CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001578

WSAS WATER STEWARDSHIP ASSURANCE SERVICES

SITE DETAILS

Site: **Nestlé Waters Vietnam - Long An**
Address: National Highway No.1, Khanh Hau,, Tây Ninh, VIETNAM
Contact Person: NguyenThi Kim Hoang
AWS Reference Number: AWS-000113
Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core
Date of certification decision: 2025-Jul-11
Validity of certificate: 2028-Jul-10

AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)
Audit Type(s): Re-Certification Audit
Audit Start Date: 2025-May-28
Audit End Date: 2025-May-30
Lead Auditor: Van Bich Nguyen

Audit team participants:
Nguyen Van Bich, Lead Auditor

Site Participants:
Thi Kim Hoang Nguyen, South Corporate Affairs Manager
Le Ngoc Huong,Nguyen, Water Treatment Specialist
Hoang Vu, Pham, Water Treatment Manager
Van Hoan Dau, Factory Manager
Hai Dang Nguyen, SHE Manager
Thi Mong Tuyen Le, Food safety and Compliance Manager
Hoang Tung Nguyen, Production manager
Nguyen Bich Van Tran, Human resource Manager
Thanh Ho Duc, Engineering Manager

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AUDIT TIMES

Dates	Audit from	Duration	Auditor	Description
2025-May-28	08:00:00 - 09:00:00	01:00	Van Bich Nguyen	Opening Meeting facilitated by Bich Nguyen and presentation by La Vie Long An about organization's vision / goals, site process activities and production.
2025-May-28	09:00:00 - 11:00:00	02:00	Van Bich Nguyen	site tour
2025-May-28	11:00:00 - 12:00:00	01:00	Van Bich Nguyen	Review and closure of findings from the last audit in 2024
2025-May-28	13:00:00 - 17:00:00	04:00	Van Bich Nguyen	Review of evidence of conformity to Step 1: Gather & Understand
2025-May-29	08:00:00 - 09:00:00	01:00	Van Bich Nguyen	Review of evidence of conformity to Step 1: Gather & Understand

2025-May-29	09:00:00 - 10:00:00	01:00	Van Bich Nguyen	Review M&E requirement in the recertification audit
2025-May-29	10:00:00 - 12:00:00	02:00	Van Bich Nguyen	Review of evidence of conformity to Step 2: Commit & Plan, and interview with relevant La Vie Long An Staff
2025-May-29	13:00:00 - 15:00:00	02:00	Van Bich Nguyen	Stakeholder Consultation and catchment tour
2025-May-29	15:00:00 - 17:00:00	02:00	Van Bich Nguyen	Review of evidence of conformity Step 3: Implement, and interview with relevant La Vie Long An Staff
2025-May-30	08:00:00 - 10:00:00	02:00	Van Bich Nguyen	Review of evidence of conformity Step 4: Evaluate, and interview with relevant La Vie Long An Staff

2025-May-30	10:00:00 - 12:00:00	02:00	Van Bich Nguyen	Review of evidence of conformity Step 5: Communicate and Disclose, and interview with relevant La Vie Long An Staff
2025-May-30	13:00:00 - 16:00:00	03:00	Van Bich Nguyen	Consolidation of interim audit findings by auditors
2025-May-30	16:00:00 - 17:00:00	01:00	Van Bich Nguyen	Closing meeting, including feedback discussion and confirmation of any outstanding information

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Audit Number: AO-001578

ADDITIONAL INFO

Summary of Audit Findings: During the certification audit three (03) non-conformities and two (02) observations were raised.

The Client is requested to submit a root cause analysis and corrective actions for each of the non-conformities to WSAS within 7 days of receipt of the audit report, by 11 July 2025.

The non-conformities must be closed within 90 days of the end of the audit. In order to meet this timeline evidence is to be submitted to WSAS (within 75 days) by 13 August 2025.

The audit team recommends re-certification of certification of Nestlé Waters Vietnam - Long An at Core level pending closure of the non-conformities.
CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

The Client has successfully closed all Non-conformities.

Scope of Assessment: The La Vie Long An Water Bottling Plant, operated by Nestlé Waters Vietnam, is located in Khanh Hau ward, Tay Ninh Province, VietNam — approximately 50 km southwest of Ho Chi Minh City. The facility lies within the Vam Co River catchment, which forms part of the larger Mekong Delta river system. It is situated in a developed zone that includes industrial parks, residential neighborhoods, paddy fields, and aquaculture ponds, reflecting a mix of urban, agricultural, and industrial land use.

The site encompasses two primary operational production wells (LKSP3 and LKSP4), which supply groundwater to the bottling plant. A third well is pending operation, subject to regulatory approval and license acquisition. In addition to bottling natural mineral water, the facility also treats and bottles potable water sourced from LAWACO (Long An Water Supply Company). These products are packaged in a range of sizes, from 330 ml to 19-liter bottles, serving both domestic and export markets.

The audit, which was part of a scheduled re-certification under the AWS International Water Stewardship Standard (Version 2.0), was conducted onsite from 28 to 30 May 2025. The scope of assessment included all water-related activities and infrastructure, such as groundwater abstraction, potable water intake, treatment processes, packaging operations, effluent management, and stakeholder engagement. The facility's location in a hydrologically sensitive area—featuring shallow aquifers, shared water resources, and seasonal salinization risks—makes water stewardship a critical operational and reputational priority for the site.

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	2
Non-Conformity	3

FINDING DETAILS

Finding No:	TNR-018263
Checklist Item No:	1.3.2
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Aug-28
Checklist item:	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped
Findings:	The site has provided water balance maps and calculation sheet. However, the maps and calculation sheet have not yet defined water losses due to fire rescue demonstration and gardening, which were observed by auditor during the site tour. In addition, the site misunderstood the definition of losses water. The site defied all water losses and storage as water losses.
Corrective action:	Redefine fight fighting, gardening to the water loss and storage as the guidance of standard. Revise the water balance maps and data sheet with enough information.
Evidence of implementation:	Revise the water balance maps and data sheet with enough information. Resubmit the new file with enough information of 2024, 2025

Finding No:	TNR-018264
Checklist Item No:	1.3.3
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Aug-28
Checklist item:	Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.
Findings:	As water losses due to gardening and fire rescue extension is not clearly identified in 1.3.3, the site has not yet quantified sufficient water losses due to this utility.
Corrective action:	redefine and revise the data sheet with clearly explain for water loss and use in the firefighting and gardening
Evidence of implementation:	resubmit the new file with revised data follow the guidance in standard - sheet mass balance

Finding No:	TNR-018269
Checklist Item No:	4.1.2
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Aug-28
Checklist item:	Value creation resulting from the water stewardship plan shall be evaluated.
Findings:	The description of value creation remains generic, with limited quantitative data to understand outcomes. The site must improve by linking actions to measurable indicators to clearly demonstrate actual impact.
Corrective action:	adding the quantitative result -where countable into the WSP year to date: water saving, cost saving
Evidence of implementation:	adding the quantitative result -where countable into the WSP year to date 2024, 2025: water saving lead to cost saving; result from project support team to save money to do other activity

Finding No:	TNR-018270
Checklist Item No:	4.3.1
Status:	Open
Finding level:	Observation
Checklist item:	Consultation efforts with stakeholders on the site’s water stewardship performance shall be identified.
Findings:	Although stakeholder consultation is robust, the site primarily communicates outcomes in general or qualitative terms. To improve transparency and impact, the site should incorporate more quantitative performance indicators, such as water savings, quality metrics, or access results, when engaging stakeholders.
Corrective action:	use new format of AWS WSP with full data: result, benefit to share to stakeholders
Evidence of implementation:	adding information in 4.1.2 and share full data in 4.1.3 when communicate with stakeholders

Finding No:	TNR-018271
Checklist Item No:	5.1.1
Status:	Open
Finding level:	Observation
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:	While roles and responsibilities are clearly defined internally and sent to some selective stakeholders via official dispatch, public availability of this information should be ensured to fully comply with AWS requirements.
Corrective action:	publish the org chart that relate to AWS on La Vie website and factory information table

Report Details

Report	Value
Report prepared by	Van Bich Nguyen
Report approved by	Nathalie Karam
Report approved on (Date)	01 July 2025

Surveillance

Proposed date for next audit

Comment This is a recertification audit for the third cycle.

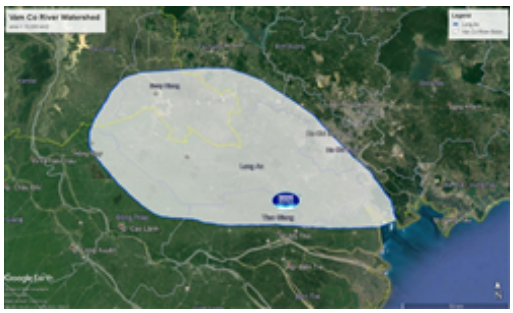
Stakeholder Announcements

Date of publication	Location
11/03/2025	https://a4ws.org/wp-content/uploads/2025/03/StkholderAnn-AWS000113-Nestle-Waters-La-Vie-Long-An-VN_2025.pdf
11/03/2025	https://www.laviewater.com/media/Sociaty/stk-annoncement-Vietnamese.docx
11/03/2025	https://watersas.org/stakeholder-announcements/

Comment The stakeholder announcement is publicly available on the websites of La Vie, AWS, and WSAS in March 2025.

Comment The auditor selected and engaged three relevant categories of stakeholders for face-to-face interviews during the on-site audit:
- LAWACO – the city water provider responsible for municipal supply and infrastructure management;
- Long An University of Economics and Industry – an interested academic stakeholder involved in local water-related education and outreach;
- Khánh Hậu Ward – representing local government and community-level water governance.
These stakeholders represent a balanced cross-section of water-related interests in the catchment, covering public utilities, local authorities, and community-focused institutions. The engagement process provided meaningful insights into the site's contributions to water stewardship, as well as shared water challenges and opportunities for collaboration.

Catchment Information



Site catchment boundary_La Vie Long An-.jpg

Catchment Information

The La Vie Factory is located in Tay Ninh province, in the Vam Co River catchment, within the Mekong Delta river system.
The Long An Factory includes the primary water sources (municipal water), which is in the same catchment-Vam co river watershed with site and on-site wells
The discharge point is to Thu Tuu canal (belong to Vam Co river system), which 500m far away from factory
La Vie factory has 3 wells (LKSP3, LKSP4 and LKSP5) of which the first ones, are currently operating. LKSP5 has not yet been licensed and is not in operation. LKSP3 is abstracting from the Lower Pliocene and Upper Miocene aquifers. LKSP4 and LKSP5 are tapping the Upper Miocene aquifer.
The annual water balance is positive for the local watershed (36 Mm3). This water balance is based on the rainfall recharge, the vertical leakage from Holocene to Pliocene/Miocene aquifers and the groundwater abstractions from the area. The average local groundwater abstraction, even though only estimated, is highly below the estimated recharge to the aquifer.
Catchment Water Service Providers
Where water service providers are used, describe the water sources for the water supplier, locations of water treatment and/or wastewater treatment plants. Which water body the treated effluent is discharge into, which water body the stormwater is discharged into
LAWACO is the Long An Sewage Water Company which supplies clean water to Tan An town
The water supply company uses 02 water sources including surface water from the Vam Co River and underground water. LAWACO's water plant in Tan An city, their production site and discharge point are also in the same basin, about 4.9km from La Vie's factory, located in the same basin as La Vie.
The Vam Co River basin covers a total natural area of 205,077 hectares and is located in the Long An and Tay Ninh provinces. Vam Co Dong has an independent water source, associated with the Southeastern region. Vam Co Tay receives water from the Mekong River and is closely connected to the Mekong Delta when receiving water from the Mekong during both flood and dry seasons.
The Vam co annual water balance is positive for the local watershed (36 Mm3). This water balance is based on the rainfall recharge
Recently, in short term from March to May every year the salination can attack the catchment, sometimes it can affect to the water resource of LAWACO but not to be very serious because they have the pond to contain water.
The main activity in the area apart is agriculture and Industrial.

Comment

The La Vie Factory is situated in Khanh Hau Ward, Tay Ninh province, within the Vàm Cỏ River catchment, which forms part of the larger Mekong Delta river system. The Vàm Cỏ River basin encompasses both Long An and Tây Ninh provinces and is influenced by the hydrology of the Vàm Cỏ Đông and Vàm Cỏ Tây rivers.

The site receives its water supply from two primary sources: municipal water provided by the Long An Water Supply Company (LAWACO) and groundwater extracted from on-site deep wells. LAWACO sources surface water from the Vàm Cỏ River and supplements it with groundwater, treating it at a facility located approximately 4.9 kilometers from the site. This treated water is then piped to the factory. In parallel, the site also draws groundwater from three deep wells—LKSP3, LKSP4, and LKSP5, but not yet licensed and exploited)—accessing the Lower Pliocene and Upper Miocene aquifers. These aquifers lie beneath impermeable layers, helping to shield them from surface contamination. Aquifer recharge mainly occurs through vertical leakage from the Holocene aquifer and seasonal rainfall, resulting in a positive annual water balance, with recharge exceeding estimated local groundwater abstraction by approximately 36 million cubic meters per year.

All site discharges, including treated wastewater, are released into the Thu Tửu Canal, a component of the Vàm Cỏ River system. This maintains hydrological continuity within the same catchment. No desalination activities occur at the site, and there are no discharges to maritime bodies.

The Vàm Cỏ catchment exhibits generally low water stress due to its positive water balance; however, temporary saline intrusion during the dry season can impact surface water quality. The catchment, located in the Mekong Delta, is prone to flooding during the rainy season, typically between June and October. While there are no protected areas immediately adjacent to the site, the broader catchment includes ecologically important canals and wetland zones that support both biodiversity and agriculture. Natural inter-basin flow is observed as the Vàm Cỏ Tây River receives water from the Mekong River, especially during flood and dry periods. The entire catchment falls within a tropical monsoon climate zone, characterized by a distinct wet season from May to October and a dry season from November to April. Dominant land uses in the region include intensive agriculture—such as rice cultivation and fruit orchards—and industrial activities, both of which influence water consumption and water quality across the catchment.

Client Description and Site Details

Client/Site Background

The La Vie Long An factory is located in Khanh Hau ward, Tay Ninh province, Vietnam, approximately 50 kilometers west of Ho Chi Minh City. The site is positioned within the Vàm Cỏ River catchment, part of the broader Mekong Delta river system. This area is characterized by a mix of industrial, residential, and agricultural zones, including nearby industrial parks, residential neighborhoods, paddy fields, and aquaculture ponds. The factory's setting reflects a typical lowland delta environment where both economic development and agriculture shape the region’s water usage and dynamics.

The site specializes in the production of bottled drinking water, including natural mineral water and purified drinking water, with product sizes ranging from 0.35 liters to 19 liters. Natural mineral water is sourced from two on-site deep wells (LKSP3 and LKSP4), while purified drinking water is produced using municipal water supplied by LAWACO. Water is an essential input throughout the production process, including for bottle rinsing and filling, sanitation, product contact, cooling systems, boilers, fire suppression, and employee hygiene facilities.

The site features a well-developed water-related infrastructure system. Water is supplied from two deep wells—two currently operational (LKSP3 and LKSP4) and one under testing and pending license (LKSP5)—as well as from LAWACO’s municipal water system. There are four distinct water treatment systems in place, each tailored to specific production lines, and incorporating advanced filtration and treatment technologies to meet product safety and quality standards. Water is used not only in direct production processes, such as filling and rinsing, but also in auxiliary systems, including boilers and cooling towers.

Wastewater generated from both industrial and domestic processes is treated on-site at the dedicated wastewater treatment facility. The facility is capable of achieving Grade A effluent quality before the treated water is discharged into the Thu Tửu Canal, located approximately 500 meters from the plant. Stormwater is managed via a separate drainage system that includes an oil separator before being released into the public stormwater network. Rainwater harvesting infrastructure is also integrated into the site layout to manage runoff, and a dedicated fire water system is in place to support emergency preparedness. Additionally, the site has implemented reuse systems that allow some treated wastewater to be used internally for non-contact applications.

The site occupies a total area of 23,757 m2 and has five production lines, four water treatment systems, two warehouses, and one wastewater treatment area. It operates continuously throughout the year and employs approximately 177 full-time staff. All operations are conducted in accordance with Nestlé’s standards for safety, environmental protection, and operational excellence.

thumbnail_Site map_La Vie Long An.png

Summary of Shared Water Challenges

Summary of Shared Water Challenges

Summary of Shared Water Challenges:

- Low awareness and compliance with water-related regulations
- Untreated wastewater discharges causing surface water pollution
- Agricultural runoff and pesticide contamination of surface water
- Groundwater cross-contamination from unregulated wells
- Declining groundwater levels due to over-extraction
- Stagnation and pollution of canals, especially in Tân An City
- Seasonal salinization of surface and groundwater (dry season)

1	STEP 1: GATHER AND UNDERSTAND

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

1.1.1 *The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:*
- Site boundaries;
- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;
- Any water sources providing water to the site that are owned or managed by the site or its parent organization;
- Water service provider (if applicable) and its ultimate water source;
- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;
- Catchment(s) that the site affect(s) and is reliant upon for water.

Yes

Comment

- Site Boundaries: The site boundaries are clearly defined. The location in Khanh Hau ward, Tay Ninh province, with a total area of approximately 23,757 m², is well stated. The breakdown of infrastructure—including five production lines, four water treatment systems, warehouses, a wastewater treatment area, and utility/office spaces—provides sufficient detail for understanding the operational footprint.
- Water-Related Infrastructure (Including Piping Networks): The description of the water infrastructure is comprehensive. It includes both groundwater and municipal supply sources and outlines water treatment processes and infrastructure components (e.g., RO systems, softeners, UV, CIP). The piping network is clearly categorized by water type (industrial, RO, drinking, reuse, hot/cold, CIP), which supports traceability and demonstrates adequate water management planning. Referencing the Flowsheet_Water_Treatment diagram is helpful for visual verification.
- Water Sources Owned or Managed: The information on groundwater wells (LKSP3 and LKSP4 operational; LKSP5 pending) is complete, with correct reference to aquifer layers (Lower Pliocene and Upper Miocene). The inclusion of municipal water (LAWACO) as a supplemental source and its approximate distance to the site (4.9 km) is relevant for understanding system reliance and redundancy.
- Water Service Provider: The identification of LAWACO (Long An Water Supply Sewerage Joint Stock Company) as the municipal provider is accurate. The sourcing of water from the Vàm Cỏ River and supplemental groundwater is consistent with regional supply practices. Use of city water for both production and domestic purposes is appropriately noted.
- Discharge Points and Wastewater Service Providers: The site operates two separate treatment systems for industrial and domestic wastewater, with treated effluent meeting Grade A standards before discharge. The discharge point (Thu Tửu Canal, ~500 m from site) is well identified, and its connection to the Vàm Cỏ River adds clarity on hydrological connectivity. The separate stormwater drainage system with oil separation prior to public discharge demonstrates good pollution prevention practices.
- Catchment Context: The catchment is accurately identified as part of the Vàm Cỏ River system within the Mekong Delta. Key catchment features—including tropical monsoon climate, seasonal salinization during March–May, dominant land use (agriculture and industry), and positive water balance (+36 Mm³/year)—are clearly described and support the site's understanding of shared catchment risks and sustainable abstraction potential.

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.

Yes

Comment

The site has implemented a structured and inclusive approach to stakeholder identification and engagement. A total of 19 stakeholders were initially identified across five relevant categories: NGOs (1), local authorities (7), local businesses (4), local influencers (2), and local communities (4). This mapping was further updated on 28 May 2025 to include two additional stakeholders: the Tân Khánh People's Committee, which manages the Thu Tửu Canal (receiving water body), and Tân An Public Services JSC, a local industry partner. This update demonstrates the site's ongoing effort to refine and expand its stakeholder network.

The identification process included consideration of government agencies (e.g., Long An Department of Water Management), service providers (e.g., LAWACO, Tân An Urenco), local communities (including women and youth), NGOs, educational institutions, and others. The approach incorporated mapping based on interest, influence, and potential for engagement and was supported by direct interviews, consultations, and indirect meeting channels.

Stakeholders engaged represent both key water sources (e.g., LAWACO and the Vàm Cỏ River system) and receiving water bodies (e.g., Thu Tửu Canal), as well as vulnerable groups such as women and rural schools lacking WASH access. The engagement process used tools such as pooled surveys and recorded meetings to gather inputs on water-related concerns. These included issues of water scarcity, salinization, pollution, and unequal access to safe water and sanitation.

The site has documented stakeholder concerns and shared water challenges using a structured template, which supports transparency and traceability.

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

Yes

Comment

The site has appropriately conducted a two-way influence assessment, focusing on key stakeholders related to its water source (LAWACO) and discharge body (Thu Tửu Canal). Influence was evaluated based on regulatory authority, operational dependency, and water-related impacts, and documented in the Stakeholder Influence Matrix (Files 1.2.1–1.2.2).

High-influence stakeholders include LAWACO, the Long An Department of Water Management, and the Tân Khánh People's Committee. Mutual influence was noted with local communities and schools, particularly during periods of salinization and drought.

The process is structured, relevant, and well-documented, meeting AWS expectations for stakeholder analysis.

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

1.3.1 *Existing water-related incident response plans shall be identified.*

Yes

Comment

The site has established comprehensive emergency response plans addressing key water-related incidents, including chemical spills, wastewater overflows, firefighting runoff, water supply disruptions, and stormwater system failures. Plans clearly define roles, response protocols (e.g., containment, authority notification, environmental protection), and are regularly reviewed for alignment with regulatory and operational changes.

Emergency preparedness is supported through regular drills, staff involvement, and demonstration of readiness during the site visit. Evidence is well documented in File 1.3.1 and was verified through staff demonstration during the audit.

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

closed

Comment

Water balance maps and calculation of inflow, losses, storage, and outflows are in place and reviewed by the auditor. In the water balance map and calculation, the site has not yet defied water losses due to fire rescue demonstration and gardening observed by the auditor during the site tour. In addition, the site misunderstood the definition of losses water as AWS standard. The site defied all water losses and storage as water losses.

Finding No: TNR-018263

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.*

closed

Comment

The site has quantified water inflows (from 3 DWs and city water), outflow (treated wastewater discharge by using meters and water losses and storage in site. As water losses due to gardening and fire rescue extension is not clearly identified in 1.3.3, the site has not yet quantified sufficient water losses due to this utility.

Finding No: TNR-018264

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

The site has implemented a systematic water quality monitoring program covering municipal supply, groundwater abstraction, treated effluent, and the receiving water body (Thu Tửu Canal). Monitoring frequency and parameters are appropriate for each source and aligned with both national standards and Nestlé Global requirements.

Daily and weekly testing of municipal and groundwater inflows includes key microbiological and chemical indicators. Annual comprehensive analysis of 183 elements from groundwater reflects robust long-term risk management. Effluent is monitored quarterly against national discharge standards, and semi-annual monitoring of the receiving canal supports downstream impact assessment.

The approach supports seasonal and annual data disaggregation, allowing proactive identification of emerging water quality risks.

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

Yes

Comment	The La Vie Long An Factory has identified key pollution risks from chemical storage, oil handling, domestic waste, and transportation areas. These include: • Chemical leaks from storage and treatment areas, • Oil spills from vehicles and tanks, • Domestic/toxic waste seepage into soil or drainage. Potential contaminants may enter the ground, drainage system, or wastewater treatment plant. Mitigation measures include: • Proper containment systems, • Regular inspections, • Emergency response protocols, • Licensed waste management. All sources are mapped for effective monitoring and control.	
1.3.6	*On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.*	Yes
Comment	Following internal assessments and site mapping, no Important Water-Related Areas (IWRAs) were identified within the La Vie Long An Factory boundary. This includes the absence of: Ecologically significant wetlands, habitats, or springs, Areas with recognized Indigenous cultural or spiritual water values, and Zones critical for biodiversity conservation or water recharge.	
1.3.7	*Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.*	Yes
Comment	In 2025, the La Vie Long An Factory tracked and reported key annual water-related financial figures: Water-Related Costs • VND 5.0 billion for chemicals, filters, and water treatment system maintenance. • VND 384.8 billion in external payments to suppliers and government (e.g., land lease, labels, PPE). • VND 67.2 billion for salaries and bonuses of water-related staff. • VND 7.0 billion invested in infrastructure upgrades to modernize treatment systems and water recovery. • VND 420 million contributed to community investment: cleaning the Khanh Hau canal, WASH improvements, and gifts for schoolchildren. Value Creation • Ensured stable, safe water supply for production and local discharge compliance. • Built reputational value through AWS certification and local engagement. • Improved operational efficiency via modernized infrastructure. • Strengthened social license through community investments aligned with WASH priorities.	
1.3.8	*Levels of access and adequacy of WASH at the site shall be identified.*	Yes

Comment

The site has conducted a comprehensive identification and assessment of all Water, Sanitation, and Hygiene (WASH) facilities within its premises. The evaluation follows Nestlé's internal WASH standards, which exceed national regulatory requirements (e.g., Circular 19/2016/TT-BYT).
Key findings include:

- Universal access to safe, sufficient, and free drinking water.
- Gender-separated sanitation facilities, well-maintained and accessible.
- Hygiene infrastructure (e.g., handwashing stations with soap) available throughout the site.
- WASH access applies equally to all employees, including contractors and visitors.
- Regular monitoring is conducted through weekly Gemba walks.

The site meets and surpasses AWS requirements for adequate and equitable WASH provision.

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

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

Yes

Comment

The site has assessed indirect (embedded) water use from its 10 key input suppliers, covering materials such as plastic bottles, caps, labels, cartons, and industrial meals. Water usage ranged from 420 m³/year to over 117,000 m³/year, with most suppliers relying on municipal water; only one reported the use of self-extracted groundwater.

Some suppliers provided product-level water intensity figures, while others confirmed no water use in production specific to La Vie's orders. All suppliers operate in low water risk zones, aligning with the site's catchment risk profile.

Notably, 80% of surveyed suppliers reported existing or planned water conservation measures, including automatic taps, water reuse, and staff training. All expressed willingness to engage in future collaboration on water efficiency.

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

Yes

Comment

The site has identified the embedded water use associated with its outsourced services, currently limited to two main provider types: canteen (meal supply) and transportation services.
For both service categories, the site has:

- Collected information on water quantity and quality used in operations;
- Quantified water use where providers are located within the site's catchment, in line with AWS 1.4.2;
- Collected estimated usage data from providers outside the catchment to support a comprehensive understanding of indirect water dependencies.

This process enhances transparency in water use across contracted operations and aligns with the site's broader water stewardship commitments.

1.5 *Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH*

1.5.1 *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.*

Yes

Comment	The site has identified relevant water governance frameworks at the local, provincial, and national levels. These include: Groundwater zoning and protection (e.g., Decision 6061/QĐ-UBND) Public water supply management and quality standards (e.g., Decision 18/2022/QĐ-UBND, 59/2024/QĐ-UBND) Mekong River Basin water scenario for 2024–2025 (Decision 3792/QĐ-BTNMT), highlighting dry season risks and salinity intrusion National Water Resources Master Plan (1622/QĐ-TTg) guiding long-term stewardship Local policies enabling decentralized irrigation and infrastructure control These initiatives help inform the site's understanding of catchment water risks, ensure compliance, and provide opportunities for future collective water stewardship actions.

1.5.2 *Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.* ✓ Yes

Comment

The site has identified and reviewed all applicable national, regional, and local legal requirements relevant to its water management activities. This includes laws and regulations governing:

- Water abstraction and discharge
- Groundwater use and permitting
- Wastewater treatment and environmental monitoring
- Water quality standards and compliance reporting

In parallel, the site has conducted a stakeholder consultation process to assess the presence of any legally-defined or stakeholder-verified customary water rights within its catchment. Based on the consultation and available evidence, no customary or informal water rights have been identified to date.
This legal review and stakeholder verification process ensures the site's water-related operations are fully aligned with statutory obligations and any potential community-based entitlements, supporting long-term compliance and social acceptance.

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

Comment

The site, located in the Cửu Long (Mekong) River Basin, has reviewed official reports and forecasts to assess water availability and risks.
Water balance (2024–2025 dry season): Estimated 38.5 billion m³ inflow from Tonlé Sap Lake, with total demand (~24.8 billion m³) expected to be met under normal conditions.
Water scarcity risks: Localized shortages may occur due to saltwater intrusion, limited infrastructure, and overextraction of groundwater at several monitoring points in Long An.
Seasonal trends: Rainfall deficits (5–20%) expected June–Oct 2024.
Groundwater levels and quality show signs of seasonal stress, including elevated salinity and contaminants in some wells.
The site uses this data to inform water stewardship planning and risk mitigation.

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.* ✓ Yes

Comment

The site has conducted a thorough assessment of physical, chemical, and biological water quality within the Mekong River Delta catchment, using a combination of direct monitoring, government data, and expert review. Key findings include seasonal exceedances of TDS, manganese, and ammonium in shallow aquifers during the dry season, while deeper aquifers maintain acceptable quality. Surface water monitoring confirms fluctuations in microbial and nutrient levels, with salinity intrusion posing a known seasonal risk.

Direct biannual monitoring at the Thu Tửu Canal confirms compliance with legal thresholds for key parameters (pH, BOD□, COD, TSS, coliform), with slight declines in quality observed during dry months. Secondary data and an external expert review further validate the findings.

The site uses this information to guide operational abstraction decisions and long-term stewardship planning.

1.5.5 *Important Water-Related Areas shall be identified, and where appropriate, mapped,and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.*

Yes

Comment

The site has identified two Important Water-Related Areas (IWRAs) within its catchment: the Thu Tửu Canal and the Chiến Lược Canal. These canals serve vital functions in irrigation, drainage, and community water access and were identified through stakeholder consultation and scientific mapping based on proximity and water dependency.

Both IWRAs have been mapped using GIS and assessed for ecological condition, human use, and vulnerability. Key risks include dry-season water stress, saline intrusion, agricultural runoff, and informal wastewater discharge. Though not legally protected, the canals are recognized as culturally and economically significant to local communities and are actively monitored by the site.

The assessment process demonstrates that the site recognizes and integrates the management of culturally and functionally important water bodies into its broader water stewardship approach.

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

Yes

Comment

The site has identified existing and planned water-related infrastructure within its catchment, including both supply and drainage systems. Long An Province's water supply relies heavily on the Vam Co Dong and Vam Co Tay rivers and an extensive network of canals connected to the Tien River. However, these water sources are often affected by salinity and alum contamination, reducing their reliability for both industrial and domestic use.

- Clean Water Supply: Key infrastructure includes the Tan An Water Plant (15,000 m³/day) and other ongoing or planned water plants such as Hoa Khanh Tay, Phu My Vinh II, and Bao Dinh, with future capacities exceeding 60,000–200,000 m³/day.
- Groundwater Challenges: Groundwater is limited, located at >200 meters depth, and contains high ion concentrations, making it unsuitable without treatment.
- Drainage and Sewerage: Urban drainage infrastructure is incomplete. Most wastewater and rainwater are discharged untreated via road culverts into surface water, presenting high exposure risks during extreme weather events.
- Investment Needs: Substantial future investment is needed in wastewater treatment and stormwater management, particularly in Tan An City and surrounding districts.

The site is aware of infrastructure vulnerabilities and incorporates them into its risk planning for sustainable water management.

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

Yes

Comment

The site has assessed the availability and adequacy of Water, Sanitation, and Hygiene (WASH) services within its catchment using national (GSO 2023) and provincial data sources. Findings indicate high access to hygienic water (98.4%) and sanitation (96.5%) nationwide, with urban Long An reporting near-universal coverage. Rural areas show continued improvement, though some equity gaps remain for vulnerable populations.

The multidimensional poverty rate in the region is low, and no major WASH access gaps were identified near the site. The assessment demonstrates the site's awareness of local WASH conditions and supports its alignment with AWS 2.1.1 by recognizing community needs and promoting equitable access.

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

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

Yes

Comment

The site has identified shared water challenges through stakeholder consultations and catchment analysis. The process included input from local authorities, communities, and service providers, ensuring relevance and inclusiveness.
Summary of Shared Water Challenges

- Low awareness and compliance with water-related regulations
- Untreated wastewater discharges causing surface water pollution
- Agricultural runoff and pesticide contamination of surface water
- Groundwater cross-contamination from unregulated wells
- Declining groundwater levels due to over-extraction
- Stagnation and pollution of canals, especially in Tân An City
- Seasonal salinization of surface and groundwater (dry season)

These challenges underpin the site's collaborative water stewardship actions.

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

Yes

Comment

In response to the shared water challenges identified under Indicator 1.6.1, the site has developed a set of initiatives to address these issues collaboratively and proactively. These initiatives include:
- Supporting the improvement of relevant legal and regulatory frameworks
- Conducting awareness-raising campaigns for the public and local communities on water stewardship
- Organizing activities for cleaning and dredging local canals
- Promoting a transition from groundwater to surface water sources
- Decommissioning shallow and deep wells and replacing them with municipal (city) water supply systems

These actions aim to mitigate water-related risks, support catchment-level sustainability, and promote responsible water use in alignment with the AWS Standard.

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

The site has conducted a structured water-related risk assessment, evaluating risks based on likelihood, severity, potential business disruption, and associated costs across short-, medium-, and long-term timeframes.

Key risks identified include supplier non-compliance with water-related laws, declining water quality, agricultural runoff leading to aquifer contamination, and water scarcity due to groundwater depletion and salinization. While most risks are rated as low in likelihood, several are considered high in severity, particularly concerning reputational exposure and potential operational disruption.

The risk evaluation integrates internal operational data, stakeholder input, and relevant scientific studies. It effectively informs the site's water stewardship planning and aligns with AWS expectations for proactive risk management.

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 and assessed several water-related opportunities with potential business, environmental, and social benefits:

- Internal practice sharing: Improves compliance through better understanding of regulations.
- Community communication and awareness: Enhances relationships and promotes responsible water use.
- Support for domestic well testing: Helps communities shift to safer water sources.
- Water regeneration projects: Restores groundwater levels and improves long-term supply.
- Canal protection and discharge system maintenance: Supports environmental health and regulatory compliance.
- Community water-sharing initiatives: Builds brand trust and strengthens local engagement.

These opportunities are prioritized based on feasibility, potential water savings, and shared value for the site and stakeholders.

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.*

Yes

Comment

The site has identified relevant best practices in water governance within the catchment area, both from its own operations and from other stakeholders:

Site-Level Best Practices: Early initiatives included raising awareness on water-related issues among internal staff and external stakeholders, using diverse communication channels such as local media and community engagement.

Catchment-Level Best Practices: Through stakeholder consultation during the audit, the site gathered practices from other actors, notably Heineken, which collaborates with NGOs and local communities to implement impactful initiatives such as tree planting for watershed protection.

These practices serve as valuable references to enhance the site's water stewardship and contribute to collective governance within the catchment.

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.*

Yes

Comment

The site has identified key practices to improve water balance, both internally and in the catchment:

- Rainwater collection in Can Giuoc (since 2021) – Supports future water regeneration
- Connecting households to city water – 333 households benefited; regeneration by 2024
- LAWACO partnership – 700,000 m³ of water saved in 6 months
- Pipe loss reduction support – Sponsored 2 devices to reduce water leakage
- Internal reuse and savings – Achieved water use ratio of 1.28 (better than 1.33 target)

These actions reduce total water use and improve water efficiency across the system.

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

Yes

Comment

The site has effectively identified relevant sector- and catchment-level best practices to support continuous improvement in water quality. At the catchment level, initiatives such as canal dredging, school water testing, community well monitoring, and municipal supply follow-up demonstrate collaboration with local authorities and stakeholders. Sector-level improvements, including process mapping, hygienic design upgrades, and optimization of treatment systems, reflect strong internal quality management.

These practices are supported by credible data sources and illustrate the site's proactive approach to water quality improvement through both external engagement and internal innovation.

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

Yes

Comment

The site has identified relevant best practices related to emergency preparedness and response in Important Water-Related Areas (IWRAs), in partnership with local authorities (DONRE). These initiatives focus on enhancing water quality, reducing environmental risks, and protecting public health:
Dredging of Khánh Hậu Canal (DONRE Khánh Hậu, since 2019): A total of 1,500 meters dredged in 2019 and 1,050 meters re-dredged in 2022. The initiative improved water quality for irrigation, reduced pollution, and contributed to local economic and social development.

Cleaning of Thu Tuu Canal (DONRE Tân Khánh, since 2018): This ongoing project enhances the discharge point and improves water quality for agricultural use, while also reducing environmental pollution and safeguarding community health.

These actions serve as effective water-related emergency response strategies that contribute to the resilience of the local ecosystem and communities.

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

Yes

Comment

The site has identified and actively contributed to relevant catchment-level best practices that support equitable access to safe and adequate WASH services. Notable contributions include support for the rainwater storage initiative in Cần Giuộc, where the site provided 90 rainwater systems and five central tanks in partnership with local NGOs, and its continued involvement in the school drinking water program initiated by Novaland.

These contributions reflect strong alignment with WASH equity principles and demonstrate the site's commitment to community health, education, and climate resilience through strategic collaboration.

2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	*Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.*	
2.1.1	*A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:* *- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes* *- That the site implementation will be aligned to and in support of existing catchment sustainability plans* *- That the site's stakeholders will be engaged in an open and transparent way* *- That the site will allocate resources to implement the Standard.*	Yes
Comment	The site has developed and publicly disclosed a signed water stewardship commitment titled "La Vie's Commitment to Implement Water Stewardship and the AWS Standard". This document fulfills the requirements of AWS Indicator 2.1.1	
2.2	*Develop and document a process to achieve and maintain legal and regulatory compliance.*	
2.2.1	*The system to maintain compliance obligations for water and wastewater management shall be identified, including:* *- Identification of responsible persons/positions within facility organizational structure* *- Process for submissions to regulatory agencies.*	Yes
Comment	The site has a structured Legal Update Process in place to ensure continuous compliance with all applicable water and wastewater-related laws and regulations. The Legal and Compliance Department is responsible for maintaining compliance with water and wastewater regulations. Monthly legal updates are prepared, reviewed for impact, and shared via email with relevant departments. Each team ensures implementation. An annual compliance checklist verifies that the factory meets all legal obligations.	
2.3	*Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.*	
2.3.1	*A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.*	Yes

Comment	The site's water stewardship strategy is aligned with Nestlé Vietnam's overarching sustainability roadmap, with a clear mission, vision, and defined goals under the pillar "Caring for Water." Mission: To shape a sustainability agenda that achieves zero net environmental impact and creates a positive impact on society. Vision: To be at the forefront of the industry by implementing responsible water stewardship practices that protect and regenerate local water resources. Strategic Goals under Caring for Water: Attain and maintain AWS Certification; Achieve Net Positive Water Impact; Improve water efficiency and savings in operations; Support the regeneration of local groundwater cycles This strategy directly supports the implementation of the AWS Standard and contributes to broader organizational goals such as climate action, responsible sourcing, and community well-being.
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.* Yes
Comment	The site set measurable, time-bound water stewardship targets for 2025, including a planned water savings of 41,307 m³ and expanded community access to safe water. Each target is supported by specific actions—such as water loss recovery, reuse optimization, and public water station maintenance—with clearly defined monitoring methods, timelines, and responsible personnel. Targets are financially resourced and linked directly to AWS outcomes including water balance, WASH, governance, and water quality. Progress is tracked through flow meter data, WASH assessments, and documented performance ratings. Notably, year-to-date savings of 33,294 m³ as of March 2025 demonstrate effective implementation.
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.* Yes
Comment	The site has developed a comprehensive water risk mitigation and adaptation plan addressing both shared and site-specific water risks. The plan includes coordinated actions with public-sector stakeholders such as DONRE, LAWACO, and local authorities. Key measures include reducing groundwater dependence by transitioning to municipal supply, supporting canal dredging to improve water flow and quality, expanding community water access, monitoring agricultural impacts, and engaging in groundwater regeneration efforts. These actions directly respond to identified risks such as aquifer depletion, salinization, and pollution. The plan demonstrates strong alignment with catchment priorities, supports long-term water security, and reinforces the site's commitment to shared water stewardship.

3	STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts

3.1 *Implement plan to participate positively in catchment governance.*

3.1.1 *Evidence that the site has supported good catchment governance shall be identified.* ✓ Yes

Comment

The site has demonstrated proactive stakeholder engagement and participation in collective actions that strengthen catchment governance. Engagements include consultations with key water stakeholders (e.g., LAWACO, suppliers) to improve water efficiency and disclose AWS results, as well as internal capacity-building efforts through AWS training sessions and seminars for employees and contractors.

Collective actions include organizing World Water Day 2025 in partnership with local authorities, delivering free water during festivals, and initiating canal dredging activities to improve water quality. The site also engaged in regional collaboration by hosting NGO and private-sector partners (e.g., SDC, Asia Water Stewardship, Heineken) to exchange knowledge and explore joint initiatives.

These activities demonstrate meaningful contributions to improved water governance at both site and catchment levels

3.1.2 *Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.* ✓ Yes

Comment

No stakeholder-verified customary water rights have been identified under Indicator 1.5.2. The site maintains ongoing stakeholder engagement and commits to promptly addressing and respecting any such rights if identified in the future.

3.2 *Implement system to comply with water-related legal and regulatory requirements and respect water rights.*

3.2.1 *A process to verify full legal and regulatory compliance shall be implemented.* ✓ Yes

Comment

The site complies with AWS Indicator 3.2.1 by implementing a robust legal and regulatory compliance process. Legal compliance is ensured through a formal legal evaluation system, which is governed by documented procedures. The site regularly evaluates its operational activities against applicable legal and regulatory requirements related to water use, treatment, and discharge.

A designated responsible person monitors compliance and coordinates with authorities such as LAWACO. Records of permits, water usage, and wastewater discharge are maintained and reviewed. At the end of each year, Key Performance Indicators (KPIs) for legal compliance are reviewed by management as part of the site's continuous improvement process. This structured approach helps ensure all water-related operations remain compliant with current laws and regulations.

3.2.2 *Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.* ✓ Yes

Comment

The site complies with AWS Indicator 3.2.2 by implementing measures to respect the water rights of others, in alignment with legal and regulatory requirements. National laws affirm equal access to water resources for all citizens. The site acknowledges and strictly adheres to these laws, ensuring that its operations—such as water abstraction, discharge, and reporting—are fully compliant.

While no Indigenous or stakeholder-verified customary water rights have been identified within the catchment (as confirmed under Indicator 1.5.2), the site maintains proactive stakeholder communication to monitor for any such rights. Should any water rights be identified in the future, the site is committed to taking timely and appropriate actions to respect and protect them.

3.3 *Implement plan to achieve site water balance targets.*

3.3.1 *Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.*

Yes

Comment

The site has demonstrated strong progress toward its 2024 water balance target, achieving 31,468 m³ in water savings—exceeding the planned target of 27,992 m³ by 195%. Key actions included recovery of HOD2 filler losses and reuse of rinse water, monitored weekly via flow meters and verified through internal review.

Implementation is marked as “completed,” with ongoing monitoring and improvement mechanisms in place. Additional community initiatives and collaboration with LAWACO contributed indirectly to improved catchment water balance and stakeholder engagement.

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

While water scarcity is not identified as a shared water challenge in the catchment, the site complies with AWS Indicator 3.3.2 by setting and implementing annual targets to improve water use efficiency in response to regional seasonal water stress.
In 2024, the site targeted a reduction of 27,992 m³ through measures such as recovering water loss in the HOD2 filler machine and reusing final rinse water. These actions were fully implemented and monitored weekly, achieving 31,468 m³ in actual savings—exceeding the target by 15%.
For 2025, the site has set a more ambitious target of saving 41,307 m³, with continued focus on rinse water reuse for cooling towers and maintaining system efficiency. Progress is being tracked, with early results indicating the site is on course.
These efforts demonstrate the site's ongoing commitment to efficient water use and proactive alignment with the intent of AWS Indicator 3.3.2.

3.3.3 *Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.*

Yes

Comment

The site has voluntarily committed to providing 48 gallon-sized bottles of drinking water per week to a nearby university. This contribution is not mandated by regulation but reflects the site’s proactive support for community needs. The action demonstrates voluntary water reallocation to benefit local stakeholders.

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	Based on the available data from the 2024–2025 Water Stewardship Plans, the site demonstrates clearly identifying and tracking progress toward its water quality targets. The site has established several water quality-related targets focused on both operational discharge standards and community access to safe water. Key progress includes: • Maintenance of Three Free Water Stations: As part of community water quality commitments, the site successfully maintained these stations throughout 2024, providing safe drinking water to local residents. The initiative was marked as “completed”, with ongoing operation and stakeholder engagement. • WASH Assessments and Actions: In both 2024 and 2025, the site conducted WASH assessments to evaluate community water needs and identify quality issues. Actions included the distribution of safe water, support for household water treatment, and connection to municipal water systems. • Support for LAWACO Projects: The site contributed to LAWACO’s water regeneration initiatives by providing equipment that reduces water losses and enhances distribution efficiency, ultimately improving the quality of water accessed by households. • Monitoring and Measurement: Water quality results are routinely reviewed through sampling and reporting mechanisms (e.g., flow meters, water analysis, household surveys), with evidence indicating stable or improving trends in both factory discharge and community water access. • Planned Improvements for 2025: For 2025, water quality improvement actions continue through support for connecting more households to municipal water, maintaining rainwater harvesting systems, and raising community awareness of hygiene and water use.
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
Comment	The site has been implementing continuous improvement measures to manage and enhance effluent quality. In specify: Regular monitoring ensures that all wastewater discharges meet legal standards, with no recorded non-compliance. The site also reuses final rinse water (e.g., from 5L bottle lines) for cooling tower operations, reducing overall discharge volume. To improve water quality beyond its operations, the site partnered with DONRE to support canal dredging projects in Khánh Hậu (2019, 2022, 2024) and Tân Khánh (planned for 2025), helping reduce pollution and enhance irrigation water quality. In addition, the site conducts annual water testing in 28 schools and community wells to monitor potential impacts, with results confirming no contamination or cross-influence from site effluent. These initiatives reflect the site’s commitment to continuous improvement and alignment with best practice under AWS standard.
3.5	*Implement plan to maintain or improve the site’s and/or catchment’s Important Water-Related Areas.*
3.5.1	*Practices set in the water stewardship plan to maintain and/or enhance the site’s Important Water-Related Areas shall be implemented.* — Yes

Comment	The site has been actively implementing measures to protect and enhance Important Water-Related Areas (IWRAs), as outlined in its Water Stewardship Plan. Key actions include ongoing dredging of canals such as Khánh Hậu and Thủ Tửu, in collaboration with DONRE, improving irrigation water quality and reducing environmental pollution. In 2025, the site extended these efforts with the planned 1.5 km dredging in Tân Khánh to further enhance local water flow and ecosystem health. At the La Vie Long An factory, canals and ditches surrounding the site are maintained as IWRAs, with regular renovation and upkeep. In 2025, the site also participated in tree planting activities around these water bodies and coordinated with local authorities for joint protection efforts. Additionally, during World Water Day 2025, the site organized canal clean-ups, stakeholder workshops, and educational games, engaging local residents, the Youth Union, and community partners. These activities helped raise awareness and strengthen collective action for IWRA protection.	
3.6	*Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.*	
3.6.1	*Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.*	Yes
Comment	The site conducted a structured self-assessment using a recognized WASH evaluation framework. Key results include: • General Access (GE1): Scored 2 out of 2 for both current state and pledge compliance, indicating full provision of safe drinking water, sanitation, and hygiene facilities for workers. • Business Score and Pledge Score: Achieved 100% compliance, confirming that WASH services meet both internal standards and public health expectations. • Gap Analysis: No critical gaps were identified, reflecting comprehensive WASH coverage and proper implementation across the site. Based on the data from the WASH Self-Assessment Summary Output, the site demonstrates full compliance with AWS Indicator 3.6.1, confirming the provision of adequate access to WASH for all workers onsite.	
3.6.2	*Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.*	Yes
Comment	The site manages its operations to ensure no infringement on the human right to water and sanitation. Regular community WASH assessments and water testing confirm no negative impacts from site activities. The site has supported over 330 households in connecting to municipal water and promoted rainwater harvesting to enhance community access. No traditional or indigenous water rights have been identified, but the site remains vigilant and prepared to act if such rights emerge. A grievance mechanism is in place to address any concerns, demonstrating respect for community rights and effective risk management.	
3.7	*Implement plan to maintain or improve indirect water use within the catchment:*	
3.7.1	*Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.*	Yes

Comment

In 2024–2025, the site engaged with key suppliers (e.g., Duy Tan and YFY) to promote water efficiency and reduce water losses across the supply chain. Notably, the site supported LAWACO by providing two pieces of equipment to detect and fix leakages in municipal water infrastructure. This contributed to reducing LAWACO's water loss ratio from 9.89% in 2022 to 5.95% in 2024.

These quantified outcomes demonstrate effective collaboration and measurable progress toward improving water efficiency beyond the site's direct operations, fulfilling this Indicator.

3.7.2 *Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.*

Yes

Comment

Based on the information from the "3.7.1. Water Governance 2025 Indirect Water Use" file, the site demonstrates full compliance with Indicator 3.7.2 by engaging suppliers and service providers and documenting actions taken as a result.

- Supplier Engagement:

The site held targeted stakeholder meetings in 2025 with suppliers Duy Tan and YFY (March 3, 2025), as well as LAWACO (October 2024, February and April 2025). These meetings aimed to explore opportunities for improved water efficiency. While supplier water use is minimal and technically confidential, discussions raised awareness and encouraged future collaboration on responsible water practices.

- Service Provider Action – LAWACO:

As a result of the site's engagement, two pieces of leak detection equipment were provided to LAWACO. This directly contributed to a significant reduction in water loss, from 9.89% in 2022 to 5.95% in 2024, demonstrating a tangible impact within the municipal water supply system.

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

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

Yes

Comment

The site provides clear evidence of stakeholder engagement and documented confirmation of message receipt.
Engagement with LAWACO:
The site formally communicated with LAWACO regarding water supply connections for local communities. This included support for infrastructure improvements and collaboration to enhance municipal water access. These messages were documented and sent, as shown in the official correspondence. Confirmation of Receipt: The meeting minutes dated 7 February 2025 confirm that LAWACO acknowledged the messages and engaged in discussions with the site. This included follow-up actions on water supply support and leak detection collaboration.
Engagement with Tân Khánh People's Committee (Thu Tửu Canal):
A signed Memorandum of Understanding (dated 24 March 2025) between La Vie and the Tân Khánh People's Committee confirms the site's support for dredging the Thu Tửu drainage canal, which is a key local waterway. The company contributed 138 million VND to this initiative. The document explicitly acknowledges La Vie's role and confirms receipt and acceptance of support by the local authority, along with a commitment to proper use and accountability.

3.9 *Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.*

3.9.1 *Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.*

Yes

Comment

The site has been implementing a wide range of actions in 2024–2025 that support best practice in water governance.
Key actions include:

- Stakeholder engagement with suppliers, LAWACO, local authorities, and NGOs (e.g., SDC, Heineken) to share AWS progress and explore joint water initiatives.
- Infrastructure support, including funding and equipment to LAWACO to reduce water loss and collaboration with local governments to dredge canals.
- Internal training on AWS for employees and contractors, including workshops and onboarding sessions.
- Community outreach through school programs, factory tours, and the “Water for Schools” project, benefiting nearly 10,000 people.
- Collective action, such as co-organizing World Water Day 2025 with ~90 participants, and delivering free water during holidays.
- Public awareness via local newspaper articles and communication campaigns.

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

Yes

Comment

The site has been implementing best practice actions to support its water balance targets in 2024–2025.
Key actions include:

- Rainwater Collection: Ongoing since 2021 in Can Giuoc with the Youth Union, helping reduce reliance on groundwater during rainy seasons and improving water availability in dry periods.
- Support to LAWACO: The site provided two pieces of equipment to LAWACO, reducing municipal water loss from 9.89% (2022) to 5.95% (2024), enhancing regional water efficiency.
- Municipal Water Connections: The site supported connections for 333 households in Khánh Hậu and Tân Khánh to shift from shallow wells to treated city water—contributing to improved water access and reduced underground water extraction.
- Internal Water Savings: La Vie achieved a water use ratio of 1.28, better than its target of 1.33, through internal reuse and efficiency measures, saving 9,839 m³ in 2025, up from 4,355 m³ in 2020.
- Water Regeneration and Supply Expansion: LAWACO’s capacity increased from 1.76 million m³/month to 2.24 million m³/month, and water supply centers grew from 21 to 49—benefiting the wider catchment.

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

Yes

Comment

The site implemented best practice actions to meet water quality targets in 2024–2025, including:

- Canal dredging in Khánh Hậu and Tân Khánh (1.5 km in 2025) with DONRE to reduce pollution and improve irrigation water quality.
- Annual testing of shallow wells and water systems in 28 schools, confirming safe water quality and no site-related contamination.
- Support for municipal water access, connecting over 370 households to city water through LAWACO.
- Regular monitoring of water supply quality in partnership with LAWACO’s technical team.

These efforts demonstrate a proactive approach to improving and safeguarding water quality, in line with AWS best practices.

3.9.4 *Actions towards achieving best practice, related to targets in terms of the site’s maintenance of Important Water-Related Areas shall be implemented.*

Yes

Comment	The site implements best practice actions to maintain and enhance identified IWRAs as follows: • Canal dredging projects with DONRE in Chiến Lược and Thu Tửu canals (2019–2025) to improve water quality and reduce pollution. • On-site IWRA maintenance, including a canal dredging project behind the factory in December 2024, with a 50 million VND investment, aligned with AWS outcomes. • Community involvement through World Water Day 2025 events—canal clean-ups, workshops, and engagement with local authorities and youth groups. With the above effort, the site demonstrates its commitment to implementing collective best practices for maintaining and enhancing the IWRA conditions.

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

Comment	The site implements best practice WASH actions for both onsite workers and surrounding communities. Evidence: • Maintaining three free water stations, supplying over 51,000 liters in 2024. • “Water for Schools” project in Tân Hưng, serving 10,000+ people across 28 systems, with regular quality checks. • Rainwater collection and emergency support in Cần Giuộc, including 100 m³ of water and 5 tanks, supported by a 150 million VND investment in 2024. • Ongoing support for household connections to city water and seasonal free water distribution. • Monitoring of local wells to ensure safe water access. These actions reflect strong alignment with WASH-related best practices under AWS.

4	STEP 4: EVALUATE - Evaluate the site's performance.

4.1 *Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.*

4.1.1 *Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.*

Yes

Comment

The site's 2024–2025 actions show clear alignment with all five AWS outcomes:
- Good Water Governance: Regular stakeholder engagement (LAWACO, authorities), documented consultations, and support for public infrastructure.
- Sustainable Water Balance: Exceeded 2024 savings target; on track in 2025. Internal reuse and LAWACO leak reduction contributed to site and catchment balance.
- Good Water Quality Status: Regular water testing, canal dredging, and no contamination from operations.
- Important Water-Related Areas: Protected canals near the site, dredged Thu Tửu and Chiến Lược canals, and involved the community in clean-ups and awareness events.
- WASH for All: Maintained free water stations, supported schools and households with clean water access, and ran rainwater collection projects.

In conclusion, the site has effectively contributed to all AWS outcomes through well-implemented and evaluated actions.

4.1.2 *Value creation resulting from the water stewardship plan shall be evaluated.*

closed

Comment

The site has described its value creation through the water stewardship actions as follows:
- Water savings through rinse water reuse and loss recovery.
- Public health via WASH programs, well testing, and free water supply.
- Community access with household water connections and canal dredging.
- Awareness through education campaigns and WASH assessments.
- Stakeholder collaboration via engagement with LAWACO and local authorities.

However, the description of value creation remains generic, with limited quantitative data to verify outcomes. The site must improve by linking actions to measurable indicators to clearly demonstrate actual impact.

Finding No: TNR-018269

4.1.3 *The shared value benefits in the catchment shall be identified and where applicable, quantified.*

Yes

Comment

The site has generated clear shared value in the catchment through its 2024–2025 water stewardship efforts:
Water Efficiency: Saved 31,468 m³ in 2024 and 33,294 m³ by March 2025; supported LAWACO in reducing losses from 9.89% to 5.95%.
Community Access & Health: Connected 333+ households to city water, provided 26,700 L via free water stations, and ensured safe water for 28 schools (~10,000 people).
Environmental Restoration: Dredged 1.05 km of Chiến Lược Canal (2024) and 1.5 km of Thu Tửu Canal (2025); restored site canals.
Resilience & Awareness: Supplied 100 m³ of rainwater, installed 5 tanks, and ran awareness campaigns with schools and communities.

4.2 *Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.*

4.2.1	*A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.*	Yes

Comment

While no actual water-related emergencies occurred in 2024–2025, a comprehensive drill was conducted on 22 May 2025, simulating a 30L Oxonia chemical spill during a CIP process. The scenario involved a mock injury and potential chemical runoff into the stormwater system.
In detail:

- Incident Simulation: On 22 May 2025, the site conducted a chemical spill drill (30L Oxonia) with risks of human injury and environmental contamination. The response included evacuation, victim rescue, spill containment, and system checks.
- Root Cause & Actions: The simulated incident was due to operator error. Corrective actions included refresher training, improved labeling, PPE checks, and updated emergency protocols.
- Preventive Measures: The Emergency Response Plan was revised, interdepartmental coordination was strengthened, and further drills were scheduled.

In conclusion, the site has reviewed, simulated, and responded to potential emergencies with clear corrective and preventive actions.

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.*	Obs.

Comment

The site demonstrated active stakeholder engagement regarding its water stewardship performance during 2024–2025:
Government Input: DONRE reviewed and provided official feedback on La Vie's 2025 water plan, suggesting clearer goals and stronger alignment with AWS requirements.
Coordination with LAWACO: Documented meetings show collaboration on water supply and infrastructure initiatives.
Feedback from Irrigation Authority: The Irrigation Management Center evaluated and responded to the site's AWS-related submissions.
Community Participation: Over 200 stakeholders, including students and local residents, took part in tours, events, and awareness activities.
Although stakeholder consultation is robust, the site primarily communicates outcomes in general or qualitative terms. To improve transparency and impact, the site should incorporate more quantitative performance indicators—such as water savings, quality metrics, or access results—when engaging stakeholders.

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.*	Yes

Comment	The site's 2025 Water Stewardship Plan has been revised to incorporate insights from previous performance evaluations and stakeholder feedback. Key updates include: Water Efficiency: Following strong 2024 results, the plan now includes reuse of final rinse water from 5L production lines to boost water savings. Community Water Quality: WASH assessments continue, with added coordination with local authorities to act on well testing results more promptly. Free Water Supply: Targets were clarified (e.g., 26,700L provided), and the action was confirmed for continuation with improved tracking. LAWACO Engagement: Building on past collaboration, the plan increases efforts to expand household water connections in underserved areas. Shared Value Linkage: Each action is now clearly tied to outcomes like water conservation, public health, and community benefit. These changes show the site's proactive use of lessons learned to strengthen the effectiveness and impact of its water stewardship strategy.

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.* Obs.

Comment

The site has prepared a clear organizational chart and role description (as shown in the uploaded documents), identifying key accountable positions for water-related governance and legal compliance:

- Factory Manager – Overall responsibility.
- Water Treatment Manager – Direct accountability for legal compliance on water use, treatment, and discharge.
- SSHE Manager – Monitors and ensures legal updates and implementation.
- Corporate Affairs & Sustainability Lead – Communicates externally on compliance and reputation.
- Community Engagement – Managed by the Factory Manager and Corporate Affairs team.

While roles and responsibilities are clearly defined internally and sent it to some selective stakeholder via official dispatch, public availability of this information must be ensured to fully comply with AWS minimum requirements, e.g., uploaded to the company website or included in a sustainability report.

5.2 *Communicate the water stewardship plan with relevant stakeholders.*

5.2.1 *The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.* Yes

Comment

The site communicates its water stewardship plan and its alignment with AWS outcomes through:

Official dispatches to agencies like DONRE, LAWACO, and the Irrigation Authority.
Stakeholder meetings to discuss key plan components (e.g., water savings, WASH, IWRA).
Public engagement, including factory tours and World Water Day events with over 200 participants.
Media coverage and planned inclusion in the sustainability report.
In conclusion, the communication is well implemented and reaches relevant stakeholders, fulfilling AWS 5.2.1.

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.* Yes

Comment

The site provides an annual report that discloses quantified water stewardship performance. Key metrics include 31,468 m³ of water saved in 2024 and 33,294 m³ year-to-date in 2025, community benefits such as 333+ household water connections and 26,700 L of free water supplied, and environmental actions like 1.05 km of canal dredging.

Performance is transparently shared through official reports, sustainability publications, and public events, demonstrating strong commitment to ongoing disclosure and stakeholder accountability.

5.4	*Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges;engagement with stakeholders; and co-ordination with public-sector agencies.*	
5.4.1	*The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.*	✓ Yes
Comment	These shared challenges and efforts are disclosed via stakeholder reports, events, and upcoming sustainability communications	
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 actively coordinates with public agencies and stakeholders: • World Water Day 2025: Co-organized canal clean-up with LAWACO and local authorities, engaging 45–60 participants. • Infrastructure Support: Contributed 138 million VND for dredging near site discharge points. • Water Access Advocacy: Submitted proposals to expand municipal water supply to underserved households. These efforts show strong collaboration with public-sector agencies and fulfill AWS 5.4.2.	
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	No water-related violations, fines, or enforcement actions were reported in the period. All legal requirements were met, and compliance is supported by regular monitoring, emergency planning, and coordination with authorities.	
5.5.2	*Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.*	✓ Yes
Comment	As no water-related compliance violations occurred during the reporting period, no corrective actions were required. Preventive systems remain in place, including regular legal reviews, emergency drills, and coordination with local authorities to maintain full compliance.	
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.*	✓ Yes
Comment	During the reporting period, no water-related violations occurred that posed a significant risk to human or ecosystem health. Had such an incident occurred, the site has established procedures to immediately notify relevant public agencies, as outlined in its emergency response and legal compliance protocols.	

Previous Findings

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