

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001768

SITE DETAILS

Site: **Nestle Waters Thailand: Surat Thani**

Address: Perrier Vittel (Thailand) Ltd. - Surat Thani Factory, 77 Moo 5, Tharongchang, Surat Thani, 84130, Phunpin, THAILAND

Contact Person: Atthapon Aaroonrat

AWS Reference Number: AWS-000115

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2026-Feb-11

Validity of certificate: 2029-Feb-10

AUDIT DETAILS

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

Audit Type(s): Re-Certification Audit

Audit Start Date: 2025-Sep-24

Audit End Date: 2025-Sep-26

Lead Auditor: Amit Singh

Audit team participants:

Prapas Nores

Site Participants:

Mr. Chainate Iumtanaworakul, Factory Manager

Ms. Kanitta Suwanmanee, Factory Cost Accounting Executive

Ms. Jiraporn Kesrisom, Factory HR & SHE Manager

Ms. Wipawan Sermwittayawong, QA Manager

Mr. Atthapon Aaroonrat, Production Manager

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ADDITIONAL INFO

Summary of Audit Findings: During the Re-certification audit, 11 non-conformities and 14 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 27 November 2025.

The non-conformities must be closed within 90 days of the end of the audit. However, due to the delay in issuing the report and addition of two non-conformities, this due date is extended to 14 January 2026. In order to meet this timeline evidence is to be submitted to WSAS by 30 December 2025.

The audit team recommends re-certification of Nestle Waters Thailand: Surat Thani site 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 Waters Thailand: Surat Thani site against the AWS International Water Stewardship Standard Version 2.

The Site is located in Village 5 of Tha Rong Chang Subdistrict, Phun Pin District, Surat Thani Province, which is about 700 km south of Bangkok. It is on western side of the Highway 41 at about 18 km from Surat Thani International Airport and about 30 km from the City of Surat Thani. The Site is surrounded by palm oil and rubber plantations.

The site is one of seven factories operated by Perrier Vittel (Thailand) and one of two Nestlé drinking water factories in Thailand. It produces drinking water from underground aquifers in sealed plastic bottles in 3 sizes: 330 ml, 600 ml, and 1500 ml.

The audit was conducted onsite on 24th to 26th September 2025. The onsite site visit included the assessment of 5 water sources for site, i.e. 4 deep wells & 1 shallow well; solar water pond; water treatment plant including water storage tanks, chemical storage areas, diesel storage area at Diesel Generator, neutralisation pit for wastewater before discharge outside wastewater pond and final discharge outside the premises to the canal. These were visited onsite as part of the audit.

FINDINGS

NUMBER OF FINDINGS PER LEVEL

Observation	2
Observation	12
Non-Conformity	11

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FINDING DETAILS

Finding No:	TNR-021951
Checklist Item No:	1.1.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Jan-14
Checklist item:	The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including: <ul style="list-style-type: none">- Site boundaries;- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;- Any water sources providing water to the site that are owned or managed by the site or its parent organization;- Water service provider (if applicable) and its ultimate water source;- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;- Catchment(s) that the site affect(s) and is reliant upon for water.
Findings:	The catchment map provided by the site shows a round-shaped area, which does not meet the definition of a catchment. Although there is some reference to the Tapi River catchment, its map has not been provided. Therefore a map of a catchment identified using topographical and hydrological criteria has not been provided.
Corrective action:	Site will review and define the catchment map from new Hydrogeological study in Y2025. 19/12/2025 Site is now on going for hydrogeological study with expert since September 2025 and plan to finish by July 2026 that topography within scope. The final report will come within mid of next year. (Only interim report was provided)
Evidence of implementation:	28.01.2026: Site has provided the file to explain how we can define the catchment in watershed/river basin view regarding the data and information from Ministry of Natural Resources and Environment. (file name "Clarify Site catchment_v2") 05.02.2026: Site provided new PDF file named "1.1.1_Surat catchment_PDF" to present more details for delineation of the site catchment based on hydrology and topography.
Finding No:	TNR-020216
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:	The potential degree of influence between stakeholder and site have not been identified adequately as the influence for most of the stakeholders is identified as high e.g. influence of employees and nearby residents are also identified as high.

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Finding No: TNR-021953
Checklist Item No: 1.3.1
Status: Open
Finding level: Observation
Checklist item: Existing water-related incident response plans shall be identified.
Findings: The identified water-related incident response plans are limited and do not cover all potential water-related incidents.

Finding No: TNR-020297
Checklist Item No: 1.3.3
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
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 water circuit is not balanced properly as the quantity of losses from cooling towers and water used for irrigation is same for the current year for period Jan-Jul 2025 which was also same for last year Jan-Oct 2024. Site has considered losses from cooling towers and water used for irrigation as evaporation losses. Water used for irrigation cannot be considered as evaporation loss.
Corrective action: Site will re-visit the concept of each one and collect data for correct calculation of water used of each unit then update in excel sheet.

Finding No: TNR-020298
Checklist Item No: 1.3.5
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
Checklist item: Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.
Findings: During site visit, a potential source of pollution (at plant exit) - oil leaking from trucks leaving the factory was observed. The same is not identified as a potential source of pollution as this oil with run-off water will be discharged to the canal outside the factory and will finally be merged with the Ta Pi river.
Also, diesel leakage at diesel storage tank (at Diesel Generator) was observed.
Corrective action: To revise by adding fuel oil from trucks and generator & fire pump room into source of pollution, as well as to update mapping and chemical lists accordingly.
Evidence of implementation: Site has updated chemical control list by considering oil from Generator , Fire pump and Transportation trucks as part of pollution source.

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Finding No:	TNR-020299
Checklist Item No:	1.3.7
Status:	Open
Finding level:	Observation
Checklist item:	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.
Findings:	Site has categorized values as either Social, Economic or Environmental value. But clear description or quantification of the social, cultural, environmental, or economic water-related values generated by the site has not been provided. Water related expenses have been identified as economic value, which mixes expenses with the value generated by its water stewardship activities.

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Finding No:	TNR-020285
Checklist Item No:	1.5.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Jan-14
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 has not identified relevant water governance initiative such as catchment plans, water-related public policies or relevant goals to help inform the site how it can work in line with those initiatives or contribute towards those initiatives.
Corrective action:	Site will set plan to meet provincial groundwater authority/department to align their priorities or roadmap and/or to access their official website to seek for their focused area in order to develop our initiative activities at site.

18/12/2025 :
There is one initiative program this year until 2026 that we are working together with Subdistrict Administrative Organization:
Project name : "Support Subdistrict to extend scope of water quality analysis inside the catchment" aims to;
1. Increase sampling point
2. Increase frequency of sampling plan
3. Explore the new Analysis method / agency to be more Cost competitiveness
Source of project:
Direction from Suratthani provincial authority

Evidence of implementation: Site has uploaded additional documents which related with water governance,
- The Thirteenth National Economic (2023-2027) which is national roadmap came from government
- Thailand's Voluntary National Review which is yearly review report of The Thirteenth National Economic (2023-2027)
- 20-Year Groundwater Resources Management Strategy (2017–2036) which is 20 years roadmap from department of ground water resources
- The 5 Year Operational Plan of the Department of Groundwater Resources (Revised Edition, 2023–2027) which is 5 years master plan cascaded from 20-Year Groundwater Resources Management Strategy (2017–2036)

29.01.2026: In response to the given comment, the site has consolidated the key initiatives derived from water-related public policies, ongoing major publicly led initiatives, and relevant goals to ensure effective deliverables. Details are provided in the enclosed file titled "Identification and Assessment of Water Governance Initiatives."

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Finding No:	TNR-020233
Checklist Item No:	1.5.3
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Jan-14
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	<p>The presented water balance is quite old as it is based on study conducted in 2016. It does not give a clarity on the current water balance of catchment.</p> <p>Site did not update any annual or seasonal variance of the water balance or its components.</p>
Corrective action:	<p>Site will accelerate Hydrogeological study by the expert agency from the University and asking for their Interim Report by this year (It's also part of contract for the report) then we can do better define of the catchment water-balance for next year.</p> <p>18/12/2025</p> <p>The scope of this study consists of ;</p> <ol style="list-style-type: none">1) reviewing all significant inputs and outputs of the previous PVT studies,2) designing the study areas,3) designing field investigations of the local or catchment area for determining the significant input parameters of the numerical flow and saline groundwater transport modeling4) determining the potential groundwater risks of the factory such as potential of saline groundwater intrusion or other factors and,5) suggesting and recommending practical solutions regarding groundwater resources development of the study area for the Surat Thani Factory-Perrier Vittel (Thailand) Ltd. and its vicinity. <p>Timeline: September 2025 - July 2026</p>
Evidence of implementation:	<p>Site has been updated with an interim report of the new hydrogeological study.</p> <p>Comment 2: Site has uploaded file to explain the scope of study that does not cover only the catchment but also cover for all physical scope as defined in the interim report.</p> <p>However, the final report will come this year that indicate the key information similar to the one from 2016 (detail in attached file).</p>

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Finding No: TNR-020300
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 summary of the parameters for water quality testing of community wells is not evaluated correctly as the pH for a no. of location is not within the prescribed limits but is identified as good. Site should review the same and inform the relevant stakeholders of the water quality concerns.

Finding No: TNR-021956
Checklist Item No: 1.5.5
Status: Open
Finding level: Observation
Checklist item: Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.
Findings: The list of identified IWRA (Important Water-Related Areas) is limited.

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Finding No: TNR-020301
Checklist Item No: 1.5.6
Status: Closed
Finding level: Observation
Due date: 2026-Jan-14
Checklist item: Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings: Site has not identified the potential exposure to extreme events, for water-related infrastructure at the catchment level.
Corrective action: Site will re-visit to define the potential exposure to extreme events, for water-related infrastructure at the catchment level using input from each respective water-related infrastructure.
Evidence of implementation: Site has reviewed and revised the potential exposure to extreme events, for water-related infrastructure at the catchment level using input from each respective water-related infrastructure.

28.01.2026: After getting the clarification of "exposure to extremely event" that could directly impact to our Water-related Infrastructure, site has revised the file to explain the risk from extremely event (flooding) and monitoring scheme using water level to anticipate risk.
05.02.2026: Site provided 2 additional files to explain more about exposure to extreme event (Flood Risk) in our catchment with update the capacity of dam and its trend as well as more detail as shown in PDF file.

Finding No: TNR-020302
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: Site has conducted a study partially capturing the WASH status at the catchment. Site has not gathered complete information about the WASH scenario in the catchment as the same was not discussed with the relevant govt. authorities.

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Finding No: TNR-020303
Checklist Item No: 1.6.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.
Findings: Site has not updated the shared water challenges based on the feedback received from the stakeholders. The shared water challenges remain same as identified previously.
Corrective action: Site will identify Shared Water Challenges based on the outcome of the CRP, which was recently completed by the agency.

18/12/2025

Example of one action regarding Share water challenge of Drought crisis (Medium risk):

Farmers in the catchment area are planting more durians because of high prices, which increases surface water use. Local communities are worried about water shortages and raised the issue with the village head. Site discussed the problem and offered support by bringing in water experts to analyze data from monitoring wells. The findings will help communicate the risk level to the village head and guide actions to manage water use.

Finding No: TNR-020304
Checklist Item No: 1.6.2
Status: Open
Finding level: Observation
Checklist item: Initiatives to address shared water challenges shall be identified.
Findings: The initiatives to address shared water challenges shall change based on the proper identification of shared water challenges.

Finding No: TNR-021622
Checklist Item No: 1.8.1
Status: Open
Finding level: Observation
Checklist item: Relevant catchment best practice for water governance shall be identified.
Findings: Site should further identify the relevant best practice for water governance with respect to catchment.

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Finding No: TNR-021623
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: Site should further identify the relevant best practice for water quality with respect to improvement of water quality in the catchment.

Finding No: TNR-021625
Checklist Item No: 1.8.4
Status: Open
Finding level: Observation
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: Site should focus on further identifying the catchment best practice for maintenance or improvement of Important Water-Related Areas.

Finding No: TNR-021631
Checklist Item No: 1.8.5
Status: Open
Finding level: Observation
Checklist item: Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.
Findings: Site should focus on further identifying the relevant sector and catchment best practice for WASH services in the catchment.

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Finding No: TNR-020305
 Checklist Item No: 2.3.2
 Status: Closed
 Finding level: Non-Conformity
 Due date: 2026-Jan-14
 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 targets set in the water stewardship plan are not clear. Site has set targets as achieving "100% on time" for a no. of items as targets. There are a no. regular monitoring activities that need not be part of water stewardship plan. It is not clear what the site is trying to achieve with implementation of the actions. Site should focus on setting up targets based on S.M.A.R.T principle.
 Site has not identified how the targets will be measured and monitored.

Corrective action: Site will review and revise target of the water stewardship plan to be more SMART as well as clearly define on how the targets will be measured and monitored.

19/12/2025
 Review and revise AWS Management plan to meet the SMART target setting including how to measure and monitor. Kindly see some details activity as below

Example for 1 Topic in Good water governance part
 Item : To complete Key stakeholders Interview
 Action 1 : Work together with agency to define key stakeholder to be interviewed to cover 15 key stakeholder.
 Target : Interviewee 15 key stakeholder.
 Timeline : 30 June 2025
 Responsible: Chainate I. , Jiraporn K.
 Update results: Done

Action 2 : Perform interview and follow up progress with agency to ensure completion as defined timeline.
 Target : Complete 100% interview
 Timeline: 31 July 2025
 Responsible: Chainate I. , Jiraporn K.
 Update results: Done

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Audit Number: AO-001768

Finding No: TNR-021957
Checklist Item No: 3.4.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
Checklist item: Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings: Maintaining wastewater quality within norms, and monitoring the water quality of deep wells, shallow wells (factory and community), finished products (drinking water), and treated water at discharge points to ensure compliance with Nestlé and legal standards are routine activities, and the site is at a re-certification stage. These actions are not sufficient as water quality targets to address shared water challenges, and further targets or actions need to be planned.
Corrective action: Sie will revisit and define the objective and target to address shared water challenges.

19/12/2025
Review and revise AWS Management plan to meet the SMART target setting including how to measure and monitor. Kindly see some details activity as below

There is one initiative to deliver water quality part
Item : Educate people in catchment about good mindset of water quality.
Action : Coordinate with school to educate student about good mindset of water quality and waste management.
Target : Survey score from activity will be pass 80%
Timeline : 31 March 2026
Responsible: Jiraporn , Atthapon , Wipawan
Update results: Planned
Evidence of implementation: Site has revisited and defined the objective and target to address shared water challenges.

Finding No: TNR-020760
Checklist Item No: 3.4.2
Status: Open
Finding level: Observation
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: Water quality is identified as a shared water challenge but there were no actions taken for continual improvement in water quality, but all the parameters were found to be well within the range.

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Finding No: TNR-020308
Checklist Item No: 4.1.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
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 water stewardship performance sheet does not give clarity on what is the contribution of the performance to achieving water stewardship outcomes.
Corrective action: Site will review and define the contribution of each activity to achieve water stewardship outcome as required in the water stewardship plan.
Evidence of implementation: Site has reviewed and revised "WS Management Plan and Performance Evaluation" to ensure the contribution of each activity to achieve water stewardship outcome as required in the water stewardship plan.

Comment 2: Site has reviewed and revised water stewardship management plan to clearly define activities, targets, performance evaluation in order to achieve 5 AWS outcomes as well as reviewed and revised share value benefits of each activity according to AWS STANDARD 2.0 GUIDANCE.

Finding No: TNR-020293
Checklist Item No: 4.1.2
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
Checklist item: Value creation resulting from the water stewardship plan shall be evaluated.
Findings: Category of value creation is defined for each action, but the actual value creation is not identified for most of the targets except for water saving targets.
Corrective action: Site will perform identification of the actual value creation of each target in order to be more clear.
Evidence of implementation: Site has reviewed and revised water stewardship management plan to clearly define activities, targets, performance evaluation in order to achieve 5 AWS outcomes as well as reviewed and revised share value benefits of each activities according to AWS STANDARD 2.0 GUIDANCE.

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Finding No: TNR-020294
Checklist Item No: 4.1.3
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Jan-14
Checklist item: The shared value benefits in the catchment shall be identified and where applicable, quantified.
Findings: The shared value benefits have not been defined correctly except for one target. Instead, site has mentioned about the actions taken by site.
Corrective action: Site will review and update shared value benefits for all targets covering for all activities in the water stewardship plan.
Evidence of implementation: Site has reviewed and revised shared value benefits for all targets covering for all activities in the water stewardship plan.

Finding No: TNR-020762
Checklist Item No: 5.4.1
Status: Open
Finding level: Observation
Checklist item: The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings: The information published on the company website regarding its shared water-related challenges is not up to date as it does not include all the water related challenges identified by the stakeholders.

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Report Details

Report	Value
Report prepared by	Amit Singh
Report approved by	Anasse Ait Lemkademe
Report approved on (Date)	19 November 2025

Surveillance

Proposed date for next audit
2026-Sep-23

Comment The proposed date for Surveillance Audit is 23/09/2026.

Stakeholder Announcements

Date of publication	Location
11/08/2025	Nestle website
11/08/2025	AWS website
11/08/2025	WSAS website
Comment	Site has published the Stakeholder Announcement at their website. The link for same is provided below: https://nplth.factory.nestlewaters.com/th/sites/g/files/xknfdk641/files/2025-09/4_STAKEHOLDER_ANNOUNCEMENT_Suratthani%20Suratthani_Re-Cert_2025.pdf In addition to above the Stakeholder Announcement was also published at AWS and WSAS websites.

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Catchment Information

Catchment Information

The site is located in Tha Rong Chang Subdistrict, Punpin District, Surat Thani Province, within the Tapi River Basin. The basin is underlain by sequences of sand, clay, and gravel deposits at depths ranging from 0 to 450 meters. It has a U-shape, with a width (west-east) of 20 km and a length (north-south) of 25 km. There are five main aquifer layers, consisting of gravel, sand, silt, and clay, at the following depth ranges:

- Aquifer I: 20–60 m
- Aquifer II: 70–100 m
- Aquifer III: 160–180 m
- Aquifer IV: 200–300 m
- Aquifer V: 340–450 m

Groundwater flows regionally from the west toward the central part of the basin. The site's water sources include four deep wells and one shallow well, which extract groundwater from sand and gravel aquifers at two depth ranges: 70–100 m and 200–300 m below the ground surface.

The site has identified the Tapi River Basin as its catchment area, with Nong Thung Thong as the upstream area and the Siad Canal and the lower Tapi River as downstream areas. The wastewater from the site is discharged into an adjacent drain, which eventually flows into the Siad Canal before merging with the Tapi River - the ultimate receiving body.

There are some locations in the catchment which experience water shortage for agriculture and some area near the river face flooding issue. The environmentally protected area in the catchment is Nong Thung Thong wetlands. The basin is dominated by forests and palm oil tree plantations.



Figure 2 Map of the Tapi – Phum Duang River Basin Group (Surat Thani) catchment area and its topographic.jpg

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Figure 1 Map of the Tapi – Phum Duang River Basin Group (Surat Thani) catchment area.jpg

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

- Catchment(s) that the site affect(s) and is reliant upon for water.

The factory located in the Tapi – Phum Duang River Basin Group (Surat Thani) catchment area, named by Office of the National Water Resources (ONWR), the previous name is Tapi river basin (in the old Thailand national river basin system). (https://www.onwr.go.th/?page_id=9893) It is one of the 3 sub basin groups of the Upper Southern region east coast rivers basin.

The Tapi River Basin covers an area of approximately 13,562 square kilometers, representing 2.62 percent of the total area of the country. It covers almost all of Surat Thani province. And it covers some areas in Nakhon Si Thammarat Province, Krabi Province, Phang Nga Province, and Ranong Province. The upstream areas are in the mountain ranges to the west and south. The main river branches into two the Tapi River and Phum Duang River join in Phunphin District, Surat Thani Province, before flowing into the Gulf of Thailand. (Figure 1 , 2)

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Client Description and Site Details



Site.png

Client/Site Background

The Site is located in Village 5 of Tha Rong Chang Subdistrict, Phun Pin District, Surat Thani Province, which is about 700 km south of Bangkok. It is on western side of the Highway 41 at about 18 km from Surat Thani International Airport and about 30 km from the City of Surat Thani. The Site is surrounded by palm oil and rubber plantations. Along the highway 41, there are rubber, food, and beverage factories, and storages facilities, e.g., Thai Beverage, Haad Thip Beverage, Serm Suk (drinking water), Surat Thani (Singha) Beverage, Green Spot, ASEAN Sea Food Frozen, Vong-Bun-Dit Rubber, etc.

The site is one of seven factories operated by Perrier Vittel (Thailand) and one of two Nestlé drinking water factories in Thailand. It produces drinking water from underground aquifers as bottled drinking water under brand Nestle Pure Life (NPL) in 3 sizes: 330 ml, 600 ml, and 1500 ml.

There are 5 water sources for site, i.e. 4 deep wells & 1 shallow well. The water from deepwells is used for production. Site has installed RO unit for the plant production of drinking water. The water from shallow wells is used for energy facilities. For wastewater treatment, site has Neutralization pit to balance pH before discharging from the plant premises. Wastewater will be treated by a neutralization system and buffered in a balancing pond before being discharged at the designated discharge point into the public canal. There are three Cooling tower units, and the make-up water for Cooling Towers is used from shallow well. To capture Rainwater from factory roof drainage there is a tank. Stormwater will flow through gutters into the stormwater drainage route and will be discharged at the same discharge point as the wastewater into the public canal. For Fire water system, water is used from the shallow well.

There are 56 nos. of Nestle staff at site with 14 nos. of third party staff including the security guard, Maid, Gardener and Canteen staff.

The total area of plant is 171,000 sq.m. with Green area of 157,454 sq.m. and Building area of 13,546 sq.m.

Summary of Shared Water Challenges

Summary of Shared Water Challenges

Site has identified the following shared water challenges:

1. Pollution from waste water from industries and household.
2. Flood Crisis
3. Drought Crisis for agriculture
4. Chemical pollution from agriculture to water source of communities

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0.0.1 Water Source & Discharge Locations

0.01	<i>Have any water source or discharge locations been visited during the audit, if so, which and where? If none were visited, please provide justification.</i>	 Yes
Comment	During the audit, all water sources (4 deep wells and 1 shallow well), 3 discharge points surrounding the site's boundaries, as well as the ultimate receiving bodies, the Siad Canal and the Ta Pi River, were visited.	

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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.



closed

Comment Site has mapped its boundaries, capturing the green area, water sources (4 deep wells and 1 shallow well), production area, solar water pond, etc. The site’s water sources comprise of four deep wells and one shallow well, located within site boundaries. The site withdraws water from a shallow aquifer for industrial purposes, and from deep aquifer for bottling. The water related infrastructure consists of the wells, water flow meters, piping from the wells across the site, water treatment plant, neutralisation pit for wastewater. The wastewater from the neutralisation pit is transferred to the pond near the plant gate and thereafter discharged into a nearby public canal, which ultimately flows into the Siad Canal and subsequently reaches the Tapi River identified as the ultimate receiving body. The site has identified the Ta-Pi river basin as its catchment area. The upstream area is identified as Nong Thung Thong, while the downstream areas include the Siad Canal and the lower of the Ta-Pi river basin.

Finding No: TNR-021951

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

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Comment Site has identified stakeholders and their water-related challenges using the Nestlé Community Relationship Process (CRP) tool. The list of stakeholders includes representatives from government authorities related to water resources (e.g., the Suratthani Groundwater Resource Office), representatives of local communities in the upstream area (Nhong Thung Thong), representatives of local communities in the ultimate receiving water body area (Tha Rong Chang Subdistrict, Phunphin District), local communities and authorities within the catchment, other companies in the same catchment, internal stakeholders, and a national NGO partner. Compared to last year, site has identified WWF as a new stakeholder and is working with them in the catchment.

The site has identified stakeholders' water-related challenges. Additionally, the site provided evidence of its stakeholder engagement through its "coffee talking" sessions, where it communicated and consulted with stakeholders regarding AWS implementation.

In response to the observation raised last year, site has identified the Head of Village (Khao Tok) Nhong Thung Thong as a stakeholder.

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 Site has presented the stakeholder mapping sheet which mentions the current and potential degrees of influence between the site and its stakeholders, as well as the degree of relation and engagement status.

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.* 🔍
Obs.

Comment Site has identified water related incidents response plans for the following:
1) Wastewater discharge related incidents
2) Chemical spillage
3) Flood related incident

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

Comment Site has identified and mapped water balance diagram capturing the input water sources, water storage tanks, backwash from filters, reject from RO plant, regeneration water from Softening plant, water going as product, losses from cooling tower, domestic water usage, rainwater, water used in fire system testing and irrigation and also the discharged wastewater.

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

Comment Site has presented the water balance for year 2024 (for the period January to October) and for year 2025 (for the period January to July). The water balance includes input (from shallow and deep wells, as well as rainwater), and outputs include products, evaporation and discharge.

Finding No: TNR-020297

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

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Comment	Site has a defined process of water quality testing of various water and wastewater. The deep wells are tested internally and external testing once a year by Global testing lab. The shallow well is tested internally. The Product is tested as per site's internal protocol. The wastewater is tested monthly by external laboratory and is tested internally on daily basis for COD & pH.	
1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	 closed
Comment	Site has mapped various sources of pollution at site and has also provided the list of chemicals used or stored on site. During site visit, following sources of pollution were observed: - Oil leaking from trucks leaving the factory - Diesel leakage from the diesel storage tank	Finding No: TNR-020298
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	Site has identified two on-site Important Water-Related Areas - internal wetland at the pond covered with floating solar panels and internal wetland non-landfill free space (behind the factory but within plant boundaries). The site has described the value of these IWRA and evaluated their current status.	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	 Obs.
Comment	Site presented its annual water-related costs and categorised the value creation of these costs in terms of economic, environmental, and social value. The site did not disclose revenue information as it is considered confidential. Site has identified the water related expenses as economic value.	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	Site has implemented adequate measures to ensure access to safe drinking water, sanitation, and hygiene for all workers. Additionally, the site utilizes a self-assessment tool to evaluate workplace facilities related to water supply, sanitation, and hygiene. This tool comprehensively assesses WASH conditions at the workplace. The site has also evaluated the adequacy of toilet facilities for each gender, ensuring alignment with regulatory requirements.	
1.4	<i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i>	
1.4.1	<i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i>	 Yes
Comment	The site presented a list of its primary input suppliers and their respective locations. None of the suppliers are located within the site's catchment area.	
1.4.2	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	 Yes
Comment	Site identified a laundry service provider as the sole service provider located within the site's catchment area. Site has visited the location and provided evidence of engagement with them on water conservation. The service provider also shares monthly water consumption data which is then compiled by site. Site has provided the water consumption data of the service provider.	

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- 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.* ✔ closed
- Comment Site presented the AWS Management Plan and Performance Report, as well as a community coffee talk, which included sharing information with the communities on rainfall, water levels in the Ta Pi River, weather forecasts, water level monitoring of deep wells 1–4, and the 2025 water ratio and water-saving measures.
- Finding No: TNR-020285**
- 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 Site has identified applicable water-related legal and regulatory requirements in 'Legal_Regulation&Evaluation_2025_0.xlsx', which include wastewater quality, abstraction levels, water supply, and the conditions of permits and licenses.
- 1.5.3** *The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.* ✔ closed
- Comment In reference to the findings from the last audit, mentioned that the current water balance of the catchment is unclear, and based on some hydrogeological studies (conducted in 2016) of different aquifers which can't be translated to a meaning full water balance. During this audit, the site presented a catchment water balance estimated using data from the 2016 hydrogeological studies. However, this water balance does not reflect recalibrated or updated information. Furthermore, the site presented an action plan for a new study, but the timeline for initiating the study and its scope remain unclear.
- P.O. already awarded for conducting the study and the site is in process of receiving the interim report in Q1 of next year.
- Finding No: TNR-020233**
- 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 Site has gathered groundwater quality data for community wells and surface water quality data from National Hydro informatics Data Center.
- 1.5.5** *Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.* 🔍 Obs.

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Comment Site has identified 4 IWRAs within the catchment, which comprise of the following:
 1.Siat Canal (downstream).
 2.Tapi River (downstream).
 3. Community wells (7 wells) and 1 water usage at school (downstream).
 4. Nhong Thung Thong Wildlife Sanctuary (upstream).
 Site presented an evaluation of the prioritization of the identified IWRAs based on severity/impact (Low, Medium, High) and likelihood (Low, Medium, High). Additionally, the site evaluated the status of the identified IWRAs using a scoring system (0–5) with a defined meaning for each level. The site has also identified the value of each IWRA and outlined corresponding actions to be taken.

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

Comment Site has identified existing water-related infrastructure, which includes:
 1. Factory’s wastewater treatment system
 2. Water treatment system and water storage facilities of the site’s service provider, Wassana Laundry
 3. Water pumping system of Nong Thung Thong village
 4. Government’s water pumping infrastructure, used in case of flooding
 However, the site has not assessed the condition or potential exposure to extreme events, for water-related infrastructure at the catchment level.

Finding No: TNR-020301

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

Comment Site has assessed the adequacy of access to drinking water around the site using the CRP tool survey, with conditions found to be satisfactory.
 The site also presented evidence demonstrating the adequacy of available WASH services within the factory, as well as evidence of improvements made through a school drinking water project.

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 Site has identified the shared water challenges in a list includes the following:
 1) Pollution from industrial and household wastewater
 2) Flood crisis
 3) Drought crisis

The site has prioritized these shared water challenges based on their impact and likelihood. However, based on stakeholders feedback there were additional water related challenges being observed at catchment which are not included in the list.

Finding No: TNR-020303

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

Comment Site has identified initiatives to address each shared water challenge outlined in 1.6.1. These initiatives include:
 • Monitoring treated water quality at the site and in the ultimate receiving body (Tapi River).
 • Educating stakeholders to raise awareness about protecting natural resources.
 • Establishing mechanisms to protect the factory and local water resources.
 • Cooperating with the local government to monitor flood and drought crises.

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1.7	<i>Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.</i>	
1.7.1	<i>Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.</i>	 Yes
Comment	Site has identified water-related risks and prioritized them based on their likelihood and severity of impact, considering potential environmental, cost, and business impact.	
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>	 Yes
Comment	Site has identified water-related opportunities using the same template as the water-related risk identification process.	
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	Site has identified relevant best practices for water governance within the catchment, including those implemented by the site and those initiated by other organizations in Surat Thani. These best practices include: 1) Monitoring the water quality of community wells to ensure local people have access to good-quality water. 2) Collaborating and engaging with local government, communities, and other stakeholders to share knowledge on water governance. 3) Educating stakeholders to raise awareness about water management, water resource conservation, and pollution prevention. 4) Promoting adequate access to drinking water for local communities.	
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	Site has identified relevant best practices to reduce water consumption at site by implementing water conservation projects at site and improving the water availability in the catchment by improving the groundwater level so that water os also water	
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 Obs.
Comment	Site has identified best practices for water quality management, including those implemented by the site and those conducted by government authorities and local communities. These practices involve monitoring the water quality of community wells and Water sources, as well as the quality of treated water in receiving bodies, to assess impacts.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 Obs.

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Comment site has identified best practices for the maintenance of IWRAs, including practices Implemented by the site and those carried out by government authorities and local Communities. These practices include:

- 1) Establishing a monitoring program to observe changes and impacts on IWRAs (internal IWRAs).
- 2) Educating local communities to conserve and protect water sources, including community Wells, Siad Canal, Tapi River, and Nhong Thung Thong.
- 3) Collaborating with and supporting local authorities and communities to maintain and Improve water sources, such as Siat Canal.

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

Comment Site has identified best practices for providing equitable and adequate WASH services, including practices implemented by the site and those carried out by other companies. These Practices include:

- 1) Providing drinking water for all workers, contractors, and suppliers.
- 2) Providing training for workers on good hygiene practices.
- 3) Facilitating adequate toilets and washrooms for male and female workers and contractors.
- 4) Donating drinking water to local communities.

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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	<p><i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i></p> <ul style="list-style-type: none"> <i>- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</i> <i>- That the site implementation will be aligned to and in support of existing catchment sustainability plans</i> <i>- That the site's stakeholders will be engaged in an open and transparent way</i> <i>- That the site will allocate resources to implement the Standard.</i> 	 Yes
Comment	Site has disclosed the Environment Policy at their website and has also displayed it at their plant operations security gate. The Environment Policy includes all the required commitments.	
2.2	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
2.2.1	<p><i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i></p> <ul style="list-style-type: none"> <i>- Identification of responsible persons/positions within facility organizational structure</i> <i>- Process for submissions to regulatory agencies.</i> 	 Yes
Comment	The site has established a system to maintain compliance with obligations for water and wastewater management in the legal compliance procedure '8482.SHE.PRO.000015_-_SHE_Legal_Compliance_2.0.pdf'. The SHE Manager is the person responsible for implementation. For example, the site renews deep well licenses every two years, pays the Factory Operation Permit fee annually, submits monthly water usage reports, and makes quarterly payments.	
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 documented its water stewardship strategy, which outlines the overarching mission, vision, and goals of the organization in alignment with the AWS Standard. This strategy is publicly disclosed at their website and the link to access the document is https://www.nestlepurelife.com/th/th-th/sustainability/AWS	

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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.


closed

Comment Site has prepared a water stewardship plan which includes action items, details of actions, targets, standard references, frequency, responsibilities, budget (cost), and Timeframes. Most of the actions are mostly ongoing monitoring Activities and not improvement targets/actions.
Finding No: TNR-020305

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

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


Yes

Comment Site has identified the risk of flooding and developed a Business Continuity Plan (BCP) to address potential flood scenarios. Additionally, the site has established a communication system procedure with the Water Resource Authority for flood risk mitigation. As part of its flood risk management efforts, a LINE group has been created to facilitate communication with the public sector.

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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>Site has supported good catchment governance by participating and organizing following events with stakeholders in the catchment area:</p> <ul style="list-style-type: none"> - Open house event being conducted annually - Participate in monthly coffee meetings <p>It has also contributed to good catchment governance by sharing knowledge and guidelines on water resource management and sustainable industrial practices. Additionally, the site supports the Nong Thung Thong Conservation project in partnership with other stakeholders and local communities. Site also shares catchment water quality information to the community every year for community wells. This year, site has completed the testing of the wells and will share to the site shortly with the stakeholders.</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>There are no indigenous people residing in the catchment area, and the site does not violate the water rights of others. However, the site has actively participated in water donation efforts to support those in need. For instance, bottled water has been donated to flood-affected areas both within and outside the catchment. These contributions exceed regulatory obligations.</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 has implemented a process to verify full legal and regulatory compliance in accordance with the legal compliance procedure '8482.SHE.PRO.000015_-_SHE_Legal_Compliance_2.0'. Evidence of compliance with applicable legal and regulatory requirements was presented, including a valid factory operation permit, valid deep well licenses, and receipts of quarterly water usage payments.</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>The site reported that it had reviewed national and local water-related laws and confirmed that no legally defined water rights, including those of Indigenous peoples, apply to its operations. This was further verified by the audit team through stakeholder consultations with the Tha Rong Chang Subdistrict Administrative Organization on 25 September 2025.</p>	
3.3	<i>Implement plan to achieve site water balance targets.</i>	
3.3.1	<i>Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.</i>	 Yes

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Comment	Site has identified the status of progress towards the water balance targets set for year 2024 and year 2025, which include: <ul style="list-style-type: none"> - Target for water ratio (site water consumption) of 2.358 for year 2024 and 2.310 for year 2025 - Target for rainwater harvesting of more than 1,200 m³ per year - Target for water-saving projects exceeding 10,000 m³ for year 2024 and 5,400 m³ for year 2025 	
3.3.2	<i>Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.</i>	 Yes
Comment	Water scarcity (drought crisis) is identified as a shared water challenge. To address this, site has set annual targets to improve water use efficiency. In 2024, the site set a target for the water ratio (site water consumption) of less than 2.358, which was further made more stringent for 2025 to achieve 2.310. Similarly, the 2024 target for water-saving projects was set for 10,000 m ³ , and target of 5,400 m ³ for 2025.	
3.3.3	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	There is no legally-binding documentation applicable on site for the re-allocation of water to social, cultural or environmental needs. This was also confirmed through stakeholder interviews.	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 closed
Comment	Site has established water quality targets in the WSP to maintain wastewater quality as per norms and also includes monitoring of the water quality of deep wells, shallow wells (both factory and community wells), finished products (drinking water), and treated water at discharge points.	
	Finding No: TNR-021957	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	 Obs.
Comment	Site has quantified the water quality level to be below the applicable norms. However, there were no actions taken for continual improvement but all the parameters are well within the range.	
3.5	<i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i>	
3.5.1	<i>Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	Site has implemented activities to maintain and improve the condition of IWRA and include the following: <ul style="list-style-type: none"> - Regular monitoring of Internal IWRA's - Water Quality Monitoring of community wells - Canal Water Quality Monitoring for wastewater discharge from the factory - Water Regeneration Project at Nong Thung Thong 	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	

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3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	The site has made adequate arrangements to ensure access to safe drinking water, sanitation, and hygiene (WASH) for all workers. Additionally, the site utilizes a self-assessment tool to evaluate WASH access in the workplace.	
3.6.2	<i>Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.</i>	 Yes
Comment	Site is discharging the wastewater within the prescribed limits and abstracting the groundwater within the limits and also implementing water conservation initiatives at sites. Site is supporting the community for safe water and hygiene by conducting awareness sessions and providing bottled drinking water to the community during drought situation. These activities confirm that the site is not impinging on the human right to safe water and sanitation of communities through their operations. The same was also confirmed through stakeholder interviews.	
3.7	<i>Implement plan to maintain or improve indirect water use within the catchment:</i>	
3.7.1	<i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i>	 Yes
Comment	Site has identified one indirect water usage through the laundry service provider and have achieved the indirect water use targets set in the water stewardship plan.	
3.7.2	<i>Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.</i>	 Yes
Comment	Site has provided evidence of visit to the service provider site to view their cleaning process and engagement with the service provider for gathering water related information and support for water-saving project.	
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	Site is in regular discussion with district head during coffee talks. There are no shared water infrastructures, but for the water related infrastructures in the catchment, site has shared water quality data information with the stakeholders and the condition of pumping infrastructure at Nong Thung Thong wetland.	
3.9	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>	
3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	Site has presented evidence that it is actively taking steps to implement the identified best practices related to water governance. These efforts include regularly monitoring water quality, participating in coffee talk events, organizing open house event every year, supporting the water source conservation project at Nong Thung Thong, etc.	

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

Comment Site has presented evidence that it is actively taking steps to implement best practices related to water balance. These include improving water consumption efficiency (water ratio), harvesting and utilizing rainwater and implementing water-saving projects. These activities have also been incorporated into the WSP.

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

Comment Site has presented evidence that it is actively taking steps to implement the identified best practices related to water quality. These efforts include maintain wastewater quality well within the norms, regularly monitoring the water quality of deep wells, finished products (drinking water), wastewater, community deep wells, and the water in the ultimate receiving body (the Tapi River).

- 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 Site has presented evidence that it is actively taking steps to implement the identified best practices related to the targets for maintaining IWRAs. These efforts include regularly conducting monitoring programs to observe changes and impacts on Internal IWRAs, educating local communities on conserving and protecting water sources (including community wells, Siat Canal, TaPi River, and Nong Thung Thong), collaborating with and supporting local authorities and communities to maintain and improve Water sources, such as the Siat Canal.

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

Comment Site has presented evidence that it is actively taking steps to implement the identified best practices related to the targets of WASH. These efforts include providing drinking water for all workers, contractors, and suppliers, providing training for workers on good hygiene practices, adequate toilets and washrooms for male and female workers and contractors and donating drinking water to local communities.

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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 Site has evaluated the performance of site against each of the targets set in the water stewardship plan and also linked the targets with the respective AWS outcomes.
Finding No: TNR-020308
- 4.1.2** *Value creation resulting from the water stewardship plan shall be evaluated.* ✔ closed
- Comment Site has categorised the type of value creation for each action in the water stewardship plan but did not identify what is the actual value creation by each action for most of the targets except for water saving targets.
Finding No: TNR-020293
- 4.1.3** *The shared value benefits in the catchment shall be identified and where applicable, quantified.* ✔ closed
- Comment Site has listed the actions taken against each target to achieve the target but did not identify the shared value benefits for each target except for one target.
Finding No: TNR-020294
- 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 reported that no emergency incidents have occurred. However, it has established procedures to handle potential emergency situations, such as the Wastewater Treatment Discharge Control Procedure (8482.PROD.PRO.000036 – Rev 1.0) and the Chemical Management Procedure (8482.SHE.PRO.000020). These procedures define requirements for root cause analysis, corrective and preventive actions, and evaluation in the event of an emergency incident.
- 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 Site participates in monthly coffee talk events and has hosted a coffee talk event. A major Open House event was conducted on 18th September 2025. A majority of stakeholder / stakeholder groups have attended the event. As part of the agenda, the site communicated its water stewardship performance and consulted with stakeholders. Feedback from the stakeholders was documented, with only positive responses received, including requests to continue such activities. No issues or complaints regarding the site's water stewardship performance were raised.

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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.*



Comment Site has presented its WSP for 2024 and 2025 to demonstrate that the plan has been modified and adapted based on progress and newly introduced activities which include the following:

- Water balance targets set for the current year
- Water saving projects
- WASH related projects at a school in the catchment

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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>
Comment	<p>Site has documented and disclosed its water-related internal governance, including the Positions of those accountable for compliance with water-related laws and regulations. This Information is displayed on the factory's information boards, shared with some local Authorities and communities (e.g., the sub-district administration organization), and published on the company website: https://nplth.factory.nestlewaters.com/th/sites/g/files/xknfdk641/files/2025-09/5_AWS_Team_Suratthani_2024.pdf</p> <p>Site has also disclosed the information to the stakeholders in the catchment during the open house event.</p>
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>
Comment	<p>Site participates in coffee talk events regularly and has hosted an open house event on September 18, 2025. A majority of stakeholders attended these Events. As part of the agenda, the site communicated its water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes to those Stakeholders.</p>
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>
Comment	<p>Site has summarized its water stewardship performance for 2024 and 2025. As mentioned in 5.2.1, the site also disclosed its water stewardship performance during the coffee talk and open house events. The site has also published its water stewardship performance on the company website: https://nplth.factory.nestlewaters.com/th/sites/g/files/xknfdk641/files/2025-09/7_4_AWS_Plan_vs_Result_Suratthani_2024.pdf</p>
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>
Comment	<p>Site also disclosed its identified shared water-related challenges and efforts made to address these challenges during the coffee talk events. The site has also published its identified shared water-related challenges on the company website: https://www.nestlepurelife.com/th/th-th/sustainability/AWS</p>

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

Comment Site has presented evidence that, in addition to the coffee talk events, it has coordinated with and supported public-sector agencies regarding its identified shared water challenges and Water Stewardship Plan. These agencies include the Provincial Office of Natural Resources And Environment Surat Thani, the Water Resources Office 10 Surat Thani, the Groundwater Resources Office Surat Thani, and the Public Health Office of Phunphin District and Tha Rong Chang Subdistrict Administration Organization.

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 confirmed that there have been no water-related compliance violations. This was verified through a review of compliance records and permits, which showed no evidence of violations, and was further corroborated during stakeholder interviews. As such, there were no violations to disclose.

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

Comment As mentioned under 5.5.1, no water-related compliance violations have occurred.

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 As mentioned under 5.5.1, no water-related compliance violations have occurred.

Previous Findings

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

Comment All non-conformities raised in the previous audit have been satisfactorily closed except for indicator 1.5.3 for which site is in process of conducting a Hydrogeology study to evaluate the current catchment water balance.