

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001288

SITE DETAILS

Site: **Almanhal Water Factory - Riyadh**
Address: Riyadh / 2nd industrial area, 11383, Riyadh, SAUDI ARABIA
Contact Person: Ra'ed Alakel
AWS Reference Number: AWS-000693
Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core
Date of certification decision: 2025-May-30
Validity of certificate: 2028-May-29

AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)
Audit Type(s): Initial Audit
Audit Start Date: 2024-Sep-24
Audit End Date: 2024-Sep-26
Lead Auditor: Alicia Dauth

Audit team participants:
Alicia Dauth, Lead Auditor
Anasse Ait Lemkademe, Support Auditor
Anasse Ait Lemkademe

Site Participants:
Ashraf Sirbel, Factory Manager
Ra'ed Alakel, Water Resources Manager
Saleh Abdelrahman, Factory Engineer
Frederick Serrano, SSHE Officer
Muath Al Fawaeer, Production manager
Mohammad Tarife, Maintenance Manager
Fahad Alqubayi, SHE Manager
Mohammad Ismail, Production Manager
Mohamed Dahmous, Quality Manager

AUDIT TIMES

Dates	Audit from	Duration	Auditor	Description
2024-Sep-25	09:00:00 - 17:00:00	08:00	Alicia Dauth	
2024-Sep-26	09:00:00 - 15:00:00	06:00	Alicia Dauth	
2024-Sep-24	00:00:00 - 00:00:00	00:00	Alicia Dauth	

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ADDITIONAL INFO

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Summary of Audit Findings: A total of 49 findings were raised during the certification audit, 5 major non-conformities, 30 minor non-conformities, 14 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 21/01/2025.

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 (within 75 days) by 06/03/2025.

Minor non-conformities must be closed out by the time of the next annual audit. These will be verified and validated during the surveillance audit 1 scheduled for August/September 2025.

The audit team recommends certification of Nestle Waters, Al Manhal Factory site at Core level pending approval of the corrective actions plan and closure of the major non-conformities as noted above.

1. Main strengths regarding the site's Water Stewardship performance:

- ☐ The site defined their catchment area clearly
- ☐ The site defined their physical scope well
- ☐ Strong leadership team in support of the AWS Water stewardship journey
- ☐ Sufficient team allocation & resources available (as shown during the audit)
- ☐ Willingness to be a transparent water steward within their physical scope (and catchment where applicable)
- ☐ AWS disclosure at the site level (displayed throughout the factory site)
- ☐ Good effluent wastewater quality from the site (no significant incidents)
- ☐ Promising public sector consultation observed (ongoing and planned)
- ☐ Positive stakeholder feedback (received during the interviews)

2. Main weaknesses regarding the site's Water Stewardship performance:

- Understanding of the catchments WASH provisions
- Adequacy of WASH onsite for men (needs improvement)
- Stormwater management – runoff water quality
- Lost opportunities for water recovery in old piping networks (original infrastructure from 1989) some upgrades in progress and past refurbishment have been made.

Main areas for improvement :

- To reevaluate their IWRAs (i.e. the deep wells managed by SHAS)
- Setting clear actions and to be achieved using the SMART framework
- Link between each target and the achievement of best practice to help address shared water challenges
- Relevant understanding of AWS within the context of their outlined catchment

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.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

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

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

Scope of Assessment: The scope of services covers the Initial certification audit for assessing conformity of Nestle Al Manhal Water Factory against the AWS International Water Stewardship Standard Version 2.

The audit was conducted onsite starting on the 24th of September and ending on the 26th of September 2024. The onsite site visit included the assessment of the Nestle Waters - Al Manhal Water Factory only as part of the audit. The audit team did not visit the administrative building as part of this audit. The below are key points regarding the site.

The client, Nestlé Waters also locally known as Al Manhal Water factory is located within the 2nd industrial city in Riyadh, Kingdom of Saudi Arabia (KSA). The nearest population from the factory is approximately 11 km away. The factory site is located in the southern part of Riyadh approximately 35 km from the city center.

The type of audit: Initial (Core)

Site name: Al Manhal, Nestle Water Factory, Riyadh, KSA

Audit dates: 24th - 26th September 2024

Source water: Groundwater from the Minjur aquifer. The provided water is 100% groundwater (deep well). SHAS is the supplier (sister company under Nestle) for the entire industrial area.

Total Area: 40,650 m²

Built Area: 29,960 m²

Geographical location: 24°32'21"N 46°53'38"E

Site factory Infrastructure: Initially built in 1989 (Al Mahal Water Established)

Acquired by Nestlé in 2001

The factory site has a small range of product categories which are produced onsite which include the below:

-HOD: 5 Gallons - Nestlé Pure Life and Al Manhal

-Retail: 0.33L, 0.6L and 1.5L - Nestlé Pure Life

-Plastic: Cap and 5G Bottle (only)

The Riyadh Region has an area of 404,240 km². The region shares its borders with seven (7) other administrative regions of the Kingdom, namely the Eastern Region in the East, Al Qassim Region in the North, Asir, Makkah, and Madinah in the West, and Najran in the South. The Riyadh Region is characterized by a desert climate, dry & hot in the summer, and cold in the winter with minimal rainfall. The average temperature in Riyadh is 25°C, rising in the summer to more than 50°C and dropping in the winter to 0°C, with a humidity of 33.1% and an annual rainfall of 84.4 mm. The area is also exposed to recurrent sandstorms being surrounded by desert sand dunes which results in high particulate matter in the air.

Riyadh Region contains wadis through the middle, sand dunes in the North and South, mountainous terrain on the Western side and scattered agricultural lands. Rapid urbanization of Riyadh has put heavy pressure on the environment. The exploitation of nonrenewable sources like water aquifers are outstanding features which challenge any efforts to integrate the economic, social and environmental development into a balanced and sustainable development process.

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FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	14
Minor	30
Major	5

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FINDING DETAILS

Finding No:	TNR-014479
Checklist Item No:	1.1.1
Status:	Open
Finding level:	Observation
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:	<p>The ultimate receiving water body is not clearly defined in the submitted evidence. The effluent is going to the Tawzea municipal WWTP but site did not investigate on what is done with treated water.</p>
Corrective action:	<p>To visit Tawzea and clearly define the ultimate receiving water body and investigate the treatment process of effluent going to the Tawzea municipal WWTP.</p>

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Finding No:	TNR-015234
Checklist Item No:	1.2.1
Status:	Closed
Finding level:	Major
Due date:	2025-Mar-21
Checklist item:	<p>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</p> <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	<p>The site has not considered NGOs or vulnerable people as part of their stakeholder mapping. The site requires the initiation of this engagement to be fully compliant.</p>
Corrective action:	<p>Initiate engagement with NGOs and vulnerable groups to ensure compliance with stakeholder mapping requirements.</p>
Evidence of implementation:	<p>Additional AWS stakeholder from local community was identified, slide #4 is for more details.</p>
Finding No:	TNR-012749
Checklist Item No:	1.2.2
Status:	Open
Finding level:	Observation
Checklist item:	<p>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.</p>
Findings:	<p>The potential to influence water stewardship in the catchment requires validation during the surveillance audit.</p>
Corrective action:	<p>Validate the potential to influence water stewardship in the catchment by add evidence to show their influence.</p>

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Finding No:	TNR-012592
Checklist Item No:	1.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	Existing water-related incident response plans shall be identified.
Findings:	The site did not identify and addresses all potential water-related risks and events in incident response plans.
Corrective action:	To cover all water related risks and events which could impact the site, and to provide a process for the response to emergency incidents with all types of water incidents.
Finding No:	TNR-014385
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:	Rainfall and stormwater has not been considered as part of the site water balance.
Corrective action:	To include rainfall and stormwater in the site's water balance mapping.
Finding No:	TNR-014490
Checklist Item No:	1.3.5
Status:	Open
Finding level:	Observation
Checklist item:	Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.
Findings:	The image provided does not clearly define of all spill kits, eye wash stations and potential pathways of pollution and is of poor quality. The mapping of non-ponctual sources would benefit to the site's understanding of this indicator.
Corrective action:	Enhance the clarity of spill kits, eye wash stations, and potential routes of pollution, and improve the quality of the image provided.

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Finding No: TNR-013078
Checklist Item No: 1.3.7
Status: Open
Finding level: Observation
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: No description or quantification of the social, cultural, environmental, or economic water-related value generated by the site but there are future plans for this. To be evaluated during the surveillance audit.
Corrective action: Measure the social, cultural, environmental, and economic value generated by the site's water-related activities and incorporate it into the evaluation.

Finding No: TNR-012577
Checklist Item No: 1.3.8
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Levels of access and adequacy of WASH at the site shall be identified.
Findings: WASH hygiene in the men's toilets are not sufficient based on the observation during the audit. Please keep the legal requirement available to review for further audits.
Corrective action: Improve hygiene in men's toilets to meet legal requirements and ensure compliance.

To prepare a presentation including pictures (before and after)

Finding No: TNR-012610
Checklist Item No: 1.4.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings: Water risks within the site's catchment is not identified.
Corrective action: To ensure accurate supplier details, obtain annual water use data from suppliers, and evaluate the level of water stress in the catchment.

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Audit Number: AO-001288

Finding No: TNR-012624
Checklist Item No: 1.4.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings: The site has not provided a list of all their outsourced services and record whether they are based within the water catchment, or not.
Corrective action: To determine their location within or outside the catchment, identify the indirect water use associated with each service, mark the catchment location of the indirect water use, and gather detailed information from service providers.

Finding No: TNR-012583
Checklist Item No: 1.5.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Findings: The site does not have water governance initiatives identified.
Corrective action: To share the update about the water sustainability agreement with MAEE including the timeframe, the impact and the progress for all regeneration projects.

Finding No: TNR-012580
Checklist Item No: 1.5.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
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 has not identified and compiled applicable water related legal and regulatory requirements. The site should supply a list that is easy to track and monitor.
Corrective action: Water related legal and regulatory requirements will be organized in proper way for easy tracking and monitoring, and relevant information will be extracted from contracts, permits, and other documents.

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Finding No:	TNR-012739
Checklist Item No:	1.5.3
Status:	Open
Finding level:	Observation
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	The requirements of this indicator the site should quantify inputs and outflows and to include links to other catchments/aquifers (if relevant). The data extracted from the report do not provide this information. It is not clear if any exchange with other aquifers are considered or exists - the exact amount of water withdrawn is also not clearly identified and would benefit to be identified as an opportunity.
Corrective action:	Will review Antea group studies report to quantify the catchment's water balance. Opportunities for improvement will be identified, particularly regarding the unsustainable exploitation of the Minjair aquifer.
Finding No:	TNR-012574
Checklist Item No:	1.5.4
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
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:	Water quality at a catchment level has not been identified.
Corrective action:	"Water quality data to be recorded in a way that allows to understand the overall water quality of the catchment and identify any physical water risks that may impact the site and the catchment. To cover the below; - Seasonal changes to be identified for water quality within the catchment. - Daily test reports from SHAS are sent to Nestle on their source water quality to ensure it meet's their RO requirements."

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Finding No:	TNR-013122
Checklist Item No:	1.5.5
Status:	Open
Finding level:	Observation
Checklist item:	Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.
Findings:	The site identified the underground wells as IWRA's. The site to remove these from their IWRA list.
Corrective action:	<ul style="list-style-type: none">* To remove these wells from our IWRA list.* To look for a new IWRA to be identified at the catchment level.
Finding No:	TNR-012582
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	The site has not identified all relevant existing or planned water-related infrastructure within the catchment including its condition and potential exposure to extreme events (e.g. flooding).
Corrective action:	To include the potential exposure to extreme events for SHAS infrastructure (including wells), Tawzea infrastructure and the site (Fabrik project).
Finding No:	TNR-012607
Checklist Item No:	1.5.7
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	<p>The adequacy of the WASH services has not been identified with the catchment.</p> <p>The site has not extracted relevant information or data to meet the requirements of this indicator.</p> <p>The site has not provided information on the % of the catchment population with access to good WASH.</p>
Corrective action:	To get the needed data at catchment.

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Audit Number: AO-001288

Finding No: TNR-013145
Checklist Item No: 1.6.1
Status: Open
Finding level: Observation
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.
Findings: The site has not justified their reasons behind the prioritization process of shared water challenges.
Corrective action: To identify shared water challenges at catchment level. (clarification is needed since some SWC are at catchment level)

Finding No: TNR-012597
Checklist Item No: 1.6.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Initiatives to address shared water challenges shall be identified.
Findings: Site should clearly link the initiatives to the shared water challenges identified. The site is not aware of any public sector initiatives or NGO initiatives, to address the shared water challenges in the catchment collectively.
Corrective action: To link the initiatives to the shared water challenges identified..

Finding No: TNR-012626
Checklist Item No: 1.8.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Relevant catchment best practice for water governance shall be identified.
Findings: The site has not gathered information for best practice for water governance at a catchment level.
Corrective action: To provide a best practice at catchment level.

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Finding No: TNR-012604
Checklist Item No: 1.8.2
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.
Findings: The site has not done enough research on what practices would be good to implement within the catchment for water balance or efficiency.
Corrective action: To summarize & translate the documents provided in arabic for any best practices at catchment level.

Finding No: TNR-012632
Checklist Item No: 1.8.3
Status: Closed
Finding level: Major
Due date: 2025-Mar-21
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings: The site has not provided proof of adequate research on what practices would be good to implement in the catchment for good water quality.
Corrective action: To identify best practices for water quality in the catchment (to be added to WSP);

- To arrange a frequent visit to Wadi Hanifa for cleaning and ensuring the water quality is sustainable.

- Excess water of treated water from Tetra to be used at catchment. (additional idea to empower)
Evidence of implementation: Additional best practice was added in the presentation.

Finding No: TNR-013146
Checklist Item No: 1.8.4
Status: Open
Finding level: Observation
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: Site to identify how to support catchment IWRA's best management practices through collaboration or collective action efforts.
Corrective action: To arrange events to visit IWRA's for cleaning and share the knowledge of how to maintain the IWRA's to be sustainable.

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Finding No: TNR-013147
Checklist Item No: 1.8.5
Status: Closed
Finding level: Major
Due date: 2025-Mar-21
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: The site does not have sufficient knowledge on catchment best practice for equitable and adequate WASH
Corrective action: To provide adequate WASH services at catchment level.

Finding No: TNR-014521
Checklist Item No: 2.1.1
Status: Closed
Finding level: Major
Due date: 2025-Mar-21
Checklist item: 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.
Findings: The site did not publicly disclose their site statement.
Corrective action: To provide the WS commitment to be available at site for any visitor through Banners.
Evidence of implementation: We have successfully fulfilled the requirements for disclosing our commitment to AWS (Alliance for Water Stewardship). A signed and publicly disclosed site statement has been identified through email shared with all Riyadh site users, and across all site gates and entrances to be visible for any visitor. This commitment demonstrates our dedication to water stewardship and our commitment to working in collaboration with AWS to achieve sustainable water management practices.

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Finding No:	TNR-013150
Checklist Item No:	2.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	The system to maintain compliance obligations for water and wastewater management shall be identified, including: <ul style="list-style-type: none">- Identification of responsible persons/positions within facility organizational structure- Process for submissions to regulatory agencies.
Findings:	The site has not clearly defined a system to maintain compliance obligations and the process for for submissions to regulatory agencies is not clear.
Corrective action:	To summarize & translate version for environmental permit & NCEC permit to support the auditor during the surveillance audit.
Finding No:	TNR-013151
Checklist Item No:	2.3.2
Status:	Closed
Finding level:	Major
Due date:	2025-Mar-21
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:	The site has not accounted for how it will measure and monitor the WSP initiatives. The WSP requires measurable targets: what exactly (measurable) the site aims to achieve by when.
Corrective action:	To review all WSP SMART goals to be aligned with the outcomes.
Evidence of implementation:	All WSP SMART goals were reviewed to be aligned with the outcomes.

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Finding No:	TNR-012576
Checklist Item No:	2.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	The site has not identified or developed in coordination a plan to mitigate or adapt to identified water risks.
Corrective action:	To develop a plan to mitigate or adapt to identified water risks.
Finding No:	TNR-012641
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:	The site has not identified at a site and catchment level measures to respect water rights of others.
Corrective action:	To provide evidence to show water rights is for catchment as well.
Finding No:	TNR-012638
Checklist Item No:	3.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	A process to verify full legal and regulatory compliance shall be implemented.
Findings:	There is limited record of compliance with conditions in water-related permits or water-related conditions in wider permits (i.e. environmental).
Corrective action:	* To provide a flow chart process to check if all environmental permits are valid. * To brief the NER and show how this process is implemented.

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Finding No:	TNR-012642
Checklist Item No:	3.2.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	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.
Findings:	The site has not determined if water rights are part of legal and regulatory requirements and if there are any measures identified to respect the water rights of others including indigenous peoples. The site has not provided confirmation on the governance structure and if any water rights are covered in legal requirements.
Corrective action:	To provide evidence to show water rights is for catchment as well.
Finding No:	TNR-014484
Checklist Item No:	3.3.1
Status:	Open
Finding level:	Observation
Checklist item:	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.
Findings:	To fully meet the requirements of this indicator the site to understand results from known catchment water replenishment projects where/when applicable. Data to demonstrate current performance against targets in the WSP as the WSP evolves.
Corrective action:	Prepare water balance target and tracking at catchment as well.
Finding No:	TNR-012578
Checklist Item No:	3.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
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:	Practices set in the water stewardship plan to maintain and/or enhance identified Important Water-Related Areas are not implemented.
Corrective action:	To arrange events to visit IWRA's for cleaning and share the knowledge of how to maintain the IWRA's to be sustainable.

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Finding No:	TNR-012613
Checklist Item No:	3.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	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.
Findings:	The WASH provisions has not been outlined in the legal register to ensure compliance is being maintained for WASH provisions. The site has not provided a description of and quantified any additional measures implemented to improve the level of access and adequacy of WASH at the site as the men's toilets sanitation level observed was weak (see observation in 1.3.8).
Corrective action:	<p>* Improve hygiene in men's toilets to meet legal requirements and ensure compliance.</p> <p>* Implement a measure to monitor & improve the level of access and adequacy of WASH at the site.</p>
Finding No:	TNR-012590
Checklist Item No:	3.7.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings:	Targets on indirect water use are not set in the WSP.
Corrective action:	To contact all suppliers of indirect water use and set targets in the WSP for indirect water use.
Finding No:	TNR-012623
Checklist Item No:	3.7.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
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:	Suppliers and service providers and their indirect water use targets have not been quantified therefore no engagement was done.
Corrective action:	To contact all suppliers of indirect water use and set targets in the WSP for indirect water use.

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Alliance for Water Stewardship (AWS)

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Finding No: TNR-015235
Checklist Item No: 3.9.2
Status: Open
Finding level: Observation
Checklist item: Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.
Findings: Please make sure to record the necessary evidence of the actions achieved/implemented.
Corrective action: To provide the latest update for all water balance projects on-site.

Finding No: TNR-012618
Checklist Item No: 3.9.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.
Findings: Progress towards implementing and achieving best practice in achieving water quality has not been identified or implemented. Site has not provided evidence that it has implemented practices that can be considered best practice related to water quality.
Corrective action: To implement best practice related to effluent water quality from the site (Tetra RO upgrading project to support the environment)

Finding No: TNR-014390
Checklist Item No: 3.9.4
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Mar-21
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: The site has not explicitly identified/ implemented the best practices for maintenance or improvement of IWRAs. Site has not provided evidence that it has implemented practices that can be considered best practice for this indicator.
Corrective action: To implement best practices for maintenance or improvement of IWRAs by arranging events annually on maintaining the IWRA's and sharing the awareness about their importance;

* Wadi Hanifa (IWRA) to be visited by the site team. (To be scheduled)

Evidence of implementation: a best practice was added on IWRA in the presentation slides

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Finding No:	TNR-012595
Checklist Item No:	3.9.5
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Mar-21
Checklist item:	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings:	The site has not implemented actions towards best practice related to WASH. Progress towards implementing and achieving best practice in achieving WASH has not been identified or implemented. Site has not provided evidence that it has implemented practices that can be considered best practice related to WASH.
Corrective action:	<p>* To Prepare a presentation to show the equitable and adequate WASH at catchment level.</p> <p>* To implement a best practice at catchment level.</p>
Evidence of implementation:	<p>Prepared a presentation to show the equitable and adequate WASH at catchment level.</p> <p>Provided adequate WASH services at catchment level;</p> <ul style="list-style-type: none">- Provide drinking water to mosques.- Provide drinking water schools.- Enhance the hygiene in toilets.
Finding No:	TNR-012611
Checklist Item No:	4.1.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	Performance against quantifiable targets has not been evaluated.
Corrective action:	<p>* To add the actual YTD to be compared with all targets in WSP.</p> <p>* To evaluate the contribution of each outcome over the total outcomes in our WSP.</p>

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Audit Number: AO-001288

Finding No:	TNR-012621
Checklist Item No:	4.1.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings:	The site has not provided a description of the quantitative or qualitative benefits that have been created.
Corrective action:	To add the evidences to show either the quantitative or qualitative benefits through showing the progress in our water regeneration projects.
Finding No:	TNR-014485
Checklist Item No:	4.2.1
Status:	Open
Finding level:	Observation
Checklist item:	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.
Findings:	If there have been no emergency incidents, then the site should supply a confirmation of this from the person responsible for emergency responses.
Corrective action:	To confirm with evidence (other than SHEPM report) to show that we have not faced emergency incidents.
Finding No:	TNR-012757
Checklist Item No:	4.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
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:	In further audit iterations, the site is required to update and monitor their WSP updates as continual improvement is a fundamental principle of the AWS Standard.
Corrective action:	To show the progress in our WSP; targets to be updated, outcomes, actuals YTD, add/modify the SWC.

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Finding No: TNR-012730
Checklist Item No: 5.1.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.
Findings: The site has not disclosed the sites water related internal governance such as regulatory requirements for water related compliance.
Corrective action: To rebuild the SWAY report and add all points related internal governance.

Finding No: TNR-012599
Checklist Item No: 5.2.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
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 WSP is not clear within the SWAY presentation sent to stakeholders.
Corrective action: * To rebuild the SWAY report and add all points related internal governance.

* To make the WSP in SWAY report standalone and clear to all.

Finding No: TNR-013296
Checklist Item No: 5.3.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2025-Sep-26
Checklist item: A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings: Disclosure of the results (and/or efforts) the site has achieved in addressing its water-related challenges has not been shared. A summary of the sites water stewardship performance has not been quantified against targets and disclosed to the stakeholders. It has been noted that only a blurred copy of WSP plan has been uploaded to the SWAY presentation which does not suffice for the purpose of this requirement.
Corrective action: To make the WSP progress in SWAY report updated all the time.

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Finding No:	TNR-013302
Checklist Item No:	5.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2025-Sep-26
Checklist item:	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings:	<p>The sites shared water related challenges has been shared via the SWAY presentation. The site's shared water-related challenges and efforts made to address these challenges were not disclosed in detail (such as water quality or runoff water management).</p> <p>Efforts made to address these challenges has not been disclosed to stakeholders.</p>
Corrective action:	To add evidence which shows how the site has disclosed all water-related challenges and describe the actions and efforts we have implemented.
Finding No:	TNR-014406
Checklist Item No:	5.5.3
Status:	Open
Finding level:	Observation
Checklist item:	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.
Findings:	No water related noncompliance has been reported. The site did not have a procedure on how it would alert public agencies if a violations occurs.
Corrective action:	To attach the SOP on how it would alert public agencies if a violations occurs regards water related noncompliance.

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Report Details

Report	Value
Report prepared by	Alicia Dauth
Report approved by	Lorenzo Brioschi
Report approved on (Date)	20/12/2024

Surveillance

Proposed date for next audit
2025-Sep-29

Comment This audit was an initial core audit. The site is recommended to undergo a surveillance audit for August or September 2025.

Stakeholder Announcements

Date of publication	Location
24/07/2024	AWS website
24/07/2024	WSAS website
15/09/2024	Email to Nestle (AWS) Stakeholders

Comment On the 16th of September 2024 the site had sent out emails to their stakeholders. The email contained a sway presentation link (<https://sway.cloud.microsoft/wnd0f0d0SpXpnTWW?ref=email>).

1. The date of the stakeholder announcement was published on the WSAS website on 24 July 2024
2. The date of the stakeholder announcement was published on the AWS website on 24 July 2024

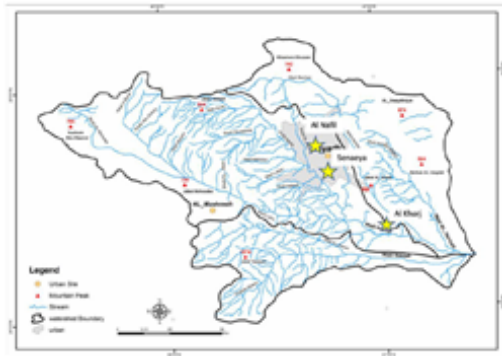
This site did not publish the stakeholder announcement on their website or social media - they only sent out the link a week before the audit commenced in an email as noted above.

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Catchment Information



Riyadh Catchment.png

Catchment Information

The Riyadh catchment area comprises of underground water resources, with several aquifers providing a significant portion of the city's water supply. The main aquifers include the Minjur, Wasia, and Umm Er Radhuma aquifers. These aquifers are recharged by rainfall and serve as important sources of groundwater for various purposes, including drinking water, industry and irrigation.

Groundwater in the deep sandstone aquifers is non-renewable or 'fossil' water, which is confined in sand and limestone formations of a thickness of about 300 metres at a depth of 150-1,500 metres. The deep rock aquifers are sedimentary in origin, usually sandstone and limestone, extending over thousands of square kilometers with poor natural recharge. (source: Fanack)

The site is located in the Wadi Hanifah catchment. Based on the client report from Antea Water resources study, Wadi Hanifah is oriented from northwest to southeast and is 120 km long, flowing southward.

The depth of valley stream ranges between 10 and 100 meters, and its width ranges from 100 to 1000 meters approximately.

Wadi Hanifah crosses the city of Riyadh and about 70 % of the city is in its catchment area.

Wadi Hanifah represents a natural watershed for the floods and rainwater in an area of 4,000 km² and it has more than 40 tributaries.



Figure illustrates the location of the principal aquifers in KSA with focus on Riyadh.

2_SAUDI_aquifers-map_3000px.png

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Comment The site relies on groundwater resources. The ultimate water source is from fossil water (SHAS deep well).
The factory is within in a industrial area with minimal stormwater provisions.
The site receives all it's water demands from a deep well operated by SHAS.
100% of the wastewater from the site is going to the Water Treatment plan operated by Tawzea, there is no direct discharge to the environment.

Client Description and Site Details

Client/Site Background

Nestle Waters is the leading producer of bottled waters with international brands such as Nestle Pure Life The Nestle Waters, Al Manhal factory was built in 1989 it was acquired by Nestle in 2001. The factory is owned by Nestle Waters. Nestle also owns SHAS which directly supplies the factory with it's water needs via a 2000 meter direct connection within a 250mm pipeline.

Nestle waters consumed 428,342 m3 of water within H1 of 2024.

The below are the key WSP members onsite:

- 1.Factory manager - Ashraf Sirbel
2.Factory Engineer - Saleh Abdulrahman
3.Production Manager – HOD-- Muath Alfawaeer
4.Production Manager – PET -Mohammad Majdalawi
5.Quality Manager- Mohammad Dahmous
6.Factory Services- Ahmad Alothimeen
7.WT/WR & ManEx Manager - Ra'ed Alakel
8.SHE Officer - Mohammed Alakatheeri



Site details of
Site details.jpeg



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site details map.png

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Summary of Shared Water Challenges

Summary of Shared Water Challenges

The shared water challenges discussed with SHAS during the stakeholder interview included depleting non-renewable groundwater resources.

The shared water challenges identified by the site and communicated with its stakeholders (via the SWAY presentation) include:

- Lack of natural water resources in the region, Riyadh, being a drought area with minimal precipitation, heavily relies on groundwater.
- Aquifer depletion due to high water demand includes both deep and shallow aquifers
- Water losses - all water transport is carried out via pipelines
- Water losses - at the factory level
- Ensure Protection of IWRAs
- Lack of information on WASH at catchment level
- Discharged Water Quality Management

During the site factory tour and observations with the industrial area it was apparent that stormwater runoff is a shared water challenge as the area is not built to manage and/or cope with stormwater runoff water.

The other shared water challenges may include water disruption from distribution leaks, (water losses), use of non-renewable groundwater resources and resilience against weather related events.

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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.
Comment	<p>During the audit the audit team visited the SHAS location within the 2nd industrial area as part of the stakeholder interviews however, the water well location was not directly visited. The audit team did not visit any other locations within the catchment.</p> <p>The audit team did not visit Tawzea, the site's wastewater treatment location but the effluent wastewater location at the factory site was observed.</p>
0.1.1.1	The site(s) occupy one catchment OR an exception has been granted.
Comment	<p>Yes, the site has one (1) catchment. The Wadi Hanifah crosses the city of Riyadh and approximately 70 % of the city is in its catchment area.</p>
0.1.1.2	The scope of the proposed certification shall be under the control of a single management system.
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.
Comment	Yes. The 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.

 Obs.

Comment The file of the Riyadh physical scope was uploaded as evidence for this indicator.

The file defines the site boundaries, water sources which provide water to the site as well as a high level piping network from the supplier to the site. The discharge point from the site to the wastewater treatment plant is also noted along with the site's catchment area that the site is reliant upon for water. The site does not know where the ultimate water body for wastewater goes beyond the Tawzea WWTP. However, there is confirmation from TAWZEA that they recycle and reuse water for landscape and irrigation within the catchment.

The site uploaded thirty-right (38) documents to provide evidence for Step 1.

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.

 closed

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Comment The site has identified 17 stakeholders. From this the site conducted an AWS stakeholder selection process to determine how they are linked with their organization. In addition to this a small number of stakeholders such as MAEE, MODON, Tawzea and SHAS were interviewed by Nestle with recorded responses to indicate the level of engagement as part of the CRP tool, the results from this rated the stakeholders concern(s) based on the CRP tool questions.

The Nestle CRP 3.0 tool used to identify stakeholders however, the site has not inclusively covered all relevant stakeholder groups such as vulnerable, women, minority, and Indigenous people and efforts on this engagement should be made during the surveillance audit.

The site has provided evidence of stakeholder disclosure such as an email sent with the SWAY presentation with details on their site, operations, water stewardship commitment and shared water challenges.

Link to sway presentation: <https://sway.cloud.microsoft/wnd0f0d0SpXpnTWW?ref=email>

The level of engagement is limited at this time but should be checked again during the surveillance audit.

Finding No: TNR-015234

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

Comment The site provided a short brief on their stakeholder mapping.

The degree of influence was assessed based on their CRP checklist, which identifies the level of influence between the site and the stakeholders.

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

1.3.1 *Existing water-related incident response plans shall be identified.* ✖
No

Comment The site has provided their Environmental Aspects and Impacts register form for this indicator but no specific/stand alone plans were identified to support the register. The Environmental Aspects and Impacts register does not cover all water related risks and events which could impact the site. The site also provided an brief incident water presentation to consider only three (3) types of water incidents which does not provide a process for the response to emergency incidents.

Finding No: TNR-012592

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

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Comment The SHE-PM files and the H1 2024 water map with qualitative values has been shared as evidence for this indicator. The files include the mapping of the water lines and the water amounts entering the site.

SHE-PM file includes:

- Water entering into the RO
- Raw water to washer
- Water consumed by water towers
- Total brine
- Quantity of product loss water
- industrial groundwater - cooling towers, cleaning (everything not used in production)

A water block diagram was also attached for this indicator but it lacks context (no legend) to the sites operations.

Note: There was no water map for the administrative buildings however, this area is not part of the site's audit scope.


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.*  **Yes**

Comment Monthly water maps showing the site water balance which has water losses from each line, (spillage, overfills, blowdown. CIP, & maintenance, toilets has been provided as evidence for this indicator. The annual variance is calculated on sheet 1 of the SHEPM sheet.

The SHE-PM has a water saving dashboard where annual projects are written and tracked in OMP and SHEPM.

Note: Water storage at a site level raw water underground tank volume is approx. 6500 m3 the tanks are always full allowing for a 48 hour contingency storage.
The site flow meters are located at the start in between and out of the factory to validate water consumption and detect leakages.

SHAS providers Nestle with daily readings on water provisions.

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

Comment Water quality information is available for the sites raw incoming water and effluent wastewater quality.

1. SHAS tests their water when it pumped from underground before it is distributed to Nestle.

2. On a monthly basis the site collects wastewater samples and has a 3rd party test their samples to ensure regulatory compliance with Modon's water quality standards. Tawzea will also do random wastewater sampling however, unless the site exceeds their standards the results are not shared with the site. Tawzea utilizes treated wastewater for irrigation demands within the industrial area for landscaping. The site has provided an excerpt from a contract with Tawzea s where it says that TAWZEA is committed to use the water after treating in IRRIGATION. (refer to point 5.5.4 in the contract).






3. Yearly monitoring sampling plan is attached as evidence for this indicator as compliance for product water quality.

Nestle has an annual water sampling plan where all raw water and product water is sampled.

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1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	 Obs.
Comment	The site has mapped sources of pollution. The Site has identified 4 types of pollution (air, noise, water & waste). For RO treatment there are stored chemicals near the treatment system which is automatically dosed per the water needs. All chemicals are stored correctly with secondary containment.	
1.3.6	<i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i>	 Yes
Comment	The site does not have an onsite IWRA.	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	 Obs.
Comment	<p>In the water related costs table various elements of the operations are included but not specific in some of the categories such as housing or transport subsidies. The price of raw water from SHAS is 7.15 SAR per m3. The site has evidence of SHAS raw water transactions and Tawzea wastewater transactions.</p> <p>Annual cost estimate sheet for 2025 (reviews with finance team to make accurate budget for 2025) is in the stages of finalization.</p> <p>The description or quantification of the social, cultural, environmental, or economic water-related value generated by the site was not identified however, the site has a project with National Water Efficiency and Conservation Center (MAEE) to work on water positive projects. Based on the site's plan this project aims to generate positive impacts in terms of social, cultural, environmental, and economic aspects related to water resources.</p>	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 in progress
Comment	<p>The toilets at the site factory have been identified and mapped. A toilet ratio for the female and male toilets has been conducted for the factory site only (not the administrative building). Water dispenser locations have been identified and mapped.</p> <p>-Riyadh site ratio on WASH completed (however, adequacy is lacking and no reference to the WASH pledge tool) -Toilet mapped -Toilet ratio for female and male conducted (with no references) -Gate 1 changing room/shower room(new plans for end of year) -Water dispensers are mapped (water is Nestle water) -Site has a checklist for the cleaners to keep the toilets cleaned was checked during the audit -Quality department is determining the quality of the WASH provisions which is part of the WASH pledge assessment tool.</p> <p>The WASH pledge assessment is completed for the site in addition to six (6) villa locations. Finding No: TNR-012577</p>	
1.4	<i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i>	
1.4.1	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	 in progress

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Comment	<p>The embedded water use of primary inputs, including water quantity, quality has not been identified for service providers or primary inputs within the sites catchment. The site should provide details of their primary inputs and review if they are located within the site's catchment. The site provide a list of suppliers but the details do not fully comply with the requirements of this indicator.</p> <p>The site has mapped their suppliers (i.e. SHAS and TAWZEA). The site has not obtained their annual water use and the level of water stress in the catchment.</p>	
		Finding No: TNR-012610
1.4.2	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	 in progress
Comment	<p>Indirect water use and it's embedded water for outsourced services were not exhaustively identified and were not marked as within the site's catchment or not. The evidence uploaded for this indicator only identifies 2 embedded items.</p> <p>The site provided evidence of general information received from service providers regarding their water usage.</p> <p>The organization should show it has made a reasonable effort to gather the information, principally for goods/services sourced from within the site's catchment</p>	
		Finding No: TNR-012624
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	<p>The site provided an update on their Water regenerative project as evidence for this indicator. The site has not provided evidence to identify water governance initiatives to inform them of potential opportunities for collective action in water stewardship.</p> <p>The site should identify and compile a list of relevant water governance policies, plans, frameworks and institutions that affect the site. This includes policies from NCEC, MEWA, Modon, Tawzea, KSA 2030 Vision, Saudi Green Initiative, National Water Company, MAEE.</p> <p>A Water Sustainability Agreement from Modon to partner with stakeholders within the second industrial area has been proposed in September 2024, evidence attached. The aim of this agreement is to support the Saudi National Water strategy 2030 in order to promote a socio-economic development, ensure a healthy ecosystem, and preserve our natural resources for future generation, This agreement can be checked during the surveillance audit.</p> <p>Planned water governance partnerships for 2024.2025:</p> <ol style="list-style-type: none"> 1. Nestle MoU with MEWA 2. Signed NDA with MAEE 	
		Finding No: TNR-012583
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>	 in progress

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Comment The site has not identified and compiled applicable water related legal and regulatory requirements. The site has provided a document with a screenshot of relevant regulatory requirements as well as environmental permits and contracts with SHAS and Tawzea. The screenshot briefly displays their water-related legal and regulatory requirements applicable to the site.

The site has provided legal and other requirements in the form of contracts and permits as evidence for this indicator in the form of a snapshot of their requirements however, the information is not extracted in a way to ensure they are meeting those regulatory requirements.

Finding No: TNR-012580

1.5.3 *The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.*  Obs.

Comment The site has extracted the Antea specialist studies report (Draft report from 2021) to quantify the catchment's water balance. The report indicates that the exploitation of the Minjir aquifer is completely unsustainable as the input is considered as zero while the annual amount of water withdrawn is estimated to be 339Mm3/year.


1.5.4 *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.*  in progress

Comment Wastewater quality test reports from effluent water from the site has been provided as evidence for this indicator.
Water quality for surface and groundwater within the catchment could be available through data already available to the site but this information has not been recorded in a way for the site to understand the overall water quality of the catchment and the physical water risks which could impact the site and the catchment.

Notes:


- Seasonal changes to be identified for water quality within the catchment.
- Daily test reports from SHAS are sent to Nestle on their source water quality to ensure it meet's their RO requirements.

Finding No: TNR-012574

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.*  Obs.

Comment IWRAs have been identified but have not been mapped.
Their status has partially been assessed. The site identified the SHAS Underground Wells as an IWRA however, as these locations are infrastructure points and based on the definition of an IWRA per AWS these wells do not meet the requirements of an IWRA.

The site has provided relevant information pertaining to the IWRA (i. Wadi Hanifa) identified by the site and details pertaining to the Riyadh City's Wadi Hanifah Comprehensive Development Plan. The site has not identified how they will support this plan. This is to be checked during the surveillance audit.

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

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Comment The site has not identified all relevant existing or planned water-related infrastructure within the catchment including its condition and potential exposure to extreme events (e.g. flooding).

The site has identified SHAS infrastructure (including wells) and Tawzea infrastructure however, this does not include its potential exposure to extreme events. The site has initiated a Fabrik tool to identify the minimum requirements for healthy buildings and facilities.

A holistic overview of all water related infrastructure within the catchment to meet the requirements of this indicator.


Finding No: TNR-012582

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


Comment The adequacy of the WASH services has not been identified with the catchment. The site has used the sustainable development report dashboard to rate the overall performance. The site has not extracted relevant information or data to meet the requirements of this indicator.

Finding No: TNR-012607

1.6 *Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.*

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


Comment Shared water challenges have been identified. The site has provided an excel table with seven (7) shared water challenges identified. Many of the shared water challenges listed are at a site level only. The identified challenges include their type of risk, severity of impact, potential associated costs, business impact, scope and opportunity.

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

Comment The site has provided the same excel table as indicator 1.6.1 with seven (7) shared water challenges identified. The excel table has listed opportunities which has general initiatives to tackle the challenges but the initiatives do not define clear actions for the site.


Finding No: TNR-012597

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.*  Yes

Comment Water risks faced by the site have been identified and prioritized including the headlines:

- Severity of impact
- Time Frame
- Potential Opportunity
- Business risks





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

Comment The site has identified water related opportunities at the site level which they have noted as opportunities and actions for their projects to effectively mitigate risks, enhance safety, and ensure the successful completion of the project(s). The site has assessed noted potential costs associated with the assumption that the costs will translate into the savings which provides business opportunities for water savings and cost reduction.

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- 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 Water balance on the site via the Aquassay tool has been provided as evidence for this indicator. The site has not gathered sufficient information for best practice for water governance at a catchment level to meet the requirements of this indicator.
Finding No: TNR-012626
- 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 Water balance on the site via the Aquassay tool has been provided as evidence for this indicator. This tool assess water balance at a site level only and has not considered this at the sector at catchment level. The water efficiency System (Aquassay) across all of its factories has been implemented. Currently, the water map and reverse osmosis data management system from source to filler is controlled manually so the automated system will allow for less error and real time data. Based on the abilities of the Aquassay tool it should allows both the factory and external teams to analyze data in real-time and historically. This implementation will enable better monitoring and management of water usage, leading to improved water efficiency and informed decision-making regarding water resources within the factories.
- The site has also provided an update on the KSA regeneration project as evidence for this indicator and partially conforms as the plan is for collaborative efforts with MAEE to jointly design and implement water regeneration initiatives in KSA, to achieve both Nestlé and MAEE water regeneration common goal.
- Other documents in Arabic have been uploaded as evidence for this indicator and when possible a summarized translated version to be provided to the auditor and to be checked during the surveillance audit.
Finding No: TNR-012604
- 1.8.3** *Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.*  closed
- Comment Site has approached WWTP supplier on a number occasions for best practice for water quality efforts but this information has not been shared with the Site.
- The site identified best practice for the SHAS well and it's recommended rehabilitation work to maintain the well(s). Best practice management for ensuring good water quality of the wells has been identified. By implementing regular rehabilitation and inspection activities for the SHAS wells, the quality of the water used can be improved and/or maintained. This includes removing deposits and sedimentation from the wells, repairing any damage to pipes or equipment, and enhancing water flow and pressure. Through this practice, the quality of the water sourced from the SHAS wells is enhanced, providing clean and safe water for both human and agricultural use.
- Best practices for water quality in the catchment has not been identified.
Finding No: TNR-012632
- 1.8.4** *Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.*  Obs.

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Comment The site does not have an onsite IWRA. The site has identified Wadi Hanifa as an IRWA. The Wadi Hanifah Environmental Rehabilitation project has been noted as a best practice for site maintenance which includes pollution prevention and removal to improve water quality. This also includes maintenance plans to prevent flooding. The site will need to identify actions they can contribute to the site maintenance of the IWRA. This needs to be checked during the surveillances audit.

The site has uploaded documentation for the SHAS wells and the scope of work for introducing well cams to check the integrity of the wells.

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



closed

Comment At a site level the site does not have adequate WASH services based on the visual observations at the time of the audit. The site has not identified catchment wide best practices for site provisions of equitable and adequate WASH provision services.

The site has provided general KSA monitoring Programme for Water Supply, Sanitation and Hygiene documentation but the site would benefit from extracting relevant information to fully meet the requirements of this indicator. To be checked during the surveillance audit.

Finding No: TNR-013147

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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. 	<div data-bbox="1362 616 1402 649"></div> <div data-bbox="1321 654 1402 680">closed</div>
Comment	<p>The site transmitted the SWAY presentation to their 'AWS' stakeholders via email. The site did not publicly disclose their AWS WS statement.</p> <p>The KSA newsflash was used to transmit the water stewardship and AWS journey site statement amongst Nestle staff only. The site has not publicly displayed the commitment letter for any site visitors.</p> <p>The statement has included the sites plans for their water stewardship journey and their intended outcomes. The site has a AWS team sheet with names, positions and roles within the site's AWS team which are segregated into Sponsor, Support, Leader and members. This also includes a detailed responsibilities for key members of the AWS.</p>	
		Finding No: TNR-014521
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. 	<div data-bbox="1362 1377 1402 1411"></div> <div data-bbox="1362 1415 1402 1442">No</div>
Comment	<p>The site has the Nestle Environmental Requirements (NER) standard document which includes the environment logbook which is managed by Taqat Environment (a 3rd party consultant). This includes water and wastewater compliance.</p> <p>At the site level they comply with nestle regulations following standards like Nestlé Environmental Requirements (NER).</p> <p>There is an environmental permit renewal process/flow chart for Nestle site to be in compliance with the National Center for Environmental Compliance (NCEC) permit.</p> <p>Some of the documents are in Arabic therefore, a summarized translated version would support the auditor during the surveillance audit.</p>	<p>Finding No: TNR-013150</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>	


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2.3.1 *A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.*  Yes


Comment A water stewardship strategy has been identified. The strategy has a complete mission, vision and goals of the organization and it's water stewardship ambitions aligned with the AWS standard.

2.3.2 *A water stewardship plan shall be identified, including for each target:*
- How it will be measured and monitored
- Actions to achieve and maintain (or exceed) it
- Planned timeframes to achieve it
- Financial budgets allocated for actions
- Positions of persons responsible for actions and achieving targets
- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.  closed

Comment A WSP has been identified. The site has linked AWS outcomes with water challenges. The WSP will need to be checked during the surveillance audit. SMART targets are not aligned and/or consistent with the WSP.

Finding No: TNR-013151

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

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

Comment The site has not developed a plan to mitigate or adapt to identified water risks.

Finding No: TNR-012576

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3	STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts	
3.1	<i>Implement plan to participate positively in catchment governance.</i>	
3.1.1	<i>Evidence that the site has supported good catchment governance shall be identified.</i>	
Comment	<p>The site is in the early stages of collaborating with the National Water Efficiency and Conservation Center (MAEE) in efforts to support a water positive project. MAEE is the coordinator of the project Meeting meetings with MAEE and Nestle with the key outcomes.</p> <p>The site provided the SHE-PM project document which outlines the water savings but this does not support good catchment governance efforts.</p> <p>There are four (4) MoM between Nestle and MAEE which have taken place over the last few months.</p>	
3.1.2	<i>Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.</i>	
Comment	Nestle has the guidance for respecting human water rights and sanitation document which the site should refer to when concluding the water rights within the catchment. For now the site has note identified water rights of others beyond the site.	
3.2	<i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i>	
3.2.1	<i>A process to verify full legal and regulatory compliance shall be implemented.</i>	
Comment	<p>The site does not have a process to check if all environmental permits are valid and if compliance is being met. The site has internal processes which manage all regulatory compliance but for the stake of the WSP this information is not clearly accessible for water related & environmental compliance. The site added general information such as the water (Water Law Royal Decree No. M/159 July 2, 2020) but again information relevant to the site has not been identified.</p> <p>The site has attached the Nestle Environmental Requirements plan for this indicator but it is not clear on how this plan/process is being implemented.</p> <p>The Nestle dashboard is used by the site to ensure compliance and report of any violations if any. During the audit the SHE-PM dashboard was displayed to show the effluents water quality results under the effluent and losses.</p> <p>The dashboard also includes water losses, effluents to wastewater treatment plant, clear water to the environment is water which is used for cleaning and other uses which is discharged into the wastewater.</p>	
3.2.2	<i>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.</i>	
Comment	The site has not determined if water rights are part of legal and regulatory requirements and if there are any measures identified to respect the water rights of others including indigenous peoples. The site has not provided confirmation on the governance structure and if any water rights are covered in legal requirements.	

Finding No: TNR-012638

Finding No: TNR-012642

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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.

Q
Obs.

Comment The status of meeting water balance targets is not identified clearly within the water stewardship plan. The water ratio monthly tracker is currently tracked at a factory level only. To fully meet the requirements of this indicator the site to understand results from known catchment water replenishment projects where applicable.

3.3.2 Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.

✓
Yes

Comment The Environmental Performance Report report highlights the site's water use efficiency. The same evidence used in indicator 3.3.1 was used for indicator 3.3.2.

The site has planned for 2024 to achieve site water efficiencies through the actions below:

- The water balance target for the Riyadh factory is set at saving 2,000 m3 by 2024.
- Monthly measures are in place to monitor the progress of water-saving projects through the Operational Management Plan (OMP).
- Weekly reviews are conducted to track the milestones and ensure progress towards the water-saving goals.

The Water Absolute/Rates Reduction vs. 2023 document noted the site had an absolute water savings in 2023 of 10,250m3 from their site processes.

Results from catchment water replenishment projects to be checked during surveillance audit as the project is still at its premises.

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 re-allocation of water observed during audit, therefore no legal requirement is applicable.

3.4 Implement plan to achieve site water quality targets

3.4.1 Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.

✓
Yes

Comment Effluent wastewater quality targets have been identified in the WSP. Monthly effluent sampling occurs to ensure regulatory compliance. The status of this wastewater quality target is monthly.

-Water Contamination: The 7 wells connected to shallow water reservoirs are at risk of contamination from industrial activities, agricultural runoff, or improper waste disposal, which can affect water quality and pose health risks. Poorly maintained and protected wells can become a source of groundwater contamination.





3.4.2 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.

✓
Yes

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Comment	<p>Water quality was not identified by the site as a shared water challenge in their water stewardship plan. The site samples their effluent wastewater on a monthly basis. Effluent management practices is compliant.</p> <p>A wastewater challenge of Trihalomethanes (THMs) at a site level which is a byproduct of the water treatment process</p> <p>-THM management actions will be to replace the filters at all sites to make sure the management of THM.</p> <p>-Weekly operation review dashboard has various measures such as leakages, water usage ration (water consumption).</p> <p>-Nestle uses TEAMS to action items so they can cascade items and escalate where needed.</p>	
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	<p>At this time there are no practices to enhance Wadi Hanifah which is one of their IWRA's. There are no IWRA onsite. The deep wells owned by SHAS are not considered IWRA's. This indicator applies to both the site and catchment IWRA's.</p> <p>Finding No: TNR-012578</p>	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 in progress
Comment	<p>The site has not provided a description of and quantify any additional measures implemented to improve the level of access and adequacy of WASH at the site.</p> <p>The evidence for this indicator includes a map of all the toilets (men & women) and water dispenser locations.</p> <p>The WASH provisions has not been outlined in the legal register to ensure compliance is being maintained for WASH provisions. The site has not provided a description of and quantify any additional measures implemented to improve the level of access and adequacy of WASH at the site as the men's toilets had a strong unpleasant odor.</p> <p>Finding No: TNR-012613</p>	
3.6.2	<i>Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.</i>	 Yes
Comment	<p>The site uploaded the Nestle Guideline respecting Human rights water sanitation . There is no evidence that site is impinging on the human right to safe water and sanitation of communities through its operations.</p>	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 in progress

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Comment	The indirect water use targets have been quantified but they are not set in the WSP. Communications with suppliers or service providers on indirect water use should continue for the site to set targets in the WSP for indirect water use.	Finding No: TNR-012590
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
Comment	Service providers and their indirect water use targets have not been quantified. The site will need to engage with the service providers. The same evidence has been used for this indicator as 3.7.1 The site has made initial efforts to understand indirect waste usage. This is to be checked during the surveillance audit.	Finding No: TNR-012623
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	Nestle sent out a stakeholder interview form to selected stakeholders such as Tawzea, Modon and SHAS. The site has supplied meeting minutes which was identified during the audit. The site shared the SWAY presentation with the stakeholders via an email. The sway presentation does not discuss shared water challenges but does have water challenges. At the end of the SWAY presentation a stakeholders acceptability survey is available as a QR code. At the time of the audit no responses were received from stakeholders on the receipt of the key messages.	
3.9	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>	
3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	The site has uploaded twelve (12) documents as evidence towards action being taken for best practice related to water governance. Implementation to be checked during the surveillance audit. Actions towards achieving best practice, related to water governance have been identified with MAEE only. MAEE interactions have been provided as evidence for this indicator. The engagement with MAEE has been occurring over the last few months with implementation planned for 2025/2026. Implementation to be checked during the surveillance audit.	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Obs.

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Comment	<p>MAEE suggested water saving initiatives for Nestle to implement on-site, to reduce their water consumption There is no evidence that these practices were implemented by Nestle.</p> <p>Nestle has made the decision to implement the E-Water efficiency System (Aquassay) across all of its factories including the Riyadh site. Currently, the water map and RO data management system from source to filler is controlled manually.</p> <p>Aquassay offers a solution that allows both the factory and external teams to analyze data in real-time and historically. This implementation is planned to enable better monitoring and management of water usage, leading to improved water efficiency and informed decision-making regarding water resources within the factories .Aquassay tool is being implemented onsite.</p> <p>Nestle have implemented a process to reuse the water from rejected bottles returned from the market in the treatment system. Extra RO brine water can be sent to other sites for beneficial reuse.</p> <p>Finally, the replenishment project started by the site is considered as an action towards water balance best practice.</p> <p>This indicator to be checked during the surveillance audit.</p>	
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 in progress
Comment	<p>The site has not identified best practices related to effluent water quality from the site. The site has not considered runoff water within the second industrial area.</p> <p>Nestle have implemented a process to reuse the water from rejected bottles returned from the market in the treatment system.</p> <p>Nestle collect monthly effluent wastewater samples to ensure good effluent water quality.</p>	Finding No: TNR-012618
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 in progress
Comment	<p>The site does not have an onsite IWRA.</p> <p>The site is not taking actions in terms of the maintenance of IWRA within the catchment (i.e. Wadi Hanifah) but it was noted that a 2002 reference mentioned the Wadi Hanifah Environmental Rehabilitation Project but the site has not explicitly identified/ implemented the best practices for maintenance or improvement of IWRAs.</p>	Finding No: TNR-014390
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 in progress
Comment	<p>Best management practices related to WASH at the catchment level has not been implemented. WASH targets are not clearly defined in the WSP. Site has maintained separate toilets for males and females also evaluated the adequacy of number of toilets for each gender, which is compliant with local regulatory requirements however, the conditions of the male toilets were in unsatisfactory condition during the audit.</p>	Finding No: TNR-012595

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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	<p>In the water stewardship plan Nestle has included a Target/Estimated Achievement column but the column is not populated for all targets.</p> <p>Nestle have created an AWS communication plan with the tools and activities planned from the year. This plan is how the site will disclose their water stewardship within the site to it's employees and with it's external stakeholders.</p> <p>As a minimum, the site should conduct the following: a)clear comparison of current performance against the targets set in the WSP, using the metrics for the respective targets e.g. actual water use efficiency compared to the target; b)contribution of each target to water stewardship outcomes.</p> <p>To be checked during surveillance audit: The progress of the AWS communication plan. Finding No: TNR-012611</p>
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>  Yes
Comment	<p>The site has provided evidence from the SHE-PM platform has all energy, water, GHG project related activities. The platform describes all related project names which result in water reduction. These results calculate energy, waste, GHG savings. The platform calculates environmental savings from the project activity and the financial impact is calculated based on the outcome of the project.</p> <p>The site only focus on savings in silo and the environmental savings are not cross calculated.</p>
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>  in progress
Comment	<p>The site has provided a Positive Water Impact KPI reporting guideline as evidence for this indicator. The purpose of this document is to define the methodology for the calculation, reporting and verification of the "Water Positive Impact Pledge" for Nestlé Waters, contributing to and qualifying to the so called "Volumetric Water Benefits (VWB)" delivered through various but relevant Water Stewardship initiatives.</p> <p>Nestle has a NW Tool template which will be used in measuring the value created for future planned projects. As part of Nestlé's commitment they have a plan to recover 100% of water withdrawal by the site by 2025.</p> <p>This indicator should be verified during the surveillance audit as the site has not completely provided a description of the quantitative or qualitative benefits that have been or plan to be created.</p> <p>Finding No: TNR-012621</p>
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>

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- 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 response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.* Q
Obs.

Comment The site has not have any significant or reports emergency incidents. The site has spill kits, eye wash stations and secondary containments for the chemical storage area. The site has provided an aspects impacts register that identifies potential impacts from potential threats. More water related aspects and impacts should be considered. The site is required supply a confirmation of this (no significant incidents) from the person responsible for emergency responses to ensure future conformity with this requirement per the AWS standard.

The site did provide an example of the extracted report in SHEPM for Riyadh from 2019-2024 to confirm there has been no significant incidents.

- 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 stewardship performance shall be identified.* ✔
Yes

Comment The site has conducted multiple stakeholder interviews. The outcomes of these interviews were populated within Nestles CRP tool. The interview questions highlighted the following topics such as level of engagement from Nestle, water resource management, industrial impacts and local contribution.

The site has shared the WSP plan with them on 16 September 2024 this was shared via the SWAY presentation. The site is required to provide more conclusive records of meetings or communication as evidence during the surveillance audit.

Link to sway presentation: <https://sway.cloud.microsoft/wnd0f0d0SpXpnTWW?ref=email>

- 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 to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.* ➤
in progress

Comment The site is at initial certification stage and has recently developed and implemented its first WSP. Additionally the site has not demonstrated that water stewardship plan has been modified and adapted to incorporate any relevant information and lessons learned from the evaluations during the time of the audit.

The site's WSP shall be modified and adapted when needed which needs to be checked during the surveillance audit.

Finding No: TNR-012757

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed. in progress
Comment	<p>The site has disclosed via a communication channel with the Nestle site factory employees and stakeholders via a QR code. The Nestle team developed an E-form survey to gather feedback and input from stakeholders. The QR code provided in the evidence is not responding.</p> <p>The SWAY presentation includes Nestle's company background and their operations, water challenges in the KSA, catchment information, water challenges at the catchment, water quality at the catchment, water balance for the catchment, IWRAs, Water stewardship, nestle commitment on water stewardship from Riyadh site signed by the factory manager, the sites mission and vision towards water stewardship, nestle water strategy and the water stewardship plan, factory success stories and an area of where water needs action highlights. At the end of the presentation there is a QR code for stakeholder acceptability feedback.</p> <p>The site has shared only water catchment water quality no site level information regarding water quality or water regulations.</p> <p style="text-align: right;">Finding No: TNR-012730</p>
5.2	Communicate the water stewardship plan with relevant stakeholders.
5.2.1	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders. in progress
Comment	<p>The water stewardship plan has been communicated to relevant stakeholders via a link within an email to link to an interactive presentation. The water stewardship plan is not clear within the presentation and it has not been sent as a standalone document to the stakeholders.</p> <p>The evidence for this indicator is attached in step 5.1 and includes the Nestle's communication channel. There is a few snapshots on the link and QR code which was sent to select stakeholders which conforms with the indicator requirement at this time. This will need to be checked during the surveillance audit because as of now, no feedback from stakeholders regarding the sites water stewardship plan.</p> <p style="text-align: right;">Finding No: TNR-012599</p>
5.3	Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.
5.3.1	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum. in progress
Comment	<p>A summary of the sites water stewardship performance has not been quantified against targets and disclosed to the stakeholders. It has been noted that only a blurred copy of WSP plan has been uploaded to the SWAY presentation which doesn't suffice for the purpose of this requirement.</p> <p style="text-align: right;">Finding No: TNR-013296</p>

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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 The sites shared water related challenges has been shared via the SWAY presentation. The site's shared water-related challenges and efforts made to address these challenges are required to be disclosed in detail such as water quality or runoff water management.

The site is required to document their water-related challenges and describe the actions and efforts they have implemented. Evidence of how the site has disclosed this document, must be supplied during the surveillance audit.

Finding No: TNR-013302

5.4.2 *Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.*



Yes

Comment The site has made reasonable efforts to engage with stakeholders. The SWAY presentation has been sent to stakeholders with a QR code for feedback but the QR codes is not working and at the of the initial audit, no feedback has yet been received.

5.5 *Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.*

5.5.1 *Any site water-related compliance violations and associated corrections shall be disclosed.*



Yes

Comment The site has not had any water related compliance violations recently therefore this information has not been required to be disclosed.
Note: Back in 2022 the site has an exceedance of wastewater effluent which was not disclosed.

5.5.2 *Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.*



Yes

Comment The site has not had any significant violations or notable occurrences therefore, no corrective actions to disclose. It was difficult to understand how the site responds to incidents as there was no plan in place to communicate corrective action taken by the site to prevent future occurrences. An extracted report in SHEPM was provided as evidence to illustrate what the online reporting system looks like.

Note: Back in 2022 the site has an exceedance of wastewater effluent which was not disclosed to stakeholders but was tracked internally.

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.*



Obs.

Comment There were no significant violations recorded on site in the past year 2023/2024.

The site to be conscious that 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 in the instance it occurs.

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Photographic Evidence from Audit



Example of landscape irrigation with the 2nd industrial area.JPG

Yes

Comment The following photos are relevant to the scope of the initial audit.



Factory water dispenser.JPG

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Chemical storage area and safety board.JPG



RO plants within the HOD.JPG



Runoff water drain just outside the factory gate.JPG



WSAS

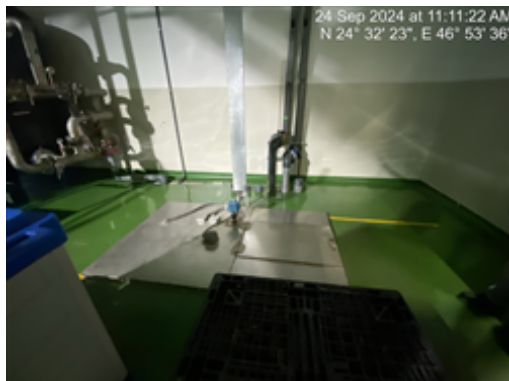
2 Quality Street North Berwick, EH39 4HW, UNITED KINGDOM

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Bottled water lines (under mainteance).JPG



Incoming raw water stored within underground tanks before treatment.JPG



RO water incoming.JPG



Automated handwashing sttion.JPG

WSAS

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Drain within the factory for greywater..JPG



Onsite tanks with..JPG



Bottled water lines (under mainteance).JPG

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Automated handwashing station.JPG



Outside Gate 3 looking to the stormwater runoff drain.JPG



Small display of the site's treatment stage process.JPG

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Metered RO.JPG



Factory entrance and the AWS disclosure.JPG

Upgrade or Downgrade of Certification

Justification for Upgrade or Downgrade

Comment N/A

Summary of Evidence which led to change

Previous Findings

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


N/A