

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)



Audit Number: AO-001726

SITE DETAILS

Site: **Ecolab Istanbul**

Address: Tepeören Köyü, Orta Mah. Atayolu Cad.No:20 Tuzla,, 34956, Istanbul, TURKEY

Contact Person: Amy Mika

AWS Reference Number: AWS-000599

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2026-Feb-24

Validity of certificate: 2029-Feb-23

AUDIT DETAILS

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

Audit Type(s): Initial Audit

Audit Start Date: 2025-Dec-02

Audit End Date: 2025-Dec-04

Lead Auditor: Ozge Gokmen

Site Participants:

- , SH&E Leader
- , Planning Specialist
- , Supply Chain Leader
- , Factory Manager

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ADDITIONAL INFO

Summary of Audit Findings: During the certification audit, 5 non-conformities and 9 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 January 2026.

The non-conformities must be closed within 90 days of the end of the audit. Due to the delay in issuing the report this due date is extended to 10 March 2026. In order to meet this timeline evidence is to be submitted to WSAS by 24 February 2026.

The audit team recommends certification of Ecolab Istanbul at Core level pending closure of the non-conformities.

Scope of Assessment: The scope of services covers the initial certification audit for assessing conformity of Ecolab İstanbul Manufacturing Facility (OKSA) against the AWS International Water Stewardship Standard Version 2.

Ecolab is a U.S.-origin global company with over 100 years of history, providing water, hygiene, and infection prevention solutions across multiple sectors. The company incorporated Nalco Water into its structure approximately ten years ago, expanding its portfolio to include industrial water treatment chemicals and digitally monitored water management solutions aimed at optimizing water use across industries.

The Istanbul facility (OKSA) began operations in 2015 and produces a wide range of chemical products, including hazardous substances. The site manufactures products serving the food and beverage sector, hospitality sector, healthcare sector, and institutional customers such as hotels, universities, and laundries. Products include water treatment chemicals, cleaning and disinfection agents, and process efficiency solutions (e.g. conveyor lubrication).

Limited outsourced (toll) manufacturing is used. Products are distributed via a third-party logistics provider, and an additional warehouse is operated in Antalya to support the hospitality sector. The site exports a portion of its product to the IMEA region (India and the Middle East)

The facility holds certifications including ISO 9001, ISO 13485:2016, NSF, and Halal. Operational objectives include reducing water and progressing in the Total Productive Maintenance (TPM) internal program. The site has also established a long-term objective of eliminating wet floors ("zero wet floor" target) as part of operational efficiency and safety improvements.

The facility is located in Istanbul, Türkiye, within an industrial area serving the metropolitan region. The site operates within the regional hydrological context of the Marmara basin, where industrial water use and urban demand are significant considerations.

The audit was conducted onsite on 2–4 December, 2025.

The onsite site visit included the assessment of the production areas, raw material and finished product storage areas, water preparation systems, water treatment facilities, and water use points across operational processes, as well as review of water management practices and supporting documentation.

FINDINGS

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NUMBER OF FINDINGS PER LEVEL

Observation	9
Non-Conformity	5

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FINDING DETAILS

Finding No:	TNR-022689
Checklist Item No:	Announcement
Status:	Open
Finding level:	Observation
Checklist item:	<p>At least eight (8) weeks before the start date of the initial certification audit or the re-evaluation audit, AWS will publish on its website the dates of the assessment of the site(s) with the intention to pursue AWS (Re-)Certification. Stakeholder submissions are accepted from this date and during the entire period of validity of the AWS Certificate. Submissions, comments and/or feedback received by AWS will be shared with the CAB so the audit team may use the information for their investigations during the next audit.</p> <p>The site(s) seeking certification shall complete the Stakeholder Announcement Form found on the AWS website, and release it in at least two outlets: published in local language(s) on the site’s website(s) and in a local media outlet (if applicable, economical, practical, and available) that is appropriate for the site and the related stakeholders (for example, local newspaper, radio, or websites).</p>
Findings:	<p>Evidence indicates that the Stakeholder Announcement was communicated via a single outlet only.</p>

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Finding No:	TNR-022360
Checklist Item No:	1.2.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-10
Checklist item:	Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	Whilst the site has started stakeholder identification and engagement, part of the process is not yet sufficiently effective: (a) the site did initial engagement only with a limited list of stakeholders where part of relevant authorities were not included, nor suppliers to the site; (b) during the audit, more stakeholders were added to the list but these stakeholders have not yet been engaged; (c) whilst the site has identified one NGO which is meant to represent some vulnerable groups, this stakeholder has not been engaged; (d) it is unclear whether there are Indigenous people in the catchment.
Corrective action:	The stakeholder list will be updated by adding newly identified stakeholders, with a particular focus on those related to water infrastructure (e.g., DSI, ISKI,). Engagement activities will be initiated with all newly added stakeholders in line with AWS requirements. A survey designed to gather stakeholders' interest in the topic and their views on water-related challenges has been attached to the engagement emails, and stakeholders have been requested to complete it. Documentation of the updated stakeholder list as well as evidence of engagement will be maintained to demonstrate compliance. A web-based research has been conducted to determine whether any vulnerable groups are present within the catchment, and additional information/data will be collected through visits to local village authorities. Efforts are being initiated to engage with an NGO. Finally, the stakeholder list will be updated to include newly added stakeholders, including suppliers located within the catchment. These stakeholders will be engaged with by the due date.

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Evidence of implementation: As part of the stakeholder engagement activities initiated, relevant public sector agencies have been included in the process. In addition, engagement has been initiated with a NGO representative responsible for the region in which the facility is located. Following the initial outreach email, communication has continued through phone calls and messaging to coordinate a face-to-face meeting. It is planned that, at the first mutually convenient opportunity in 2026, a meeting will be held to discuss potential areas of collaboration and joint activities.

In parallel, additional stakeholders have been included in the engagement process, including private sector organizations with whom we collaborate, as well as additional village and neighborhood headmen representing local communities in the region. Stakeholder engagement activities with these groups have been initiated accordingly.

These emails included a survey requesting stakeholders to score and/or prioritize shared water challenges related to water management within the basin, as well as to identify any additional shared water challenges, if applicable. Follow-up phone calls were conducted to remind stakeholders who may not have seen the email and to encourage their participation in the survey. Additionally, stakeholders were asked about their interest in attending the Water Panel planned to be held on 29 January 2026 at the Ecolab Türkiye Istanbul facility.

Our new stakeholders who responded positively to our engagement efforts and with whom open communication channels have been established.

Finding No:	TNR-022230
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:	<p>The site consistently monitors water quality at all relevant points (inlet, process, and outlet) with appropriate frequency and external verification. However, the site does not receive or evaluate variance data from İSKİ's analyses of the final treated effluent, and no variance assessment is made for the upstream drinking water source (Ömerli) despite available monthly datasets.</p> <p>In addition, while publicly available secondary water quality data exist for the receiving water body (Marmara Sea), the site has not yet demonstrated a structured effort to collect, review, and evaluate such data as part of its water quality assessment.</p>

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Audit Number: AO-001726

Finding No: TNR-022353
Checklist Item No: 1.4.2
Status: Open
Finding level: Observation
Checklist item: The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.
Findings: The current list could be further expanded, and data collection efforts extended to cover all outsourced services operating within the site's catchment area.

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Finding No:	TNR-022239
Checklist Item No:	1.5.5
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-10
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:	<p>The site has successfully identified and assessed the condition of IWRAs within the catchment using scientific and secondary data. However, no stakeholder consultation has been conducted to validate or complement these findings.</p> <p>Additionally, mapping of the IWRAs within a single spatial layer has not yet been provided.</p>
Corrective action:	<p>The IWRAs will be prepared within a single map layer and the document will be submitted accordingly. In addition, based on the conducted research, the current conditions/status of these IWRAs will be shared with stakeholders as a dedicated session during the AWS Water Panel planned for 29 January 2026. Feedback received from stakeholders, along with any additional information, as well as ideas regarding potential actions to be taken in relation to the IWRAs in the coming years, will also be collected during the panel. The key topics of the Water Panel will include: the AWS process, a detailed presentation of the WSP, the sharing of our performance against the WSP and related numerical data, as well as project updates. In addition, there will be an information session on the watershed and shared water challenges. The due date for implementation will be 2/24/2026.</p>
Evidence of implementation:	<p>As part of the stakeholder consultation on Important Water Related Areas (IWRAs), a dedicated session was incorporated into the Water Panel held on 29 January 2026 at the Istanbul facility. During this session, the IWRAs identified through prior basin level research were presented, followed by an exchange of views on their current conditions, key risks, and threats. Based on feedback provided by a public sector representative attending the panel, it was highlighted that a pond located within a nearby organized industrial zone, in close proximity to the site, should be included in the IWRA list. Beyond discussing the current status of IWRAs, the panel also focused on actions that could be taken individually and collaboratively with stakeholders to maintain or improve the condition of these water bodies. Ideas emerging from the discussion included organizing cleanup activities through multi stakeholder collaboration and strengthening cooperation with relevant non governmental organizations. Furthermore, it was shared that water based studies have been initiated at certain sites to monitor potential biodiversity impacts at discharge points, and other stakeholders were encouraged to adopt and scale similar monitoring practices</p>

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Finding No:	TNR-022712
Checklist Item No:	1.6.1
Status:	Open
Finding level:	Observation
Checklist item:	Shared water challenges shall be identified and prioritized from the information gathered.
Findings:	<p>The site has identified and prioritized a set of shared water challenges using an internal probability and impact-based methodology. However, the shared water challenges identified are currently described at a relatively generic and high-level (e.g. water quality, water scarcity).</p> <p>While initial stakeholder communication has taken place, continued and more structured consultation with stakeholders would support the further refinement of shared water challenges, helping to better reflect catchment-specific drivers, local conditions, and stakeholder perspectives.</p> <p>The site is encouraged to continue stakeholder communication and consultation in order to strengthen the articulation and prioritization of shared water challenges over time.</p>
Finding No:	TNR-022693
Checklist Item No:	2.3.2
Status:	Open
Finding level:	Observation
Checklist item:	A water stewardship plan shall be identified, including for each target: <ul style="list-style-type: none">- 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:	<p>The plan does not consistently and clearly describe how targets support the achievement of best practices where available.</p>

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Finding No:	TNR-022289
Checklist Item No:	2.4.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-10
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:	No documented plan developed in coordination with relevant public agencies was identified.
Corrective action:	We will initiate formal communication channels with relevant public authorities to establish regular interaction, information exchange, and visibility into regional water management priorities. These authorities will be formally invited to participate in the upcoming AWS Water Panel as key public stakeholders. Their involvement will support the co development of shared objectives and help clarify expectations related to water stewardship within the basin. In addition, a company delegation will conduct an official visit with the relevant authorities to discuss short , medium , and long term plans for the basin and to explore how the facility can contribute to these objectives in alignment with AWS requirements

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Evidence of implementation: To initiate collaboration with public sector authorities, introductory outreach was conducted through emails and phone calls, during which the organization, the AWS process, and basin level good practices were presented. Initial contact was made with the authority responsible for the region in which the operations are located, including a phone discussion and a formal email invitation to participate in the Water Panel. During the panel, the organization had the opportunity to present its activities in detail and to learn about the authority’s plans and ongoing initiatives. Specific discussions focused on how regional stakeholders, including the organization, could support basin level master plans or projects and whether opportunities for joint initiatives might exist. It was noted, however, that formal collaborative project frameworks with the private sector were not currently in place, and guidance was provided to engage with other relevant public institutions. Subsequently, contact was established with representatives from another public authority, and an invitation to the Water Panel was extended, though attendance was not possible. This was followed by an in person visit to the regional directorate, during which a stakeholder presentation was delivered and a detailed overview of water stewardship activities and the Water Stewardship Plan (WSP) was shared. Discussions included inquiries into existing public–private collaboration models and how the organization could potentially support basin level plans, priorities, or strategic objectives. At that time, no concrete examples of established collaboration frameworks were identified, and further engagement with an additional public institution was recommended. During subsequent engagement with this institution, ongoing water stewardship activities were presented, and interest was expressed in participating in a planned water forum to share experience related to AWS implementation and industrial best practices. It was indicated that the organization would be considered a potential contributor and noted as a relevant stakeholder for future collaborative initiatives should opportunities arise

Finding No:	TNR-023257
Checklist Item No:	2.4.1
Status:	Open
Finding level:	Observation
Checklist item:	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings:	Initial engagement has been demonstrated, but there appear to be opportunities for further development. It will be important to see continued engagement with these public stakeholders, particularly in relation to water risk mitigation. Therefore, a new observation is raised for this indicator.

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Finding No: TNR-022291
Checklist Item No: 3.1.1
Status: Open
Finding level: Observation
Checklist item: Evidence that the site has supported good catchment governance shall be identified.
Findings: The site has taken meaningful first steps to support good catchment governance; however, continuous engagement with public-sector agencies and implementation of the planned water panel will be needed to demonstrate sustained contribution to basin-level governance.

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Finding No:	TNR-022362
Checklist Item No:	3.8.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-10
Checklist item:	Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.
Findings:	<p>The site has not provided evidence of engagement with the owners of any shared water-related infrastructure (such as municipal water suppliers, wastewater utilities, or stormwater systems).</p> <p>Although the site identified some public institutions (e.g., İSKİ, DSI, and the Provincial Directorate of Environment) in its stakeholder list, no records or communications were provided to demonstrate that the site has engaged with these entities to share concerns or raise issues related to shared water infrastructure.</p> <p>No evidence of messages, correspondence, or confirmations of receipt were available.</p>
Corrective action:	Official emails or letters will be sent to the relevant public authorities to introduce the site’s AWS implementation, share concerns related to shared water infrastructure, and request collaboration on water related issues. All communications—including emails, meeting requests, acknowledgments, and responses—will be documented and retained as evidence of engagement.

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Evidence of implementation: A stakeholder engagement process under the AWS framework was initiated with the public authority responsible for the region in which the site operates, with whom the organization also coordinates on discharge related matters as part of standard operational processes. Engagement was carried out through phone calls and email communications, and a representative attended the Water Panel held at the facility on 29 January 2026. During the panel, both the organization and other regional stakeholders had the opportunity to share concerns and raise questions directly with the authority, particularly regarding wastewater discharge infrastructure systems. The Water Panel also facilitated enhanced communication between the authority and other regional stakeholders. Topics discussed included the potential reuse of wastewater between companies, the feasibility of supplying treated wastewater to industrial facilities, and the infrastructure requirements necessary to enable such practices. These topics were jointly discussed and evaluated by the authority and participating stakeholders. In addition, the authority emphasized that activities outsourced to external washing service providers—particularly intermediate bulk container and drum washing, which represent indirect water use for chemical companies—should be reduced. Engagement with another relevant public authority was initiated by identifying regional contact information through publicly available sources and reaching out to appropriate officials. As representatives indicated they were unable to participate in the Water Panel, an in person visit to the regional directorate was subsequently organized. During this meeting, shared concerns related to water scarcity and infrastructure were discussed in detail. Information was also requested regarding workshops or forums that could be jointly attended by basin stakeholders and the organization, and further engagement with an additional public institution was recommended. During subsequent engagement with this institution, interest was formally expressed in participating in a planned basin level water forum focused on the regional context. The forum is intended to provide a platform for participants to share concerns, challenges, and best practices related to water infrastructure and shared water risks. In addition, detailed information on the organization’s water stewardship activities and AWS related processes was presented during this engagement

Finding No: TNR-022713
Checklist Item No: 4.3.1
Status: Open
Finding level: Observation
Checklist item: Consultation efforts with stakeholders on the site’s water stewardship performance shall be identified.
Findings: The site has shared elements of its water stewardship performance with stakeholders in an indirect manner, primarily through educational collaboration activities (e.g. with Sabancı University) and general discussions held during community and stakeholder meetings.

While AWS-related projects and intended actions have been mentioned during these interactions, opportunities remain to further clarify and strengthen consultation practices related to overall water stewardship performance results.

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Finding No:	TNR-022348
Checklist Item No:	5.3.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-10
Checklist item:	A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings:	The site has not provided evidence of an annual disclosure summarizing its water stewardship performance, including quantified performance against the targets set in the Water Stewardship Plan. No documentation, report, or online publication was presented to demonstrate that such disclosure is made available to stakeholders or the public.
Corrective action:	The water management performance — including the projects and targets set in the WSP, as well as the quantified performance against these targets — will be shared with stakeholders participating in the panel to be held on 29 January 2026. For stakeholders who are unable to attend, we will share the link to the Case Study which highlights our WSP Projects via email. This will be completed by 2/24/2026.
Evidence of implementation:	<p>Our annual Water Stewardship Plan (WSP), the resulting quantitative WSP performance outcomes, and the annual Ecolab Türkiye sustainability KPI results were shared in detail with stakeholders during the Water Panel held on 29 January 2026. Following the presentation of Ecolab's AWS approach and basin-related context, the projects included within our WSP were introduced, together with their completion status and the year-end KPI results achieved through the implementation of these projects.</p> <p>A simplified version of the panel presentation, excluding any confidential information, was shared via email with all stakeholders who were unable to attend the panel. In addition, the emails included a link to Ecolab's Water Stewardship Plan (WSP) published on the official Ecolab website, as well as the AWS specific case study prepared to showcase our water stewardship activities.</p> <p>Following the panel and the subsequent email communications, a survey was shared with stakeholders to gather feedback on the effectiveness, benefits, and performance of our initiatives addressing shared water challenges within the basin.</p> <p>As Ecolab Türkiye, we plan to organize a new Water Panel every two years, with expanded stakeholder diversity and improved engagement conditions. Each year, the scope of topics and projects will be broadened, and participation will be encouraged from a wider range of stakeholders across different sectors.</p> <p>In addition, all information shared during the panel—particularly the details of our Water Stewardship Plan (WSP) and our performance results—was also communicated during our visits to stakeholders conducted after the audit.</p>

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Finding No: TNR-022350
Checklist Item No: 5.4.2
Status: Open
Finding level: Observation
Checklist item: Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.
Findings: The site has expressed plans to organize a water-focused panel in collaboration with a university in 2026. While this planned initiative indicates an intention to engage external stakeholders and support knowledge sharing, no current or past evidence of stakeholder engagement or coordination with public-sector agencies related to shared water challenges has been provided.

As the planned activity has not yet been implemented, the site is encouraged to ensure that future stakeholder engagement efforts are systematically documented, demonstrating alignment with the intent of this indicator.

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Report Details

Report	Value
Report prepared by	Ozge Gokmen
Report approved by	Monserath Zamora
Report approved on (Date)	20 January 2026

Surveillance

Proposed date for next audit
2026-Dec-02

Stakeholder Announcements

Date of publication	Location
	https://ecolab.widen.net/s/bj7ccqln7x/aws-000599_ecolab-istanbul-turkey_sakeholderannouncement__v3.0 WSAS & AWS Websites

Catchment Information

Catchment Information

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Catchment Name

The site is located within Türkiye's Marmara Basin, specifically within the Ağva Stream (Riva) sub-catchment, which forms part of the northern Marmara Basin draining towards the Black Sea.

Water Supply & Discharge Catchment

The site's sole water supply is municipal water, sourced from Ömerli Dam Lake, which is located within the Ağva Stream (Riva) sub-catchment of the Marmara Basin. Raw water from the dam is treated at the Ömerli Drinking Water Treatment Facility and distributed by the public water authority İSKİ (Istanbul Water and Sewerage Administration) across Istanbul.

Wastewater generated at the site is first subject to primary wastewater treatment on-site and then discharged to the municipal sewer network. From there, wastewater is conveyed to the İSKİ Tuzla Advanced Biological Wastewater Treatment Plant, where it undergoes full treatment before being discharged into the Marmara Sea via a deep-sea outfall system. The final discharge occurs offshore at approximately 46 meters depth, using a deep-sea discharge method.

Although the site's abstraction point (Ömerli Dam Lake / Riva sub-catchment) and final discharge point (Marmara Sea via the Kocaeli coastal system) are located in different sub-catchments, both are part of the Marmara Basin, and this configuration does not constitute an inter-basin transfer. For AWS purposes, these hydrologically connected sub-catchments are considered together as the AWS catchment.

Groundwater Aquifers

The site does not abstract or use groundwater for its operations. All process, utility, and domestic water needs are met through the municipal surface water supply. Therefore, groundwater aquifers are not considered relevant to the site's current water use.

Catchment Water Service Providers

Water supply and wastewater services are provided exclusively by İSKİ, a government-owned public authority affiliated with the Istanbul Metropolitan Municipality.

Water source: Ömerli Dam Lake

Water treatment: Ömerli Drinking Water Treatment Facility

Wastewater treatment: İSKİ Tuzla Advanced Biological Wastewater Treatment Plant

Treated effluent discharge: Marmara Sea (deep-sea outfall system)

Stormwater management: Rainwater within the site is collected via internal drainage systems and conveyed to municipal stormwater infrastructure.

In the event of operational disruption, transported water may be temporarily supplied by third parties to support production continuity or firefighting systems; however, this does not represent a routine water source.

Catchment Features

The Marmara Basin is one of Türkiye's most economically and demographically significant river basins and is characterised by the following key features relevant to the site:

Water Stress and Availability

The basin experiences seasonal and long-term water stress, driven by high urban population

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density, intensive industrial activity, and climate variability. Reservoirs such as Ömerli Dam are critical strategic water sources for Istanbul.

Flood Risk

Urbanised areas within the basin are prone to localized flooding, particularly during intense rainfall events, due to high levels of impervious surfaces and modified natural drainage systems.

Environmentally Protected Areas

The northern Marmara Basin includes protected drinking water catchment zones and forested areas, especially upstream of Ömerli Dam, where land use is regulated to protect water quality.

Inter-basin Transfers

Water management occurs across multiple sub-catchments within the Marmara Basin; however, no inter-basin water transfer is associated with the site's abstraction or discharge.

Climate Characteristics

The basin lies within a temperate climate zone, influenced by both the Black Sea and the Marmara Sea, with increasing exposure to hotter summers and irregular precipitation patterns due to climate change.

Dominant Water Uses

Water use within the basin is dominated by urban water supply, heavy industry, manufacturing, and dense economic activity, with agriculture and forestry present mainly in peripheral and northern areas.



catchment_map.png

Client Description and Site Details

Client/Site Background

This information has been redacted for confidentiality reasons.

Comment

Summary of Shared Water Challenges

Summary of Shared Water Challenges

- Water Quality
- Aging and inefficient infrastructure
- Water scarcity
- Ineffective water management and policy issues

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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 audit, the water supply line from the municipal network to the site was visited and observed on-site. In addition, the point where the site discharges its wastewater to the municipal sewer system was visited and verified.

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1 STEP 1: GATHER AND UNDERSTAND

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

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

 Yes

Comment This information has been redacted for confidentiality reasons.

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.

 closed

Comment This information has been redacted for confidentiality reasons.

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

 Yes

Comment This information has been redacted for confidentiality reasons.

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 This information has been redacted for confidentiality reasons.

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1.3.2	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.3.3	<i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.3.4	<i>Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.</i>	 Obs.
Comment	This information has been redacted for confidentiality reasons.	
1.3.5	<i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
1.3.7	<i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.3.8	<i>Levels of access and adequacy of WASH at the site shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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>	 Obs.
Comment	This information has been redacted for confidentiality reasons.	
1.5	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	

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1.5.1	<i>Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.5.2	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.5.3	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.5.4	<i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.5.5	<i>Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.</i>	 closed
Comment	This information has been redacted for confidentiality reasons.	
Finding No: TNR-022239		
1.5.6	<i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.5.7	<i>The adequacy of available WASH services within the catchment shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.6	<i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i>	
1.6.1	<i>Shared water challenges shall be identified and prioritized from the information gathered.</i>	 Obs.
Comment	This information has been redacted for confidentiality reasons.	
1.6.2	<i>Initiatives to address shared water challenges shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
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>	

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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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
1.8.3	<i>Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.8.4	<i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
1.8.5	<i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	

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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>
Comment	This information has been redacted for confidentiality reasons.
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>Identificational of responsible persons/positions within facility organizational structure</i> - <i>Process for submissions to regulatory agencies.</i>
Comment	This information has been redacted for confidentiality reasons.
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	<p><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></p>
Comment	This information has been redacted for confidentiality reasons.
2.3.2	<p><i>A water stewardship plan shall be identified, including for each target:</i></p> <ul style="list-style-type: none"> - <i>How it will be measured and monitored</i> - <i>Actions to achieve and maintain (or exceed) it</i> - <i>Planned timeframes to achieve it</i> - <i>Financial budgets allocated for actions</i> - <i>Positions of persons responsible for actions and achieving targets</i> - <i>Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.</i>
Comment	This information has been redacted for confidentiality reasons.
2.4	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>

Yes

Yes

Yes

Obs.

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


Obs.

Comment This information has been redacted for confidentiality reasons.

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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>	🔍 Obs.
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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>	✅ Yes
Comment	This information has been redacted for confidentiality reasons.	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	✅ Yes

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Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
3.6	<i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i>	
3.6.1	<i>Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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	This information has been redacted for confidentiality reasons.	
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>	 closed
Comment	This information has been redacted for confidentiality reasons.	
		Finding No: TNR-022362
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	This information has been redacted for confidentiality reasons.	

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3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
3.9.3	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
3.9.4	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
3.9.5	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	

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

4.1	<i>Evaluate the site’s performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</i>	
4.1.1	<i>Performance against targets in the site’s water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
4.1.2	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
4.2	<i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i>	
4.2.1	<i>A written annual review and (where appropriate) root-cause analysis of the year’s emergency incident(s) shall be prepared and the site’s response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	
4.3	<i>Evaluate stakeholders’ consultation feedback regarding the site’s water stewardship performance, including the effectiveness of the site’s engagement process.</i>	
4.3.1	<i>Consultation efforts with stakeholders on the site’s water stewardship performance shall be identified.</i>	 Obs.
Comment	This information has been redacted for confidentiality reasons.	
4.4	<i>Evaluate and update the site’s water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>	
4.4.1	<i>The site’s water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts		
5.1	<i>Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</i>	
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i>	✔ Yes
Comment	This information has been redacted for confidentiality reasons.	
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>	
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i>	✔ Yes
Comment	This information has been redacted for confidentiality reasons.	
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>	✔ closed
Comment	This information has been redacted for confidentiality reasons.	
Finding No: TNR-022348		
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>	✔ Yes
Comment	This information has been redacted for confidentiality reasons.	
5.4.2	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i>	🔍 Obs.
Comment	This information has been redacted for confidentiality reasons.	
5.5	<i>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.</i>	
5.5.1	<i>Any site water-related compliance violations and associated corrections shall be disclosed.</i>	✔ Yes
Comment	This information has been redacted for confidentiality reasons.	
5.5.2	<i>Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.</i>	✔ Yes
Comment	This information has been redacted for confidentiality reasons.	

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5.5.3	<i>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.</i>	 Yes
Comment	This information has been redacted for confidentiality reasons.	

Previous Findings

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


N/A