

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001686

SITE DETAILS

Site: **Nestlé Mossel Bay**

Address: Nestlé Mossel Bay (South Africa) (Pty) Ltd., 6500, 1 Depot Road Voorbaai, Mossel Bay, SOUTH AFRICA

Contact Person: Nombulelo Langa

AWS Reference Number: AWS-000098

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2026-Jan-23

Validity of certificate: 2029-Jan-22

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2025-Sep-30

Audit End Date: 2025-Oct-02

Lead Auditor: Mia Antoni-Naidoo

Audit team participants:

Lucinda Kuys

Site Participants:

Dan Mashiane, Industrial Services Engineer

Ernest Chikuvadze, Engineering Intern

Kurtley Beukes, Supervisor Waste Water Treatment Plant

Mitchley Groenewald, Senior Process Controller Waste Water Treatment Plant

Thobeka Mzila, Agriculturist

Hoven Meyer, Agricultural Manager

Boikanyo Mantsi, Lead HRBP

Karabo Lebjane, SHE YES Learner

Elistha Kruger, Factory Controller

Nombulelo Langa, SHE Manager

Matthew Olsen, Maintenance Planner

Thula Nombika, Factory Manager

Nkanyiso Hadebe, Supply Chain Manager

Talent Baloyi, Factory Engineer

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ADDITIONAL INFO

Summary of Audit Findings: During the recertification audit, 7 non-conformities and 16 observations were raised.

The Client is requested to submit a root cause analysis and corrective actions for each of the non-conformities to WSAS within 7 days of receipt of the audit report, by 13/11/2025.

The non-conformities must be closed within 90 days of the end of the audit. Due to the Christmas break this due date is extended to 09/01/2025. In order to meet this timeline evidence is to be submitted to WSAS by 25/12/2025.

The audit team recommends re-certification of Neslte Mossel Bay at Core level pending closure of the non-conformities.

Scope of Assessment: The scope of services covers the recertification audit for assessing conformity of Nestle Mossel Bay against the AWS International Water Stewardship Standard Version 2.

The Nestle' Mossel Bay is located in Voorbaai, Mossel Bay, Western Cape Province, South Africa. It manufactures various dairy products, including full cream milk powder and culinary products such as condensed milk and caramel treats. The site includes a Powder Plant, Liquid Plant, Ammonia Plant, Water and Milk Storage Tanks, Evaporators, Steam Ovens, Chemical and Fuel Storage, Solid Waste Handling Area, and a Waste Water Treatment Plant. The site recovers water from the milk it receives and its evaporators. This water is re-used as industrial water and treated potable water. The site's WWTP includes reverse osmosis, UV treatment, Chlorine dioxide dosing, and re-mineralization. Re-cycling of effluent water for industrial use is achieved through the treatment of the plant waste, a UF membrane process, anaerobic digester, and RO purification. All of these aspects of the operation were included in the assessment.

The facility is located in the Mossel Bay Municipality, Western Cape Province, South Africa.

The audit was conducted onsite on from 30 September to 2 October 2025. The onsite site visit included the assessment of the Powder Plant, Liquid Plant, Ammonia Plant, Water and Milk Storage Tanks, Evaporators, Steam Ovens, Chemical and Fuel Storage, Solid Waste Handling Area, and a Waste Water Treatment Plant and the associated manufacturing activities as part of the audit.

FINDINGS

Non-Conformity	2
Observation	1
Observation	15
Non-Conformity	5

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FINDING DETAILS

Finding No: TNR-020497
Checklist Item No: Announcement
Status: Open
Finding level: Observation
Checklist item: At least eight (8) weeks before the start date of the initial certification audit or the re-evaluation audit, AWS will publish on its website the dates of the assessment of the site(s) with the intention to pursue AWS (Re-)Certification. Stakeholder submissions are accepted from this date and during the entire period of validity of the AWS Certificate. Submissions, comments and/or feedback received by AWS will be shared with the CAB so the audit team may use the information for their investigations during the next audit.

The site(s) seeking certification shall complete the Stakeholder Announcement Form found on the AWS website, and release it in at least two outlets: published in local language(s) on the site's website(s) and in a local media outlet (if applicable, economical, practical, and available) that is appropriate for the site and the related stakeholders (for example, local newspaper, radio, or websites).

Findings: The site published on LinkedIn and Mossel Bay Safety Whatsapp, however, the AWS template was not used and no contact details for AWS were provided.

Finding No: TNR-020496
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: The Stakeholder Mapping sheet can be improved by splitting out the Mossel Bay Municipality into the various departments, which is at least 3 different depts that interact with NMB. Similarly the suppliers (farmers) should be listed individually and not as a group).

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Finding No: TNR-020498
Checklist Item No: 1.3.3
Status: Open
Finding level: Observation
Checklist item: Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.
Findings: The site was unable to produce evidence to show annual variance of the water balance, the implementation of the Standard can be improved with the addition of this as well as the calculation of the water which is embedded in final product.

Finding No: TNR-020374
Checklist Item No: 1.4.2
Status: In Progress - CA plan approved
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: NMB has not identified the final produce delivery trucks as outsourced service and the indirect water use for this has not been quantified. The site was unable to describe the process for their list of outsourced services. The site is required to revisit the identification process for outsourced services to meet the requirement of the indicator.
Corrective action: 1) Describe process of listing outsourced services
2.Revisit identification process for outsourced activities including delivery trucks
3.) Quantify water usage of the listed service providers
Evidence of implementation: 1. Described the process of listing outsourced services on site including delivery trucks

Finding No: TNR-021502
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: Catchment-related data has been provided; however, a consolidated catchment water balance and interpretation of what this means for water scarcity and site/shared water risks has not yet been demonstrated.

It is recommended that the site develop a clear catchment water balance and analyse its implications for operational and shared water risks in future reporting cycles.

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Finding No:	TNR-020499
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:	The catchment water quality data could be improved by gathering data to reflect annual and seasonal variance of water quality in the catchment.
Finding No:	TNR-020824
Checklist Item No:	1.5.6
Status:	Open
Finding level:	Observation
Checklist item:	Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings:	The site provided a few studies on water-related infrastructure, however this is not a comprehensive list of all infrastructure, neither the condition nor potential exposure to extreme events has been documented. The site will need to improve their understanding of infrastructure conditions to achieve continual improvement.
Finding No:	TNR-020826
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:	NMB could improve their understanding of WASH in the catchment by researching information on WASH availability for residential wards within the municipality.

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Finding No: TNR-020397
Checklist Item No: 1.6.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.
Findings: The site has presented the water challenges which have been collected from the stakeholder consultation process. There is no evidence that the site has cross referenced these with their own water related challenges from site and catchment information analysis. The site is required to demonstrate the identified water challenges which are common to both the site and at least 1 other stakeholder.
Corrective action: 1) Compile a comprehensive list of stakeholder challenges and site challenges
2. Cross reference site and stakeholder challenges and identify water challenges that are common to both the site and at least 1 other stakeholder

Finding No: TNR-020399
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 site need to improve their identification of opportunities relating to water, with particular reference to not being risk-driven

Finding No: TNR-020403
Checklist Item No: 1.8.1
Status: Open
Finding level: Observation
Checklist item: Relevant catchment best practice for water governance shall be identified.
Findings: The site can improve their identification of Best Practice for Governance by expanding efforts to research possible best practice and to consult with stakeholders on best practice.

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Finding No: TNR-020405
Checklist Item No: 1.8.3
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings: Inadequate Best Practice for water quality has been identified.
Corrective action: 1) Benchmark against industry leaders
2) Identify areas of improvement and assess adherence to best practices

Finding No: TNR-020406
Checklist Item No: 1.8.4
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: No evidence for Best Practice for IWRA's has been identified.
Corrective action: 1) Compile list of best practices for IWRA's using information gathered from the local municipalities specialist and reliable sources recognized for scientific, ecological and catchment management sources

Finding No: TNR-020407
Checklist Item No: 1.8.5
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: No evidence for Best Practice for WASH has been identified.
Corrective action: 1) Compile a list of best practices for WASH based on the information gathered from department of Health and department of water and sanitation.
2. Benchmark WASH best practices with AWS certified sites within Nestle.

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Finding No: TNR-020419
Checklist Item No: 2.2.1
Status: Open
Finding level: Observation
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: The site can improve their process for submission to maintain compliance obligations to regulatory bodies as the information is without detail.

Finding No: TNR-020872
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: The Water Stewardship Plan could be strengthened by making the targets fully SMART. Currently, some targets use broad timeframes (e.g. three-month periods) and lack measurable performance indicators.

Finding No: TNR-020469
Checklist Item No: 2.4.1
Status: Open
Finding level: Observation
Checklist item: A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings: NMB has ways of mitigating risk in several different places and ways of addressing water risk. The site would benefit from one comprehensive plan to mitigate and track risk management.

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Finding No:	TNR-020425
Checklist Item No:	3.4.2
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Jan-09
Checklist item:	Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.
Findings:	Best practice for continual improvement on effluent has not been achieved by NBM as a result of ongoing problems with the functioning of the WWTP which has been unable to manage occasional process upsets.
Corrective action:	1) Implement preventive maintenance and monitoring 2) Upgrade the WWTP
Finding No:	TNR-020428
Checklist Item No:	3.7.2
Status:	Open
Finding level:	Observation
Checklist item:	Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.
Findings:	Although NMB has shown evidence of engaging with suppliers, there has been no engagement with service providers. The site could improve their system by engaging with service providers also.
Finding No:	TNR-020500
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:	The site can improve the implementation of WASH Best Practice in the catchment by implementing more than one project.

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Finding No: TNR-020448
Checklist Item No: 4.1.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings: The site has not evaluated performance against targets set in the water stewardship plan for all targets, only some were evaluated. To meet the requirement of the indicator all targets must be evaluated.
Corrective action: 1) Evaluate performance against all targets in the water stewardship plan

Finding No: TNR-020449
Checklist Item No: 4.1.2
Status: Open
Finding level: Observation
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: NMB can improve the identification of value creation by including evaluating actions which have been conducted within the catchment.

Finding No: TNR-020931
Checklist Item No: 5.4.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-09
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings: The site has listed two shared water challenges in the presentation, water pollution and ageing infrastructure. There is no link between what has been reported under 1.6.1 of the Standard as being the shared water challenges and what has been shared with stakeholders.
Corrective action: 1) Update presentation of shared water challenges according to what was reported under 1.6.1
2) Share updated presentation to stakeholders

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Report Details

Report	Value
Report prepared by	Mia Antoni-Naidoo
Report approved by	Ozge Gokmen
Report approved on (Date)	06/11/2025

Surveillance

Proposed date for next audit
2026-Sep-29

Stakeholder Announcements

Date of publication	Location
	WSAS Website
	AWS Website
	MosselBay Safety Forum Whatsapp Group

Catchment Information

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The site is located in the greater Breede-Gouritz Water Management Area (WMA), and specifically in the Gouritz WMA and Eastern Coastal Areas sub-area. The name of the catchment agency is Breede Olifants Catchment Management Agency (BOCMA). The site receives its input water from the Mossel Bay Municipality from the Wolwedans dam, Klipheuwel dam, and Hartebeeskuil dams within the Hartenbos (K10B), Brandwag (K10D), and Klein Brak River (K10F) quaternary catchments. The Great Brak River and its tributaries rise on the slopes of the Engelsberg and Jonkersberg (Varing River) in the Outeniqua Mountain Range, 25 km in a straight line from the Great Brak River mouth. The catchment is long and narrow, about 25 km long and reaching a maximum of approximately 8 km wide. Much of the river drains an elevated coastal platform 150 to 300 m above sea level. Between the village of Great Brak and the N2 Highway, the river enters the lagoon basin (estuary) that is about 1 km long and 0.5 km wide.



catchment.png

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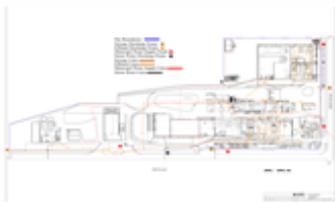
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Client Description and Site Details

Client/Site Background

The Nestle' Mossel Bay site manufactures various dairy products, including full cream milk powder and culinary products such as condensed milk and caramel treats. The site includes a Powder Plant, Liquid Plant, Ammonia Plant, Water and Milk Storage Tanks, Evaporators, Steam Ovens, Chemical and Fuel Storage, Solid Waste Handling Area, and a Waste Water Treatment Plant. The site recovers water from the milk it receives and it's evaporators. This water is re-used as industrial water and treated potable water. The site's WWTP includes reverse osmosis, ultra filtrations, UV treatment, Chlorine dioxide dosing, and re-mineralization. Re-cycling of effluent water for industrial use is achieved through the treatment of the plant waste, a UF membrane process, anaerobic digester, and RO purification.



Site map.png

Summary of Shared Water Challenges

Summary of Shared Water Challenges

At the time of audit the site had only presented the water challenges of the stakeholders who had attended the last meeting and had not cross referenced with the sites own challenges. Very few stakeholders had been engaged with on the issue of shared water challenges from the evidence presented. An NC has been raised and this section can be updated after correction.

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1 STEP 1: GATHER AND UNDERSTAND

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

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

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


Yes

Comment The Mossel Bay Local Municipality supplies approximately 81 200 people with potable water through 5 water supply systems. The municipality is responsible for 100% of the total SIV of 25 721 kl/d. The Mossel Bay System is by far the largest system and includes the areas of Mossel Bay, Kleinbrak and Grootbrak. This system receives water from the Kleinbrak WTW, Sandhoogte WTW and Grootbrak WTW. Mossel Bay also has a Desalination Plant which is operational the potable water from here goes to a reservoir and into the Wolvedans dam. The desalination plant is only operated when traditional water sources drop below a fixed threshold. The Wolvedans dam feeds the WTP for water supply.

In previous visits the site had 3 incoming points in 2025 there is only one incoming water point from Municipality. Evidence for the decommissioning of the other two water points was requested. The site wanted to control better the flow of water into the plant and closed off two of the incoming water points.

There is a new laundry onsite which was not previously there. Previously all laundry was sent out as an outsourced services. There is no meter for the laundry, however, the water use for this area now comes from the Admin Building meter.

All waste water goes to Hartenbos WWTP. They discharge into the Hartenbos River and ends up in the sea.

Brede Gouritz Catchment and Oliphants Catchments have been joined together to becomes Brede Oliphants Catchment Management Area.

The site has mapped all the water related infrastructure onsite.

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

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1.2.1	<p><i>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</i></p> <ul style="list-style-type: none"> - <i>Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</i> - <i>Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</i> - <i>Provide evidence of stakeholder consultation on water-related interests and challenges;</i> - <i>Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</i> - <i>Identify the degree of stakeholder engagement based on their level of interest and influence.</i> 	<p>🔍 Obs.</p>
Comment	<p>The site has developed a stakeholder list; however, the groups are currently defined in generic categories (e.g., "Mossel Bay Municipality" or "Farmers") rather than listing individual entities, departments, or organizations. The level of detail needs to be increased, as each stakeholder may have different priorities, levels of interest, and degrees of impact. Without this differentiation, some specific water-related challenges may be overlooked in the current stakeholder identification structure.</p> <p>Stakeholders have been mapped and are engaged four times a year through in-person meetings held at the factory. Meeting minutes, attendance registers, and agendas are available for the sessions conducted in March and July 2025. The mapping document also indicates the willingness of stakeholders to engage with NMB.</p> <p>A questionnaire was issued to attendees of the in-person meetings to gather information on water-related challenges, structured according to the five AWS outcome pillars. The results were compiled into a spreadsheet, with each column representing a different respondent. However, only four responses were received.</p>	
1.2.2	<p><i>Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.</i></p>	<p>✅ Yes</p>
Comment	<p>Current and potential degree of influence between site and stakeholder has been documented in the Stakeholder Mapping document.</p>	
1.3	<p><i>Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</i></p>	
1.3.1	<p><i>Existing water-related incident response plans shall be identified.</i></p>	<p>✅ Yes</p>
Comment	<p>The site has Water Key Process document which lists risks and emergency events that could take place and the site's planned response to this.</p>	
1.3.2	<p><i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i></p>	<p>✅ Yes</p>
Comment	<p>The Site Water balance for the site has been mapped and reflects the inflows, storage and outflows.</p>	
1.3.3	<p><i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i></p>	<p>🔍 Obs.</p>

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Comment	The site was able to provide the water balance and data for 2024 and this has been calculated to conform with the requirement of the indicator. The site was unable to provide a water balance for previous years and hence no annual variance was produced. As the site is has a mature implementation of the Standard the site is recommended to track the trend on the water balance and should better understand the annual or seasonal variances.	
1.3.4	<i>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.</i>	 Yes
Comment	The site provided sample results for drinking water supplied by the Municipality as tested by the site. Also, test results from municipal supply samples are sent once a year to an accredited laboratory in France of the water provided by Mossel Bay Municipality. The auditor viewed these results. Effluent test results for sampling conducted by Talbot were provided for several months of 2025. There is a comprehensive sampling programmed for testing effluent at NMB. There is an autosampler which takes time-based samples before the water is discharged to Hartenbos WWTP. These samples are tested by the Municipality, the site and sent for independent analysis. Data on the biological status of the Hartenbos River (the receiving body for the Hartenbos WWTP) as a variety of sampling points has been received and attached as evidence. Analytical trended data for effluent were provided for the past 3 years.	
1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	 Yes
Comment	The site has provided the list of chemicals, fuels and waste streams and the general location of these as named per area on the site. The site has mapped the pollutants.	
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	There are no IWRAs on site.	
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>	 Yes
Comment	The Site has provided information on annual water-related costs for 2025, broken down by water supply, treatment, chemicals, monitoring and other related costs. There is no revenue directly generated from water at the site. The water stewardship plan has a column which describes the shared value creation which has been generated by the site. The shared value creation describes the social and environmental value generated by implemented the projects listed in the WS Plan.	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	The site has completed the internal Nestle WASH assessment and has scored satisfactorily across all the required indicators. The assessment is based on the internal Nestle requirements for WASH.	

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- 1.4** *Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.*
- 1.4.1** *The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.* ✔
Yes
- Comment The site has identified their primary inputs according to the contribution they make to final products. They have either requested the information, estimated based on research or calculated based on information gathered.
The site has further assessed the level of risk as experienced by the supplier to the catchment.
- 1.4.2** *The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.* 🚧
in progress
- Comment The site has identified the laundry as the only outsourced service and has provided that data on this but has not taken into account that delivery trucks taking away final product use water for washing trucks. This has not be identified as an outsourced service and has not been quantified.
- Finding No: TNR-020374**
- 1.5** *Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH*
- 1.5.1** *Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.* ✔
Yes
- Comment The Site has provided the Breede Gouritz Catchment Agency planning document and also the Hartenbos Estuarine Management Plan. This site has provided the water tariffs document for the catchment. These tariffs are a regulatory mechanism that impacts the water users in the catchment, most importantly the agricultural users. These detail the charges to entities which contravene the permit requirements.
- The auditor requested the additional evidence for Groot Brak Reiver system; however, this was not produced during the time of the audit.
- Annual interactions with Stakeholders, mostly government-based, Mossel Bay Municipality and Catchment Agency demonstrate that this site has taken efforts to stay informed of governance issues related to water through actions with stakeholders.
- The site also has a list of upgrade projects relating to water infrastructure in the catchment. BOCMA has shared their projects for licensing water use in the catchment. One such project is alien vegetation clearing that is required.
- MOSSEL BAY SPATIAL DEVELOPMENT FRAMEWORK / ENVIRONMENTAL MANAGEMENT FRAMEWORK report has been provided which lists additional information on infrastructure growth, maintenance and repair.
- 1.5.2** *Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.* ✔
Yes

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Comment The site is also ISO14001 certified and has a legal register. The legal register has a section on Local by laws and Environmental Legislation which applies to the site. The bylaw for storm water was included in the register. The site has provided a list of legislation which is applicable to the site.
NMB has a new online system called Lybrio, which provides alerts to changes to legislations and updates, however, the site is not currently using this as training has not been provided.

The effluent discharge permit was valid until 31 October 2025. The site is currently monitoring the correct parameters according to the permit.

Legally define customary water rights are not present in this region.

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

Comment The site has provided the water reserve determination for the Klein Brak and Hartenbos Reserves. This is a government-generated document which calculated both the water use requirements for agriculture and domestic use and compares it with the calculated available water in the catchment.

This is the first year any meaningful information has been produced on the catchment water balance and the site is recommended to study this document and understand the scenario for their region.

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

Comment The report provided the April – June 2025 Water Quality Report for the rivers in the catchment as provided by the catchment management agency. Sampling parameters cover physical, chemical and microbiological parameters.

The site was unable to provide any annual or seasonal variance.

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

Comment 1.5.5 Important Water Related Areas (1).ppt reflects the IWRA's the site identified in its catchment, including the risks and impacts to some of these IWRA's and the associated management objectives for these features. In addition the site has also logged the source or reference for the information on the status/condition of the IWRA.

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

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Comment The site has provided a report/study on the proposed upgrade to the sewage system (domestic and industrial) for the immediate area adjacent to the Groot Brak River. The study includes the impact to biodiversity in the area. NMB provides a newsletter issued by Mossel Bay Municipality which describes the upgrades and maintenance to water infrastructure which took place in 2024 as well as the master plan for water security for water supply which has been aligned with the 2030 spatial development framework (SDF).

NMB provided the Western Cape Government Dept of Infrastructure Strategic Plan 2023 - 2028, however, this document is more concerned with roads and housing than water related infrastructure.

Additionally, a study has been provided that analyzes different wastewater treatment options for improving water quality in the Hartenbos estuary in South Africa. It also explores opportunities for reusing water for irrigation and related impacts on nutrient loads to the estuary.

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

Comment The site has presented the Mossel Bay Annual Report for 2024 which has some brief information on the sewer connections and piped water connections for the whole of the municipal area.

The site presented the Western Cape Water and Sanitation Report. This provides information on the "Blue Drop" Score for the area of Mossel Bay Municipal Area. The Blue Drop audit focuses on the entire value chain (abstraction, treatment, distribution) of the drinking water business within the water service institutions, whilst the Blue Drop Risk Rating (BDRR) assessment focuses on critical risk areas within water services provision.

The report shows that water supply to Mossel Bay was at its peak in 2011/2012 but decline rapidly in 2014 and is slowly making improvement in 2023 move towards regaining the levels of 10-15 years ago.

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

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

Comment The site has presented the water challenges which have been collected from the stakeholder consultation process. There is no evidence that the site has cross referenced these with their own water related challenges.

Finding No: TNR-020397

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

Comment The site has a column for Actions to be taken to address the shared water challenges. These actions have been entered into the WSP for the site.

1.7 *Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.*

1.7.1 *Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.* ✅
Yes

Comment The site has a document which lists the water risks to the site, they have been prioritised, including likelihood and severity of impact within a given timeframe, potential costs and business impact. The site has provided the potential cost to company for a limited number of risks identified.

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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>	🔍 Obs.
Comment	The site identified actions which mitigate risk in the risk document. Opportunities are improvements which are not driven by risk. The site has few opportunities for water-related actions listed.	
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>	🔍 Obs.
Comment	The site used the guidance document to compile a list of Best Practice for governance, they also benchmark water stewardship activities with Nestle Sheikhpura sites The site indicated that best practice was discussed with stakeholders, however, this has not been documented.	
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>	✅ Yes
Comment	NMB has prepared a list of possible actions towards Best Practice for water balance. The site is recommended to continue to review and grow this list.	
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	✅ closed
Comment	The site has made two suggestions as Best Practice for water quality, however, it is not sufficient to meet the requirement of the standard and no data source nor rationale was provided.	
	Finding No: TNR-020405	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	✅ closed
Comment	The site has not prepared any response to the indicator.	
	Finding No: TNR-020406	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	✅ closed
Comment	No evidence for Best Practice for WASH has been identified.	
	Finding No: TNR-020407	

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2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	<i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i>	
2.1.1	<i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i> <ul style="list-style-type: none"> - That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes - That the site implementation will be aligned to and in support of existing catchment sustainability plans - That the site's stakeholders will be engaged in an open and transparent way - That the site will allocate resources to implement the Standard. 	 Yes
Comment	NMB presented a document signed by the Factory Manager which describes the commitment of NMB to the implementation of Alliance for Water Stewardship Standard at the Factory. The content of the commitment complies to all the requirements of the indicator.	
2.2	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
2.2.1	<i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i> <ul style="list-style-type: none"> - Identification of responsible persons/positions within facility organizational structure - Process for submissions to regulatory agencies. 	 Obs.
Comment	Legal compliance audit conducted every 3 years by an independent consultant. The last report was viewed by the auditor. The site presented the AWS Organogram reflects the site's organogram and over-arching responsibilities for compliance with water and wastewater management legal requirements. NMB has an organogram which shows the people responsible for AWS implementation and their job titles. The site has a procedure: Evaluation of compliance with the organisation & other requirements. Within the document is listed the internal audits and inspections which take place, the frequency and the protocols which govern the inspections. <p>The site has SHEPM, an online monitoring tool for their internal environmental targets (SHE). The site has presented a document called Site Emergency Procedure and section 6.8.2. has the communication protocol which indicates that in the case of incident, to inform the Mossel Bay Municipality.</p>	
2.3	<i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i>	
2.3.1	<i>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</i>	 Yes
Comment	The site has a water stewardship strategy that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.	

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

🔍
Obs.

Comment NMB Presented a WS Plan which has targets and actions to achieve the targets. There is an indication of how they will monitor the progress and a timeline which indicated the quarter in which the project should be completed. A budget has been allocated to each action and each one has been assigned to a particular person to be responsible for managing the project.

The link between each target and the achievement of best practice to help address the AWS outcomes has been included in the WS Plan.

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.*

🔍
Obs.

Comment The site has presented in 1.7.1 where the site has presented some generic options for mitigating the risks. The WSP has more defined actions and targets towards mitigating risks to the site, however the link between the two can be strengthened.

The site also has an emergency response procedure which details the actions taken in the case of flooding, environmental incident, this has been shared with the municipality for comment and response.

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3	STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts	
3.1	<i>Implement plan to participate positively in catchment governance.</i>	
3.1.1	<i>Evidence that the site has supported good catchment governance shall be identified.</i>	 Yes
Comment	<p>The site has demonstrated catchment governance through its extensive stakeholder engagement process. The sites makes special effort to developing good working relationships with regulatory bodies and remains committed to assisting local communities with water deliveries on the occasion when it is requested. In a similar manner NMB has a well developed programme of engaging and working with farmers to better manage their water use in the catchment through the sponsorship of moisture probes for the soil on farms.</p> <p>Additional projects in the catchment and on site have been sufficient to assess that the site conform with the requirement of the indicator.</p>	
3.1.2	<i>Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.</i>	 Yes
Comment	<p>NMB delivered a 12000 litre truck of drinking water to the Buisplaas community which is rreliant on a perennial river which runs dry. The site provided buckets and filled up the rain water tanks with the water provided. 6 September 2025. Hygiene education was provided to the residents.</p>	
3.2	<i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i>	
3.2.1	<i>A process to verify full legal and regulatory compliance shall be implemented.</i>	 Yes
Comment	<p>The site undergoes as a full legal compliance audit every 3 years. The last audit was conducted in September 2024.</p> <p>The site has a document SHE corrective action/Non-Conformance Tracker on there compliance monitoring software SHEPM.</p> <p>Evaluation_of_Compliance is the site's procedure is to describe how to periodically evaluate compliance to legal and other Safety, Health and Environmental Requirements through systematic auditing and reporting as part of the Nestlé Mossel Bay Factory's Commitment to Compliance, including water-related aspects. Licenses_and_Permits__Database_-_Mossel_Bay (1).xlsx is the site's tracker for maintenance of legal compliance obligations. Effluent_renewal_request_to_regulatory_bodies (1).png reflects the site's correspondence with the Mossel Bay Municipality to renew their industrial effluent license. The permit was seen and was valid for the period.</p>	
3.2.2	<i>Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.</i>	 Yes
Comment	<p>Water rights are legal and regulatory requirements for the government to fulfill, however the site has presented their commitment to water stewardship which includes the acknlowdge of access to water of local communities which they have addressed in actions to address issues of access.</p>	
3.3	<i>Implement plan to achieve site water balance targets.</i>	

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- 3.3.1** *Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.* ✔
Yes
- Comment The Site has a column in the WSP which is named status which indicates where progress which has been made towards meeting the targets in the Plan. The WSP is updated on a weekly basis as the team meetings to go through the actions required for water stewardship.
- 3.3.2** *Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.* ✔
Yes
- Comment NMB has annual water efficiency targets throughout the factory, the details provided demonstrated the targets for water intake volumes. The site does not have efficiency target relative to factory output. The site had a long term issues with the WWTP during 2024. and targets were not met for every month, however the overall targets were met for the year by 0.8%.
- 3.3.3** *Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.* ✔
Yes
- Comment NMB does not have legally binding documentation for the reallocation of water.
- 3.4** *Implement plan to achieve site water quality targets*
- 3.4.1** *Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.* ✔
Yes
- Comment The Site has a column in the WSP which is named Status which indicates where progress which has been made towards meeting the targets in the Plan. The WSP is updated weekly as the team meets to go through the actions required for water stewardship.
- 3.4.2** *Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.* ✔
closed
- Comment NMB has had ongoing issues with the variable functioning of the WWTP. The site provided data on the annual and ongoing performance of the three parameters for effluent over the last three year and the results show that the site is unable to demonstrate continual improvement.
Finding No: TNR-020425
- 3.5** *Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.*
- 3.5.1** *Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.* ✔
Yes
- Comment NMB has tice had the opportunity to collaborate jointly with their farmers to eradicate alien vegetation within the Wolwedans Catchment area (3 farmers). Piet Van Nie Kerk, Hendre Terreblanche and James Rooiheuvel, 8 hectares of riverine area next to the Wolwedans Dam.
- Every year there is a Coastal Clean up day and Nestle staff and other stakeholders at Suiderkruis of the Groot Brak River (estuary). Waste was collected and taken by the Municipality.
- 3.6** *Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.*

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- 3.6.1** *Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.* ✔
Yes
- Comment NMB has provided a presentation reflecting the revamped bathrooms and toilets in the factory, Each department has a drinking fountain. There are pictorial instructions for hygiene at every washbasin bay. At the entrance to every building there is a hygiene station for hands to be washed on entry to the building. Annual WASH Training takes place in the factory for all workers. Training registers on Food Safety were presented as evidence for this.
- 3.6.2** *Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.* ✔
Yes
- Comment NMB has an internal water policy which reflects and acknowledges the water rights of others.
- The site has indicated that the all the projects which are in the WS plan contribute towards not negatively impacting the water rights of others.
- 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 Project Eden in the WS Plan has set a water saving target for farmers on a annual basis to save 975m3 per hectare.
- 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.* 🔍
Obs.
- Comment NMB has an Agriculturalist who job is engage with farmers on an almost daily basis on their water use programmes. The farmers have been sponsored moisture probes for their soil, todate 187 probes ahve been installed which has resulted in a wter saving of 975 m3 per hectare per year.
- 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 visited the desalination plant in order to understand the process of the plant and the condition of the plant. Unfortunately no evidence was retained to support the visit other than 1 photograph.
- The site experienced a burst pipe due to construction in 2025 and they engaged with the Municipality on the repair and water supply issue which resulted.
- NMB requested on serveral occasions for an updated status on the condition of the Municipal water-related infrastructure. Thys Van Zyl responded with information listing the description of the infrastructure and the budget allocated for upgrade and for refurbishment. The Lead Auditor veiwed a copy of the email and document during the audit.
- 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.*

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3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	<p>NMB conducts annual Farmer's Day which was held in August. External professionals in Agriculture are invited to present Sustainability training to farmers, an award for the most progress in sustainability was presented to the farmer who showed the most improvement in soil, manure management, multispecies farming and solar installation. The auditor viewed the evidence for this during the audit.</p> <p>The community in Buisplaas receives waters from the Municipality, via tank 5km from the village. The community members however, were not happy with the quality of water received as they claim the water is sometimes oranges. NMB took 12000 litres of clean water and filled the Jojo tanks in the village and donates buckets to the villages.</p> <p>Quarterly meeting with stakeholders.</p> <p>NMB invited internal colleagues to visit the factory to learn of the waterstewardship interventions which have been implemented.</p> <p>Herbertsdale Primary School was visited for WASH and responsible water use. Water was donated by the Factory to the school.</p> <p>NMB took water samples at Wolvedans Dam and shared the results with Municipality.</p>	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Yes
Comment	<p>See the details from the WS Plan: Replacement of RO membranes and UF membranes in the WWTP.</p> <p>Automation sequence installed on evaporator to prevent the unnecessary mass dumping of water to the drain.</p> <p>Truck Wash Bay has fixed time (15min) of allocated water to wash the truck wheels before the milk trucks are allowed in.</p> <p>The anaerobic digester was coated to slow down the rusting process on the outside of the silo.</p>	
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	<p>NMB is currently installing a chlorine generator into the plant. The currently chlorine content of municipal water fluctuates and needs to be adjusted to meet food grade water. The needs to be able to both add and remove free chlorine as required to get the water to the desired level.</p> <p>NMB took water 2 samples at bridge Wolvedans Dam and 1 sample upstream of the bridge and shared the results with Municipality. Both physical and chemical parameters were monitored.</p> <p>There are other items on the WS Plan which have not yet been implemented.</p>	
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	<p>Alien vegetation removal in the catchment area (3 farmers). Piet Van Nie Kerk, Hendre Terreblanche and James Rooiheuvel, 8 hectares of riverine area next to the Wolvedans Dam.</p>	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Obs.

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Comment NMB installed a sink in a school in Buisplaas in the Groot Brak area.

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

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

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

Comment NMB has a column in the WS Plan which is called Performance Evaluation, however the information in the column is reflected the action which which has taken place and has not reflected if and how the site has met the target by their set deadline.

The site presented the presentation from the Management Review, however only 6 items from the WS plan were discussed in the management review and not all the targets/actions were reviewed. There was no evaluation of performance against targets.

With regards to the requirement to link to AWS Outcomes, the Plan has a column which linked the target and action to the AWS Outcome.

Finding No: TNR-020448

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

Comment NMB has a column in the WS Plan which is named Value Creation. The site has completed cost benefit analysis for all the items which have been implemented on the site. They have also provided the qualitative analysis for value creation, however they have not documented the value creation to the site for actions which have been conducted within the catchment, only those on site.

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

Comment The site has a column in the WS plan which describes the value of the action in the plan which can benefit all in the catchment.

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

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

Comment The site has not done an annual review but they presented an incident report for the failure of the anaerobic digester, this report included clorrective action and root cause analysis. NMB contacted the WWTP plant via municipaliaty immediately via email and had to discharge untreated effluent.

Preventive measures have been added, such as adding a coating to the tank. In addition, monthly inspections have been added to the maintenance process of the WWTP. The site had a second incident, there was a burst pipe in the road outside the factory. The municipality notified the site that their would be no water. The Municipality provided water over 12 hours from the Fire department using tankers.

The site used this as a BCP test and the site has recorded learnings for improvent and will consider increasing onsite water storage for future improvement.

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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>	 Yes
Comment	<p>NMB has quarterly interaction with the clients, in July 2025 NMB presented to stakeholders which included analysis and description of the water stewardship performance for 2024.</p> <p>This was also emailed to client, the auditor reviewed the evidence during the audit.</p>	
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	<p>The site showed the WS plan from an earlier version and showed a comparison of the current WS Plan. The difference and evolution of the plan was viewed by the auditor.</p>	

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	<i>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.</i>
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i> ✔ Yes
Comment	NMB provided the presentation which is shared with stakeholders in all stakeholder meetings. This contains an organogram with the job titles of people responsible for water stewardship.
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i> ✔ Yes
Comment	NMB shared the WSP with stakeholders on 17 September 2025 via email. The WSP contains the link to the AWS Outcomes. The auditor viewed the evidence during the audit.
5.3	<i>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.</i>
5.3.1	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i> ✔ Yes
Comment	The quantified performance against targets was shared with stakeholders during meetings, however, only 4 items were discussed and only 1 had been quantified. As the site has a NC for the lack of evaluation of performance the response to this requirement will be improved in the next year of implementation of the AWS Standard.
5.4	<i>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.</i>
5.4.1	<i>The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</i> ✔ closed
Comment	The site has listed two shared water challenges in the presentation, water pollution and ageing infrastructure. There is no link between what has been reported under 1.6.1 of the Standard as being the shared water challenges and what has been shared with stakeholders. Finding No: TNR-020931
5.4.2	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i> ✔ Yes
Comment	The site holds quarterly stakeholder meetings to engage stakeholders in general, public sectors agencies attend some of the meetings. The site emails water stewardship information to public sector agencies on a regular basis. The site has a good relationship with Mossel Bay Municipal departments, water and sanitation, environmental department and water supply.

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

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


Yes

Comment The site has not done an annual review but they presented an incident report for the failure of the anaerobic digester, this report included corrective action and root cause analysis. NMB contacted the WWTP plant via municipality immediately via email and had to discharge untreated effluent.

Preventive measures have been added, such as adding a coating to the tank. In addition, monthly inspections have been added to the maintenance process of the WWTP. The site had a second incident, there was a burst pipe in the road outside the factory. The municipality notified the site that there would be no water. The Municipality provided water over 12 hours from the Fire department using tankers.

The site used this as a BCP test and the site has recorded learnings for improvement and will consider increasing onsite water storage for future improvement.

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


Yes

Comment The site has not done an annual review but they presented an incident report for the failure of the anaerobic digester, this report included corrective action and root cause analysis. NMB contacted the WWTP plant via municipality immediately via email and had to discharge untreated effluent.

Preventive measures have been added, such as adding a coating to the tank. In addition, monthly inspections have been added to the maintenance process of the WWTP.

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 site has not done an annual review but they presented an incident report for the failure of the anaerobic digester, this report included corrective action and root cause analysis. NMB contacted the WWTP plant via municipality immediately via email and had to discharge untreated effluent.

Preventive measures have been added, such as adding a coating to the tank. In addition, monthly inspections have been added to the maintenance process of the WWTP.

Previous Findings

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


Yes