

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)



Audit Number: AO-001119

SITE DETAILS

Site: **Nestle Waters - Al Manhal, Medina, Saudi Arabia**

Address: Saudi Arabia - Medina Modon Industrial City, 42524, Medina, SAUDI ARABIA

Contact Person: Mohammed Alatram

AWS Reference Number: AWS-000667

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2025-May-23

Validity of certificate: 2028-May-22

AUDIT DETAILS

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

Audit Type(s): Initial Audit

Audit Start Date: 2024-Sep-10

Audit End Date: 2024-Sep-12

Lead Auditor: Rizwan Masood

Audit team participants:

Mostafa Nehad Raouf

Site Participants:

Mohammed Daoud, Factory Manager

Mohammed Alatram, Quality Section Head

Abdelrahman Alatrash, Quality manager

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ADDITIONAL INFO

Summary of Audit Findings: A total of 43 non-conformities were raised during the certification audit: 2 major non-conformities, 39 minor non-conformities, as well as 6 observations. The major non-conformities were of sufficient concern to warrant the categorization of the non-conformity as major and related to all AWS outcomes.

The Client is requested to perform a root cause analysis and define corrective actions for each of the non-conformities and to submit these to WSAS within 30 days of receipt of the audit report by 03 January 2025.

The major non-conformities must be closed within 90 days of receipt of the report. Due to a high number of major non-conformities, a further onsite assessment (1.5-2 days) will be required to close the major findings and recommend certification. To meet the deadline, this assessment will need to be scheduled for the week of 24 February 2025. Evidence for major non-conformities will need to be provided 2 weeks before the assessment.

Minor non-conformities must be closed out by the time of the next annual audit.
CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

The Client has successfully resolved the corrective action plans addressing all findings. Proof of implementation has been requested for the Minors and this will be evaluated during the Surveillance Audit. The client is requested to upload evidence of implementation prior to the Surveillance Audit.

Scope of Assessment: The scope of services covers the Initial certification audit for assessing conformity of Nestle Waters - Al Manhal, Medina, Saudi Arabia against the AWS International Water Stewardship Standard Version 2.

Nestlé Waters Madina factory is located in the 2nd Industrial City of Madina (Kingdom of Saudi Arabia), about 19.12 km to the center of city. Site produces bottle drinking water in different sizes. Site has only one water source; desalinated sea water supplied through the government agencies and industrial state water management body i.e. Tawzia. Site effluent is treated by the industrial estate's wastewater treatment plant operated by Tawzia.

The audit was conducted onsite on 10 - 12 Sep, 2024.

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

FINDINGS

Table with 2 columns: Finding Level, Number of Findings. Rows: Observation (6), Minor (39), Major (2).

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FINDING DETAILS

Finding No:	TNR-014155
Checklist Item No:	1.1.1
Status:	Closed
Finding level:	Observation
Due date:	2025-Mar-02
Checklist item:	<p>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</p> <ul style="list-style-type: none">- Site boundaries;- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;- Any water sources providing water to the site that are owned or managed by the site or its parent organization;- Water service provider (if applicable) and its ultimate water source;- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;- Catchment(s) that the site affect(s) and is reliant upon for water.
Findings:	Site has not provided the geographical map of the catchment with scale and campus
Corrective action:	The physical scope will be updated after re-identifying the catchment

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Finding No:	TNR-014114
Checklist Item No:	1.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	It has been noted that the site has just started to communicate with stakeholders and has not established effective engagements yet. No evidence provided about the consultation on water challenges with stakeholders. Also, the process used for stakeholder identification is not documented, some important stakeholders, like local communities, vulnerable, women and minority groups not identified as stakeholders.
Corrective action:	<ul style="list-style-type: none">- New communication will be started with the stakeholders to discuss the water challenges and evidence will be added- New stakeholders will be added to include the vulnerable and local community- The engagement with the new and old stakeholders will be implemented and improved
Finding No:	TNR-014156
Checklist Item No:	1.2.2
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.
Findings:	Site has documented degree of influence between site and identified stakeholders on some numeric matrix. However, site has not explained the numeric matrix.
Corrective action:	the numeric matrix will be explained how it works

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Finding No:	TNR-014432
Checklist Item No:	1.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Existing water-related incident response plans shall be identified.
Findings:	The existing plans address chemical spills and wastewater emergencies but lack a comprehensive response plan for water-related incidents. Additionally, there is no clear business continuity plan (BCP) for water-specific incidents.
Corrective action:	BCP plan for the water related incidents will be updated in the procedure
Finding No:	TNR-014157
Checklist Item No:	1.3.2
Status:	In Progress - CA plan approved
Finding level:	Observation
Checklist item:	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped
Findings:	The site has documented its water Map. This includes inflows, consumptions, loses and outflows. However, onsite water storages are not mapped/documented.
Corrective action:	the water storages will be added to the water map
Finding No:	TNR-014159
Checklist Item No:	1.3.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.
Findings:	Site has not implemented any monitoring for its effluent. Though the site's effluent is going to industrial estate's WWTP for treatment, but the site has no record of monitoring of its effluent quality at site discharge or industrial estate WWPT discharge.
Corrective action:	The monitoring for the quality of the effluent exists but the report is not showing the site name, we will communicate with the third party to add the site name to the reports

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Finding No:	TNR-014161
Checklist Item No:	1.3.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.
Findings:	Site has summarized annual water related cost for year 2023. This only include the cost of water supply bills. Site has not included the costs related to processing, quality monitoring and AWS related initiative in annual costs. Also site has not identified/quantified the social, cultural, environmental, or economic water-related value generated.
Corrective action:	The related cost will be identified
Finding No:	TNR-014162
Checklist Item No:	1.3.8
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Levels of access and adequacy of WASH at the site shall be identified.
Findings:	Site has not documented the adequacy of number of toilets for each gender.
Corrective action:	The layout will be updated to identify the number of toilets for each gender
Finding No:	TNR-014164
Checklist Item No:	1.4.2
Status:	Closed
Finding level:	Major
Due date:	2025-Mar-02
Checklist item:	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings:	No evidence of engagement with the service provider(s) or indirect water data has been provided.
Corrective action:	The service providers will be identified as stakeholders then start engagement and gathering the data from them about the embedded water used to wash their trucks

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Finding No: TNR-014193
Checklist Item No: 1.5.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Findings: Site has not documented catchment water governance initiatives or water-related public policies.
Corrective action: The related public sectors will be interviewed and gather the needed data for the catchment water governance initiatives, and if the site can help in the planned initiatives in 2025.

Finding No: TNR-014433
Checklist Item No: 1.5.2
Status: In Progress - CA plan approved
Finding level: Observation
Checklist item: Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.
Findings: The site didn't provide evidence related to customary water rights
Corrective action: the customary water rights will be reviewed and added

Finding No: TNR-014194
Checklist Item No: 1.5.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings: The site has not compiled a meaning full water balance for its catchment. Site only has considered the desalination water for documenting catchment water balance, which is coming from a desalination plant far away from the catchment. However, the hydrological information about water availability/scarcity within the catchment has not been identified.
Corrective action: The water balance for the catchment will be reviewed and the data will be added as per the published studies by the other parties

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Finding No:	TNR-014195
Checklist Item No:	1.5.5
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-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:	<p>Site need to enhance its coordination/engagements with catchment stakeholders and search for important water related areas in the catchment.</p> <p>The site identified the Red Sea and Yanbu Park as Important Water-Related Areas (IWRAs) in the Water Stewardship Plan (WSP). Saudi Arabia has initiated several projects to develop IWRAs nationwide.</p>
Corrective action:	we will search on the initiated projects to develop the defined IWRA and try to search on new IWRA in the catchment and engage with them
Finding No:	TNR-014196
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	Site has not adequately documented the current water-related infrastructure including condition and potential exposure to extreme events.
Corrective action:	Water related infrastructure will be identified with MEWA when the site engages with them
Finding No:	TNR-014197
Checklist Item No:	1.5.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	Site has not documented the adequacy of WASH service in the catchment.
Corrective action:	The WASH programs on the catchment level will be identified with MEWA

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Finding No:	TNR-014198
Checklist Item No:	1.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	Site has documented water related challenges in the catchment. However, these have not been identified in consultation with stakeholders in the catchment (as mentioned in 1.2.1). The site did not consider groundwater quality, considering its salinity and biological contamination, as a shared water challenge.
Corrective action:	The water challenges will be identified in consultation with the stakeholders and the evidence will be shared, a proof of ground water usage will be shared also
Finding No:	TNR-014409
Checklist Item No:	1.6.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Initiatives to address shared water challenges shall be identified.
Findings:	Site has not adequately identified shared water challenges. However, some public-sector agency initiative related water related challenges found documented in which site has no participation.
Corrective action:	the site will engage with the public sectors and support them in the initiatives at the catchment
Finding No:	TNR-014201
Checklist Item No:	1.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	Site has not adequately identified operational, environmental, regulatory, reputational and financial risk related to water, faced by the site. Instead, the shared water challenges identified in 1.6.1 are duplicated.
Corrective action:	The operational, environmental, regulatory, reputational and financial water related risks faced by the site will be identified

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Finding No:	TNR-014410
Checklist Item No:	1.7.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.
Findings:	Site has not prioritized the identified water related opportunities.
Corrective action:	the priorities for all the opportunities existed in the file
Finding No:	TNR-014411
Checklist Item No:	1.8.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	The site has identified best practices for internal water governance by itself. However, this indicator is not about governance at the site level but rather about governance concerning catchment issues. The list should extend beyond practices currently in place to include additional best practices that would be appropriate for the catchment. These practices may involve data sharing, collaborative studies, development of joint plans, public-private partnerships, and more. The identification of best practices should guide the site on how it can contribute to these practices.
Corrective action:	The best practices at the catchment will be identified after the engagement with the relevant public sectors
Finding No:	TNR-014204
Checklist Item No:	1.8.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.
Findings:	Site has not identified relevant sector and/or catchment best practice for water balance.
Corrective action:	Current and planned site water balance best practice project will be added

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Finding No: TNR-014205
Checklist Item No: 1.8.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings: Site has not identified relevant sector and/or catchment best practice for water quality.
Corrective action: the site was implemented some projects in 2024 compatible with these examples, so we will prepare slides to show the site compliance with this indicator
the planned best practices will be added
Evidence of implementation: New best practices were identified, and new action was implemented

Finding No: TNR-014206
Checklist Item No: 1.8.4
Status: In Progress - CA plan approved
Finding level: Observation
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: Site has not identified any important water related area on the site or in the catchment. Consequently, no such best practice for site maintenance of Important Water-Related Areas can be identified. As mentioned, site 1.5.5 site need to enhance its knowledge about IWRAs in the catchment.
Corrective action: The IWRA will be reassessed

Finding No: TNR-014207
Checklist Item No: 1.8.5
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: Site has not identified/documented any specific best practices for provision of equitable and adequate WASH services at site or catchment.
Corrective action: The WASH services in the site will be uploaded to this indicator, it was uploaded also to 3.6.2
planned best practices will be added

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Finding No:	TNR-014412
Checklist Item No:	2.1.1
Status:	Closed
Finding level:	Major
Due date:	2025-Mar-02
Checklist item:	<p>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</p> <ul style="list-style-type: none">- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes- That the site implementation will be aligned to and in support of existing catchment sustainability plans- That the site's stakeholders will be engaged in an open and transparent way- That the site will allocate resources to implement the Standard.
Findings:	<p>Site has published this commitment on its AWS sway page on web (https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A). However, Site has communicated the AWS information web link to one of the stakeholders through email. A couple of WhatsApp communications screen shots were also shared. This does not suffice the requirement of publicly disclosed.</p>
Corrective action:	<p>The site will publish the AWS commitment on the public website and disclose it when conducting onsite AWS meeting with the stakeholders</p>
Evidence of implementation:	<p>The AWS commitment was publicly disclosed, and posted at the factory gates</p>

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Finding No:	TNR-014435
Checklist Item No:	2.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	A water stewardship plan shall be identified, including for each target: <ul style="list-style-type: none">- How it will be measured and monitored- Actions to achieve and maintain (or exceed) it- Planned timeframes to achieve it- Financial budgets allocated for actions- Positions of persons responsible for actions and achieving targets- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings:	<ul style="list-style-type: none">• Some actions, such as routine operational monitoring, do not reflect improvements beyond compliance.• Some actions, such as educational initiatives and broader catchment-level WASH efforts, lack allocated budgets.• Some actions (e.g., "promote educational activities") are vague.• Routine monitoring activities are included but do not qualify as improvement actions under AWS standards.• Lack of link to best practices (1.8).• While the water quality is a shared water challenge No related targets are in the water stewardship plan.• The Site hasn't set any indirect water use targets in the water stewardship plan.
Corrective action:	<ul style="list-style-type: none">- The budget of the educational activities will be defined in the stewardship plan.- we will elaborate more about the educational activities- the best practices in 1.8 will be linked with the WSP in a way that it can be clearly observed- quality target will be identified in the stewardship plan- indirect water use target will be added to the plan
Finding No:	TNR-014208
Checklist Item No:	3.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	Evidence that the site has supported good catchment governance shall be identified.
Findings:	Site has not provided any evidence to demonstrate that it supported good catchment governance.
Corrective action:	The site is planned to engage with the relevant stakeholders and support them regarding the water governance
Evidence of implementation:	New action related to the catchment water governance was implemented

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Finding No: TNR-014211
Checklist Item No: 3.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings: Site has not set any water quality related targets in its water stewardship plan.
Corrective action: The water stewardship plan will be updated to add new water quality target, and the evidence of implementation will be added
Evidence of implementation: New actions for water quality in WSP were implemented

Finding No: TNR-014437
Checklist Item No: 3.4.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.
Findings: Water quality wasn't considered a shared challenge, although the groundwater quality has been identified as inadequate
Corrective action: we will identify with the site stakeholders the water quality challenges
Evidence of implementation: the best practice regarding the site effluent was added

Finding No: TNR-014438
Checklist Item No: 3.5.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.
Findings: The WSP identifies the Red Sea and Yanbu Park as IWRA, but no action has been taken.
Corrective action: The actions related to IWRA's in the WSP will be updated accordingly when we engage with SWCC and MEWA
Evidence of implementation: The IWRA was changed from Yanbu to Wadi Al-Aqiq after the catchment modification, and new action was implemented for IWRA

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Finding No: TNR-014212
Checklist Item No: 3.7.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings: Site hasn't set any indirect water use targets in the water stewardship plan.
Corrective action: actions toward the indirect water use will be added to the WSP, and the evidence of implementation will be added
Evidence of implementation: action for indirect water used by the service provider was added and implemented

Finding No: TNR-014213
Checklist Item No: 3.7.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.
Findings: Site has no suppliers in the catchment, but a service provider (logistic services) is located in the catchment. But evidence of engagement about indirect water use in the catchment has not been recorded.
Corrective action: the embedded water used by the service provider (Tamer) will be identified
Evidence of implementation: evidence of engagement was added

Finding No: TNR-014220
Checklist Item No: 3.9.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-10
Checklist item: Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.
Findings: Site has not presented any catchment water governance related practices that site may have implemented.
Corrective action: The Implementation for this indicator will be presented after the engagement with the relevant stakeholders as mentioned in the indicator 1.8

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Finding No:	TNR-014221
Checklist Item No:	3.9.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Feb-21
Checklist item:	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.
Findings:	Site has not provided any details of implemented action that could be considered as best practices related to water balance.
Corrective action:	The details will be added
Finding No:	TNR-014222
Checklist Item No:	3.9.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.
Findings:	Site has not provided any details of implemented actions that could be considered as best practices related to water quality.
Corrective action:	refers to the standard guidance examples in the indicator 1.8.3 the site was implemented some projects in 2024 compatible with these examples, so we will prepare slides to show the site compliance with this indicator
Evidence of implementation:	evidence of implementation for the best practices were added
Finding No:	TNR-014223
Checklist Item No:	3.9.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-02
Checklist item:	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.
Findings:	Site has not provided any details of implemented actions that could be considered as best practices related to IWRA's
Corrective action:	Best practice for cleaning Yanbu beach will be implemented during January then the evidence will be added
Evidence of implementation:	The IWRA was changed from Yanbu to Wadi Al-Aqiq after the catchment changed and the best practice were identified and implemented

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Finding No: TNR-014224
Checklist Item No: 3.9.5
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-02
Checklist item: Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings: Site has not provided details of implementation of any specific best practices for provision of equitable and adequate WASH services at site or catchment.
Corrective action: The WASH best practice will be reviewed and present the details of the program
Evidence of implementation: evidence of implementation was added

Finding No: TNR-014442
Checklist Item No: 4.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-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: Site has prepared its first ever water stewardship plan couple of months before the audit and mostly the timeframe for actions is till 2025. Final performance against target and achievement can be measured after the target dates.
Corrective action: The targets will be evaluated at the target dates

Finding No: TNR-014444
Checklist Item No: 4.1.2
Status: In Progress - CA plan approved
Finding level: Observation
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: The evidence lacks a financial cost-benefit analysis that would demonstrate the economic value derived from water stewardship efforts.
Corrective action: The financial cost benefit will be defined when the actions of WSP is implemented completely

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Audit Number: AO-001119

Finding No: TNR-014443
Checklist Item No: 4.1.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-10
Checklist item: The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings: Shared value benefits have not been fully identified or quantified.
Corrective action: when the actions fully implemented then we will identify the values with the stakeholders in a meeting

Finding No: TNR-014413
Checklist Item No: 4.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-10
Checklist item: Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.
Findings: Site has not provided any evidence about consultation with stakeholders on the site's water stewardship performance. Site only provided evidence of water stewardship plan communication within the organization and one of the stakeholders. Site has provided QR code to stakeholder for online feedback on their performance, but no feedback was available.
Corrective action: The feedback exists and will be added as evidence

Finding No: TNR-014226
Checklist Item No: 4.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-10
Checklist item: The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.
Findings: Site at early stage of plan development and implementation. No such modifications in water stewardship plan are evident.
Corrective action: when the actions implemented in the WSP then it will be modified as per the lesson learned which we will get

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Finding No: TNR-014227
Checklist Item No: 5.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-10
Checklist item: The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Findings: Position(s) accountable for the water related laws has not been explicitly identified. Also, site has not disclosed the weblink (containing AWS related information) appropriately for any interested party.
Corrective action: The AWS related information will be properly disclosed the accountable person for the water related laws will be defined

Finding No: TNR-014228
Checklist Item No: 5.2.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-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: Site has communicated the AWS information web link to one of the stakeholders through email. A couple of WhatsApp communications screen shots were also shared. But this does not suffice the requirement.
Corrective action: the AWS information will be communicated in proper way through stakeholders meeting

Finding No: TNR-014229
Checklist Item No: 5.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-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: Site has uploaded the AWS related information, including performance on web (cloud: <https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A>) with open access to anyone. However, site has not disclosed the weblink appropriately for any interested party.
Corrective action: The information will be disclosed properly with the stakeholders

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Finding No:	TNR-014230
Checklist Item No:	5.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings:	Site has uploaded the AWS related information, including the identified shared water related challenges on web (cloud: https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A) with open access to anyone. However, site has not disclosed the weblink appropriately for any interested party.
Corrective action:	the information will be shared with the stakeholders in proper way
Finding No:	TNR-014231
Checklist Item No:	5.4.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-10
Checklist item:	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.
Findings:	Site has not disclosed the efforts made by the site to engage stakeholders and coordinate and support public-sector agencies
Corrective action:	after the engagement with the relevant public sectors, we will find the ways how the site can support in the AWS related subjects

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Report Details

Report	Value
Report prepared by	Rizwan Masood
Report approved by	Lorenzo Brioschi
Report approved on (Date)	04 December 2024

Surveillance

Proposed date for next audit
2025-Sep-09

Comment Annual surveillance recommended

Stakeholder Announcements

Date of publication	Location
28/06/2024	AWS Website
28/06/2024	WSAS Website
29/07/2024	https://www.nestle-mena.com/en/media/public-stakeholder-announcement-medina
Comment	The stakeholder announcement was posted through three channels: the company webpage, AWS website, and WSAS website. The links were provided.

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Catchment Information

Catchment Information

Site's only source of water is desalinated sea water. The sea water is being treated in Yanbu city through desalination units, the operations is under government management. The treated water is transferred from Yanbu to Medina through underground pipeline. Operator company in Medina city is there to receive and distribute the water which come from Yanbu to whole Medina City and industrial city Modon. Operator company i.e. Tawzia, in Modon (industrial city) is there to receive and distribute the water to the industrial city. The wastewater water after treatment in industrial estate's WWTP, used for irrigating the green areas in the industrial city.

Site has identified its catchment based on where it is located. As the site's water sources is sea water and discharge is not going out of industrial estate. Medina is located in the north of Wadi Alaqiq catchment which is separated into five sub-catchments based on design storm of distributed rainfall analysis. Nestle Factory is located in Aqiq sub-catchment which is identified as site's catchment.



Catchment Map (Nestle Medina).jpg

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Client Description and Site Details

Client/Site Background

Nestlé Waters Madina factory is located in the 2nd Industrial City of Madina (Kingdom of Saudi Arabia), about 19.12 km to the center of city. Site produces bottle drinking water in different sizes. Site has only one water source; desalinated sea water supplied through the government agencies and industrial state water management body i.e. Tawzia. Site effluent is treated by the industrial estate's wastewater treatment plant operated by Tawzia.



Site Map Nestle Medina.jpeg

Summary of Shared Water Challenges

Summary of Shared Water Challenges

Site has documented water related challenges in the catchment. These include.

- Total dependence of a single supplier – interruption or instable water supply
- Water losses - all water transport is carried out via pipelines
- Water losses - at the factory level
- Ensure Protection of IWRA
- Lack of information on WASH at catchment level

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

0.1.1 Eligibility Criteria

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



Yes

Comment Yes, Site has one catchment

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



Yes

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

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



Yes

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

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1 STEP 1: GATHER AND UNDERSTAND

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

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

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



closed

Comment Nestlé Waters Madina factory is located in the 2nd Industrial City of Madina (Kingdom of Saudi Arabia), about 19.12 km to the center of city. Site produces bottle drinking water in different sizes. Site has only one water source; desalinated sea water supplied through the government agencies and industrial state water management body i.e. Tawzia. Site effluent is treated by the industrial estate's wastewater treatment plant operated by Tawzia.

The physical scope of site is well elaborated. An updated layout of site has been documented. Site boundaries, water source, water and effluent lines were clearly mentioned on the site layout.

As mentioned, site only source of water is desalinated sea water. The sea water is being treated in Yanbu city through desalination units, the operations is under government management. The treated water is transferred from Yanbu to Medina through underground pipeline. Operator company in Medina city is there to receive and distribute the water which come from Yanbu to whole Medina City and industrial city Modon. Operator company i.e. Tawzia, in Modon (industrial city) is there to receive and distribute the water to the industrial city. The wastewater water after treatment in industrial estate's WWTP, used for irrigating the green areas in the industrial city.

Site has identified its catchment based on where it is located. as the site's water sources is sea water and discharge is not going out of industrial estate. Madina is located in the north of Wadi Alaqiq catchment which is separated into five sub-catchments based on design storm of distributed rainfall analysis. Nestle Factory is located in Aqiq sub-catchment which is identified as site's catchment.

Finding No: TNR-014155

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

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1.2.1	<p><i>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</i></p> <ul style="list-style-type: none"> - <i>Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</i> - <i>Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</i> - <i>Provide evidence of stakeholder consultation on water-related interests and challenges;</i> - <i>Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</i> - <i>Identify the degree of stakeholder engagement based on their level of interest and influence.</i> 	 in progress
Comment	<p>Site has documented list stakeholders within the site catchment. The stakeholder list comprises of regulatory bodies, local community, water governance and administrative bodies, industrial estate, water service providers and neighboring industries.</p> <p>However, it has been noted that the site has just started to communicate with stakeholders and has not established effective engagements yet. No evidence provided about the consultation on shared water challenges with stakeholders. Also, the process used for stakeholder identification not documented, some important stakeholders, like local communities, vulnerable, women and minority groups not identified as stakeholders.</p> <p>Finding No: TNR-014114</p>	
1.2.2	<p><i>Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.</i></p>	 Obs.
Comment	<p>Site has documented degree of influence between site and identified stakeholders on some numeric matrix. However, site need to explain/share the numeric matrix.</p>	
1.3	<p><i>Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</i></p>	
1.3.1	<p><i>Existing water-related incident response plans shall be identified.</i></p>	 in progress
Comment	<p>Site has identified water related incidents (potential scenarios), these include fuels/chemical spillages, response of these incidents/scenarios is documented in the Emergency Response Procedure.</p> <p>Finding No: TNR-014432</p>	
1.3.2	<p><i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i></p>	 Obs.
Comment	<p>The site has documented its water Map. This includes inflows, consumptions, loses and outflows. However, onsite water storages are not mapped/documented.</p>	
1.3.3	<p><i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i></p>	 Yes
Comment	<p>Site has installed adequate instrumentation on water lines and area wise water consumption is being monitored and recorded. On the basis measured data (mostly) of site water balance has been calculated for 2023. Also, site has quantified the annual variance in water consumption.</p>	

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- 1.3.4** *Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.* in progress 

Comment Site has implemented a water quality monitoring plan which includes different types of water: source water, drinking water, process water and its product water. Results of year 2023 and 2024 water quality monitoring were reviewed and found compliant with applicable standards. However, site has not implemented any monitoring for its effluent. Though, the site effluent is going to industrial estate WWTP for treatment, but site has not record of monitoring of its effluent quality at site discharge of industrial estate WWPT discharge.


Finding No: TNR-014159

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

Comment Site has identified process and utility chemicals as potential sources of pollution and also mapped these on the site layout. Site also has documented inventories of different chemicals with hazard classifications


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

Comment Site explained that there is no onsite important water related area. This was also verified during site visit.

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

Comment Site has summarized annual water related cost for year 2023. This only include the cost of water supply bills. Site has not included the costs related to processing, quality monitoring and AWS related initiative in annual costs.


Finding No: TNR-014161

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


Comment The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers. Site has maintained separate toilets for males and females. However, site has not documented the adequacy of number of toilets for each gender.

Finding No: TNR-014162

- 1.4** *Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.*

- 1.4.1** *The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.* Yes 

Comment Site explained that there is no supplier of its primary inputs located in the identified catchment. Site also provided the list of its suppliers with addresses to demonstrate that al the supplies are coming from out the catchment.

- 1.4.2** *The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.* closed 

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Comment	It was noted that the logistic service provider is located within the catchment and to maintain the hygienic conditions of vehicles used for transporting bottled drinking water he need to wash his vehicles, and this happen out of site boundaries. No evidence to engagement or indirect water date with the service provider(s) has been provided.	Finding No: TNR-014164
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	
1.5.1	<i>Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</i>	 in progress
Comment	Site has not documented catchment water governance initiatives or water-related public policies. Instead, provided an introduction and overview of organizations that are responsible for governance.	Finding No: TNR-014193
1.5.2	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Obs.
Comment	The site has documented legal and regulatory requirements related to water. These include - Water Law, Royal Decree No. M/159 - General Environmental Regulation, the Environment Regulation, Royal Decree No M/165 and etc.	
1.5.3	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	 in progress
Comment	Site has not compiled a meaning full water balance for its catchment. Apparently, site is located in a water scarce catchment and mostly water is supplied from sea desalination units located very far from catchment. Site only has considered the desalination water for documenting catchment water balance. However, the hydrological information about water availability/scarcity within the catchment has not been identified.	Finding No: TNR-014194
1.5.4	<i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i>	 Yes
Comment	Site has collected ground water quality data for Madina using published research. research shows a total of 54 groundwater samples were collected from Al-Madinah City, Saudi Arabia and their hydrochemical characteristics as well as quality were investigated. Various calculated water quality indices (WQI) showed that 87% of the samples were unsuitable for drinking purposes owing to their higher salinity levels and/or microbial contamination.	
1.5.5	<i>Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.</i>	 in progress
Comment	Site has not identified any important water related area in the identified catchment. Infact the catchment identification was finalized during the audit and site claims that there is no important water related area in the identified catchment.	Finding No: TNR-014195
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 in progress

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Comment	Site has documented superficial information about a couple of current and future projects related to water infrastructure in the catchment. However, site has not adequately documented the current water-related infrastructure including condition and potential exposure to extreme events.	Finding No: TNR-014196
1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	 in progress
Comment	Site has not documented the adequacy of WASH service in the catchment.	Finding No: TNR-014197
1.6	<i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i>	
1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	 in progress
Comment	<p>Site has documented water related challenges in the catchment. These include.</p> <ul style="list-style-type: none"> - Total dependence of a single supplier – interruption or instable water supply - Water losses - all water transport is carried out via pipelines - Water losses - at the factory level - Ensure Protection of IWRA - Lack of information on WASH at catchment level <p>However, these have not been identified in consultation with stakeholders in the catchment (as mentioned in 1.2.1)</p>	Finding No: TNR-014198
1.6.2	<i>Initiatives to address shared water challenges shall be identified.</i>	 in progress
Comment	As mentioned in 1.6.1, site has not adequately identified shared water challenges. However, some public-sector agency initiative related water related challenges found documented in which site has no participation.	Finding No: TNR-014409
1.7	<i>Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.</i>	
1.7.1	<i>Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.</i>	 in progress
Comment	This indicator is specific to the water risks faced by the site. These could be the operational, environmental, regulatory, reputational and financial risk related to water. However, site has not focused on site water risk identification, instead the shared water challenges identified in 1.6.1 are duplicated.	Finding No: TNR-014201
1.7.2	<i>Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.</i>	 in progress

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Comment The site has documented various water-related opportunities. these include

- Participate in national forums and conferences to understand how the management of seawater desalination waste is carried out
- Get closer to Tawzea in order to better understand the context and anticipate water supply disruptions and the changes in water quality
- Build an inspection plan with Tawzea for all underground pipelines inside the industrial city
- Finalize the implementation of AQUASSAY system to ensure a good water flow management at the site
- reduce the water losses by initiating water saving projects in the site
- Identify and connect with organizations/institutions responsible for the IWRA management based on standards and monitoring
- Conduct a meeting with Saudi Ministry of Environment, Water, and Agriculture to ensure that the catchment has WASH programs

However, site has not prioritized these opportunities.

Finding No: TNR-014410

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.*



in progress

Comment The site has identified best practices for internal water governance by itself like; CRP tool and AQUASSAY project. However, this indicator is not about governance at the site level but rather about governance concerning catchment issues. The list should extend beyond practices currently in place to include additional best practices that would be appropriate for the catchment. These practices may involve data sharing, collaborative studies, development of joint plans, public-private partnerships, and more. The identification of best practices should guide the site on how it can contribute to these practices.

Finding No: TNR-014411

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.*



in progress

Comment Site has not identified relevant sector and/or catchment best practice for water balance.

Finding No: TNR-014204

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



in progress

Comment Site has not identified relevant sector and/or catchment best practice for water quality.

Finding No: TNR-014205

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



Obs.

Comment Site has not identified any important water related area on the site or in the catchment. Consequently, no such best practice for site maintenance of Important Water-Related Areas can be identified. As mentioned, site 1.5.5 site need to enhance its knowledge about IWRAs in the catchment.

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



in progress




Comment Site has not identified/documentated any specific best practices for provision of equitable and adequate WASH services at site or catchment.

Finding No: TNR-014207

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2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	<i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i>	
2.1.1	<i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i> <ul style="list-style-type: none"> - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard. 	 closed
Comment	<p>The site has established a commitment to water stewardship, documented and endorsed by the Site Leadership. This document affirms the site's dedication to sustainable water management and stewardship. Upon reviewing its contents, it meets the requirements of the AWS standards.</p> <p>Site has published this commitment on its AWS sway page on web (https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A). Site has communicated the AWS information web link to one of the stakeholders through email. A couple of WhatsApp communications screen shots were also shared. But this does not suffice the requirement of publicly disclosed.</p>	
Finding No: TNR-014412		
2.2	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
2.2.1	<i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies. 	 Yes
Comment	<p>Site has established a system for identification and maintenance of its compliance obligations. Site has identified the hierarchy for site legal compliance responsibility. Applicable legal requirements are also documented.</p>	
2.3	<i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i>	
2.3.1	<i>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</i>	 Yes
Comment	<p>Site has documented its water stewardship strategy, which defines the mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</p>	

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2.3.2	<i>A water stewardship plan shall be identified, including for each target:</i> <ul style="list-style-type: none">- How it will be measured and monitored- Actions to achieve and maintain (or exceed) it- Planned timeframes to achieve it- Financial budgets allocated for actions- Positions of persons responsible for actions and achieving targets- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.	 in progress
Comment	<p>Site has developed the water stewardship plan which includes actions, timeframe, targets, financial budget, responsible. These initiatives cover both the actions related to site and the catchment.</p> <p>Also, site has established the link between WSP actions with shared water challenges and AWS outcomes.</p> <p style="text-align: right;">Finding No: TNR-014435</p>	
2.4	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>	
2.4.1	<i>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</i>	 Yes
Comment	<p>Site has been closely working with Tawzia (water management body) on site water risks of water supply interruptions, leakage control inspection and etc.</p>	

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3	STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts	
3.1	Implement plan to participate positively in catchment governance.	
3.1.1	Evidence that the site has supported good catchment governance shall be identified.	 in progress
Comment	Site has not provided any evidence to demonstrate that it supported good catchment governance.	
	Finding No: TNR-014208	
3.1.2	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	 Yes
Comment	There are no such water rights of others those are relevant to site.	
3.2	Implement system to comply with water-related legal and regulatory requirements and respect water rights.	
3.2.1	A process to verify full legal and regulatory compliance shall be implemented.	 Yes
Comment	Water-related legal compliance is regularly monitored, this includes the source and drinking water quality monitoring, securing appropriate licenses and scheduled waste disposal in accordance with the regulatory requirements. All the requirements found satisfactorily complied	
3.2.2	Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.	 Yes
Comment	Site explained that no legally defined water rights of others including indigenous people are applicable. However, provision of safe drinking water and provision of toilets to all workers at site is site obligation and site is compliant with it.	
3.3	Implement plan to achieve site water balance targets.	
3.3.1	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	 Yes
Comment	Site has identified different actions in WSP to reduce the water consumption or increase water ratio. Site has set a target of 1.36 m3/ton water ratio target for year 2024 and year to date achievement is 1.33m3/ton.	
3.3.2	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.	 Yes
Comment	Site has identified different actions in WSP to reduce the water consumption or increase water ratio. Site has set a target of 1.36 m3/ton water ratio target for year 2024 and year to date achievement is 1.33m3/ton. (same attachment as in 3.3.2)	
3.3.3	Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	 Yes
Comment	No such legal binding applicable.	

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3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 in progress
Comment	Site has not set any water quality related targets in its water stewardship plan. Finding No: TNR-014211	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	 in progress
Comment	Site has not identified water quality as shared water challenge. Finding No: TNR-014437	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 in progress
Comment	As mentioned in indicator 1.3.6 and 1.5.5, Site has not identified any IWRAs for site or the catchment consequently no practices found implemented. Finding No: TNR-014438	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	The site has adequate arrangements to ensure access to safe drinking water, sanitation and hygiene (WASH) for all workers. Site has maintained separate toilets for males and females.	
3.6.2	<i>Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.</i>	 Yes
Comment	According to site visit observations and discussions with staff and management, there is no indication that the site's operations are impinging the community's human right to safe water and sanitation.	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 in progress
Comment	Site hasn't set any indirect water use targets in the water stewardship plan. Finding No: TNR-014212	
3.7.2	<i>Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.</i>	 in progress

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Comment As mentioned in 1.4.1 and 1.4.2, site has no suppliers in the catchment, but a service provider (logistic services) is located in the catchment. But evidence of engagement about indirect water use in the catchment has been recorded.

Finding No: TNR-014213

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

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



Yes

Comment Site explained that it has no concerns on shared water infrastructure, everything is well maintained so no such engagement has been done. However, it has been noted that site has engaged water supply and effluent infrastructure owner (Tawzia) on other topics.

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.*



Obs.

Comment Site has kicked off the AQUASSAY project at site to better understand the water losses and improve water governance at the site. However, site has not presented any catchment water governance related practices that site may have implemented.

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



in progress

Comment Site has not provided any details of implemented actions; those can be considered as best practices related to water balance.

Finding No: TNR-014221

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



in progress

Comment Site has not provided any details of implemented actions; those can be considered as best practices related to water quality.

Finding No: TNR-014222

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.*



Obs.

Comment Site has not identified any important water related area on the site or in the catchment. Consequently, no such best practice for site maintenance of Important Water-Related Areas can be implemented. As mentioned, site 1.5.5 site need to enhance its knowledge about IWRAs in the catchment.

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



in progress






Comment Site has not provided details of implementation of any specific best practices for provision of equitable and adequate WASH services at site or catchment.

Finding No: TNR-014224

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4 STEP 4: EVALUATE - Evaluate the site's performance.	
4.1	<i>Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</i>
4.1.1	<i>Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</i> in progress 
Comment	Site has prepared its first ever water stewardship plan couple of months before the audit and mostly the timeframe for actions is till 2025. Final performance against target and achievement can be measured after the target dates. however, site is continuously monitoring the progress against the targets. <div style="text-align: right;">Finding No: TNR-014442</div>
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i> in progress 
Comment	Mostly the actions in water stewardship plan have no financial savings. However, site has calculated 16308 SAR savings from water conservation projects. <div style="text-align: right;">Finding No: TNR-014444</div>
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i> in progress 
Comment	The site has uploaded a document outlining the methodology for calculating, reporting, and verifying the "Water Positive Impact Pledge" by Nestlé Waters. This involves contributing to the so-called "Volumetric Water Benefits (VWB)" achieved through various relevant Water Stewardship initiatives. This document does not specifically pertain to the Jeddah site, and the shared value benefits within the catchment area remain unquantified and unidentified. According to the Nestlé Waters pledge, the company commits to protecting and stewarding water resources. Their goal is to lead the regeneration of the water cycle, aiming to create a positive water impact by 2025 in all operational areas. Nestlé has also committed to recovering 100% of the water withdrawn by the site by 2025. <div style="text-align: right;">Finding No: TNR-014443</div>
4.2	<i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i>
4.2.1	<i>A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</i> Yes 
Comment	No real time water related emergency incident or extreme event occurred, hence no such evaluation available.
4.3	<i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i>
4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i> in progress 





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Comment	Site has not provided any evidence about consultation with stakeholders on the site's water stewardship performance. Site only provided evidence of water stewardship plan communication within the organization and one of the stakeholders. Site has provided QR code to stakeholder for online feedback on their performance, but no feedback was available. Finding No: TNR-014413
4.4	<i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>
4.4.1	<i>The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i> <div>in progress</div>
Comment	Site at early stage of plan development and implementation. No such modifications in water stewardship plan are evident. Finding No: TNR-014226

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5	STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.	
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	in progress 
Comment	Site has uploaded the AWS related information on web (cloud: https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A) with open access to anyone. This includes the internal governance and responsibilities related to site water governance. However, position(s) accountable for the water related laws is not explicitly identified. Also, site has not disclosed the weblink appropriately for any interested party. Finding No: TNR-014227	
5.2	Communicate the water stewardship plan with relevant stakeholders.	
5.2.1	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.	in progress 
Comment	Site has communicated the AWS information web link to one of the stakeholders through email. A couple of WhatsApp communications screen shots were also shared. But this does not suffice the requirement. Finding No: TNR-014228	
5.3	Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.	
5.3.1	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.	in progress 
Comment	Site has uploaded the AWS related information, including performance on web (cloud: https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A) with open access to anyone. However, site has not disclosed the weblink appropriately for any interested party. Finding No: TNR-014229	
5.4	Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.	
5.4.1	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	in progress 
Comment	Site has uploaded the AWS related information, including the identified shared water related challenges on web (cloud: https://sway.cloud.microsoft/CsLkLQ0VXWMtLo4A) with open access to anyone. However, site has not disclosed the weblink appropriately for any interested party. Finding No: TNR-014230	
5.4.2	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	in progress 
Comment	Site has not disclosed the efforts made by the site to engage stakeholders and coordinate and support public-sector agencies Finding No: TNR-014231	

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5.5	<i>Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.</i>	
5.5.1	<i>Any site water-related compliance violations and associated corrections shall be disclosed.</i>	 Yes
Comment	Site representative explained that it has no compliance violation in recent past.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	 Yes
Comment	Site representative explained that it has no compliance violation in recent past.	
5.5.3	<i>Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.</i>	 Yes
Comment	Site representative explained that it has no compliance violation in recent past.	

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Photographic Evidence from Audit

✔

Yes



Production Area.jpeg



Site water inlet and flow meter.jpeg

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Site Water Intel.jpeg



Chemical Storage (2).jpeg

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Men's Toilet.jpeg



Tawzia (Stakeholder Interview).jpeg

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Madan (Stakeholder Interview).jpeg



Site Discharge Point.jpeg