CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001714

WSAS WATER STEWARDSHIP ASSURANCE SERVICES

SITE DETAILS

Site: **Nestlé Waters Lebanon: Barouk Ain Zhalta**
Address: Ain Zhalta, Barouk, LEBANON
Contact Person: Elie Sfeir
AWS Reference Number: AWS-000108
Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core
Date of certification decision: 2026-Feb-09
Validity of certificate: 2029-Feb-08

AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)
Audit Type(s): Re-Certification Audit
Audit Start Date: 2025-Sep-10
Audit End Date: 2025-Sep-12
Lead Auditor: Nathalie Karam

Site Participants:
Elie Sfeir, Other
maya Bou Diwan, Quality manager
Simon Abou Naoum, Water Treatment Specialist

WSAS
2 Quality StreetNorth Berwick, EH39 4HW, UNITED KINGDOM

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ADDITIONAL INFO

Summary of Audit Findings: During the re-certification audit, 5 non-conformities and 12 observations were raised.

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 7 days of receipt of the audit report, by 31 October 2025.

The non-conformities must be closed within 90 days of the end of the audit. However, as a new non-conformity was added after the closing meeting, the due date is extended until 31 December 2025. In order to meet this timeline evidence is to be submitted to WSAS by 16 December 2025.

The audit team recommends re-certification of Nestlé Waters Lebanon: Barouk Ain Zhalta at Core level pending closure of the non-conformities.

Scope of Assessment: The scope of services covers the recertification audit for assessing conformity of Nestlé Waters Lebanon: Barouk Ain Zhalta against the AWS International Water Stewardship Standard Version 2.

Nestlé Waters Ain Zhalta is a water bottling facility located in Ain Zhalta Municipality, Shouf Biosphere Reserve, Lebanon, ~30 km southeast of Beirut. Assessed facilities and activities: AR2 groundwater well (AR1 decommissioned); two product□water treatment trains; bottling lines for 0.6L and 19L (19L return/clean/refill line); neutralization/treatment unit and septic/separation tanks with tank transfers to regional WWTP (planned piped connection); irrigation pond receiving neutralized water for reuse; internal CIP, sanitary systems and associated piping networks. Total reported water use 2024: 222,850 m3. Built□up area: ~6,500 m2.

The facility is situated on the western flank of Barouk Mountain within the Al Barouk–Niha (Shouf Mountain) catchment.

The audit was conducted onsite on 10-12/9/2025.
The onsite visit included the assessment of waster source, process, chemical storage, neutralization plant, water treatment, wash facilities and activities in the catchment.

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	12
Non-Conformity	5

FINDING DETAILS

Finding No:	TNR-021111
Checklist Item No:	1.1.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Dec-31
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 currently identified physical scope is limited to the Shouf Mountain and is defined solely by hydrogeological criteria. The catchment using topographical and hydrological criteria has not been identified.
Corrective action:	To identify the catchment by using topographical and hydrological criteria.
Evidence of implementation:	The Physical scope is updated to include the topographical and Hydrogeological criteria for the Catchment area. The data source is provided as per the new study performed in collaboration with the SBR and the study is done by a third party expert on this field and the study is showing the hydrogeological and topographical parameters for the catchment area. The provided slides info are showing the Ain zhalta catchment area Geologhy, morphology,and hydrogeologhy and the provided study was for evidence and a reference for the provided data, including supporting figures.

Finding No:	TNR-020327
Checklist Item No:	1.2.2
Status:	Open
Finding level:	Observation
Checklist item:	Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.
Findings:	Inconsistencies were noted: certain stakeholders are marked as "Not Applicable" for influence in the CRP documentation while the stakeholder analysis spreadsheet assigns a defined level of influence.
Corrective action:	Update and review all the CRP influence data.

Finding No:	TNR-020334
Checklist Item No:	1.3.2
Status:	Open
Finding level:	Observation
Checklist item:	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped
Findings:	The current water-balance map does not explicitly include the portion of neutralization discharge that is routed to the pond.
Corrective action:	Include and show the amount of water to the irrigation pond

Finding No:	TNR-019902
Checklist Item No:	1.3.4
Status:	Open
Finding level:	Observation
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:	Even though Nestle Waters Lebanon are tracking their water quality, they did not present the annual variances
Corrective action:	Nestle Waters will be providing an annual variance requested.

Finding No:	TNR-019903
Checklist Item No:	1.3.7
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Dec-31
Checklist item:	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.
Findings:	No evidence was provided for 2025 water□related costs or any water□related revenues. The site did not present an analysis quantifying or describing social, cultural, environmental, or economic value generated by site water activities, nor a cost–benefit or value assessment to inform the WS plan evaluation (Indicator 4.1.2).
Corrective action:	To identify the annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated for our site andto be used to inform the evaluation of the plan.
Evidence of implementation:	The data is provided and uploaded to the platform. A provided list for 2025 was updated, and a list and description of the social, cultural enviromental or economic value generated was provided. (describing the activity and the cost). The revenue was updated and added to the Excel, the quantification of the social, cultural, environmental, or economic water-related value generated by our factory is provided through power points and excel showing regeneration quantities. A detailed water value creation is uploaded to the platform showing the economic, cultural, and quantitative value, contibution and benefit.

Finding No:	TNR-020336
Checklist Item No:	1.5.1
Status:	Open
Finding level:	Observation
Checklist item:	Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Findings:	The site did not present specific action plans, implementation policies, or published institutional programs from relevant authorities that would indicate concrete local governance measures and opportunities for collective action.
Corrective action:	presenting specific action plans, implementation policies, or published institutional programs from relevant authorities that would indicate concrete local governance measures and opportunities for collective action

Finding No:	TNR-019909
Checklist Item No:	1.5.3
Status:	Open
Finding level:	Observation
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	The presented water□balance outputs lack a clear interpretation of whether the catchment water balance is net positive or negative and do not quantify annual high/low variances in a consolidated manner tied to water□scarcity risk.
Corrective action:	Nestle Waters will provide in support with the third party a further expalnation for the water balance calculated

Finding No:	TNR-020337
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 evaluation of exposure to extreme events does not include detailed consideration of additional hazards (e.g., flooding) or scenario□based vulnerability analysis.
Corrective action:	Include the exposure to extreme events data for the water-related infrastructure.

Finding No:	TNR-019984
Checklist Item No:	1.5.7
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Dec-31
Checklist item:	The adequacy of available WASH services within the catchment shall be identified.
Findings:	The site did not consider additional WASH availability parameters, such as sanitation.
Corrective action:	To include all the Additional WASH availability parameters in the WASH data consolidation and provide all the required evidence.
Evidence of implementation:	Providing the WASH service study performed in the catchment area including sanitary services available. The data source is uploaded since the data are referring bto a new study accomplished by a third party in the Ain zhalta area and the provided data was checked and verified during a site visit done by the team to the catchment area expressing and highlighting the current situation. 3) The Factory provided data extracted from the hydrogeological study, including the needed quantity of water by persons, the sewage line condition, and the stress on water resources in the area. The provided examples for the water testing results refer to specific points in the catchment area to assess and identify the water quality condition, and to provide corrective actions when necessary. The water quality check is performed frequently to support and improve the water quality in the catchment area.the quotation is uploaded to show the number of samples taken from the catchment area. 4) Available WASH services within the catchment are consolidated in a presentation providing the required data.

Finding No:	TNR-020338
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:	The risk assessment does not reference use of existing online scenario□modelling tools for more detailed evaluation and projection.
Corrective action:	start using the online scenario- modelling for the water risk assessment.

Finding No:	TNR-020339
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 register focuses primarily on actions the site can implement directly and excludes broader catchment or collective opportunities where the site could participate.
Corrective action:	Updated the water related opportunities to include the broader catchment or collective opportunities where the site could participate.

Finding No:	TNR-020340
Checklist Item No:	1.8.1
Status:	Open
Finding level:	Observation
Checklist item:	Relevant catchment best practice for water governance shall be identified.
Findings:	Identified best practices are limited to actions led directly by the site.
Corrective action:	To include actions where the site can support and participate.

Finding No:	TNR-020341
Checklist Item No:	1.8.3
Status:	Open
Finding level:	Observation
Checklist item:	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.
Findings:	Identified best practices are predominantly site led.
Corrective action:	identify the best practices to cover all the practices site -led and the one where the site can participate.

Finding No:	TNR-020003
Checklist Item No:	2.4.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Dec-31
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	The plans were developed by the site independently, withoutcoordinatior with public sector or infrastructure agencies.
Corrective action:	To develop a plan to mitigate or adapt to identified water risks, developed in coordination with relevant public-sector and infrastructure agencies.
Evidence of implementation:	An identification for concerned people involved in risk identification and an example of the open house at the factory level, where the topics were discussed. The plan is attached, and all the listed points and risks were highlighted and raised by the relevant stakeholders, and you can check that the risk mitigation plan execution started and many project was implemented. Consolidated as an example (Municipality letter), which highlights the action taken on site. An example of open meeting and project execution as per the risk assesmnet and our plan is the Chlorination project for the batloun station. (presentation /sign off is attached).

Finding No:	TNR-020004
Checklist Item No:	3.2.1
Status:	Open
Finding level:	Observation
Checklist item:	A process to verify full legal and regulatory compliance shall be implemented.
Findings:	A documented written procedure describing the end□to□end verification process (roles, timelines, evidence requirements, escalation protocol) was not presented.
Corrective action:	Provide the required data for the assessment done

Finding No:	TNR-020342
Checklist Item No:	4.1.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2025-Dec-31
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	Achievement against each target was not presented. Furthermore, the analysis regarding progress toward water stewardship outcomes has not yet been conducted or evaluated.
Corrective action:	to present the achievement against each target and to perform the analysis regarding progress toward water stewardship outcomes; to be conducted and evaluated.
Evidence of implementation:	Updated WSP and WSP performance are uploaded

Finding No:	TNR-020343
Checklist Item No:	5.3.1
Status:	Open
Finding level:	Observation
Checklist item:	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings:	Even though the disclosure includes high level performance it does not include a consolidated annual summary reporting quantified performance against WSP targets.
Corrective action:	To include a consolidated annual summary reporting quantified performance against WSP targets.

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Audit Number: AO-001714

WSAS WATER STEWARDSHIP ASSURANCE SERVICES

Report Details

Report	Value
Report prepared by	Nathalie Karam
Report approved by	Anasse Ait Lemkademe
Report approved on (Date)	23 October 2025

Surveillance

Proposed date for next audit

Stakeholder Announcements

Date of publication	Location
01/08/2025	Emails to all stakeholders
01/08/2025	

Catchment Information

Catchment Information

The site lies in the Al Barouk–Niha sub□catchment of the Shouf Mountain, on the western flank of Barouk Mountain. The site's primary supply is the AR2 groundwater well; wastewater and neutralized effluent are stored in septic tanks and transferred to the regional WWTP, with final discharge to Nabaa al Safa, while some neutralized water is routed to an irrigation pond for reuse.

Groundwater occurs in layered carbonate formations (shallow springs and deeper semi□confined units) recharged by seasonal precipitation and snowmelt; local faults and folds control recharge and spring locations. Municipal suppliers draw from local springs/wells in the same catchment; stormwater drains to local streams connected to Nabaa al Safa.

Key catchment features: current water scarcity (recent low precipitation and reduced snow), mapped Important Water□Related Areas (11 IWRAs including springs and government wells), Mediterranean mountain climate with seasonal variability, and mixed land use (agriculture, community water supply, forestry and light industry). Flood exposure and climate□driven aquifer depletion are noted risks.

Picture1.png

Client Description and Site Details

Client/Site Background

The Nestlé Waters Ain Zhalta factory is located in Ain Zhalta Municipality on the western flank of Barouk Mountain, approximately 30 km southeast of Beirut, within the Shouf Biosphere area. The site operates in a mixed natural–rural setting surrounded by forest, agricultural land and local villages. It is a mineral water bottling plant (Nestlé Pure Joy) using groundwater from on□site well AR2 (AR1 decommissioned). The site receives no municipal water and is off□grid for electricity, relying on on□site diesel generators. Water is used for product treatment and filling, CIP and equipment cleaning, sanitary uses, and utility systems; energy□related water use includes a cooling tower and a chiller. On□site infrastructure includes AR2 well, two product□water treatment trains, a neutralization/treatment unit for reject water, septic/separation tanks with tank transfers to the regional WWTP (planned piped connection to the WWTP), stormwater drainage, internal piping for wastewater/neutralization/sewage/firefighting systems, a neutralization discharge line to an irrigation pond for reuse, and a 150 m3 fire□water storage tank. There is no rainwater harvesting system. Neutralized/process effluent is either reused in the irrigation pond or tanked and sent to the WWTP, while stormwater discharges to local streams ultimately reaching Nabaa al Safa. The built□up site area is approximately 6,500 m2 and reported total water use for 2024 was 222,850 m3.

Picture2.png

Comment

Falougha factory is a water bottling located in the falougha area, Lebanon. altitude 1200 produce sohat and nestle. changes in SQU throughout the years.

Ain zhalta only nestle,
check the photo
wter source: sohat spring, no treatment only simple filtration
Nestle 2 wells onsite
no rainwater harvesting
Ain zhalta: upgrading of neutralizatio
agriculture form for irrigation in ainzhalta with the shouf reserve

studies done with BTD covering ain zhallta and falougha and assessment of OECM recognition. samoling and testing IWRA, based on results they did diseinfection source monitoring alignment with the nature reserve and the local water office.

Summary of Shared Water Challenges

Summary of Shared Water Challenges

0.0.1	Water Source & Discharge Locations	
0.01	*Have any water source or discharge locations been visited during the audit, if so, which and where? If none were visited, please provide justification.*	Yes
Comment	During the site tour the audit team visited on□site water resources (production wells AR2), inspected the neutralization unit and its discharge location, and observed associated water□infrastructure and discharge routing.	

1	STEP 1: GATHER AND UNDERSTAND

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

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

closed

Comment: The site provided a comprehensive physical-scope mapping. Site boundaries were shown on Google Maps with surrounding features and site sections highlighted. Two production wells were identified (AR2 active; AR1 decommissioned) and the well-to-factory piping line was mapped. Water-related infrastructure was detailed, including wastewater/neutralization piping, sewage system, firefighting system, stormwater drainage, and internal water circuits (treatment, CIP, chiller, compressor, cooling tower, boilers, blowers). The site specified the drainage point after neutralization and confirmed effluent storage in a septic tank prior to transfer to the WWTP; the WWTP location and discharge point at Nabaa al Safa were mapped. A piping connection from the neutralization station to an established pond was shown, and plans to install a piping network to connect to the WWTP were noted. The site is within the Shouf Mountain (Al Barouk–Niha) catchment and provided catchment mapping and geographic information.

Finding No: TNR-021111

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

1.2.1 *Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:*
- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;
- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;
- Provide evidence of stakeholder consultation on water-related interests and challenges;
- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;
- Identify the degree of stakeholder engagement based on their level of interest and influence.

Yes

Comment

The site demonstrated an inclusive and documented stakeholder identification and consultation process using the Community Relation Process (CRP 3.0) tool (document: "CRP3_Steps"). The site's stakeholder mapping ("Stakeholder_Mapping_2025-LB_-_AZ" spreadsheet) includes a broad range of stakeholders (including suppliers and government bodies), classification per the AWS stakeholder framework, influence and interest assessments, and prioritization within the catchment. The site presented the CRP process, mapping, poll survey and interview results, and a current action plan. Evidence of consultation was provided: interview questionnaires (updated 2024), poll survey outputs, meeting invitations, and photographs. Outputs from questionnaires were used to identify shared water challenges. The process acknowledges varying stakeholder engagement levels and records influence/interest to define engagement degree.

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.*

Obs.

Comment

The site has identified and documented the current and potential degree of influence between the site and stakeholders within the catchment, including consideration of ultimate water sources and receiving water bodies. Stakeholder mapping and analysis spreadsheets clearly show influence assessments. However, inconsistencies were noted: certain stakeholders are marked as "Not Applicable" for influence in the CRP documentation while the stakeholder analysis spreadsheet assigns a defined level of influence. Consistency across CRP records and the stakeholder analysis is recommended.

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

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

Yes

Comment

The site identified comprehensive emergency response plans covering flood, earthquake, storm, civil unrest, access block, leakages, fatality, and fire. Provided documents include Chemical Handling and Chemical Hazard Handling procedures, Post Evacuation Drill report, spillage SOP, and updated evacuation plan. An evacuation drill was conducted in Nov 2024. The documented procedures and drill evidence demonstrate broad preparedness for water□related and other emergency scenarios (e.g., storms, boiler steam leaks, tank ruptures, power failures, chemical spills).

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

Obs.

Comment

The site has identified and mapped the water balance for AR2, detailing inflows, storage, outflows and tracked losses at different stages. Changes since the last audit (transfer of neutralization discharge to the installed pond for irrigation) were presented and reuse pathways (e.g., neutralization water used for toilet flushing) are included. However, the current water-balance map does not explicitly include the portion of neutralization discharge that is routed to the pond.

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 site provided a quantified water balance for the Ain Zhalta factory (May 2025) showing inflows, losses (~0.1% of total inflow), storage and outflows. Losses are within Nestlé Waters' internal acceptable standards. The site demonstrated ongoing monitoring with monthly Water Ratio tracking (2024 vs 2023; 2025 vs 2024) and provided annual variance data. The 2025 water ratio target for AZ is 1.27; the factory's average water ratio remains within target despite two minor exceedances. Withdrawal trends from the AR2 well were presented, showing a slight yearly increase.

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.*

Obs.

Comment

Nestle Waters AZ are performing monitoring of water quality through daily internal lab testing and annual sample analysis conducted by a third-party lab in France in accordance with a prepared sampling scheme.

Microbiological testing, chemical and physical testing results for product water at both factories were presented, showing that the tests are performed according to the plan when the production lines are operational.

Annual raw water are being tested for microbiology and chemical by third by a third-party lab (NQAC - France) and presneted.

BTD conducted sampling and testing (chemicals) for the well RA2 (water source for the site), results were presented and within the limits.

For chemical testing, the site presented data for temperature, pH, and conductivity for S7, F1, F3, BF, SF and finished product at Falougha from 2021 to June 2024, with no results exceeding regulatory requirements.

Regarding wastewater management, test are being done internally, BTD also did an external testing. They continue to test neutralization and industrial water for pH and COD on a daily basis.

On a monthly basis, the AZ site tests TSS (Total Suspended Solids) and color due to its smaller capacity, while also monitoring nitrogen, phosphorus, oil, and grease. Deviations in total nitrogen and color were observed, and corrective actions were implemented. Testing results are compared with Ministry of Environment (MoE) and Nestle Environmental Requirements (NER) standards.

Annual wastewater testing includes ammonia, nitrate, TDS, sulfate, temperature, and total organic content, usually conducted by a third-party lab (IRI), the site is now looking for alternative lab to do the testing as IRI is not providing the service anyore.

BTD conducted testing of wastewater with a third party lab (BO, COD, TSS and heavy metals) levels were compared to acceptable limits for wastewater discharge and for irrigation

Even though Nestle Waters Lebanon are tracking their water quality, they did not present the annual variances

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

Yes

Comment

The site identified and mapped potential pollution sources, including diesel storage/handling areas, chemical storage and handling locations, chillers, boilers, and the solid-waste segregation area. A comprehensive chemical inventory and associated MSDS were presented. Mapping and documentation demonstrate awareness and control focus for on-site pollution risks.

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

Yes

Comment

The site had not identified On-site IWRAs.

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

closed

Comment: The site provided annual water‑related cost data for 2024 (items including water treatment/filters, maintenance, laboratory, wash, municipal well expenses, stakeholder-related costs, and investments under MOUs, noting investments were reported for Ain Zhalta only). No evidence was provided for 2025 water‑related costs or any water‑related revenues. The site did not present an analysis quantifying or describing social, cultural, environmental, or economic value generated by site water activities, nor a cost–benefit or value assessment to inform the WS plan evaluation (Indicator 4.1.2).

Finding No: TNR-019903

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

Yes

Comment: The site has identified and documented WASH facilities and their adequacy. Evidence presented includes locations and distribution of drinking-water points and dispensers, toilets, handwashing sinks, and an on-site quarantine area. A WASH assessment covered drinking-water availability and quality, hygiene accessibility, treatment prior to discharge, toilet maintenance, and workplace sanitation. An action plan was implemented (increased cleaning frequency of dispensers, labeling non potable taps, sensor installations, and emergency lighting in toilets) with completion evidence for the listed items.

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 identified primary input suppliers for packaging materials and assessed their location relative to the site catchment. The supplier list presented shows all packaging suppliers are located outside the Al Barouk–Niha catchment, and no embedded water risk within the site's catchment was identified for these inputs.

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

Yes

Comment: The site identified outsourced service providers (e.g., gardening, cleaning) and confirmed these providers source water from the site; their water consumption is therefore included in the site water balance.

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.*

Obs.

Comment: The site identified relevant high‑level governance elements (national Lebanon Water Strategy 2024–2035 and ministerial targets such as the Ministry of Agriculture's 40,000‑tree planting initiative) and noted how site activities can contribute. However, the site did not present specific action plans, implementation policies, or published institutional programs from relevant authorities that would indicate concrete local governance measures and opportunities for collective action.

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

Comment: The site presented a comprehensive list of applicable legal and regulatory texts relevant to industry, water and pollution. Each law/regulation was assessed for applicability to site operations, and the compliance requirements were identified. Evidence demonstrates systematic identification of legal obligations; documentation provided aligns requirements with site controls and responsibilities.

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 provided a catchment□level water□balance assessment based on a hydrogeological study by BTD and an independent consultant covering inflows, outflows and storage change between Sept 2023 and Aug 2024, together with climate□change simulations (2025–2100) indicating potential progressive aquifer depletion and reduced recharge frequency. The site also demonstrated cooperation with SBR on flow testing and seasonal/yearly flow trend data.

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

Comment: The site presented catchment water□quality monitoring carried out by external laboratories (BTD, IRI) and internal testing across 17 sources (varying frequencies; four sources monitored bimonthly) covering microbiological and chemical parameters. Chemical results were within national drinking□water limits; microbiological parameters exceeded limits at some sources. The site has notified municipalities of microbiological deviations via official letters with recommendations. Trend data were presented for individual sources (e.g., Barouk spring, Raayan).

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

Comment: The site identified and mapped 11 Important Water□Related Areas within the catchment, including existing springs and 2 government wells. For each IWRA the site presented an assessment covering description, importance, location, identified threats, and stakeholder relevance. Documentation demonstrates use of scientific information and stakeholder input to support IWRA identification and status assessment.

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

Comment: The site identified six water□related infrastructure elements and provided assessments of their status, use, and potential exposure to extreme events. However, the evaluation of exposure to extreme events needs strengthening, current assessments would benefit from more detailed consideration of additional hazards (e.g., flooding) and scenario□based vulnerability analysis.

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

Comment: The site identified potable water sources in the catchment and assessed their status, compared water availability against current population demand with projections to 2050, and documented presence of septic tanks and service availability for institutions (hotels, hospitals, churches, restaurants). The hydrogeological study includes freshwater availability relative to population and services.

Finding No: TNR-019984

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

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

Comment: The site identified shared water challenges using stakeholder input (interviews, surveys, open□day sessions) and technical data from the BTD hydrogeological study and internal factory assessments. Challenges were prioritized through stakeholder outreach and internal evaluation; six additional challenges were captured during an open□day awareness session with experts from MoA and the biosphere reserve. The identified shared water challenges are under discussion in management meetings for final prioritization and selection of applicable action plans.

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

Comment: Following management prioritization, the site identified a comprehensive list of initiatives linked to each shared water challenge and provided status tracking (completed or in progress). Key implemented and ongoing initiatives, supported by stakeholder cooperation (Biosphere Reserve, municipality), include the irrigation pond, planning for an additional irrigation pond, installation of the Batloun chlorination station, and community awareness sessions. Evidence of stakeholder collaboration and initiative status was presented.

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.* Obs.

Comment: The site provided a documented risk-assessment and prioritization process that identifies water-related risks, evaluates likelihood and severity within defined timeframes, and estimates potential costs and business impacts. The assessment includes timeframe, cost implications and projected operational effects for each identified risk.

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

Comment: The site presented a detailed register of water□related opportunities linked to the risks in 1.7.1 and provided evidence of implementation for opportunities within its direct control. Opportunities were assessed and prioritized with estimated savings/benefits where applicable. The register focuses primarily on actions the site can implement directly and excludes broader catchment or collective opportunities where the site could participate.

1.8 *Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.*

1.8.1 *Relevant catchment best practice for water governance shall be identified.* Obs.

Comment: The site identified relevant catchment governance best practices, including collaboration with the Biosphere Reserve (SBR) formalized by an MoU and sharing hydrological study data with public authorities. These practices demonstrate proactive engagement and data□sharing.

Identified best practices are limited to actions led directly by the site.

1.8.2	*Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.*	Yes
Comment	The site identified relevant best practices aimed at improving water balance, including catchment-level water reuse projects, reuse of neutralization discharge for toilet flushing and irrigation, and regeneration/rehabilitation projects.	
1.8.3	*Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.*	Obs.
Comment	The site identified relevant water□quality best practices including catchment testing (schools, springs, fountains), incorporation of water□quality assessment in the hydrogeological study, and design/installation of sewage network infrastructure. Rationale and data sources presented include third□party and internal testing results and the hydrogeological assessment. Identified best practices are predominantly site□led.	
1.8.4	*Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.*	Yes
Comment	The site identified relevant best practices for IWRA maintenance including routine IWRA testing and maintenance activities. The register includes both implemented site-led activities and proposed future catchment actions.	
1.8.5	*Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.*	Yes
Comment	The site has identified several relevant best□practice actions to support equitable and adequate WASH services within the catchment. Including: assistance to the municipality in water-supply activities, drinking-water testing of public sources, decontamination/intervention at contaminated sources, distribution of public waste bins, and ad hoc water donations to communities. Identified best practices include both completed site-led actions and proposed future activities for wider catchment application.	

2	STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan	
2.1	*Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.*	
2.1.1	*A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:* *- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes* *- That the site implementation will be aligned to and in support of existing catchment sustainability plans* *- That the site's stakeholders will be engaged in an open and transparent way* *- That the site will allocate resources to implement the Standard.*	✓ Yes
Comment	The site provided a signed, publicly disclosed commitment to implement AWS-aligned water stewardship, signed by the Factory Manager. The statement addresses implementing and disclosing progress on water stewardship, alignment with catchment sustainability plans, transparent stakeholder engagement, and allocation of resources. The commitment is displayed on information boards at both sites; one board was temporarily removed for maintenance during the audit.	
2.2	*Develop and document a process to achieve and maintain legal and regulatory compliance.*	
2.2.1	*The system to maintain compliance obligations for water and wastewater management shall be identified, including:* *- Identification of responsible persons/positions within facility organizational structure* *- Process for submissions to regulatory agencies.*	✓ Yes
Comment	The site has an established system to maintain water and wastewater compliance obligations. A compliance□responsibilities scheme was presented, defining roles and duties across the Quality Management, Safety, Regulatory teams and the Factory Manager. The QMS identifies responsible persons for monitoring and testing, and meeting minutes allocate responsibilities for specific regulatory requirements. The site provided a consolidated list of applicable regulations with assigned owners, a comparative reference of product quality/testing requirements against authorities/standards, and an example action plan executed for a non□compliance.	
2.3	*Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.*	
2.3.1	*A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.*	✓ Yes
Comment	The site has developed and presented a documented water stewardship strategy that defines its overarching mission, vision, and goals aligned with the AWS Standard. Evidence includes the strategy document outlining objectives, scope, and alignment to good water stewardship principles.	

2.3.2	*A water stewardship plan shall be identified, including for each target:* *- How it will be measured and monitored* *- Actions to achieve and maintain (or exceed) it* *- Planned timeframes to achieve it* *- Financial budgets allocated for actions* *- Positions of persons responsible for actions and achieving targets* *- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.*	Yes
Comment	The site has an updated Water Stewardship Plan informed by the hydrogeological study and stakeholder inputs. The WSP links AWS outcomes to identified risks and shared water challenges and maps objectives and actions in an "opportunity" register. For each target/action the plan specifies responsible person(s), timeframe, budget, status and KPIs, and includes monitoring and measurement approaches. Examples by AWS outcome: - Water governance: sharing hydrological study data with authorities (planned); open day/awareness (implemented); MoU with SBR for coordinated project identification/prioritization (implemented/ongoing). - Water quality: planned testing in schools; transfer of sewage via tank to WWTP (implemented) with planned network connection; internal testing (implemented — to be reflected in WSP); neutralization station upgrade (done); effluent quality improvements (done); municipality sewage station assessment (implemented); hydrogeological study (done). - Water balance: implemented water□level monitoring of catchment sources; RA2 well assessment and withdrawal monitoring; pond established for irrigation reuse; planned hill lake/reservoir construction; planned funding for drip irrigation. - IWRAs: assessments completed and data shared for identified IWRAs (Raayan, Batloun partially implemented with chlorination unit). - WASH: awareness sessions completed; sewage line support ongoing; pump supply to Raayan cancelled due to government provision.	
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.*	closed
Comment	The site presented an updated Business Continuity Plan (BCP) and Business Impact Assessment (BIA) that incorporate mitigation and adaptation measures addressing the water risks identified in Indicator 1.7.1. The documents detail internal actions, responsibilities, and business-impact considerations for key water-risk scenarios. ***Finding No: TNR-020003***	

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 demonstrates clear support for catchment governance through sustained, documented collaborations. Key evidence includes a long□standing MOU with the Shouf Biosphere Reserve (SBR) and a renewed three□year MOU (through 2027) expanding activities (hydrological study, pond establishment (implemented) and other planned actions). The site also presented minutes of meetings (MoMs) and evidence of coordination with municipalities and the water establishment, plus an open□house event conducted with the Ministry of Agriculture and SBR to raise awareness on water and agriculture. These records show active participation in multi□stakeholder governance, data sharing, and joint implementation of catchment projects.

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: The site implements measures to respect the water rights of others, including annual testing of public wells with recommendations provided to authorities, inspection and monitoring of catchment water sources, and support for local water□infrastructure management. The site also provides water donations during emergencies. These activities demonstrate active steps to protect water quality and access for other users in the catchment.

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.* 🔍 Obs.

Comment: The site has an internal maintenance system that includes testing various types of water. Wastewater testing has been conducted and compared against NER and MoE standards. Management meetings are held to monitor compliance, and any deviations detected by the responsible person are promptly reported to management.

A monthly meeting is organized to review compliance, involving the responsible person, national management, and MENA headquarters management. Evidence of responsibility assignments and meeting minutes are presented on screen. The team is aware of the process, and implementation is evidenced, even though a written process detailing these procedures is not available.

the site presented their internal audit plan. with specific assigned compliance task. the process of the verification happens through automatic reminders to submit evidence of compliance. responsible person to check compliance and upload on the system

the system shows a compliance of 91% for the 2025

an online verifocation system is available and to be close in a yearly basis. A reminder is being send to submit the evidence of compliance to the identified responsible, once deviation detected action plans are being requested from the responsible team, who has to provide a feedback before crossing the action as compliant

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

Comment — The site has implemented measures to respect water rights where they form part of legal/regulatory requirements. Actions include improving catchment water quality/quantity, enhancing rivers and springs, upgrading village wells, and supporting a comprehensive hydrogeological study for the Shouf Biosphere. A renewed MOU with the SBR reinforces these collaborative measures. The site provided its water□extraction permit demonstrating abstraction within allowable limits.

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

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

Comment — The site provided evidence of progress against water□balance targets in the Water Stewardship Plan. Implemented and ongoing actions include maintenance of well AR2, continuous flow monitoring in the catchment with SBR, upgrade of the neutralization station with transfer of neutralized water to an irrigation pond and use for external toilet flushing, and water□saving measures in the CIP area (project initiated; evidence pending). Water□level monitoring data for catchment sources and activation of the Aquassay system were also presented.

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

Comment — The site has implemented annual and multi□year targets to improve water□use efficiency and reduce total volumetric use where scarcity is a shared catchment challenge. Evidence includes a three□year project plan for reuse and extraction reduction, quantified savings for 2024 (target 1,312 m3; achieved 3,342 m3) and leakage reduction (target 337 m3; achieved 1,649 m3), and line□specific savings tracking (big format line: planned 13,369 m3, YTD actual 1,160 m3; 2025 target 680 m3; achieved 797 m3). The site continues to reuse neutralization water for toilet/hand□wash use and is deploying the Aquassay data□logging system (flow/pressure meters) to monitor use, detect leaks and track well performance.

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

Comment — The water□extraction permit for the site well explicitly prohibits re□allocation of extracted water to social, cultural or environmental uses.

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 demonstrated progress against water□quality targets in the Water Stewardship Plan. Evidence presented includes catchment source testing, on□site water treatment and finished□product testing, upgraded neutralization station with testing of discharge used for irrigation, internal and external effluent monitoring, water□resource testing with recommendations to municipalities, water□quality testing at schools (POs provided), and progress on expanding the wastewater network (phase□1 POs and materials shown during the site tour).

3.4.2 *Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.* — Yes

Comment	The site demonstrates continual improvement measures for effluent quality where this is a shared catchment challenge. Monitoring is frequent and multi□tiered (daily, monthly, quarterly, annual) covering rejected process and cleaning waters. Implemented improvements include upgrading the neutralization station, routine internal and external effluent testing, and plans to connect effluent flows to the WWTP (tank transfer already in place; network connection planned).	
3.5	*Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.*	
3.5.1	*Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.*	✓ Yes
Comment	The site has implemented Water Stewardship Plan practices to maintain and enhance Important Water□Related Areas. Evidence presented includes IWRA assessments, testing results, the hydrological study, and site visits: Batloun station assessment with partial implementation and installation of a chlorination unit (observed during the catchment tour), Raayan station assessment and current status, Qaa station assessment, and supporting hydrological study outputs. These actions demonstrate active implementation of planned IWRA maintenance and improvement measures.	
3.6	*Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.*	
3.6.1	*Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.*	✓ Yes
Comment	Evidence demonstrates the site provides adequate access to safe drinking water, sanitation and hygiene for workers. Presented evidence includes awareness sessions (open□house), progress and documentation for sewage□line installation, and the Batloun chlorination□unit installation (supporting community WASH). Onsite WASH facilities (drinking□water dispensers, toilets, handwashing sinks) and implemented actions from the WASH assessment (cleaning frequency increases, sensor installations, emergency lighting, labeling non□potable taps) were also shown.	
3.6.2	*Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.*	✓ Yes
Comment	The site demonstrates actions to avoid impinging on community water and sanitation rights. Evidence includes routine testing of public wells, communications of results and recommendations to municipalities, support for local water□infrastructure improvements (well upgrades, chlorination at Batloun), and emergency water donations.	
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 no indirect water□use targets in the Water Stewardship Plan because identified suppliers and service providers are not located within the site's catchment. Therefore, there are no indirect water□use targets applicable or to quantify at this time.	
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 and engaged outsourced service providers (e.g., gardening, cleaning) that use site water for their operations. These are not treated as indirect water use because consumption occurs on-site and is included in the site water balance.	
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 provided documented evidence of engagement and communications with the Water Office (emails, meeting minutes, and related correspondence) with confirmation of receipt. Key messages and resultant joint actions documented include sharing water□testing results and recommendations, coordinating relaunch of flow testing across catchment sources, assessing and selecting locations for water disinfection projects (three sites evaluated; Batloun implemented), and selecting the pond location. These records demonstrate two□way engagement and traceable transmission of key messages leading to implemented actions.	
3.9	*Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.*	
3.9.1	*Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.*	✓ Yes
Comment	The site has implemented several actions advancing catchment water□governance best practice, evidenced by a signed MoU with the Shouf Biosphere Reserve (SBR), delivered awareness sessions, and data□sharing commitments. Some governance actions are planned but not yet implemented (e.g., formalized public data□sharing activities).	
3.9.2	*Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.*	✓ Yes
Comment	The site has implemented actions aligned with best practice to improve water balance. Evidenced measures include establishment of an irrigation pond and related irrigation project, and reuse of neutralization discharge for toilet flushing, rack cleaning, and irrigation.	
3.9.3	*Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.*	✓ Yes
Comment	The site has implemented multiple actions aligned with best practice for water quality: community awareness sessions, sewage-line installation (purchase order evidence presented), hydrogeological study outputs, and partial implementation of the Batloun disinfection/chlorination unit (observed during catchment tour).	
3.9.4	*Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.*	✓ Yes
Comment	The site has taken actions aligned with best practice for maintaining IWRA. Evidence includes IWRA testing activities and a formal request to the municipality for approval to clean the Safa River, with the approval letter presented and activity planned.	
3.9.5	*Actions towards achieving best practice related to targets in terms of WASH shall be implemented.*	✓ Yes
Comment	The site has implemented actions aligned with best practice for WASH targets, including disinfection of water sources (dechlorination), water donations to communities, and provision of composting bins (with photographic evidence).	

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: The site's WSP includes an activity status table indicating progress (Done, Ongoing, Planned, Not Launched) for each action. However, it lacks a consolidated performance evaluation that compares baseline values, targeted outcomes, current status, and percentage completion for each target. Additionally, no analysis was presented to demonstrate how the implemented actions are contributing to achieving AWS water□stewardship outcomes.

Finding No: TNR-020342

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

Comment: The site conducted a financial cost-benefit analysis of its water stewardship actions. This includes assessing direct financial savings from water conservation and the associated cost savings for the community resulting from site interventions in the catchment.

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

Comment: The site has conducted a value□creation assessment for actions in the WSP. Evidence presented includes financial cost–benefit analyses for WSP projects, quantifying direct cost savings from reduced on□site water use and estimating associated community water□cost benefits resulting from catchment interventions. Project-level cost–benefit summaries for implemented and planned catchment activities were provided.

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 maintains a documented incident□review process: the SHE department presents monthly incident reviews to management covering 2023–2025. Evidence of these reviews (meeting minutes/reports) was shown. However, the incidents reviewed to date are not water□related and no written annual review or root□cause analysis specific to water□related emergency incidents was provided.

4.3 *Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.*

4.3.1 *Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.* ✓ Yes

Comment: The site demonstrated stakeholder consultation on its water□stewardship performance. Evidence includes circulation emails to stakeholders (sharing the Water Stewardship Plan and performance information), and a stakeholder meeting.

4.4	*Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.*	
4.4.1	*The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.*	Yes
Comment	The site provided multiple WSP versions showing documented changes in structure, target identification and action lists. The WSP has evolved since SU2 through to recertification, incorporating lessons learned and new actions arising from the hydrogeological assessment and independent third□party recommendations. Changes are identifiable across versions and reflect adaptive management of the WSP.	

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	The site has disclosed its internal water□related governance structure and accountability assignments. Responsibilities and positions accountable for compliance with water□related laws and regulations are publicly posted on the Falougha site information board. Additional disclosure evidence was presented (email circulation to stakeholders) during the audit.	
5.2	*Communicate the water stewardship plan with relevant stakeholders.*	
5.2.1	*The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.*	✓ Yes
Comment	The site has communicated the Water Stewardship Plan to relevant stakeholders. Evidence provided includes emails distributing the WSP and accompanying materials that describe how WSP actions link to AWS outcomes (governance, water balance, water quality, IWRA, WASH). Follow□up engagement (phone calls, stakeholder meeting) to solicit feedback was also demonstrated.	
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.*	🔍 Obs.
Comment	The site has publicly disclosed water□stewardship information through the WSP distribution to stakeholders. However, Even though the disclosure includes high level performance it does not include a consolidated annual summary reporting quantified performance against WSP targets (baseline, target, current value, units, and % achievement) as required.	
5.4	*Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges;engagement with stakeholders; and co-ordination with public-sector agencies.*	
5.4.1	*The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.*	✓ Yes
Comment	The site has disclosed its shared catchment water□related challenges and the actions taken to address them to stakeholders. Evidence presented includes email circulation of the Water Stewardship Plan and accompanying materials that describe identified shared challenges and linked initiatives	
5.4.2	*Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.*	✓ Yes

Comment	The site has demonstrated substantive engagement and coordination with public□sector agencies and stakeholders. Key evidence includes a formal MOU with the SBR outlining joint commitments to water management, conservation and monitoring (including provision of expertise and instruments for catchment flow monitoring). Additional documented support to public bodies includes: coordination with the regional water office to support chlorination at the Batloun station. Meeting minutes, MoMs, emails and the signed MOU were presented as evidence.	
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 provided a formal statement asserting that no water□related regulatory compliance violations requiring activation of the Business Continuity Plan have occurred at the factory.	
5.5.2	*Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.*	✓ Yes
Comment	The site provided a formal statement asserting that no water□related regulatory compliance violations requiring activation of the Business Continuity Plan have occurred at the factory.	
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 provided a formal statement asserting that no water□related regulatory compliance violations requiring activation of the Business Continuity Plan have occurred at the factory.	

Previous Findings

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