

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)



Audit Number: AO-001441

SITE DETAILS

Site: **Nestlé Waters Supply Sud - Source Perrier**
Address: Les Bouillens, 30310, Vergeze, FRANCE
Contact Person: Manon Chatelier
AWS Reference Number: AWS-000523
Site Structure: Single Site

CERTIFICATION DETAILS

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

AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)
Audit Type(s): **Initial Audit**
Audit Start Date: 2025-Feb-10
Audit End Date: 2025-Feb-12
Lead Auditor: Marion Dardare

Audit team participants:
Marion DARDARE, Lead Auditor
Anasse AIT LEMKADEME, Regional Audit Lead

Site Participants:
Sandra JULIA, Water Resource Manager - Cluster N. Europe
Camille DESSIMOND, Corporate Hydrogeologist
Manon CHATELIER, Expert Protection Territoire et Environnement - Source Perrier
Charline GIRARDET, Expert Environnement - Source Perrier
Nicolas LAURES, Hydrogéologue - Source Perrier

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ADDITIONAL INFO

Summary of Audit Findings: During the certification audit, 3 major non-conformities, 14 minor non-conformities, and 17 observations.

The Client is requested to perform a root cause analysis and define corrective actions for each of the non-conformities and to submit these to WSAS within 30 days of receipt of the audit report by 04 June 2025.

The major non-conformities must be closed within 90 days of receipt of the report. In order to meet this timeline evidence is to be submitted to WSAS (within 75 days) by 20 July 2025.

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

The audit team recommends certification of Nestlé Waters Supply Sud – Source Perrier at Core level pending approval of the corrective actions plans for all non-conformities and closure of the major non-conformities.

Following the review of the corrective action plans and evidence of implementation for the major non-conformities, 3 major non-conformities were closed but effectiveness of their closure will be assessed at the next audit. 2 major non-conformities were downgraded to minor non-conformities and further evidence will be evaluated at the next audit to assess continuing certification.

CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

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

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

Scope of Assessment: The scope of services covers the Initial certification audit for assessing conformity of Nestlé Waters Supply Sud - Source Perrier against the AWS International Water Stewardship Standard Version 2.

NWSS (The Site), is located in the industrial zone Les Bouillens, in the town of Vergèze (Gard Department, Occitanie Region) in France. The town is situated between the cities of Montpellier and Nîmes.

NWSS operates the Perrier source since 1992. The site covers an area of 70 Ha, including 20 Ha of building coverage. It encompasses 16 water wells (4 within site boundaries and the rest within the catchment), 35 piezometers and 31 km of pipelines.

The factory's production involves bottling sparkling mineral water under the Perrier brand and flavored sparkling beverages under the Maison Perrier brand.

The audit was conducted onsite between February 10 and 12, 2025.

The onsite site visit included the assessment of the wastewater treatment plant, a piezometer, a water well, WASH facilities (toilets, showers, canteen), water tanks and treatment facilities in P3 building, production lines.

FINDINGS

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NUMBER OF FINDINGS PER LEVEL	
Observation	17
Minor	14
Major	3

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FINDING DETAILS

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Audit Number: AO-001441

Finding No: TNR-016434

Checklist Item No: 1.1.1

Status: Closed

Finding level: Major

Due date: 2025-Aug-17

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

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

Findings: The scope delineated does not correspond to a catchment. The two main rivers Le Vistre and Le Rhône are located at the boundary of the scope.

The “catchment” was delineated considering:

- The extent of the Burdigalien aquifer (exploited by the site);
- Partial extent of the Hauterivien aquifer, bounded to La Poudre river (within the Y351 hydrographic zone) (exploited by the site).

The catchment does not consider:

- The deep carbo-gaseous aquifer extending beneath the Vistrenque valley. Information provided by the Site from the ANTEA report of 2022 suggests that a contribution of this deep carbonated gas-bearing limestone aquifer to the Villafranchien is highlighted through chemical and isotopic analyses. This area corresponds to Le Vistre catchment.
- Catchments that the site affect and is reliant upon for water are not included. Most of the Hauterivien limestone aquifer is unconfined, thus directly linked to precipitation. In this setting, consideration of the surficial catchment delineation is relevant for aquifer recharge and water balance.
- The hydrographic zones (sub-catchments) delineated by the Water Agency and consistent with regulatory landscape.
- Moreover, some agricultural parcels owned by the site and used to implement water governance are outside the delineated area.

Corrective action: The Physical Scope will be updated to consider (with boundaries):

- The Hauterivien limestone aquifer
- The deep carbo-gaseous aquifer
- Le Vistre catchment.
- Le Rhône catchment
- The hydrographic zones (sub-catchments)
- Agricultural parcels owned by the site and used to implement water governance.

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Evidence of implementation:	All maps were updated. Presentation with maps including the following elements: - The Hauteriven limestone aquifer (p9) - The deep carbo-gaseous aquifer (p9) - Le Vistre catchment.(p7) - Le Rhône catchment (p7) - The hydrographic zones (sub-catchments) (p5) - Agricultural parcels owned by the site and used to implement water governance. (p5)
Finding No:	TNR-016658
Checklist Item No:	1.2.1
Status:	Open
Finding level:	Observation
Checklist item:	Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: - Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people; - Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies; - Provide evidence of stakeholder consultation on water-related interests and challenges; - Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups; - Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	Certain parties with whom the site has signed partnership agreements are not included in the list of stakeholders (ex. Abeille & Biodiversité, Les GARDiens Forestiers, Mycea, etc.). OCVIA and VINCI were identified in 1.3.1 as key stakeholders to contact in case of emergency, however they are not identified in the list of stakeholders.

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Finding No:	TNR-016665
Checklist Item No:	1.3.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	Existing water-related incident response plans shall be identified.
Findings:	There are two concerns: (1) The WWTP (STEP) failure may be a potential risk. Some maintenance operations may in rare occasion drastically reduce the microbia at the STEP and may generate effluent unconformities. The scenario has happened in the past. A process for mitigation was described but documented plan was not shown during the audit. (2) Microbiological contamination of a well is a risk because deviations of microbiological parameters occurred in the past. The site was able to react and mitigate the incident, suggesting that an incident response plan may exist, however, it could not be identified.
Corrective action:	We will provide: -Our Indicent Response Plan (POI = Plan des Opérations Internes) in case of failure of WWTP will be provided again. -Example of Indicent Report for DMES dated 23/09/2024 for an indicent that occured on 16/09/24 will be provided again. -Indicent Response Plan for Well (extreme event)

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Finding No: TNR-017726
Checklist Item No: 1.3.4
Status: Closed
Finding level: Major
Due date: 2025-Aug-17
Checklist item: Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.

Findings: During the audit, not all results were made available. Microbiology results from the April 2024 measure campaign (analyzed by Eurofins), was provided for 2 out of 16 wells. However, the yearly monitoring sampling plan established by Nestlé Waters mandates that all wells are sampled once a year for 'Pack Chemical Analysis' and 'Pack Basic Microbiology' and additionally internal testing is done daily.

Corrective action: The Site will provide all required evidence, including microbiological and chemical laboratory reports, as well as email correspondence with sanitary authorities.

Evidence of implementation: The Site provided:
- The yearly monitoring sampling plan for 2024
- Results of self monitoring of regulated microbiological results for the year 2024 for industrial water, mineral water and drinking water boreholes
- 2024 NQAC laboratory chemistry results for industrial, mineral and drinking water wells
- Communications with the sanitary authorities (ARS) related to the microbiological deviations

Finding No: TNR-017727
Checklist Item No: 1.3.7
Status: Open
Finding level: Observation
Checklist item: Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.

Findings: Interview of the stakeholder OI provided information that NWSS provided domestic water and smoothed water in a closed circuit. The site confirmed that waters were sold to OI. The auditor could not find evidence that this revenue was included in the list.

The project costs carried out by the Water Pledge are available in the conventions signed by the site and the project initiators. The cost for the renaturation of the Rhône could be found in the convention provided as evidence. However conventions and associated costs from the other projects of the Water Pledge are not identified.

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Finding No:	TNR-016687
Checklist Item No:	1.4.1
Status:	Open
Finding level:	Observation
Checklist item:	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings:	OI France used 181,375 m ³ provided by BRL for their industrial use. NWSS provides 11,099 m ³ of smoothed water. 56.17% of the production is dedicated to products and services for NW. The embedded water is therefore 56.17% of the 181,375 m ³ provided by BRL = 101,878 m ³ . The site shall justify why they subtracted their input.
Finding No:	TNR-017728
Checklist Item No:	1.4.2
Status:	Open
Finding level:	Observation
Checklist item:	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings:	The auditor may verify at further audits the effectiveness of continuous consultation efforts and method used to get data if results are not obtained.
Finding No:	TNR-017855
Checklist Item No:	1.5.3
Status:	Open
Finding level:	Observation
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	Although few data are available for the deep carbo-gaseous aquifer, it should nonetheless be considered in the catchment water balance.

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Finding No:	TNR-016688
Checklist Item No:	1.5.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	The catchment water-balance performed by the site earlier, considered the aquifers used by the site as insulated from the aquifer underlying the Vistrenque valley and providing for most community water supply (Villafranchien aquifer). Stakeholder interviews conducted by the audit team suggests that the hydraulic connections between the different aquifers used by the site, the agricultural sector, and the local municipalities for drinking water supply to the population, need to be better characterized. During the audit, the site confirmed that a study covering these specific points had been commissioned and was in progress. However, the site did not provide accessible information regarding the commissioning of this study or the terms of reference for the study. Surface water flow was not considered. Three main surface water bodies flowing within the catchment were identified in previous indicators: - Vistre river (receiving site's effluents); - Rhône river; - Canal d'irrigation du Bas-Rhône Languedoc (providing water for the firefighting network operated by BRL). No indication of annual and seasonal variance is provided although drought is a common phenomenon in the area. A stakeholder interview identified one of the main water-related challenges as climate change. The Mediterranean region experiences both periods of drought and intense 'cévenol' episodes (rain episodes), leading to significant flooding across the territory. This creates constraints for the population, impacts urban planning, and poses the challenge of securing the water supply for residents. Annual and seasonal variance is thus a crucial point to consider.

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Corrective action: We will Provide:

- The Agreement for ongoing Phase 2 hydro system study with universities
- Email dated 22/08/2024 sent to the local authorities in order to validate the Phase 2 scope of work.
- Agreement Phase 2 agreement signature slip dated 19/11/24 with universities shown but not provided as evidences during audit
- Email dated 04/06/2025 to local authorities for COTECH of 10/07/2025
- Meeting minutes of COTECH of 10/07/2025 (if received on time)
- Available communication with local authorities between 2019 and now

Evidence of implementation:

- The Agreement for ongoing Phase 2 hydro system study with universities (email with letter document)
- Email dated 29/08/2024 sent to the local authorities in order to validate the Phase 2 scope of work.
- Agreement Phase 2 agreement signature slip dated 19/11/24 with universities shown but not provided as evidences during audit
- Email dated 04/06/2025 to local authorities for COTECH of 10/07/2025
- Meeting minutes of COTECH of 10/07/2025
- Selected earlier communication with DDTM

Finding No: TNR-017729

Checklist Item No: 1.5.4

Status: Open

Finding level: Observation

Checklist item: Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.

Findings: Incomplete characterization of biological parameters and status of the aquifers was provided. This point is raised in 1.3.4.

The site provided water quality data from Le Vistre river regarding the IBD parameter. No further data was presented under this indicator. Previous evidence showed that more data was available in the annual report "Suivi Vistre".

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Audit Number: AO-001441

Finding No:	TNR-016691
Checklist Item No:	1.5.6
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	The condition of the water network is identified but potential exposure to extreme events of the municipal wastewater network is not identified. A listing of the waste water treatment plants (STEP/STEU) in the catchment is provided, however their condition and potential exposure to extreme events are not identified. A listing of the community drinking water wells (captages AEP) is provided, however their condition and potential exposure to extreme events are not identified.
Corrective action:	Contact municipalities by phone then email (track evidences) to find out about network conditions + risks in case of extreme events for wastewater incl. WWTP and drinking water incl. AEP wells.

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Finding No:	TNR-016692
Checklist Item No:	1.5.7
Status:	Open
Finding level:	Observation
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	Wastewater management: - The collective wastewater management network for the “Syndicat du Moyen Rhône” was identified and the number of connected users provided, however the number of inhabitants is not provided so the percentage of people connected to this network cannot be identified. - The service coverage of “Syndicat du moyen Rhône” is not provided so this information cannot be layered with the site’s AWS scope. - The site provided maps from the water/wastewater managers. Saur, Veolia and Suez are identified as wastewater service providers however, the site’s AWS scope cannot be layered. Catchment information cannot be extracted. Water servicing: - The site provided maps from the water/wastewater managers. Saur, and Veolia are identified as water service providers however, the site’s AWS scope cannot be layered. Catchment information cannot be extracted. Although WASH in the context of Western Europe is generally considered effective and largely compliant, it is worth noting that new challenges are emerging. Climate change is causing seasonal pressures on the supply of drinking water for the population. PFAS also represent an emerging challenge, as their treatment will require infrastructure upgrades to ensure compliance. The WASH criterion in this region therefore should not be restricted to checking the connection rates.

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Finding No:	TNR-017919
Checklist Item No:	1.6.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	The perception of site's impact on groundwater resource was not identified as shared water challenge. There is a challenge 'Water stress linked to climate change and scarcity of resources (rivers, groundwater catchments, maintenance of ecosystems...)' but the explanation of that challenge indicates it's more about the more frequent and intense droughts and shorter winter recharge periods. The perception and resulting tensions is a different kind of challenge that would need different approaches to address.
Corrective action:	Include the "perception of the site's impact on groundwater resources" in our shared water challenges.
Finding No:	TNR-016693
Checklist Item No:	1.6.2
Status:	Open
Finding level:	Observation
Checklist item:	Initiatives to address shared water challenges shall be identified.
Findings:	The status of initiatives (planned or implemented) is not identified.
Finding No:	TNR-016694
Checklist Item No:	1.7.1
Status:	Closed
Finding level:	Major
Due date:	2025-Aug-17
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	One water well owned and managed by the site was affected by microbiological levels above regulatory levels in April 2024, but the microbiological risk was not included in the risk analysis document shown during the audit.
Corrective action:	'- Add microbiological risk to the Water Risk Table and to the WSP.
Evidence of implementation:	- Modified Water Risk Table and to the WSP.

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Finding No:	TNR-017691
Checklist Item No:	1.7.1
Status:	Open
Finding level:	Observation
Checklist item:	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings:	Potential costs are characterized qualitatively "Low to Extremely high". This qualitative approach is not precise and could be refined in a more quantitative aspect.
Finding No:	TNR-017732
Checklist Item No:	1.7.2
Status:	Open
Finding level:	Observation
Checklist item:	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.
Findings:	The Water Pledge carried out by the site encompasses water-related projects and opportunities. These projects are undertaken in joint venture between the site and some stakeholders. These projects are not listed along with the main list of opportunities.
Finding No:	TNR-017918
Checklist Item No:	1.8.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	A large list of documents was provided and the applicability to the indicator was unclear: - Some evidence such as information relative to SAGE, PAPI or PPRI are regulatory frameworks and not best practice. - Water Pledge is best practice serving water quality and water balance outcomes but it is not clear how it is related to catchment governance. In addition, it was observed that external communications from the site, such as 'En Direct' and 'Flash Info,' suggest that governance best practices are being implemented, although not identified in the list.
Corrective action:	Update best practices and remove regulatory obligations.

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Finding No: TNR-016698
Checklist Item No: 1.8.2
Status: Open
Finding level: Observation
Checklist item: Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.
Findings: Specific areas of the Water Pledge may be best practice for water balance and could be considered.

Finding No: TNR-016699
Checklist Item No: 1.8.3
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2026-Feb-12
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings: The site has identified their Waters Operational Standards (WOS) as containing best practice for water quality for both incoming water and effluent, however it is not clear what from this standard is above regulation and as best practice for water stewardship. The site extracted the Appendix 3 of the Nestlé Environmental Requirements (NER) regarding wastewater treatment effluent limits. This document fixes limits and monitoring frequency for key parameters, however it was not clear which of these are above legal requirement.
Corrective action: Create a file with comparison of Legal (Authorisation, SDAGE, SAGE, etc.) and Nestlé Internal Waters Operational Standards (WOS + NER) to clarify.

Finding No: TNR-016700
Checklist Item No: 1.8.4
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2026-Feb-12
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: It is not clear which best practice identified in the document "Volumetric water benefit accounting VBA): a method for implementing and valuing water stewardship activities" is relevant for their catchment.
Corrective action: Update Best Practices.

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Audit Number: AO-001441

Finding No:	TNR-016711
Checklist Item No:	2.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	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.
Findings:	Process for submissions to regulatory agencies was not sufficiently clear. The site could describe few aspects of their way of submitting to the regulatory agencies suggesting that a form of informal process is implemented but the information is scattered: - The parameters to submit are identified in the decrees - A table describes the items to submit, the submission frequency and the person in charge of submission - A general management system cartography is provided but it is unclear how processes for submission to regulatory agencies inserts.
Corrective action:	Provide the procedure for sending to regulatory bodies
Finding No:	TNR-016734
Checklist Item No:	2.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	A water stewardship plan shall be identified, including for each target: - How it will be measured and monitored - Actions to achieve and maintain (or exceed) it - Planned timeframes to achieve it - Financial budgets allocated for actions - Positions of persons responsible for actions and achieving targets - Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.
Findings:	There are several gaps or inconsistencies: - No actions/targets are defined covering the AWS outcome on water governance. - There is a concern about alignment between the WSP and the shared water challenges and risks. The site identifies surface and groundwater degradation due to human activities. Although no clear water parameter was pointed out, the related objective indicates it is currently regarded as being about pesticides, whilst microbiological quality is not indicated as a risk or shared water challenge in the WSP and thus related objectives, targets or actions are not included.
Corrective action:	Update WSP with actions and targets addressing the AWS outcomes, site risks, and shared water challenges.

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Finding No: TNR-017692
Checklist Item No: 2.3.2
Status: Open
Finding level: Observation
Checklist item: A water stewardship plan shall be identified, including for each target:
- How it will be measured and monitored
- Actions to achieve and maintain (or exceed) it
- Planned timeframes to achieve it
- Financial budgets allocated for actions
- Positions of persons responsible for actions and achieving targets
- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.

Findings: Zero non-conformity on the effluent quality from the STEP is a legal requirement and cannot be considered as a water stewardship target.

The WASH outcome is not covered in the WSP. The site may review opportunities to serve the WASH outcome on site or in the catchment.

Finding No: TNR-016740
Checklist Item No: 3.2.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2026-Feb-12
Checklist item: A process to verify full legal and regulatory compliance shall be implemented.
Findings: The auditor did not obtain evidence of the implementation of a process that ensures full legal and regulatory compliance regarding water sources, such as quality results or quantity reports required to be submitted to the authorities, the governmental bodies receiving the data, submission reports, etc.

The process covering the incident on water quality for one well in April 2024 was not identified.

Corrective action: Provide :
-The process to ensure legal compliance including submissions to agencies
-The evidence of the process is implemented

Evidence of implementation: We are providing a tracking file for the submission of reports to the authorities concerning the AP of 2019 for the Factory. This file includes the items to be sent, the frequency of reporting and the report issuance dates for 2024 and 2025, along with supporting evidence of the issuance.

We have drawn inspiration from other certified sites where the evidence was approved by WSAS auditors.

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Finding No:	TNR-016741
Checklist Item No:	3.4.1
Status:	Open
Finding level:	Observation
Checklist item:	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings:	The site has provided a biological monitoring report from Carso Laboratory (November 2024) upstream and downstream of the WWTP regarding the diatom biological index. The report indicates that the plant's discharge could have an effect on the receiving environment. The site should explain how the report informs objectives and actions of its WSP.
Finding No:	TNR-016742
Checklist Item No:	3.6.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	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.
Findings:	During the audit team's interview with the Gard DDTM, a concern was expressed regarding the water resources used by the site and the aquifers' ability to recharge. According to the interviewee, the extraction permit granted to NWSS in 2019 required the completion of a study on the Perrier hydrosystem, specifically to better characterize the hydraulic connections between the various aquifers, which are used by the site, the agricultural sector, and local municipalities for supplying drinking water to the population. The interviewee expressed a regret that the study results were not yet finalised. During the audit, the site confirmed that a study covering these specific points was in progress, but did not provide accessible information regarding the commissioning of this study or the terms of reference for the study (refer to the finding on 1.5.3).
Corrective action:	Provide email exchange with the Gard DDTM regarding next COTECH which will occur on July 10th 2025.

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Finding No: TNR-016743
Checklist Item No: 3.9.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2026-Feb-12
Checklist item: Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.
Findings: The site claims a project with IMT Mines-Alès school to improve knowledge on the Perrier hydro-system is best practice on water governance. However, this study is part of the characterization work requested by the prefectural decree of 2019, i.e. it was mandated by the authorities as part of the extraction permit granted to NWSS in 2019. Therefore it is a regulatory requirement, not a best practice. Furthermore, the site's six-year timeframe to deliver the study can hardly be considered a best practice and the delay was commented by the DDTM (revealed in stakeholder interview).
The implementation of the project with IMT Mines-Alès to improve knowledge of the Perrier hydro-system is part of the reassessment of the initial study delivered in 2025, which, according to the authorities, did not meet the requirements set out in the specifications. This new study is therefore a continuation of the authorities' directives and should not be considered a best practice.
Corrective action: Revise actions towards achieving best practice, related to water governance in function of 1.8 update

Finding No: TNR-017693
Checklist Item No: 3.9.5
Status: Open
Finding level: Observation
Checklist item: Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings: No targets on WASH were set in the WSP.
Although WASH in the context of Western Europe is generally considered effective and largely compliant, it is worth noting that new challenges are emerging. Climate change is causing seasonal pressures on the supply of drinking water for the population. PFAS also represent an emerging challenge, as their treatment will require infrastructure upgrades to ensure compliance. The WASH criterion therefore remains important in France.

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Finding No:	TNR-016747
Checklist Item No:	4.1.1
Status:	Open
Finding level:	Observation
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	The WSP only provides the data on action status: started-on track, delayed or completed. It does not provide clear indication of the progress against the ultimate target.
Finding No:	TNR-016748
Checklist Item No:	4.2.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2026-Feb-12
Checklist item:	A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.
Findings:	A borehole was closed in April 2024 due to microbiological issue. The incident was contained, and 2 million produced bottles were destroyed as a precaution. This incident has not been reported as evidence during the audit. The site explained that a root-cause analysis was ongoing, but still no evidence to support this was provided when almost a year has passed since the incident.
Corrective action:	Provide root cause analysis related to well closure
Finding No:	TNR-016750
Checklist Item No:	5.2.1
Status:	Open
Finding level:	Observation
Checklist item:	The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings:	The water stewardship plan was updated during the audit; new items were added. Further communication shall cover the updated plan.

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Finding No: TNR-016752
Checklist Item No: 5.4.1
Status: Open
Finding level: Observation
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings: Evidence of implementation of best practice for water governance and WASH was identified at the review of this indicator. None of these practices were identified in Step 1.

Finding No: TNR-016753
Checklist Item No: 5.5.1
Status: In Progress - CA plan approved
Finding level: Minor
Due date: 2026-Feb-12
Checklist item: Any site water-related compliance violations and associated corrections shall be disclosed.
Findings: No evidence of disclosure could be identified for the well microbiological issue of April 2024.
Corrective action: Provide :
- Evidence of disclosure to the sanitary authorities (ARS).

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Report Details

Report	Value
Report prepared by	Marion Dardare
Report approved by	Ozge Gokmen
Report approved on (Date)	5 May 2025

Surveillance

Proposed date for next audit
2026-Feb-10

Stakeholder Announcements

Date of publication	Location
01/12/2024	https://a4ws.org/certification/stakeholder-announcements/
01/12/2024	https://watersas.org/stakeholder-announcements/
01/12/2024	https://www.nestle-waters.fr/sites/g/files/pydnoa621/files/2024-12/AWS-Nestle-Waters-Supply-Sud-Audit_1.pdf

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Catchment Information

Catchment Information

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After closure of the major finding on catchment identification, the updated catchment identification covers:

- The Vistre Costières watershed and the Côtiers du Vidourle au petit Rhône hydrographic sub-sector as relevant surface water catchments
- Two groundwater bodies: the ancient alluvial deposits of the Vistrenque and Costières to the south and the Upper Cretaceous limestone of the Nîmes scrubland to the north.

The site is bordered to the east by the Vistrenque Valley, which extends from the northeast to the southwest, with the Vistre River flowing at its bottom, and to the west by a north-south depression where the Rhône River flows. These geographical areas are mainly composed of recent Quaternary alluvial deposits. In the Vistrenque Valley, these alluvium layers are about twenty meters thick.

The site is located at the base of an elevated limestone formation from the Cretaceous period (Hauterivian and Barremian), forming the hills of the Garrigues region. The hilly area north of Vergèze consists of an anticlinal geological structure, with the Rhône River cutting through its center. The Nîmes region to the north, in contrast, lies on a synclinal structure, reflecting the highly folded nature of the region's sedimentary formations along a west-east axis. These limestone formations are heavily karstified, with a predominantly north-south fracture network.

The anticlinal structure exposes an aquitard enclave composed of marls and clayey limestones (Valanginian), covered by Quaternary loams and limestone debris, which host the Rhône River's riverbed.

The site is surrounded by a hydrographic network of surface water bodies, which flow regionally toward the south, eventually reaching the Mediterranean Sea:

- To the west, 2 km away, the Rhône River (flowing north to south)
- To the west, 7 km away, the Vidourle River (flowing north to south)
- To the east, 1.5 km away, the Vistre River (flowing north to south)
- To the south, adjacent to the site, the Bas-Rhône Languedoc irrigation canal (flowing locally from east to west)

A hydrographic sub-sector encompassing the Rhône and Vistre watersheds has been delineated by the Water Agency, with the site located at its center. This subdivision helps plan specific actions for water resource management, pollution control, and ecological restoration. It also facilitates more precise monitoring of hydrological and water quality indicators. These hydrographic sub-sectors serve as a basis for environmental assessments, the implementation of the Water Framework Directive (WFD), and the development of Master Plans for Water Development and Management (SDAGE).

Four main hydrogeological units are present beneath the site (from surface to depth):

1. The Villafranchien (647AA) – This aquifer is hosted within Quaternary and Villafranchian alluvial deposits in the Vistrenque Valley, locally known as "Villafranchian gravels." These fluvial deposits, originating from the Rhône River, consist of 75% pebbles within a sandy-clay and calcareous matrix. They reach a thickness of approximately 20 meters.
2. The Burdigalien aquifer (Miocene) – This aquifer is mainly composed of limestone and sandstone formations deposited under shallow marine or coastal conditions. The formation is locally a fractured lense-shaped aquifer. The aquifer is mostly unconfined and replenished by precipitation. The site operates wells tapping into this aquifer.
3. The Hauterivien limestone aquifer (643AF) – This aquifer consists of Upper Cretaceous limestones from the Nîmes Garrigues. It is mainly unconfined and is widely exposed at the surface near the site and in the northwestern region. It extends beneath the upper aquifer and is bounded to the east by the Nîmes Fault. This karst-dominated system ranges in thickness from 100 to 300 meters and supplies the site's sources for mineral, drinking, and industrial water. The aquifer is primarily recharged by precipitation, with its main recharge area corresponding to the synclinal trough of Vaqueyrolles and Clos de Gaillard (west of

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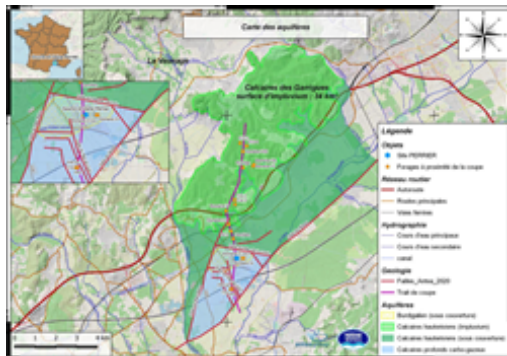
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Nîmes). Groundwater generally flows from northwest to southeast. Locally, the Nîmes Fault brings this aquifer's limestones into contact with the Villafranchian gravels (647AA aquifer) in the Vistrenque Valley, suggesting a possible, though poorly characterized, hydraulic connection between the two aquifers. A study is underway to better understand and quantify these groundwater flows. This aquifer is considered highly vulnerable to surface pollution in areas where it lacks a protective Quaternary cover. An aquitard enclave composed of Valanginian marl and clayey limestone is present at the center of this aquifer, shaped by the anticlinal structure.

4. The deep carbo-gaseous limestone aquifer (Jurassic period) – Located at depths exceeding 500 meters, this aquifer extends beneath the entire Vistrenque graben. It is a karstic aquifer recharged by rainfall infiltrating at outcrop zones located between Nyons, Gap, and Sisteron, approximately 100 km northeast of the site. Groundwater flows rapidly along fault lines. A significant strike-slip fault, the Nîmes Fault, has been mapped between the recharge zone and the Vistrenque Valley, cutting through this Jurassic structure.



Source: <https://www.perrier.com/fr/vergeze-un-terroir-unique>
Garrigues landscape in the Perrier catchment.jpg

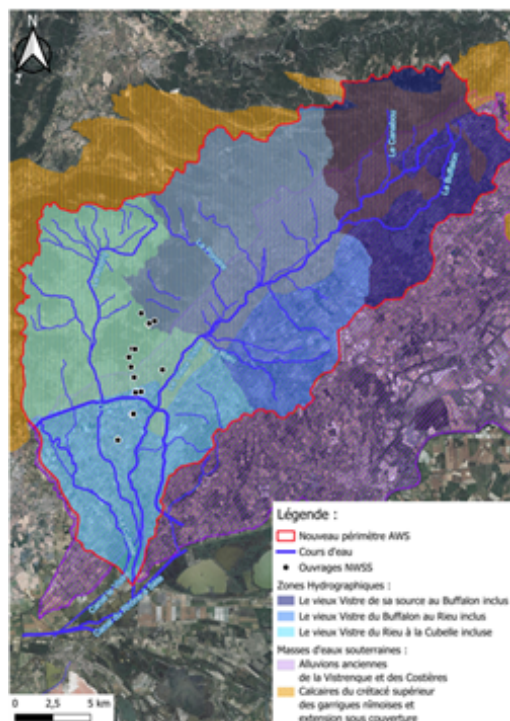


Source: NWSS 1.1.1 Synthèse.pptx
Hydrogeological map.jpg

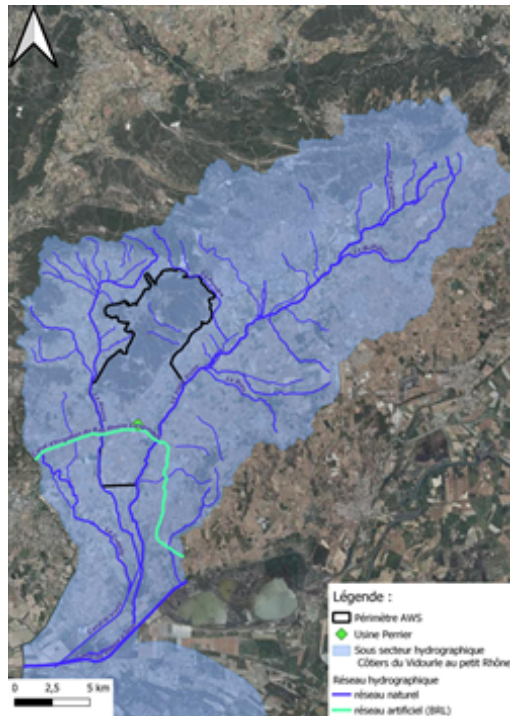
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Updated surface and groundwater catchments.png



Source: NWSS 1.1.1 Synthèse.pptx

AWS Physical Scope.jpg

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Client Description and Site Details

Client/Site Background

Nestlé Waters Supply Sud (NWSS) is located at the Bouillens site, in the commune of Vergèze, Gard department, Occitanie region, France. The commune is situated between the cities of Montpellier and Nîmes. The Perrier brand was created in 1903, and Nestlé Waters Supply Sud has been operating the source since 1992. The site covers an area of 70 hectares, including 20 hectares of building coverage, and comprises 16 boreholes (2 for mineral water + 2 industrial on-site), 35 piezometers, and 31 km of pipelines.

The plant's production consists of bottling sparkling mineral water under the Perrier brand, as well as bottling flavored sparkling beverages under the Maison Perrier brand. The site exports its production to 144 countries. It features 13 bottling lines spread across two production units. A total of 311 product references are manufactured at the site. In 2024, 1.2 billion bottles were produced. The site employs 850 workers.

Key components of the production process include:

- The primary component of the product is water, which is directly extracted from the local aquifer by the site.
- The carbon dioxide reinjected into the mineral and drinking water is sourced directly from the deep local aquifer and/or purchased in cylinders.
- The flavors used to produce Maison Perrier beverages are manufactured outside the catchment area.
- Glass containers are produced by OI, the neighboring industrial site.
- Plastic containers (preforms), aluminum containers, labels, and packaging are manufactured outside the catchment area.

The boreholes capturing groundwater and carbon dioxide are the site's only incoming water sources, which are exclusively owned by the company and detailed as follows:

- 5 boreholes are used for mineral water extraction (Perrier).
- 2 boreholes are used for drinking water extraction (Maison Perrier); each brand operates on a separate network.
- 5 boreholes are used for the production of carbon dioxide reinjected into beverages and mineral waters.
- 4 boreholes are used for industrial water.
- 35 piezometers monitor aquifer levels and occasionally assess groundwater quality, with real-time data collection.

The site discharges its effluents into a wastewater treatment plant (STEP), which processes communal, industrial, and domestic wastewater. This STEP is located in the southern part of the site and is shared with the neighboring OI Verrerie du Languedoc site. The plant is managed by Veolia and releases treated water into a small drainage ditch known locally as "Roubine." This ditch channels the water into the Vistre River. The confluence of these watercourses is located 20 km from the Mediterranean coastline at Aigues-Mortes.

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Source: NWSS 1.1.1 Synthèse.pptx
Site boundary.jpg



Source:
<https://www.nestle-waters.fr/embouteiller-recycler/limiter-l-empreinte/reduire-les-consommations-en-eau-et-energie>
Usine Perrier - Vergèze FRANCE.jpg

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Summary of Shared Water Challenges

Summary of Shared Water Challenges

- Water stress due to climate change and water resource depletion, leading to aquifer recharge depletion and increasing tensions around water usages. The drought episodes are more frequent and intense and the winter recharge period shorter.
- Surface and groundwater quality degradation due to human activities: agricultural activities, road and rail hazards, industrial emissions, wastewater management, fire hazards, and waste management.
- Flooding risk in the catchment and on the site, increased by more frequent and intense rain events (Cevenoles episodes).

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

0.1.1 Eligibility Criteria

0.1.2

- | | | |
|----------------|--|---|
| 0.1.2.1 | <i>Have any water source locations and water-related discharge locations been visited during the audit, if so, which and where? If none were visited please provide justification.</i> | 
Yes |
| Comment | The auditors could visit the site's wastewater treatment plant and see the water well called "Romaine IV", located within the site's boundaries. | |
| 0.1.1.1 | <i>The site(s) occupy one catchment OR an exception has been granted.</i> | 
Yes |
| 0.1.1.2 | <i>The scope of the proposed certification shall be under the control of a single management system.</i> | 
Yes |
| 0.1.1.3 | <i>The scope of the proposed certification shall be homogeneous with respect to primary production system, water management, product or service range, and the main market structures.</i> | 
Yes |

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1	STEP 1: GATHER AND UNDERSTAND	
1.1	<i>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.</i>	
1.1.1	<i>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</i> - Site boundaries; - Water-related infrastructure, including piping network, owned or managed by the site or its parent organization; - Any water sources providing water to the site that are owned or managed by the site or its parent organization; - Water service provider (if applicable) and its ultimate water source; - Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies; - Catchment(s) that the site affect(s) and is reliant upon for water.	 closed

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Comment	The Site boundaries are clearly outlines and easily locatable on a large-scale map of the region. The piping network linking the water sources to the site is drawn on a large-scale map and consists of 31 km of pipelines. The piping system on-site is mapped and allows easy identification of following water networks: - Industrial effluents - Rainwater - Fire network - Domestic water supply - Re-use network (on project) - The water sources are identified and mapped and consist of 16 water wells (4 onsite and 12 offsite): - 5 wells for mineral water - 2 wells for beverage - 4 industrial wells - 5 wells for gas (carbon dioxide contained in the deep aquifer groundwater is reinjected into the mineral water). - The wastewater treatment plant referred to as the STEP is mapped on the northeast part of the Site and receives all waters from the site. It discharges into a ditch locally called Roubine, ultimately discharging to the east into Le Vistre river. A technical drawing is provided to understand the effluent network at the STEP. Rainwater is discharged directly into the Roubine after passing through a hydrocarbon separator. The ultimate receiving body is Le Vistre river and the physical scope delineated by the Site extends approximately 4 km downstream, at the junction with La Reyne river. The Site calculated that the part of their effluents at this point was 0.26% of the total flow from the streams, which corresponds to a reasonable dilution to justify the downstream limit. The Site's draws their water from 3 aquifers: - The Burdigalien aquifer; - The Hauterivien limestone aquifer; - The deep carbo-gaseous limestone aquifer. - The Villafranchien aquifer underlying the Vistrenque valley is not exploited by the site and hosts most of the wells for community water supply. These aquifers extend over the catchments of the following 2 rivers: - Le Vistre; - Le Rhône. The French Water Agency provides a division of territories into sub-hydrographic sectors, corresponding to a coherent set of watercourses, watersheds, or groundwater bodies. The hydrographic sectors are themselves further subdivided into hydrographic zones. The hydrographic zone is a subdivision of the hydrographic sub-sector. It allows for a more detailed management and monitoring of water resources at a more local scale. The site and areas that it affects and is reliant upon for water is located: - Within the sub-hydrographic sector Y35 (Côtiers du Virdoule au Petit Rhône) ; - Across 2 hydrographic zones: Y351 and Y352 (respectively Le Vieux Vistre du Buffalon au Rieu inclus and Le Vieux Vistre du Rieu à la Cubelle incluse).
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Finding No: TNR-016434

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

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1.2.1

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.*

Q
Obs.

Comment

A list of 22 stakeholders is provided, including their group/type:

- 13 local authorities
- 4 local businesses
- 5 local influencers / NGOs

A variety of stakeholder groups is engaged: public sector, local community, regulatory body, neighbouring industry, NGO.

Stakeholders are located across both ultimate water source areas and ultimate receiving water body area.

A process on how the stakeholders are identified was described during the audit: The Communication Manager regularly attends meetings such as the Local Water Commission (CLE, Commission Locale de l'Eau) where new stakeholders are identified by the community.

The Site uses the Community Relations Process too (CRP 2.0) to structure and improve their relations with local stakeholders. A questionnaire (CRP 3.0 Questionnaire) was prepared to request feedback of the stakeholders regarding:

- The quality of the relationship with the Site and the opportunities for improvement;
- Their concern regarding the water resource (quantity and quality);
- Their water challenges;
- Important water related areas.

This questionnaire is sent every year to a sample of stakeholders, all stakeholders being reached within a period of 3 years. Some questionnaires feedback were consulted during the audit. For example Cave Heracles was contacted on January 22, 2024.

Partnership agreements are also signed between the Site and some stakeholders to collect data and implement biodiversity actions. These agreements were signed between 2020 and 2024.

The stakeholder interviews confirmed the consultation efforts by the Site. OI (the industrial neighbor) confirms quarterly meetings and proactive communication on water stewardship.

The level of interest and influence of each stakeholder is characterized in a graph. A general table summarizes the stakeholder water challenges, their influence and their degree of engagement (interest of SH on water related topics).

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

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Table with 2 columns: Finding ID, Description, Status. Rows include findings 1.3, 1.3.1, and 1.3.2 regarding water-related incident response plans, water balance, and stakeholder engagement.

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Comment Onsite water flows were identified and mapped. This includes:

Water inflow:

- 5 wells for mineral water production (Perrier)
- 2 wells for beverage production (Maison Perrier)
- 5 wells for production of carbon dioxide reinjected into beverages and mineral waters
- 4 wells for industrial water
- Firefighting network operated by an external service provider (BRL). The Site buys this water to BRL and its origin is the Canal d'irrigation du Bas-Languedoc

Water storage components:

- Several tanks are mapped in a water mapped. They are called "Tanks" when located along the water lines producing mineral waters and "Foudre" along the lines producing beverage. They are identified in the Aquassay Tool under "Stockages".
- Storage for firefighting (from BRL) consists of 2 tanks of 900 m³.
- Water volumes stored in the piping network are identified in the Aquassay Tool under "Lignes".

Water outflow:

- Water volumes used in the manufactured products are identified and mapped (beverage water, mineral water and mineral water US).
- The STEP receives all water from industrial processes, domestic waters and firefighting network. Volumes received by the STEP are monitored via Aquassay. The STEP discharges into the Roubine connected to Le Vistre river. Outflow from the water used to extract carbon gas is directly discharged into the Roubine.
- Losses are quantified and where known mapped (at locations where water treatment occurs, which causes losses).

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


Yes

Comment The Aquassay tool was deployed at the site and allows the mapping and real time flux quantification. Flow meters are installed in many areas across the water network and online real time readings can be reviews via the Aquassay interface:

- Volumes at each well are quantified in m³ with flow meters;
- Each water storage area is identified and their respective volumes quantified in m³ map (ex. Tank TK 400 - 40m³, cuve – 50 m³, Foudre P1 - 100 m³). Current filling status available via Aquassay;
- Stored water for firefighting purposes is quantified (2 tanks of 900 m³).
- Status of the volumes treated by the production lines is recorded and reported in m³;
- Water volumes stored in the piping network are quantified in m³ in the Aquassay Tool under "Distribution".
- Outflow from the STEP is quantified. The STEP visit allowed the visualization of the flow meter and cumulated volume at the exit of the step before reaching the environment (Roubine).

The Site anticipates their water usage for the whole year taking into consideration anticipated constraints. Thus, their usages are smoothed throughout the year to avoid variance. There is therefore no annual variance in usage rate.

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.*


closed

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Comment

Water source:

Yearly monitoring sampling plans are defined according to a year calendar:

- A monitoring plan analyzing major elements (physical/chemical parameters, anions-cations and metals) is performed 3 times a year (June, September, December) and sent for analysis to the NQAC Vittel (internal lab). Evidence of lab results for all the wells is provided for the sampling campaign of June 25, 2024.
- Chemical and microbiology analysis are performed once a year in March.

Continuous auto control on specific wells is performed:

- Real time reading: turbidity, conductivity;
- Every day: microbiology;
- Once a week: pH, anions-cations.

The external lab Eurofins mandated by the Regional Health Agency (ARS) controls once a week, chemical and microbiological parameters. In case of regulatory exceedance, the laboratory would emit an alert.

The parameters are recorded in a visual tool containing data from the wells since 2014 allowing the identification where applicable of annual or seasonal variances.

Records of water quality from the wells supplying the site, provide the following elements:

- Physico-chemical parameters for all wells (June 2024, internal lab: NQAC Vittel);
- Anions-cations for all wells (June 2024, NQAC Vittel);
- Iron, manganese and silicium for all wells (June 2024, NQAC Vittel);
- Microbiology for 2 wells of 16 (April 2024, external lab Eurofins).

Receiving water bodies:

- Key parameters concentrations are analyzed every day (DCO, MES (suspended solids, ammonia, phosphorus, pH, etc.) and reported into a spreadsheet and to the DREAL (government agency) via the GIDAF reporting platform.
- Records of water quality from the STEP (after treatment) are provided and summarized in an annual report of discharges into the natural environment (bilan annuel 2023 des rejets). This report is addressed to the DREAL. A deviation at the STEP was identified in September 2024 for the MES parameter. This was reported to the authorities.
- PFAS monitoring was undertaken in 2023 to characterize the effluents and prepare a mitigation action plan.
- Le Vistre river is analyzed once a month and results are summarized in an annual report "Suivi Vistre". The Aquascop consulting firm has determined in a report the biological indicators to be monitored on the Vistre for tracking the impacts of the wastewater treatment plant discharges. Some key parameters are quantified in the river, upstream (baseline) and downstream from the site to assess potential negative effect

Seasonal variance in effluent parameters is not applicable as the basins in the STEP are at constant temperature all year, thus no seasonality of parameters can be observed.

Finding No: TNR-017726

1.3.5

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



Yes

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Comment	All potential sources of pollution onsite are identified and linked to a specific scenario: - Chemicals stored on-site - Hazardous waste storage - Fuel tanks (GNR, ADblue, GPL) - Site drainage channels to collect leaks of oil from vehicles Each scenario contains a map of the identified risk location. A complete list of chemicals stored onsite is provided in a spreadsheet, with a description of their usage, their location or usage zone.	
1.3.6	<i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i>	 Yes
Comment	One IWRA is identified onsite and mapped: Source Perrier, which is the original Perrier Spring. This spring is now located within the Perrier Museum and has a cultural value. The status is defined as "Excellent condition and protected, requiring no work (beyond, perhaps, ongoing maintenance and monitoring).	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	 Obs.
Comment	Annual water-related costs are identified: - Water source operation + Fee on water withdrawal - WWTP costs + Fee for non-domestic pollution - Water studies - Electrical energy - Payroll for water-related staff - Voluntary donations of bottles of water - Water Pledge project for the renaturation of the Rhône (in a separate document) Water-related value generated by the site is identified from the Water Pledge projects. These projects financed by NWSS are designed to generate environmental value, protect biodiversity and have a cultural benefit. - Restoration of ponds and lagoons (Canavérier, Crey, Scamandre, Charnier) - Improvement of the wetland in Mahistre and Musette natural regional reserve - Rhône river restoration along a 1.5 km section.	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes

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Comment	The site performed a self-assessment using a tool for evaluating access to water, sanitation and hygiene (WASH) at the workplace. The assessment confirmed pledge compliance achieved within the facility. The showers and toilets were counted in a table at each zone of the site. The number of WASH facilities is in adequacy with the number of workers expected on each zone and compared against French standard (Art R4228-10). The worker's counting is extracted from human resource data and includes the maximum number of workers (all shifts combined) + expected visitors. The number of visitors was modeled using data from visitor badges. The WASH facilities are designed taking into consideration gender and mobility (handicap facilities). A Legionella Risk Management Plan was updated in 2022 and identifies at-risk technical installations, formalizes a control plan, and outlines technical maintenance actions to maintain a low risk. Evidence of safe drinking water supply was gathered during site visit: the site provides water fountains and water bottles are available at the canteen. The Site tour allowed the Audit Team to see some sanitation facilities in the P3 building and in the administrative building. The facilities are clean and in good condition. All WASH facilities are connected to the STEP.	
1.4	<i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i>	
1.4.1	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	Q Obs.
Comment	The Site identified one type of embedded water use of primary input within the site's catchment: the glass bottle production by the neighboring industry OI France. Annual quantity was provided in November 2024 by OI France and represent 95,644 m³ used to produce glass bottles for NWSS. The industrial water used for production is provided to OI by BRL, which is an external water service provider tapping into the Canal d'irrigation du Bas-Rhône Languedoc. The water is treated at the STEP shared by NWSS and OI. All the other embedded water use of primary input are located outside the catchment (preforms, PET resins, plastic caps, paper labels, plastic sleeves, shrinkfilms, flavours)	
1.4.2	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	Q Obs.
Comment	All the outsources services were identified. Most of them working onsite use water provided by the site. Three services located within the catchment use their own water: - Elior: canteen service - GSF: Office cleaning - ANETT: Work uniform cleaning No information on water volumes is available. The site provided however consultation efforts to obtain this information.	
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	

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1.5.1	<i>Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</i>	 Yes
Comment	The following water governance initiatives were identified: SAGE Vistre, Nappes Vistrenque et Costières: (Water Development and Management Plan) is a water governance plan in France. It is a local planning tool aimed at ensuring a balanced and sustainable management of water resources at the watershed scale. The site has provided evidence of participation in CLE meetings in 2024, contributing to the development of the SAGE. All water-related policies and water governance actors are identified and summarized in documents provided by the site.	
1.5.2	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Yes
Comment	A list of decrees applicable to the site were identified: - Prefectorial decree for environmental authorization: operation of a mineral water bottling plant - WWTP discharge thresholds - Maximum authorized intake volumes at wells: R-III, R-IV, R-IVbis, R-V, R-VI, R-VII, R-VIII. - Specific withdrawal under drought alert All applicable water-related legal and regulatory requirements are managed by the Red-on-line platform, used for the management of environmental permits and compliance with regulations related to water.	
1.5.3	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	 No
Comment	The site provided a global annual water-balance for the aquifers they depend on (Aquifère des calcaires hauteriviens / aquifère Burdigalien) except for the deep carbo-gaseous limestone aquifer. Finding No: TNR-017855 Finding No: TNR-016688	
1.5.4	<i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i>	 Obs.
Comment	The following water quality data was identified: - Hauterivien and Burdigalien aquifers (data obtained from the subject wells between 2020 and 2023): metals, pH, calcium, magnesium, sodium, potassium, chloride, sulfate, nitrate, ammonium. Seasonal data are available (sampling every 3 months). - Vistrenque valley aquifer (data obtained from private wells and municipal water wells between 2013 and 2016): nitrates - Site's effluents in the Roubine: monthly data is available for nitrate, nitrogen, chemical oxygen demand (COD) and biochemical oxygen demand (BOD) - Le Vistre river: analysis is performed once a month for IBD (Diatom Index for Water)	

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1.5.5	<i>Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.</i>	 Yes
Comment	A list of IWRA in the catchment was provided. Each IWRA is described and a photo is attached. The photos were taken by the site, each IWRA was visited. The identification of the IWRA was done using the following information: - Existing knowledge, internal knowledge - Review of maps and air photos - Public reports - Consultation with stakeholders Their status is identified except for some IWRA which public data is unavailable. The stakeholder interviews were used to identify the IWRA. All the IWRA pointed by the stakeholders are identified also by the site.	
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 in progress
Comment	A list of relevant water-related infrastructures in the catchment is provided: - Municipal wastewater network and wastewater treatment plants (STEP/STEU) - Subject water wells and piezometers - Community wells for municipal water - Flooding management structure along Rhône river Status of the subject water wells and potential exposure to extreme events are identified. Status of the municipal wastewater networks is identified. The identification of the water-related infrastructures was done using information from: - Existing / internal knowledge - Public reports - Governmental database The site would have knowledge of any planned infrastructure with the CLE meetings led by EPTB Vistre/Vistrenque. No planned water-related infrastructure is projected.	
		Finding No: TNR-016691
1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	 No
Comment	A collective wastewater management network was identified for the "Syndicat du Moyen Rhône". One house was identified as not connected to any water supply and wastewater service provider.	
		Finding No: TNR-016692
1.6	<i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i>	
1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	 in progress

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Comment	Three shared water challenges were identified: - Water stress due to climate change and water resource depletion, leading to aquifer recharge depletion and increasing tensions around water usages. The drought episodes are more frequent and intense and the winter recharge period shorter. - Surface and groundwater quality degradation due to human activities: agricultural activities, road and rail hazards, industrial emissions, wastewater management, fire hazards, and waste management. - Flooding risk in the catchment and on the site, increased by more frequent and intense rain events (Cevenoles episodes). The list was elaborated with the stakeholder's feedback from the CRP questionnaires. These challenges were confirmed during stakeholder interviews. The challenges were prioritized and justification was provided.	
		Finding No: TNR-017919
1.6.2	<i>Initiatives to address shared water challenges shall be identified.</i>	Q Obs.
Comment	Initiatives to address shared water challenges are identified and linked to each SWC. Some initiatives identified are from the site, for example the water re-use project onsite. Some initiatives identified are initiated by the stakeholders or are joined initiatives, for example, water reuse project at Cave Heracles or Cleanup day led by Inond'action. Initiatives are identified from various stakeholder groups: industrial, governmental and NGO.	
1.7	<i>Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.</i>	
1.7.1	<i>Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.</i>	✓ closed
Comment	Four water risks faced by the site are identified: - Water resource depletion and increase of tensions linked to water usage - Water restriction during episodes of drought - Groundwater quality potentially altered by pesticides - Flooding The risks were prioritized on a scale from low to high, and justification was provided. The likelihood of occurrence is identified on a scale from low to high. Severity of impact for each identified risk is provided in the form of a scale rating. The impacts include timeframe (long term/short term), potential costs (on a scale of low to extremely high) and business impact (on a scale of low to extremely high).	
		Finding No: TNR-016694 Finding No: TNR-017691
1.7.2	<i>Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.</i>	Q Obs.

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Comment	The water-related opportunities for the site were identified and listed: Opportunities that the site can implement alone: - Reduce water use: water re-use project, seasonal intake reduction - Share best practice on water resource protection with Cave Heracles An identification if the time frame is identified (short term/long/term) and the opportunities prioritized (on a scale of low to high). Justification for prioritization is provided: priority is given to the ease of implementing the opportunity. Potential savings and business opportunities are identified and described qualitatively.		
1.8	<i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i>		
1.8.1	<i>Relevant catchment best practice for water governance shall be identified.</i>		No
Comment	A large list of documents was provided and the applicability to the indicator was unclear. Finding No: TNR-017918		
1.8.2	<i>Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.</i>		Obs.
Comment	The following best practice for water balance is identified: - The Action Plan for Resilient and Coordinated Water Management, 53 measures for Water is a French government initiative to ensure sustainable and equitable water resource management. It serves as a set of guidelines and best practices and many measures listed serve the water-balance outcome. - Methodology to track water use ratio (WUR) is used by the site. This is best practice to activate relevant leverage to improve WUR.		
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>		in progress
Comment	The site has identified their Waters Operational Standards (WOS) as containing best practice for water quality for both incoming water and effluent. Finding No: TNR-016699		
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>		in progress
Comment	General water stewardship activities are identified and consist of wetland protection, restoration and creation, in-stream barrier removal, dam reoperation, floodplain inundation, etc. These items were elaborated by external experts. Finding No: TNR-016700		
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>		Obs.
Comment	Information gathered in previous indicator suggest that some best practice for WASH was already implemented, thus identified, such as the connection project of the Bébian neighborhood to communal wastewater treatment network. This project was financed by the site from the water pledge. The site tour allowed the audit team to identified best practice for WASH, although they were not identified in the best practice list.		

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2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	<i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i>	
2.1.1	<i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i> <i>- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</i> <i>- That the site implementation will be aligned to and in support of existing catchment sustainability plans</i> <i>- That the site's stakeholders will be engaged in an open and transparent way</i> <i>- That the site will allocate resources to implement the Standard.</i>	 Yes
Comment	A signed letter is identified, with specific engagement towards implementing and disclosing progress on AWS water stewardship outcomes. The letter stipulates that the site action plan will be aligned with the SDAGE (catchment sustainability plan), that the stakeholders will be engaged and that allocated resources to implement the standard will be granted.	
	This letter was signed in November 19, 2024 and updated on February 11, 2025 by the Factory Manager, the Water Resource Manager and the hydrogeologist of the management committee.	
	The document is publicly disclosed in the following areas:	
	- Sent by mail to the 22 stakeholders. Receipt acknowledgments are provided. - Displayed at the 3 entrance gates of the site.	
	The document can be reviewed by the following people:	
	- The 22 stakeholders - The site workers and site visitors	
2.2	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
2.2.1	<i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i> <i>- Identification of responsible persons/positions within facility organizational structure</i> <i>- Process for submissions to regulatory agencies.</i>	 in progress
Comment	It is clear in the noted documentation who is in charge (name and/or position) of maintaining compliance obligation for water management: - Anne Triganon – Hydrogéologue CODIR - Noel Nicolas – Responsable ressource en eau	
	It is clear in the noted documentation who is in charge (name and/or position) of maintaining compliance obligation for waste-water management. - Fiona Fontana – Responsable Hygiène Santé environnement	
		Finding No: TNR-016711
2.3	<i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i>	

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2.3.1	<i>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</i>	 Yes
Comment	A description of the site's mission, vision and goals towards good water stewardship is identified and described on the site's webpage. This strategy is defined at corporate level. General work axis are clear and understandable: Protect and ensure the sustainability of water resources, reach a positive impact on the water resource, encourage organic farming practices, etc.	
2.3.2	<i>A water stewardship plan shall be identified, including for each target:</i> - <i>How it will be measured and monitored</i> - <i>Actions to achieve and maintain (or exceed) it</i> - <i>Planned timeframes to achieve it</i> - <i>Financial budgets allocated for actions</i> - <i>Positions of persons responsible for actions and achieving targets</i> - <i>Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.</i>	 No
Comment	The targets are identified and are consistent with the findings of Step 1. The following AWS outcomes are covered: Sustainable water balance: - Reduce industrial water usage: water re-use project - Define maximum withdrawals taking into account groundwater recharge and climate change - Optimize water use ratio (WUR) - Reduce overall withdrawal Good water quality status: - Zero non-conformity on the effluent quality from the STEP - Sign agricultural leases to enroll farmers in organic practices on the parcels owned by the site. Important water-related areas: - Renaturation of 1.5 km of watercourse as a compensatory measure for the construction of the upstream dike - Actions to improve IWRA in Domaine du Canavérier and in the Natural Reserve of Mahistre et Musette and Scamandre. Risks: - Model and find solutions to limit flooding risk onsite Indirect water use: - Obtain missing information on indirect water use Each target is described with the way it is monitored and measured. Specific technics and units are provided. Clear actions to address the targets are described. It is clear whether the target is to achieve or maintain. Specific timeframes are identified and the level of completion of the target noted. The budget for each target is described when available. Responsible persons/positions are attached to each target. It is clear whether each target is best practice or not.	

Finding No: TNR-016734
Finding No: TNR-017692

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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.*



Comment

The main risks identified were:

- Decrease of water resource quantity
- Decrease of groundwater quality linked to human activities
- Flooding

All the risks are addressed by the WSP which involves specific actions and targets. Public-sector was involved in the elaboration of the plan (DDTM, Chambre d'agriculture, DREAL). The plan involves site's action in coordination with relevant stakeholders

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3 STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts	
3.1	Implement plan to participate positively in catchment governance.
3.1.1	Evidence that the site has supported good catchment governance shall be identified. ✔ Yes
Comment	The site could provide evidence of good catchment governance such as: - Participation in CLE meetings (The hydrogeologist of the management committee was present and is recorded in the minutes of the Local Water Commission meeting on April 25, 2024. - Signing of a partnership agreement with the EPTB to strengthen local relations in order to improve the preservation of groundwater resources in December 2023. - Evidence of groundwater level data sharing (email) with EPTB. - Evidence of consultation with UICN Comité français (International Union for Conservation of Nature)
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 specific measures to respect water rights of other could be identified, other than the ones falling under regulatory mechanisms. Only one convention exists between the site and the industrial neighbor OI. The site supplies raw water and softened water to OI. The agreements have been tacitly renewed since 2006.
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. 🚧 in progress
Comment	The site has a regulatory monitoring contract with Red-on-Line to ensure constant legal compliance. The site has regulatory inspection record. An inspection report from the DREAL dated July 18, 2024, is provided. The scope was on wastewater and on withdrawal volumes at well Romaine IV. The Site provided a log of compliance submissions to regulatory agencies for wastewater (extracts of submissions from the GIDAF platform for 2024). Incidents were declared. The site provided an extract of their incident report for wastewater in 2024 and emails to the regulatory bodies to declare the incidents. An action plan to prevent further incidents is identified. A major non-conformity was raised. After corrective actions and evidence of implementation, it was downgraded to a minor one because of partial implementation. Finding No: TNR-016740
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	Not applicable
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 status of progress towards meeting water balance targets in the WSP are identified.

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3.3.2	<i>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.</i>	 Yes
Comment	Actions to improve the site's water efficiency and reduce volumetric use are implemented. Status of progress towards meeting the targets is identified.	
3.3.3	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	Not applicable	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Obs.
Comment	The status of progress towards meeting water quality targets in the WSP are identified. For example, the target for the diatom biological index for effluents is set at 0 non-conformities. This target was met in 2023 and 2024.	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	 Yes
Comment	The site has engaged the consulting firm Aquascope to identify the biological indicators to monitor on the Vistre for tracking the impacts of the site's WWTP discharges. The prefectural decree requires weekly monitoring. However, the site conducts daily sampling, indicating a best practice.	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	The site has provided the sponsorship agreement related to the riverbank renaturation project of the Rhône, as well as the agreement related to the financial support provided by the site for the restoration of the Scamandre ponds.	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	Levels of access and adequacy of WASH at the site was identified and the number of facilities is in adequacy with the number of workers, including visitors. A summary table indicated for each site zone the number of showers, toilets against the number of workers per area. All areas are in conformity with the regulation.	
3.6.2	<i>Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.</i>	 in progress
Comment	The WWTP treated effluents are discharged in the Vistre river, which is not a water body used by the communities for water supply and sanitation.	

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Finding No: TNR-016742

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	The site has set a target in their WSP to obtain missing information on water consumption from one of their cleaning service provider in their catchment. The target is to pursue consultation efforts to obtain the information. One consultation was made in 2024.	
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	The site has identified one service provider located within the catchment: ANETT, which provides cleaning services. Evidence of one consultation effort to obtain data on water consumption was provided from November 2024.	
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 has a shared water-related infrastructure with OI. They signed a convention in 2006 defining roles and responsibilities on shared effluents at the WWTP. This document was signed in 2020 and is tacitly reconducted since then.	
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.	in progress
Comment	The site provided evidence of implementation of a project with IMT Mines-Alès school to improve knowledge on the Perrier hydro-system. This study is part of the characterization work requested by the prefectural decree of 2019.	
	Finding No: TNR-016743	
3.9.2	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	Yes
Comment	The site has initiated their pilot project on water re-use. The site visit allowed the auditors to see the infrastructures associated with the project at the WWTP. The Aquassay program to track live data on water consumption is operational and could be consulted during the audit.	
3.9.3	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	Yes
Comment	The site has initiated the signing of leases with the notary for the exploitation of the land according to a specification defined by the site. The specification has been provided as evidence.	
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

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Comment	The site signed in 2024 the agreements related to the projects defined in the Water Pledge for the renaturation of the Rhône riverbanks and the restoration of the Scamandre, Canavérier, Mahistre, and Musette ponds.	
3.9.5	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.	Q Obs.
Comment	No targets on WASH were set in the WSP.	

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4 STEP 4: EVALUATE - Evaluate the site's performance.	
4.1	<i>Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</i>
4.1.1	<i>Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</i>
Comment	The targets and timelines (start/end dates) from the WSP are identified. The current performance against each target is clearly evaluated with relevant units (volumes, non-conformity count, etc.) and timeframe. It is easy to compare where the site is at against the targets. Where the timelines were not respected or targets not reached, the Site is able to provide explanations and setup corrective actions. Progress is tracked regularly. Each target is linked to an AWS Outcome. It is clear how the site is contributing to achieving the five AWS Outcomes.
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>
Comment	The value creation for the site and the shared value created are identified in the WSP. They are described with sufficient details and quantified when possible. Example: Water saving, 9% withdrawal reduction since 2018.
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>
Comment	The shared value benefit in the catchment was evaluated, described with sufficient details. An evaluation of the quantitative and qualitative benefits has been done.
4.2	<i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i>
4.2.1	<i>A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</i>
Comment	The site uses a tool called SHE PM to report all incidents. An extraction from SHE PM of the incidents that occurred in 2024 was provided (2 incidents in 2024 from the WWTP). Incident reports were provided. They contained root-cause analysis, action plan and lessons learned. The site response to the incidents was evaluated and re-adjusted (lessons learned part).
Finding No: TNR-016748	
4.3	<i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i>
4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i>
Comment	The site's water stewardship performance was shared to all the stakeholders via a commitment letter sent in January 2025. Proof of receipts is provided for all the stakeholders. The communication clearly requests feedback at the end of the document. Water stewardship performance can clearly be identified and evidence of recent data is identified.

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4.4	<i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>	
4.4.1	<i>The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i>	 Yes
Comment	The site is at initial certification so this indicator is not yet relevant. However, the site could describe that they plan to duplicate their WSP and modify/adapt it each year to allow easy comparison. The water stewardship plan will be evaluated 4 times a year.	

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5	STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.	
5.1.1	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	✓ Yes
Comment	A document detailing the responsibility and coordination of water stewardship has been sent to all stakeholders. This document is also displayed at the guard posts (auditors confirmed that it was clearly visible), in the main Perrier meeting room, and on the website.	
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.	Q Obs.
Comment	The commitment letter is a translation of the water stewardship plan. Shared water challenges are explained, risks and opportunities identified. The AWS outcomes are also described. The letter is the same for all stakeholders. The site considers that the disclose was sufficiently clear and accessible to all stakeholder types. The communication department who is not considered as expert in the domain could understand the outcome of this letter and validated it. This letter will be transmitted yearly to the stakeholders with current progress against targets. The latest was sent on January 14, 2025.	
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 WSP performances are disclosed in the commitment letter sent on January 14, 2025 to all the stakeholders. Quantified performance against targets are included when applicable. The site communicated with sufficient level of detail and appropriate format for the target. The form of communication allows a meaningful oversight of the WSP. Challenges and opportunities are described.	
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.	Q Obs.

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Comment Numerous actions have been implemented to address shared water challenges. The results of these actions are disclosed in documents called 'Flash Info,' which are sent to a mailing list to be shared in municipal newsletters. Each municipality has a press officer who relays the information in newspapers (both print and online). Extract from an article in the local press is identified.

Flyers announcing events and actions are distributed to all mailboxes. The site provided a quote for the distribution of flyers in the mailboxes.

Another communication format called 'En Direct' is shared with all employees and displayed on screens in the site's dining hall, as well as on the Facebook page.

Examples of communication disclosed:

- Chemical waste collection in March 2024
- Clean-up day event in October 2024

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



Yes

Comment The organization of COPIL meetings on the Perrier hydrosystem is evidence of engagement with stakeholders from public agencies. The minutes of the last meeting on April 4, 2024, have been identified. The stakeholders present at this meeting included BRGM, the Water Agency, DDTM, EPTB, and universities. The agenda of the last meeting focused on the additional hydrogeological study requested.

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.*



in progress

Comment The incidents identified at the STEP were disclosed to the authorities. The exceedances of the MES thresholds from the wastewater treatment plant (STEP) on September 16, 2024, were disclosed to the DREAL on September 25, 2025. The chemical spill inside the site on June 21, 2024, was disclosed to the DREAL on July 4, 2024. Corrective actions were disclosed in the emails (action plan).

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



Yes

Comment The exceedance of the MES threshold at the wastewater treatment plant (STEP) was reported to the competent authorities within 10 days. Evidence of communication via email is provided. The site confirms that a phone call was made earlier, but no evidence is available for review. Mitigation plan and corrective actions put in place after reported water-related violation is disclosed.

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 The exceedance of the MES threshold at the wastewater treatment plant (STEP) was reported to the competent authorities within 10 days. Evidence of communication via email is provided. The site confirms that a phone call was made earlier, but no evidence is available for review.

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Photographic Evidence from Audit



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✔

Yes

Previous Findings

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

↓

N/A