin progressregulations shall be disclosed.in progress
Comment	The site did not disclose (publicly available) its water-related internal governance, including the roles of individuals responsible for adhering to water-related laws and regulations. <i>Finding No: TNR-016044</i>
5.2	Communicate the water stewardship plan with relevant stakeholders.
5.2.1	The water stewardship plan, including how the water stewardship planImage: mail of the stewardship plancontributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.in progress
Comment	The WS Plan and its contribution to AWS Standard outcomes have not yet been communicated to the relevant stakeholders.
	Finding No: TNR-015498
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.
Comment	There was no evidence of a summary of the site's water stewardship performance disclosed. <i>Finding No: TNR-015496</i>
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 addressImage: mage shall be disclosed.these challenges shall be disclosed.in progress
Comment	The site's shared water-related challenges and efforts made to address these challenges are not disclosed.
	Finding No: TNR-015513
5.4.2	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.Ves
Comment	This year, the site has engaged with three stakeholders and plans to involve additional relevant stakeholders, including public-sector agencies, by 2025. Communication with these stakeholders occurs through phone calls, emails, text messages, and face-to-face meetings. Documentation of these communications is available. However, during the audit, it was confirmed that there is no evidence indicating that the site has supported public-sector agencies. The site is still in discussions about the type of support that will be provided to public-sector agencies in 2025.
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.



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5.5.1	Any site water-related compliance violations and associated corrections shall be disclosed.	<b>⊘</b> Yes
Comment	No water-related compliance violations or corrective measures to report.	
5.5.2	Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	<b>⊘</b> Yes
Comment	There have been no water-related compliance violations and no associated corrections required.	
5.5.3	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.	<b>⊘</b> Yes
Comment	There have been no water-related compliance violations and no associated corrections required.	



WATER STEWARDSHIP ASSURANCE SERVICES

### Alliance for Water Stewardship (AWS)

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Photographic Evidence from Audit



Emergency shower.jpeg



Discharge point of wastewater.jpeg



Wastewater Treatement Unit.jpeg



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## Alliance for Water Stewardship (AWS)

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Water storage tank.jpeg



Rainwater Collected Tank.jpeg



Stakeholder interview with Wastewater Treatment Vendor.jpeg



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## Alliance for Water Stewardship (AWS)

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Stakeholder interview with Estate Management.jpeg



Closing Meeting.jpeg



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### Alliance for Water Stewardship (AWS)

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Toilet Female and Male in Production Unit.jpeg



Opening Meeting Audit.jpeg



Visiting Waste Warehouse.jpeg





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N/A

### Alliance for Water Stewardship (AWS)

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#### **Previous Findings**

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

Comment Initial certification