

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)



Audit Number: AO-001839

### SITE DETAILS

Site: **Tobacco Processors Zimbabwe (Pvt) Ltd**  
Address: P.O.Box 661290, Kopje, Harare , Zimbabwe Corner Auckland/Simon Mazorodze Road, Harare, ZIMBABWE  
Contact Person: Isaac Mlambo  
AWS Reference Number: AWS-000879  
Site Structure: Single Site

### CERTIFICATION DETAILS

Certification status: Certified Core  
Date of certification decision: 2026-Jan-30  
Validity of certificate: 2029-Jan-29

### AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)  
Audit Type(s): Initial Audit  
Audit Start Date: 2025-Nov-18  
Audit End Date: 2025-Nov-20  
Lead Auditor: Warrick Stewart

Site Participants:  
Tapiwa Zireva, Managing Director  
Allen Maclachlan, Chief Operations Officer  
Martha Shoniwa, Chief Finance Officer  
Isaac Mlambo, SHE Manager  
Joe Gunda, Production Manager  
Ashton Karenji, Engineering Manager  
Tendai Mutsaru, SHE Officer  
Johanne Kachasu, Facilities Superintendent  
Sylvester Buzuzi, IMS Administrator  
Sidney Chikandiwa, Logistics Manager

### AUDIT TIMES

Dates	Audit from	Duration	Auditor	Description
2025-Nov-18	08:00:00 - 16:30:00	08:30	Warrick Stewart	
2025-Nov-19	08:00:00 - 16:30:00	08:30	Warrick Stewart	
2025-Nov-20	08:00:00 - 16:30:00	08:30	Warrick Stewart	

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### ADDITIONAL INFO

Summary of Audit Findings: During the certification audit, 6 non-conformities and 21 observations were raised.

The Client is requested to submit a root cause analysis and corrective actions for each of the non-conformities to WSAS by 05 January 2026.

The non-conformities must be closed within 90 days of the end of the audit. In order to meet this timeline evidence is to be submitted to WSAS (within 75 days) by 04 February 2026.

The audit team recommends certification of Tobacco Processors Zimbabwe, Harare, 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 Tobacco Processors Zimbabwe, Harare, against the AWS International Water Stewardship Standard Version 2.

Tobacco Processors Zimbabwe is located in the Southerton Industrial Area in the south of the City of Harare, Zimbabwe, and undertakes primary processing of tobacco for a range of traders, including greenleaf threshing, handstripping, storage and handling.

The facility is located in the Manyame Catchment and Upper Manyame Sub-Catchment. The site is located within the Gwebi and Mapfeni groundwater zones, which are characterised by volcanoclastic and pyroclastic sanstones/greywackes.

The audit was conducted onsite on 18 to 20 November 2025.

The onsite site visit included the assessment of the site's five (5) boreholes, a single main storage tank and associated pump station (for site use including fire suppression if required), primary water treatment, a boiler, misting, and processing, a recycled water reservoir for backup use (from manufacturing grey water), offices, two canteens, ablutions and changerooms, maintenance workshop, fuel depot and above ground diesel storage tank, two solar photovoltaic installations and two associated water tanks (water is used for their cleaning), irrigation of gardens/grounds, a sewage pumpstation, and the wastewater discharge point into the Municipal sewage reticulation system to the Firlle WWTW.

### FINDINGS

#### NUMBER OF FINDINGS PER LEVEL

Observation	21
Non-Conformity	6

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### FINDING DETAILS

Finding No: TNR-021886  
Checklist Item No: 1.1.1  
Status: Open  
Finding level: Observation  
Checklist item: The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:  
- Site boundaries;  
- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;  
- Any water sources providing water to the site that are owned or managed by the site or its parent organization;  
- Water service provider (if applicable) and its ultimate water source;  
- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;  
- Catchment(s) that the site affect(s) and is reliant upon for water.  
Findings: Opportunity exists to reflect the two streams that the site's stormwater ultimately discharges into.  
Corrective action: To indicate storm water drains that the site discharges to on the map

Finding No: TNR-021996  
Checklist Item No: 1.3.3  
Status: Closed  
Finding level: Non-Conformity  
Due date: 2026-Feb-19  
Checklist item: Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.  
Findings: The site has not quantified and incorporated reservoir storage at the end of the reporting periods into the final water balance calculations (e.g. closing storage for 2024 and as of 30 September 2025 is not documented or reflected in the TPZ WB Summary).  
Corrective action: To modify the water balance work sheet to have a column with a mandatory requirement for opening and closing storage volumes for each reporting cycle and update the current water balance worksheet. Due Date : 16 January 2026  
Evidence of implementation: 1) Water Balance work sheet - Columns F126 -127 show start and end figures for the tank (storage)  
2) Database worksheet - Column BK shows daily water tank (storage) volume.

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Finding No:	TNR-021890
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:	While water quality data for the site's water sources, provided waters, and effluent are quantified, water quality data for the ultimate receiving water body and downstream of the municipal wastewater treatment works is not yet identified.
Corrective action:	1) To engage the municipality and request for water quality data. 2) To conduct offsite water samples for quality tests at a set interval
Finding No:	TNR-021892
Checklist Item No:	1.3.8
Status:	Open
Finding level:	Observation
Checklist item:	Levels of access and adequacy of WASH at the site shall be identified.
Findings:	Evidence was not provided of the number of showers per gender that are present in each facility.
Corrective action:	To review the inventory of all facilities (toilets, showers, handwashing stations) for both gender and indicate the ratio of users per each facility using international best practices such as WHO Guidelines
Finding No:	TNR-021894
Checklist Item No:	1.5.3
Status:	Open
Finding level:	Observation
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	While surface water balance for the catchment has been quantified, the groundwater component could not be quantified due to the unavailability of recent and reliable data from the competent catchment authority.
Corrective action:	1) To formally document this as a "Data Gap" in the risk and challenges register. 2) To conduct researches on public data for the catchment to obtain groundwater and seasonal variances.

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Audit Number: AO-001839

Finding No:	TNR-021895
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:	While the water quality status of the catchment has been identified, the quantification of physical, chemical, and biological parameters, as well as the identification of annual and seasonal high and low variances, is limited due to the availability of historical and publicly accessible data.
Corrective action:	1) To engage a laboratory to conduct a quarterly time-series monitoring programme at key locations to capture seasonal variance 2) To formally propose a data-sharing partnership with a specific downstream user, NGO (BirdLife Zimbabwe, Zimbabwe Institute of Water and Sanitation Development)
Finding No:	TNR-021997
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:	Opportunity exists to specify the relevant rivers in Harare and document the different status of each. Also, it was mentioned that Lake Chivero is located within the Lake Chivero Recreational Park, which is a formally declared National Park and RAMSAR wetland site.
Corrective action:	Review the IWRA register by listing the key rivers (e.g., Mukuvisi, Marimba) and Lake Chivero separately. Document their specific ecological and social status, known threats (e.g., pollution loads, invasive species), and their formal designation (e.g., Ramsar site for Lake Chivero).

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Finding No: TNR-021789  
Checklist Item No: 1.5.6  
Status: Closed  
Finding level: Non-Conformity  
Due date: 2026-Feb-19  
Checklist item: Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.  
Findings: While key water-related infrastructure in the catchment is identified, the site has not identified the condition and potential exposure to extreme events of the infrastructure that it is directly reliant upon (e.g. Firle Water Works and other relevant catchment infrastructure).  
Corrective action: To conduct an assessment of condition and vulnerability to extreme events of the Firle water treatment plant, Morton Jeffrey water works and any key water related infrastructure and incorporate the specific risk assessment outcomes into the site's Water Stewardship Plan. Due Date : 31 January 2026  
Evidence of implementation: 1) 1.5.6 TNR-021789 Water infrastructure Assessment Report  
2) 1.5.6 TNR-021789 Water Stewardship Plan. Actions related to specific risk assessment outcomes into the site's Water Stewardship Plan are on row numbers 41 - 43

Finding No: TNR-021896  
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: While WASH services in the catchment have been identified, information on the adequacy of access to potable water and sanitation services is limited due to the availability of recent and reliable catchment-level data.  
Corrective action: To obtain current WASH reports (e.g., UNICEF, WHO, or local health department) regarding current WASH access statistics in Harare to supplement the Master Plan.

Finding No: TNR-021874  
Checklist Item No: 1.7.2  
Status: Open  
Finding level: Observation  
Checklist item: Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.  
Findings: The site's Water Related Opportunity register includes all the sub-criteria required except potential savings.  
Corrective action: To update the Water-Related Opportunities Register to include a column for estimated cost saving for each identified opportunity.

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Finding No: TNR-021898  
Checklist Item No: 1.8.2  
Status: Open  
Finding level: Observation  
Checklist item: Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.  
Findings: Opportunity exists to expand the current information to include other global or regional best practices for water balance.  
Corrective action: To conduct further research into international best practices and include these additional best practices in the Water Stewardship Plan and evaluate their applicability to the site.

Finding No: TNR-021998  
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: Opportunity exists to expand this current information to include other global or regional best practices for water quality.  
Corrective action: 1) To research and document sector-specific water quality best practices from authoritative sources (e.g., IFC Environmental Guidelines, relevant Industry Association Benchmarks, EU BAT Reference Documents [BREFs] for our sector).  
2) Update the Water Stewardship Plan to include these practices, with a clear rationale for each selected data source (e.g., 'IFC Guidelines are used as they represent international financing standards applicable to our operations').

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Finding No: TNR-021775  
Checklist Item No: 1.8.4  
Status: Closed  
Finding level: Non-Conformity  
Due date: 2026-Feb-19  
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.  
Findings: The site has not identified any local, regional, national, or global best practices relevant to the maintenance of the Important Water-Related Areas it has identified within the catchment.  
Corrective action: 1) To review the current documentation using the AWS definitions, guidance and desktop study to identify best practices relevant to the maintenance and protection of the identified IWRA's and add the corresponding best practices that the site commits to considering or implementing. Due Date : 15 January 2026  
2) The SHE Officer to undertake an online AWS training to gain knowledge on IWRA's and obtain a certificate. Due Date :07 January 2026  
Evidence of implementation: 1) List of best practices relevant to the maintenance and protection of the identified IWRA's  
2) AWS training certificate on IWRA's - SHE Officer (Tendai Mutsaru)

Finding No: TNR-021999  
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: The 3rd action listed in the WSP for WASH best practices does not qualify as a best practice, as it is basic standard practice to provide liquid soap for hand washing in ablution facilities.  
Opportunity exists to expand the current information to consider a wider range of relevant sector and/or catchment best practices for site provision of equitable and adequate WASH services.  
Corrective action: 1) Research and benchmark against recognized WASH best practices (e.g., WHO guidelines, AWS guidance) to identify actions beyond basic provision and health promotion programmes.  
2) Update the WASH best practice register with new findings.

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## Alliance for Water Stewardship (AWS)

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Finding No:	TNR-021784
Checklist Item No:	2.1.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Feb-19
Checklist item:	A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments: <ul style="list-style-type: none"><li>- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</li><li>- That the site implementation will be aligned to and in support of existing catchment sustainability plans</li><li>- That the site's stakeholders will be engaged in an open and transparent way</li><li>- That the site will allocate resources to implement the Standard.</li></ul>
Findings:	The site has not identified a single signed and publicly disclosed site or organizational document that includes commitments to achieve AWS water stewardship outcomes, alignment with existing catchment sustainability plans, stakeholder engagement, and allocation of resources.
Corrective action:	1) Revise and re-issue the Water Stewardship Policy and Water Stewardship Disclosure to explicitly include the missing commitment on site implementation and alignment with existing catchment sustainability plans and water stewardship outcomes respectively. Due Date: 16 January 2026 2) To publicly disclose the revised water stewardship documents. Due Date: 23 January 2026
Evidence of implementation:	The water stewardship policy was revised to include all requirements for Step 2.1.1  Disclosure link <a href="https://tpz.co.zw/sustainability/water-stewardship/">https://tpz.co.zw/sustainability/water-stewardship/</a>

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Finding No: TNR-021936  
Checklist Item No: 2.3.2  
Status: Open  
Finding level: Observation  
Checklist item: A water stewardship plan shall be identified, including for each target:

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

Findings: While a Water Stewardship Plan has been established with defined actions, responsibilities, timelines, and budgets, the specificity and measurability of some targets and actions should be strengthened to enable effective monitoring of progress and clearer linkage to best practice and AWS outcomes.

Corrective action: 

1. Revise the WSP template to include SMART criteria for every target and action.
2. Review and rewrite affected targets and actions to ensure they are specific, measurable, and have clear quantitative or qualitative success criteria.
3. Ensure all actions have a named responsible person, a definitive deadline and a clear link to AWS outcomes.

Finding No: TNR-021937  
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: While a plan to mitigate or adapt to water-related risks has been established, evidence that the plan has been developed in coordination with relevant public-sector and infrastructure agencies is not yet reflected.

Corrective action: To conduct meetings with public-sector and infrastructure agencies to review the site's water-risk mitigation and adaptation plan, gather their input, align it with catchment priorities and document the coordination process and and update any results.

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## Alliance for Water Stewardship (AWS)

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Finding No:	TNR-022345
Checklist Item No:	3.2.2
Status:	Open
Finding level:	Observation
Checklist item:	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.
Findings:	Opportunity exists for the site to improve its management of chemicals, particularly in terms of place of drums and containers beyond cut-off drains in the chemical store.
Corrective action:	<ol style="list-style-type: none"><li>1) Relocate all drums and containers currently outside of secondary containment into the designated, impermeable containment area (within the cut-off drain system).</li><li>2) To establish a bi-weekly Chemical Storage inspection checklist and conduct a monthly formal audit checklist to check for compliance.</li><li>3) To retrain employees on the use and handling of chemicals</li></ol>
Finding No:	TNR-021938
Checklist Item No:	3.4.2
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Feb-19
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:	Continual improvement towards best practice for the site's effluent has not been identified or quantified, as improvements in effluent quality over time are not demonstrated.
Corrective action:	To review the current effluent monitoring data to establish a baseline for at least three parameters e.g Biological Oxygen Demand, Oil and Grease, Total Suspended solids that need improvement beyond legal limits and set effluent improvement targets (based on best practice) that will be included in the Water Stewardship Plan. Due Date: 312 January 2026
Evidence of implementation:	<ol style="list-style-type: none"><li>1) Water objective on international best practices for site improvement of effluent water.</li><li>2) Water stewardship plan - Row 38 shows action plans on achieving action items set in the effluent best practice objective</li></ol>

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Finding No: TNR-021939  
Checklist Item No: 3.5.1  
Status: Open  
Finding level: Observation  
Checklist item: Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.  
Findings: Going forward, the site should consider potential off-site (catchment) IWRA actions under this indicator in its WSP in the future.  
Corrective action: To identify, evaluate and commit to at least one feasible off-site IWRA action in coordination with relevant stakeholders, incorporate it into the WSP, and initiate implementation.

Finding No: TNR-021940  
Checklist Item No: 3.6.1  
Status: Open  
Finding level: Observation  
Checklist item: 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.  
Findings: Opportunity exists to improve the current condition of WASH facilities for men in the changeroom. Whilst these are adequate in terms of number, their condition is poor and could be improved. WASH facilities in the office areas and other locations are both adequate and in very good condition.  
Corrective action:  

1. To conduct monthly inspections and implement a regular maintenance schedule for all WASH facilities to proactively identify and address issues before they deteriorate
2. To upgrade of the men's changeroom WASH facilities in the maintenance and capital expenditure plans for 2027

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Finding No: TNR-021941  
Checklist Item No: 3.6.2  
Status: Open  
Finding level: Observation  
Checklist item: Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.  
Findings: Borehole Inventory List.xlsx documents the site's annual abstraction limits for each of its boreholes, but the site was not able to provide annual abstraction data, only quarterly data. This is relevant, as if the site is/was over-abstracting groundwater, it could impact communities' access to groundwater.  
Corrective action: To update the water data collection template to include the calculation of cumulative annual groundwater abstraction from all boreholes after each quarter and compare against compliance with annual limits to check compliance

Finding No: TNR-022571  
Checklist Item No: 3.7.1  
Status: Open  
Finding level: Observation  
Checklist item: Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.  
Findings: Indirect water use targets have not been set yet, as the quantification of indirect water use is not yet sufficient, and therefore evidence that such targets have been met has not been quantified.  
Corrective action: 1) To develop a structured framework that outlines the process for setting indirect water use targets, which includes criteria for establishing targets based on the baseline data.  
2) To establish a routine monitoring system that tracks indirect water use against the targets once they are set.

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Finding No:	TNR-021943
Checklist Item No:	3.7.2
Status:	Open
Finding level:	Observation
Checklist item:	Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.
Findings:	3.7.2 Indirect water communication to shareholders.docx reflects the site's engagement with its suppliers requesting indirect water use data. To date the site is not able to demonstrate any actions taken by their suppliers in the catchment in reducing their indirect water use, but Hunyani the site's carton supplier only calculated their indirect water use in response to the site's request for this data and extensive engagement and support to Hunyani in understanding how to calculate this data.
Corrective action:	<ol style="list-style-type: none"><li>1) Identify priority suppliers based on indirect water risk and catchment relevance.</li><li>2) Engage priority suppliers to move beyond data submission toward collaborative discussion on feasible indirect water-use reduction opportunities.</li><li>3) Support selected suppliers (e.g., Hunyani) in identifying and committing to at least one water-saving or efficiency action within the catchment.</li><li>4) Document supplier actions, targets, or pilot initiatives in the Water Stewardship Plan and supplier engagement records.</li></ol>
Finding No:	TNR-021770
Checklist Item No:	3.9.4
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Feb-19
Checklist item:	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.
Findings:	No actions related to achieving best practice for the site's maintenance of Important Water-Related Areas have been implemented in relation to the targets set.
Corrective action:	To develop a site strategic action plan that outlines specific steps, responsibilities and time frames for the maintenance of important water related areas within the catchment such as wetland restoration. Due Date : 31 January 2026
Evidence of implementation:	Site strategic action plan that outlines specific steps, responsibilities and time frames for the maintenance of important water related areas

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Finding No:	TNR-021995
Checklist Item No:	3.9.5
Status:	Open
Finding level:	Observation
Checklist item:	Actions towards achieving best practice related to targets in terms of WASH shall be implemented.
Findings:	The 3rd action listed above does not qualify as a best practice, as it is basic standard practice to provide liquid soap for hand washing in ablution facilities.
Corrective action:	To review and reclassify all WASH actions in the WSP to clearly distinguish compliance activities from best practices, remove basic compliance measures from the best-practice category and identify, adopt, and implement recognized WASH best practices (e.g. inclusive facility design, behaviour-change programmes, continuous improvement initiatives) aligned with AWS guidance and sector standards.
Finding No:	TNR-021944
Checklist Item No:	4.1.1
Status:	Open
Finding level:	Observation
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	Column P (Performance Evaluation (Note on Progress)) documents the site's performance to date in relation to the targets set.  As per the observation raised under 2.3.2, the site should seek to quantify its targets and progress to date as best as possible, or describe both qualitatively, to enable more robust evaluation of progress against targets.
Corrective action:	Implement the corrective action for Indicator 2.3.2 to ensure that all targets and actions are SMART. This will enable the performance evaluation in Column P to become quantitative and evidence-based, clearly demonstrating progress or the lack thereof.

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### Report Details

Report	Value
Report prepared by	Warrick Stewart
Report approved by	Ozge Gokmen
Report approved on (Date)	19/12/2025

### Surveillance

**Proposed date for next audit**  
2026-Nov-17

### Stakeholder Announcements

Date of publication	Location
22/09/2025	AWS website ( <a href="https://a4ws.org/aws-standard/aws-standard-certification/stakeholder-announcements/">https://a4ws.org/aws-standard/aws-standard-certification/stakeholder-announcements/</a> )
22/09/2025	WSAS website ( <a href="https://watersas.org/stakeholder-announcements/">https://watersas.org/stakeholder-announcements/</a> ) <a href="https://tpz.co.zw/78905-2/">https://tpz.co.zw/78905-2/</a>
Comment	The audit was announced on both the AWS and WSAS websites. The announcement was published in Zimbabwe’s Herald newspaper on 25 September 2025 (as per the 1st attachment). The site also published the official AWS/WSAS notice on their website on 23 September here <a href="https://tpz.co.zw/78905-2/">https://tpz.co.zw/78905-2/</a> (which included the 2nd attachment).

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### Catchment Information

#### Catchment Information

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The site is located in the Manyame Catchment and Upper Manyame Sub-Catchment. The site is located within the Gwebi and Mapfeni groundwater zones, which are characterised by volcanoclastic and pyroclastic sandstones/greywackes.

In the Upper Manyame River basin, the major impoundments are Lake Manyame, Lake Chivero, Seke Dam and Harava Dam. Several rivers flow into these water bodies, including the Gwebi, Muzururu, Marimba, Mukuvizi, Nyatsimne, Ruwa and Manyame Rivers.

The direct use of river water is minimal in the catchment due to limited availability during the dry season. Approximately 200 private dams are scattered in the Gwebi and Muzururu catchment area, primarily to enable agricultural water use, while the reuse of treated effluent (discharged into downstream rivers) is dominant in the entire catchment. Lakes and dams are utilised for water supply, recreation, and commercial fishery purposes. Four impoundments are the most valuable water sources for water supply of metropolitan Harare, where approximately 467,000 m<sup>3</sup>/day are utilised.

Lake Manyame and Lake Chivero are designated as National Parks, with a variety of interests pursued there including fishing, boating, swimming and game viewing. Commercial fishing is allowed in both lakes. Since these impoundments are situated at a lower elevation than the urban area and farmland, generated wastewater reaches these lakes.

The Harare water supply system covers Harare City (350 km<sup>2</sup>) and its adjoining urban areas of Chitungwiza, Norton, Epworth, and Ruwa. The water supply service for the satellite areas of the City is provided by means of bulk water supply. The present water demand for Harare and Chitungwiza is projected to be 382,900 m<sup>3</sup>/day. The industrial water consumption is about 23% of the domestic consumption, while that of commercial/institutional is 5%.

The raw water sources of the Harare water supply system depend on four impoundment dams with a yield of 586,000 m<sup>3</sup>/day. The total intake at present is approximately 640,000 m<sup>3</sup>/day. The water quality of the lakes/dams has deteriorated in recent times due to grey water and industrial wastewater discharge from urban areas into the Manyame river basin.

Two existing potable water treatment plants (WTPs), Prince Edward and Morton Jaffray, apply conventional water treatment technologies, with sludge blanket clarifiers and rapid sand filters. The design capacity of the Morton Jaffray WTP and Prince Edward WTP are 614,000 m<sup>3</sup>/day and 90,000 m<sup>3</sup>/day, respectively. However, the Prince Edward WTP is operated intermittently to supplement peak demand, since its "safe yield" is limited to 23,000 m<sup>3</sup>/day. Water production is 40,000 to 550,000 m<sup>3</sup>/day.

The annual average rainfall in the ten years from 2000 to 2010 was 951 mm. The monthly average rainfall indicates a dry season from April to October. About 78 % of the annual rainfall is concentrated in the five months of the rainy season, and about 23% of the annual amount is recorded during December.

Approximately 1,000,000 m<sup>3</sup>/day flows into Lake Chivero from the catchment, including treated effluent from the Firlle wastewater treatment plant (WWTP) that serves the site, Crowborough WWTW, Zengeza WWTW, Ruwa WWTW and Norton WWTW. Around 640,000 m<sup>3</sup>/day has been drawn for the water supply from the Prince Edward and Morton Jaffray WTPs.

Water loss due to evaporation and other sources is assumed to be 450,000 m<sup>3</sup>/day, which is 60% of the total outflow from Lake Chivero.

Since the Mukuvizi and Marimba Rivers do not have adequate flow and each river has Firlle STP and Crowborough STP in their catchments, water quality is considered to be sensitive to pollution.

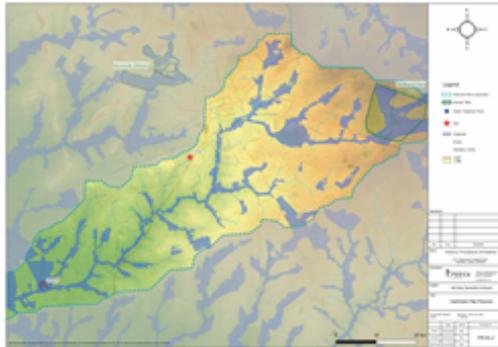
Lake Manyame has been supplying about 60% of raw water for the Morton Jaffray WTP (about 360,000 m<sup>3</sup>/day). Inflow from Lake Chivero averages about 80,000 m<sup>3</sup>/day. Water

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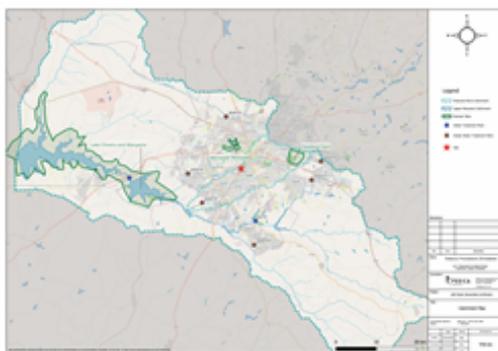
loss by evaporation and others is assumed to be about 250,000 m<sup>3</sup>/day. Approximately 930,000 m<sup>3</sup>/day has been flowing into Lake Manyame from the catchment, with less inflow from the WWTW. In August 2012, Morton Jaffray WTP was forced to limit water production due to the influence of raw sewage inflow from the Norton WWTW.



1.1.1\_Catchment\_Site\_Map.jpg



1.1.1\_Site\_Geological\_Map.jpg



1.1.1\_TPZ\_Catchment\_Map\_Discharge\_Points.jpg

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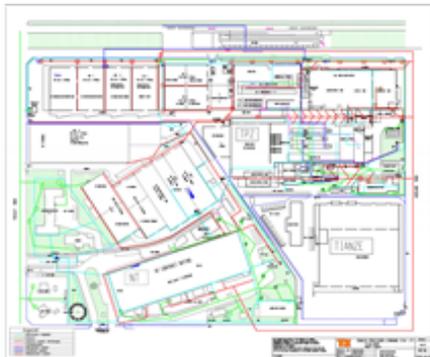
### Client Description and Site Details



Fuel depot with cut-off drain and hydrocarbon sump.jpg



Hotwell and Dearator Tanks.jpg



1.1.1\_Site\_TPZ\_Water Infrastructure and Drainage Map.jpg



Bunded diesel tank.jpg

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On site borehole\_2.jpg

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Effluent discharge point into Municipal system.jpg

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On site borehole.jpg

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Cut-off drain around workshop.jpg

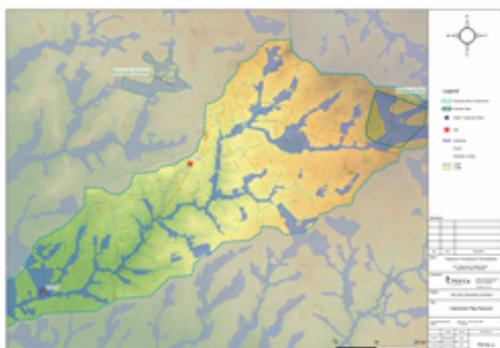


1.1.1\_TPZ\_Site\_Boundary.jpg

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1.1.1\_Catchment\_Site\_Map.jpg

### Client/Site Background

The site is located in the Southerton Industrial Area in the south of the City of Harare, Zimbabwe. This area is a major center for manufacturing and industrial activity, including several other tobacco-related businesses.

The site is located in the Manyame Catchment and Upper Manyame Sub-Catchment. The site is located within the Gwebi and Mapfeni groundwater zones, which are characterised by volcanoclastic and pyroclastic sandstones/greywackes.

The site undertakes primary processing of tobacco for a range of traders, including greenleaf threshing, handstripping, storage and handling. No manufacturing takes place at the facility and no water is used directly in any processes.

The site principally obtains its input water from licensed boreholes, with some Municipal potable water used when required although this can be intermittent. The site's municipal water inflow point is at the north-north-eastern boundary of the site.

Occasionally the site has input water tankered in, to top up its on-site reservoir (storage tank).

No rainwater harvesting is currently being undertaken.

Key site water-related infrastructure and uses include the site's five (5) boreholes, a single main storage tank and associated pump station (for site use including fire suppression if required), primary water treatment, a boiler, misting, and processing, a recycled water reservoir for backup use (from manufacturing grey water), offices, two canteens, ablutions and changerooms, maintenance workshop, fuel depot and above ground diesel storage tank, two solar photovoltaic installations and two associated water tanks (water is used for their cleaning), irrigation of gardens/grounds, a sewage pumpstation, and the wastewater discharge point into the Municipal sewage reticulation system to the Firle WWTW.

Stormwater flows off site at various points along its perimeter and enter the City of Harare's stormwater system.

The site's effluent is discharged to the City of Harare's Firle wastewater treatment works.

The site has a total of just over 2,000 workers at peak periods of processing. The total site is 13.8 hectares in size, but a portion thereof is actually owned and operated by a third-party although the site operates and manages its water-related infrastructure on a contract basis, resulting in the portion of the site owned by TPZ totalling 11.3 hectares.

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### Summary of Shared Water Challenges

#### Summary of Shared Water Challenges

Shared Water Challenges in the catchment include:

- Water borne diseases in Southerton and Harare due to poor potable water quality
- Pipe bursts and aging infrastructure, resulting in high groundwater dependence
- Water scarcity
- Inequitable access to water
- Shared water infrastructure stress
- Lack of water for domestic use
- Poor waste management
- Wastewater handling challenges
- Water pollution of rivers, lakes, and dams
- Failure to obtain borehole licenses from Upper Manyame Council
- Lack of harmonization among water authorities
- Conflicting regulations
- Lack of water data and monitoring
- Climate change impacts on water availability
- Limited stakeholder collaboration
- Infrequent engagement forums
- Flooding in the catchment, damaging other supply chain facilities
- Lack of water-related information for the catchment
- Loss of production, risks to life and safety, environmental impacts, interruption of operations, loss of infrastructure, social challenges, reputational challenges
- Reduction in water quality and eutrophication of surface water.
- Contamination of ground water
- Water losses
- Water contamination leading to water borne diseases
- Inadequate water supply
- WASH issues
- Fines for some industrial operations from the regulatory authorities.

#### 0.0.1 Water Source & Discharge Locations

<b>0.01</b>	<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	The area immediately surrounding the Firlle Wastewater Treatment Works was visited, including the tributary of the Seke River into which the WWTWs discharges its treated effluent. This ultimately flows in the Chivero Dam.	

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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.

Q  
Obs.

Comment

Evidence:

1.1.1 TPZ\_Catchment Map Discharge Points.pdf  
 1.1.1 TPZ\_Site Boundary.pdf  
 1.1.1 Site TPZ Drainage Map.pdf  
 1.1.1 Site Geological Map.pdf  
 1.1 water, sewer and storm water-Model (1).pdf  
 1.1.1 Catchment Site Map.pdf

Comments:

1.1.1 Catchment Site Map.pdf spatially reflects the site's location within the Mukuvisi Micro-Catchment.

1.1.1 TPZ Site Boundary.pdf spatially reflects the site boundaries within Harare, including water inflows and outflows as well as key water-related infrastructure.

1.1.1 Site TPZ Drainage Map.pdf spatially reflects the key operational areas of the site, including water-related infrastructure and pipework.

1.1.1 Site Geological Map.pdf spatially reflects the geology of the site and its surrounds.

1.1 water, sewer and storm water-Model (1).pdf spatially reflects the pipework and other infrastructure for input water, sewage, and storm water drainage for the site.

1.1.1 TPZ\_Catchment Map Discharge Points.pdf spatially reflects the location of the surface originated input water (i.e., Lake Chivero and Manyame) to the site and its associated potable water treatment works (WTP) from which the site receives its potable Municipal water, the WTP near St Mary's, the Monavale Wetland, the Cleveland Dam, the Waste Water Treatment Plant (WWTP) to which the site discharges its effluent, the ultimate receiving water body of this treated effluent, and other WWTPs around Harare.

Opportunity exists to reflect the two streams that the site's stormwater ultimately discharges into.

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

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<b>1.2.1</b>	<p><i>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:</i></p> <ul style="list-style-type: none"> <li>- <i>Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</i></li> <li>- <i>Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</i></li> <li>- <i>Provide evidence of stakeholder consultation on water-related interests and challenges;</i></li> <li>- <i>Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</i></li> <li>- <i>Identify the degree of stakeholder engagement based on their level of interest and influence.</i></li> </ul>	 Yes
<b>Comment</b>	<p>Evidence:</p> <ul style="list-style-type: none"> <li>1.2.1 Perception Survey Questionnaire.pdf</li> <li>1.2.1 AWS Feedback Meeting Report.pdf</li> <li>Stakeholder Engagement Meeting.pptx</li> <li>1.2.1 Engagement Attendance Register.pdf</li> <li>1.2.1 Induction training employees.pdf</li> <li>1.2 Stakeholder_mapping_TPZ.xlsx</li> <li>Engagement photo 1.JPG</li> <li>IMS10 - Water Stewardship Procedure.pdf</li> <li>EMS022 Stakeholder Engagement Procedure.pdf</li> </ul> <p>Comments:</p> <p>EMS022 Stakeholder Engagement Procedure.pdf is the site's procedure for engaging and consulting with stakeholders on relevant issues, ensuring their input is considered in decision-making processes.</p> <p>IMS10 - Water Stewardship Procedure.pdf is the site's procedure for Water Stewardship, including alignment with AWS Standard V2.0, ZWS ISO 9001: 2015, ZWS ISO14001:2015, ZWS ISO45001:2018, and ZWS ISO50001:2018 regarding water management.</p> <p>1.2 Stakeholder_mapping_TPZ.xlsx is the site's Stakeholder Mapping Document, which includes a detail list of the site's internal and external stakeholders, as well as the Influence/Power of each stakeholder; their Interest (High/Low); Engagement matrix (How they should be consulted); Degree of Influence and engagement strategy; Communication Method; Contact Person details; Role (Linkage to the Site); Expectations; Stakeholder and their water related challenges; Shared water challenges; and (Current) Engagement Status.</p> <p>1.2.1 Engagement Attendance Register.pdf lists the participants at the site's stakeholder engagement meeting on 5 September 2025 and the associated invitation letter. Stakeholder Engagement Meeting.pptx is the presentation used by the site at this engagement. 1.2.1 AWS Feedback Meeting Report.pdf is a detailed report on the outcomes of this meeting. Engagement photo 1.JPG is a photograph from this meeting.</p> <p>1.2.1 Perception Survey Questionnaire.pdf is a completed version of the site's perception survey questionnaire, which is used to enable neighbouring businesses and other external stakeholders to make input on the site's environmental performance.</p> <p>1.2.1 Induction training employees.pdf is a signed attendance register of the site's induction training on 25 April 2025.</p> <p>Vulnerable communities and groups were considered in the site's stakeholder identification and mapping in the form of the SOS Children's Home.</p>	
<b>1.2.2</b>	<p><i>Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.</i></p>	 Yes

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Comment	<p>Evidence:</p> <ul style="list-style-type: none"><li>1.2.2 Water Sampling Results.pdf</li><li>1.2.2 Tsebo mid year 2025 Review minutes (2).docx</li><li>1.2.2 T&amp;S Gardeners mid year 2025 Review minutes (1).docx</li><li>1.2.2 Emergency Task Force Meeting Minutes - Copy.pdf</li><li>1.2.2 Degree of influence TPZ WILLOWVALE CLUSTER.docx</li><li>1.2.2 CLEAN UP REPORT.docx</li><li>1.2.2 Clean Up Register August 2025.jpeg</li><li>1.2.2 Clean Up Invitation.pdf</li><li>1.2.2 Emergency Task Force Meeting Minutes - Copy.pdf</li><li>1.2.2 Clean Up Invitation.pdf</li><li>Clean Up Register August 2025.jpeg</li><li>1.2.2 CLEAN UP REPORT.docx</li><li>1.2.2 Degree of influence TPZ WILLOWVALE CLUSTER.docx</li><li>1.2.2 Tsebo mid year 2025 Review minutes (2).docx</li><li>1.2.2 T&amp;S Gardeners mid year 2025 Review minutes (1).docx</li><li>1.2 Stakeholder_mapping_TPZ.xlsx</li><li>EMS022 Stakeholder Engagement Procedure.pdf</li></ul> <p>Comments:</p> <p>1.2 Stakeholder_mapping_TPZ.xlsx is the site's Stakeholder Mapping Document, which includes a detail list of the site's internal and external stakeholders, as well as the Influence/Power of each stakeholder; their Interest (High/Low); Engagement matrix (How they should be consulted); Degree of Influence and engagement strategy; Communication Method; Contact Person details; Role (Linkage to the Site); Expectations; Stakeholder and their water related challenges; Shared water challenges; and (Current) Engagement Status.</p> <p>These stakeholders encompass the suite of primary water users and other potentially affected water-related stakeholders considering both upstream and downstream water use. There are additional agricultural water users downstream, but they are not directly impacted by the site's operations.</p>	
<b>1.3</b>	<i>Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</i>	
<b>1.3.1</b>	<i>Existing water-related incident response plans shall be identified.</i>	 Yes

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Comment	<p>Evidence:            1.3.1 Water Incident Report Form.docx            1.3.1 Spill Response training and Drill.pdf            1.3.1 Mock Spillage Response Drill Report June 2025.pdf            1.3.1 EMS014 Spill Prevention Procedures.pdf            1.3.1 Emergency Preparedness Manual-Revision 2025.doc</p> <p>Comments:            1.3.1 Emergency Preparedness Manual-Revision 2025.doc is the site's detailed Emergency and Business Continuity Plan. The plan includes, amongst other risks and impacts, the following water-related aspects:</p> <ul style="list-style-type: none"> <li>• Water supply interruptions (municipal or borehole).</li> <li>• Risks to water infrastructure (pipe bursts, sewer blockages, pump failures).</li> <li>• Flood risks from storms and surface water.</li> <li>• Pollution events or declining water quality trends affecting catchment sources.</li> <li>• Dependence on external/public infrastructure.</li> </ul> <p>1.3.1 EMS014 Spill Prevention Procedures.pdf is the site's procedure for responding to and proactively avoiding chemical spills.</p> <p>1.3.1 Mock Spillage Response Drill Report June 2025.pdf is a report on a mock drill for a chemical spill conducted on 23 June 2025. 1.3.1 Spill Response training and Drill.pdf is the signed attendance register from this drill.</p> <p>1.3.1 Water Incident Report Form.docx is a reporting form template for water incidents.</p>
<b>1.3.2</b>	<p><i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i></p> <p style="text-align: right;"> Yes</p>
Comment	<p>Evidence:            251118_TPZ_WaterSupply_Schematic_FINAL_01.pdf</p> <p>Comments:            251118_TPZ_WaterSupply_Schematic_FINAL_01.pdf is a schematic of the site's mapped water balance including inflows from the site's boreholes and Municipal potable water; storage in the main tank for processing and fire suppression, and the back-up tank in the site basement; and losses from the boiler, misting, processing, irrigation, ablutions, and offices; and all outflows of site effluent (from processing and ablutions).</p>
<b>1.3.3</b>	<p><i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i></p> <p style="text-align: right;"> closed</p>

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Comment	<p>Evidence: 1.3.3 Site Water Balance 2025.pdf 1.3.3 Site Water Balance 2024.pdf 251119_TPZ_WaterBalance_07.xlsx</p> <p>Comments: 1.3.3 TPZ_WaterBalance.xlsxm includes a worksheet (WaterBalance) that quantifies the site's water balance from 1 January 2024 to 30 September 2025, including inflows from the site's boreholes, Municipal potable water supply, and an external source (water tanker); uses and losses from the boiler, misting, processing, irrigation, ablutions, offices, and PV panel cleaning; re-use from the site's re-drier; and outflows of site effluent from processing and ablutions.</p> <p>Storage at the start of the water balance calculation period (e.g., 1 January 2024 and 1 January 2025) had not been incorporated into the site's quantification, but was rectified by the site during the on-site audit (see 251119_TPZ_WaterBalance_07.xlsx, 251119_TPZ_WaterBalance_2025.pdf, and 251119_TPZ_WaterBalance_2024.pdf reflect). Storage on an ongoing basis is captured in the site's water balance under Details/Control, which is the difference between Reservoir Inflow and Outflow. However, for 2024 this does not correlate with stated reservoir storage volumes at 1 January and 31 December 2024 respectively. Reservoir storage volume at 30 September 2025 was not documented. most crucially though, the site has not yet taken reservoir storage at the end of each reporting period into account in its final calculations of the site's water balance (see TPZ WB Summary section).</p> <p>Effluent discharge is currently an estimate based on inflows, metered uses, and estimated uses, not actual measurement of effluent that is discharged from the site to the Municipal sewer system.</p> <p>1.3.3 Site Water Balance 2025.pdf and 1.3.3 Site Water Balance 2024.pdf reflect the same data as 1.3.3 TPZ_WaterBalance.xlsxm, but in PDF format.</p>
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**Finding No: TNR-021996**

<b>1.3.4</b>	<p><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></p>	<p>Q Obs.</p>
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Comment	<p>Evidence: 1.3.4 Water Quality Results.docx 1.3.4 Effluent and drinking water statistics 2022-2025.xls</p> <p>Comments: 1.3.4 Effluent and drinking water statistics 2022-2025.xls is the site's water quality database from 1 January 2022 to 30 September 2025, which includes data from the site's potable input water, various potable water access points/locations (e.g., Western Canteen purifier, Western canteen Tap, Factory Admin Dispenser, Factory Kitchen Tap, Reception Kitchen, SHE Office Dispenser etc.), and the site's effluent water quality (from Q2 2022 to end September 2025). The Municipal potable water supply and Groundwater supply (via the Main Storage Tank, into which the Municipal water is not mixed) are sampled separately.</p> <p>The data have been reflected graphically for "Portable water full chemical" that reflects any annual and seasonal variances. The chemical and microbiological data for the site's effluent has also been reflected graphically and is relevant as the site has only 150 employees and many contractors that are reduced substantially from February to April when site maintenance is undertaken and no operations are underway.</p> <p>For each set of water quality data, limits are specified (e.g., WHO for drinking water and Zimbabwe legal requirements for effluent), and the results of comparative analyses are reflected in PDF reports but not graphically. Where exceedances are identified above the limits, the site develops an Environmental Monitoring Programme Report that documents such exceedances and identifies necessary mitigation measures for implementation.</p> <p>1.3.4 Water Quality Results.docx is a summary of the data in 1.3.4 Effluent and drinking water statistics 2022-2025.xls, which includes key findings for key parameters (BOD, COD, nutrients, metals etc.). Elevated levels for certain key parameters for the site's input water were recorded in 2023 and 2025.</p> <p>The site has identified the sampling of water quality of the downstream of the Municipal Waste Water Treatment Works to which the site sends its effluent as important, but has not implemented this yet. A quote that the site obtained for this sampling was shown as a hardcopy during the audit. This sampling is planned for December. Physical evidence was also provided of the formal order generated by the site to the supplier for this sampling.</p> <p>The site currently does not have any water quality data for the Chivero Dam, which is the ultimate source of the treated water it receives from the Municipality. The dam is part of the same system that the site's ultimately treated effluent is discharged into.</p>	
<b>1.3.5</b>	<p><i>Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.</i></p>	 Yes
Comment	<p>Evidence: 1.3.5 Pollution sources map settling tanks.jpg 1.3.5 Pollution sources map generators.jpg 1.3.5 List of Site potential water pollutant Sources.xlsx</p> <p>Comments: 1.3.5 List of Site potential water pollutant Sources.xlsx documents all of the site's potential pollution sources, including the related process, receptors, probability (likelihood and frequency of occurrence), Probability Rating, Consequence, Scale of Aspect, Cost of Changing (Mitigating) Impact, Consequence Rating, Aspect Score, Control Actions, and Responsible Department.</p> <p>1.3.5 Pollution sources map settling tanks.jpg is a map of the location of potential pollution sources linked to the site's effluent source locations, including fuel dispensing, canteens, coal bunker, car wash bay, laboratory, boiler blowdown etc.</p> <p>1.3.5 Pollution sources map generators.jpg is a map of the location of potential pollution sources linked to the site's processors and generators, including the site's chemical store.</p>	

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

Comment: The site does not have any on-site Important Water-Related Areas.

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

Comment: Evidence:  
1.3.7 Water Saving - Cost Calculation.xlsx  
1.3.7 Water Stewardship Value Creation Report.docx

Comments:  
1.3.7 Water Stewardship Value Creation Report.docx is the site's Water Stewardship Value Creation Report for the period from January to September 2025. It includes the site's investments (costs) into various water-related initiatives, and the value created across the different capitals (Natural, Human, Social & Relationship, Manufactured, Financial, and Intellectual) via implementation of these initiatives to date.

1.3.7 Water Saving - Cost Calculation.xlsx quantifies the site's cost of purchasing municipal water and water via an external contractor from January 2025 to October 2025, as well as cost savings via the use of borehole water compared to Municipal water.,

The site displayed their revenues from 2024 (TPZ Revenues.xlsx), broken down by categories, of which the site's Packing and Processing service category is directly associate with water-related revenues. This document was not provided in hard or electronic format, due to its sensitive nature.

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

Comment: Evidence:  
1.3.8 WASH Services.xls  
1.3.8 WASH Services Best Practice.docx  
1.3.8 Water Dispensers Inventory.xlsx  
1.3.4\_Effluent\_and\_drinking\_water\_statistics\_2022-2025  
Water Dispensers Inventory

Comments:  
1.3.8 WASH Services.xls is the site's schedule for the cleaning of WASH facilities by the appointed contractor (Tsebo).

1.3.8 WASH Services Best Practice.docx documents the site's WASH facilities, including the number of toilets and handwash basins per gender per facility/location on site. It also states that lockers are provided for all employees in the separate male and female changerooms, that sanitary product receptacles are made available for female employees, and the requirements for cleaning of ablution facilities. It is explained that these facilities are accessible to the site's external contractors too.

1.3.8 Water Dispensers Inventory.xlsx and Water Dispensers Inventory.xlsx documents the water dispensers available at different locations across the site.

1.3.4\_Effluent\_and\_drinking\_water\_statistics\_2022-2025 reflects the quality of drinking water available on site.

However, evidence was not provided of the number of showers per gender that are present in each facility.

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<b>1.4</b>	<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>	
<b>1.4.1</b>	<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>	 <b>Yes</b>
Comment	<p>Evidence:            1.4.1 _IndirectWaterUse_.xlsx            1.4.1 Hunyani 2025 Water Usage- TPZ Tobacco Cartons - Excel.xlsx            Evidence was shown onscreen during the audit of supplier correspondence.</p> <p>Comments:            1.4.1 _IndirectWaterUse_.xlsx lists the primary suppliers to the site who's product/s includes embedded water, and the country and catchment of origin of each, but this does not include any quantification as yet nor the quality and level of water risk for inputs from within the site's catchment.</p> <p>1.4.1 Hunyani 2025 Water Usage- TPZ Tobacco Cartons - Excel.xlsx documents the embedded water within the tobacco cartons received by the site from March to October 2025, including the associated volume of such cartons.</p> <p>No data was provided for the tobacco itself, which is the majority by volume and weight of primary inputs. However, the site has corresponded with its tobacco merchants requesting this information but has not received the data from its merchants yet. Evidence was shown onscreen during the audit of supplier correspondence.</p>	
<b>1.4.2</b>	<i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i>	 <b>Yes</b>
Comment	<p>Evidence:            1.4.2 _IndirectWater Use.xlsx</p> <p>Comments:            1.4.2 _IndirectWaterUse_.xlsx lists the suppliers of outsourced services to the site who's product/s includes embedded water (Dry cleaning of uniforms and baking of Bread), and the country and catchment of origin of each, but this does not include any quantification as yet where those services originate within the site's catchment although these are well below 5% of both cost or volume, so such quantification is not required.</p>	
<b>1.5</b>	<i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i>	
<b>1.5.1</b>	<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>	 <b>Yes</b>
Comment	<p>Evidence:            1.5.1 Water Governance Initiatives.docx</p> <p>Comments:            1.5.1 Water Governance Initiatives.docx documents the various water and WASH-related governance initiatives being implemented in Zimbabwe, including the Applicable Legal/Policy Requirements, the Affected Departments/Process, a Summary of Key Requirements (Goals), the Current Compliance Status, Priority of the Initiatives, and Comments (further descriptive explanation for each). The site updates this annually via a review by an external legal firm.</p>	

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

- 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 Evidence:  
1.5.2 Water Compliance Obligations Register.docx  
WHO Guidelines.pdf
- Comments:  
1.5.2 Water Compliance Obligations Register.docx documents the various water and WASH-related legal requirements that the site has to comply with, including the Activity / Aspect / Hazard (e.g., specific permit required, Applicable Legal/Policy Requirements (the specific applicable legislation), the Affected Departments/Process, a Summary of Key Requirements (Goals), the Current Compliance Status, Priority of the Initiatives, and Comments (further descriptive explanation for each).
- The Water Act speaks to customary rights, but as Harare is an urban area under Municipal jurisdiction there are not any customary rights applicable to the site and its potential area of influence.
- 1.5.3** *The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.* 🔍  
Obs.
- Comment Evidence:  
1.5.3\_ Catchment Water Balance.docx
- Comments:  
1.5.3\_ Catchment Water Balance.docx is an overview of the surface water balance for the Upper Manyame River Basin, but most of the data is from 2001 or older.
- The Upper Manyame Catchment Council advised that they do not have sufficient data to enable quantification of the groundwater balance, which is exacerbated by the limited number of formally register boreholes in the catchment.
- Scarcity and an indication of annual and seasonal variance were not quantified for groundwater.
- 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.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment	<p>Evidence: 1.5.4 Water Quality Report for the Upper Manyame Catchment.docx</p> <p>Comments: 1.5.4 Water Quality Report for the Upper Manyame Catchment.docx is a descriptive summary of the water quality status of the Upper Manyame Sub Catchment Map. However, the quantified data provided is very limited, which is principally for the period from 1995 to 2012, and relates exclusively to chemical parameters. This is due to the very limited data available for the catchment and sub-catchment.</p> <p>Seasonal variance is mentioned, but not quantified in any way.</p> <p>No biological information is provided other than mentioning elevated E. coli, and only turbidity levels are specified for physical parameters.</p> <p>From the information, it is clear that there are a number of water-related challenges that are a threat to good water quality status for people or environment, but indication of annual and seasonal high and low variances were not identified.</p> <p>Recognising the currently limited, publicly available data, opportunity exists to strengthen the current evidence when new data becomes available.</p>	
<b>1.5.5</b>	<p><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></p>	<p>🔍 Obs.</p>
Comment	<p>Evidence: 1.5.5 Catchment Map.pdf 1.5.5 Catchment IWRAs.pdf 1.5.5__Water_Quality_Report_for_the_Upper_Manyame_Catchment</p> <p>Comments: 1.5.5 Catchment Map.pdf is a map of the Upper Manyame Catchment and Mukuvisi Micro-Catchment, including the Lake Chivero and Manyame, the Monavale Wetland, the Cleveland Dam, and the various rivers and streams although these are not labelled.</p> <p>1.5.5 Catchment IWRAs.pdf is a map of the Mukuvisi Micro-Catchment, which reflects the Mukuvisi River, Cleveland Dam on the river, and the nearby Monavale Wetland outside this micro-catchment.</p> <p>The site identified the following catchment IWRAs in 1.5.5__Water_Quality_Report_for_the_Upper_Manyame_Catchment, a few of which lie just beyond the site's catchment, but are relevant to the City of Harare as a whole:</p> <ul style="list-style-type: none"> <li>- Wetlands around Monavale and Cleveland Dam</li> <li>- Lake Chivero</li> <li>- The rivers in Harare (but these were not named).</li> </ul> <p>1.5.5__Water_Quality_Report_for_the_Upper_Manyame_Catchment documents the status of these IWRAs, including associated threats to people or the natural environment, with references provided.</p> <p>Opportunity exists to specify the relevant rivers in Harare and document the different status of each. Also, mentioned was made of Lake Chivero being located within the Lake Chivero Recreational Park, which is a formally declared National Park and RAMSAR wetland site.</p>	
<b>1.5.6</b>	<p><i>Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.</i></p>	<p>✅ closed</p>

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment Evidence:  
 1.5.6 Catchment Water Infastructure.docx  
 Firle\_Water\_Works.docx

Comments:  
 1.5.6 Catchment Water Infastructure.docx provides a summary of the status of health care, water treatment and supply, and waste water treatment in the catchment, as well as maps for each, and details of initiatives to address the current weakness and shortfalls.

Firle\_Water\_Works.docx provides an overview of the role and status of the Firle Water Works Water Treatment Plant, but not any information about its potential exposure to extreme events.

No other evidence includes information on the condition and potential exposure to extreme events of other key infrastructure in the catchment that the site is directly reliant upon.  
**Finding No: TNR-021789**

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

Comment Evidence:  
 1.5.7 Catchment WASH services.docx

Comments:  
 1.5.7 Catchment WASH services.docx provides a summary of the status of health care, water treatment and supply, and waste water treatment in the catchment, as well as maps for each, and details of initiatives to address the current weakness and shortfalls. This evidence does not include any information on the adequacy of available WASH services within the catchment (e.g., number of residents/households with access to potable water, sanitation facilities etc.). However, this is principally due to the very limited data on the availability of WASH services within Harare within the latest Harare Master Plan 2025 to 2045.

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

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

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## Alliance for Water Stewardship (AWS)

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Comment	<p>Evidence: 1.6.1 Shared Water Challenges.xlsx</p> <p>Comments: 1.6.1 Shared Water Challenges.xlsx documents the site's shared water related challenges including:</p> <ul style="list-style-type: none"> <li>• Water borne diseases in Southerton, Harare, due to poor water quality</li> <li>• Pipe bursts and aging infrastructure, leading to high groundwater dependence</li> <li>• Water scarcity</li> <li>• Inequitable access to water</li> <li>• Shared water infrastructure stress</li> <li>• Lack of water for domestic use</li> <li>• Poor waste management</li> <li>• Wastewater handling challenges</li> <li>• Water pollution</li> <li>• Failure to obtain borehole licenses from Upper Manyame</li> <li>• Lack of harmonization among water authorities</li> <li>• Conflicting regulations</li> <li>• Lack of data and monitoring</li> <li>• Climate change impacts on water availability</li> <li>• Limited stakeholder collaboration</li> <li>• Infrequent engagement forums</li> <li>• Flooding in the catchment - destroying other supply chain facilities</li> <li>• Lack of water-related information for the catchment</li> <li>• Loss of production, risks to life and safety, environmental impacts, interruption of operations, loss of infrastructure, social challenges, reputation and legal responsibility</li> <li>• Loss in water quality, and eutrophication of surface water.</li> <li>• Contamination of ground water</li> <li>• Water loss</li> <li>• Water contamination leading to water borne diseases</li> <li>• Inadequate water supply</li> <li>• WASH issues</li> <li>• Fines from the regulatory authorities.</li> </ul> <p>This includes a list of the stakeholders affected by each challenge, Initiatives to address each, the Prioritization (Immediate Action, Long Term Action) for each, and Actions on initiatives (i.e., by the site to date).</p>	
<b>1.6.2</b>	<i>Initiatives to address shared water challenges shall be identified.</i>	 Yes
Comment	<p>Evidence: 1.6.2 Initiatives To Address Shared Water Challenges.docx</p> <p>Comments: 1.6.1 Shared Water Challenges.xlsx documents the site's shared water related challenges, lists the stakeholders affected by each challenge, and specifies current Initiatives to address each challenge</p>	
<b>1.7</b>	<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>	
<b>1.7.1</b>	<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

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Comment	<p><b>Evidence:</b>            TPZ SHE Environment Risk &amp; Opp Register 2025.xlsx            TPZ SHE Environmental Aspect Register 2025.xlsx            1.7.1 Site Water Related Risks.xlsx</p> <p><b>Comments</b>            1.7.1 Site Water Related Risks.xlsx documents the site's Water Related Challenges and Risks, categorised per Process, including Risk Classification, Risk Rating (Consequence 7 Probability), Risk Score, Potential Cost, Business impact, Frequency (of Occurrence), Control Actions, and the (relevant) AWS V2.0 Component / Requirement (Indicator). Some of the risks identified, amongst others, included:            - Over abstraction and depletion            - Building trust with the community            - Chemical spillages which leads to water pollution            - Use of delivered illegal water by bulk water suppliers            - Production stoppage due to physical water scarcity            - Sewer pipe bursts            - Negative media coverage            - Contamination of surface and groundwater.</p> <p>TPZ SHE Environment Risk &amp; Opp Register 2025.xlsx is the site's detailed environmental risk and opportunity register for all aspects of the operation.</p> <p>TPZ SHE Environmental Aspect Register 2025.xlsx is the site's detailed environmental aspect (impact) register for all aspects of the operation.</p>	
<b>1.7.2</b>	<p><i>Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.</i></p>	 Obs.
Comment	<p><b>Evidence:</b>            Energy Significance Criteria.xlsx            TPZ SHE Environment Risk &amp; Opp Register 2025.xlsx            1.7.2 Water related Opportunities Register- TPZ.xlsx</p> <p><b>Comments:</b>            1.7.2 Water related Opportunities Register- TPZ.xlsx is the site's Water Related Opportunity register, which includes criteria for the Probability (of achieving the opportunity); Probability Rating; Benefit (if opportunity is encountered) including sub-criteria for Potential Benefit to Water Stewardship Actions, On-site Potential Benefit to Water Stewardship in the Actions in Catchment, Potential improvement in legal compliance, Potential improvement to Good Water Governance, Improvement to Company Reputation, and Potential Cost of Implementation; Benefit Rating; Opportunity Factor (Prob x Ben); Positive Business Opportunities; Opportunity Pursuit Plan; and Assessment Team (Responsible Parties). However, this currently does not include potential savings.</p> <p>TPZ SHE Environment Risk &amp; Opp Register 2025.xlsx is the site's detailed environmental risk and opportunity register for all aspects of the operation.</p> <p>Energy Significance Criteria.xlsx reflects the site's assessment of its energy significance per operational area, but this has not direct bearing on this indicator.</p>	
<b>1.8</b>	<p><i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i></p>	
<b>1.8.1</b>	<p><i>Relevant catchment best practice for water governance shall be identified.</i></p>	 Yes

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## Alliance for Water Stewardship (AWS)

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Comment	<p>Evidence:</p> <ul style="list-style-type: none"> <li>2.3.2_Water_Stewardshi_Plan</li> <li>1.8.1 Public disclosure of water use data.pptx</li> <li>DSC_0282.JPG</li> <li>1.8.1 Emergency Task Force Meeting Minutes.pdf</li> <li>1.8.1 BAT.pdf</li> <li>1.8.1 WASH Services Best Practice.docx</li> <li>1.8.1 Catchment Best Practices for water gorvenance.docx</li> </ul> <p>Comments:</p> <p>1.8.1 Catchment Best Practices for water governance.docx is the site's Water Compliance Obligations Register, but also includes details of various national policies, strategies, and international good and best practices and tools. Some, if not all, of the national policies and strategies do not constitute best practice.</p> <p>Various other supporting documentation was provided, but the relevant of this evidence in relation to governance best practices has not been explained or described.</p> <p>2.3.2_Water_Stewardshi_Plan under columns F and J documents the site's identified best practices for water governance, which include:</p> <ul style="list-style-type: none"> <li>- Strengthen catchment and global partnerships for sustainable development.</li> <li>- Training and awareness</li> <li>- Stakeholder Engagement within physical scope.</li> <li>- Public disclosure of site water stewardship efforts and water related data.</li> </ul> <p>These were broken down by the site into the following sub-actions:</p> <ul style="list-style-type: none"> <li>- Stakeholder engagement and surveys.</li> <li>- Training of employees and contractors on water management.</li> <li>- Conduct Interviews with Local Community to understand shared water challenges in catchment.</li> <li>- Communication with neighbouring companies to understand their water stewardship initiatives.</li> <li>- Engagement with catchment private, public Sector, enforcement agencies and social groups.</li> <li>- Disclose and transparently communicate site water stewardship efforts, water saving measures, shared water challenges and opportunities with all relevant stakeholders.</li> </ul>
<b>1.8.2</b>	<p><i>Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.</i></p>

**Q**  
Obs.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment Evidence:  
2.3.2\_Water\_Stewardshi\_Plan  
1.8.2 GLT Enginnering Slides Updated - 02 July 2025.pptx  
AWS Toolbox Meeting Notes.docx  
SHE THEMES OF THE MONTH 2025.docx  
1.8.2 Induction training.pdf

Comments:  
2.3.2\_Water\_Stewardshi\_Plan under columns F and J documents the site's identified best practices for water balance, which include:  
- Water reduction: Record daily tobacco processed and water consumed and implement water use reduction activities  
- Smart water metering: Flow meters Installed at different areas of plant to monitor water consumption and identify large water consuming areas  
- Redirect basement borehole water to the Basement/Redrier tank: Install water storage tank, connections and meters

1.8.2 GLT Enginnering Slides Updated - 02 July 2025.pptx documents the status of engineering projects at the site, including WASH facility upgrades.

Opportunity exists to expand this current information to include other global or regional best practices for water balance.

**1.8.3** *Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.*

 Obs.

Comment Evidence:  
2.3.2\_Water\_Stewardshi\_Plan  
1.8.3 TPZ Chemical results.pdf April 2025.pdf  
1.8.3 TPZ Microbiological results August 2025.pdf  
1.8.3 TPZ EFFLUENT WATER RESULTS FINAL RESULTS SC March 2025.pdf  
1.8.3 TPZ EFFLUENT WATER RESULTS FINAL RESULTS June 2025.pdf  
WHO Guidelines.pdf

Comments:  
2.3.2\_Water\_Stewardshi\_Plan under columns F and J documents the site's identified best practices for water quality, which include:  
- Portable water quality: Use of consultant laboratories to perform water quality tests and undertaken analyses against the WHO Guidelines, not just national limits.  
- Data Gathering of Water Quality in the Catchment within Physical Scope: Identification of important water related areas within the microcatchment along Mukuvisi river.

1.8.3 TPZ Chemical results.pdf April 2025.pdf, 1.8.3 TPZ Microbiological results August 2025.pdf, 1.8.3 TPZ EFFLUENT WATER RESULTS FINAL RESULTS SC March 2025.pdf, and 1.8.3 TPZ EFFLUENT WATER RESULTS FINAL RESULTS June 2025.pdf reflect the site's water quality results, but this does not include a list of water quality best practices.

WHO Guidelines.pdf is the WHO Drinking Water Guidelines, but no context has been provided by the site as to why this was uploaded and how it may be applicable.

Opportunity exists to expand this current information to include other global or regional best practices for water quality.

**1.8.4** *Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.*

 closed

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment Evidence:  
2.3.2\_Water\_Stewardshi\_Plan

Comments:  
The site identified the following best practices related to targets in terms of the site's maintenance of Important Water-Related Areas in its WSP (see 2.3.2\_Water\_Stewardshi\_Plan) and has implemented the following actions to date:  
- Protection of water species in the fish pond via Water quality monitoring: Fish pond in place and the water quality is suitable for fish. Sampling for water quality was conducted, resulted indicated that all parameters were fully compliant and posed no hard to fish.  
- Reviewed environmental aspects and rated check their significance level using an internal designed rating matrix. The outcome shows that TPZ impacts are currently insignificant.

However, the (artificial) fish pond on-site is not an IWRA, so does not quality as evidence against this indicator. Also, the site's review of its environmental aspects does not qualify as an action directly related to the maintenance of Important Water-Related Areas.

3.9.4.xlsx is the site's WSP that reflects the Actions identified by the site which it believes constitutes Best Practices reflected in column J (Best Practices). The two Best Practice actions identified by the site as below do not constitute IWRA Best Practices:  
- The (artificial) fish pond on-site is not an IWRA, so does not quality as evidence against this indicator.  
- The site's review of its environmental aspects does not qualify as an action directly related to the maintenance of Important Water-Related Areas.  
Also, the WSP and other evidence do not reflect any Best Practices that the site has not already identified for implementation.

1.5.5 Water Quality Report for the Upper Manyame Catchment.docx documents the status of the IWRAs the site identified in the catchment, including associated threats to people or the natural environment, but does not reflect any best practices.

However, in summary, no local, regional, national, or global best practices for maintenance of IWRAs, including within the catchment, were identified.

**Finding No: TNR-021775**

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

  
Obs.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence:</p> <ul style="list-style-type: none"><li>1.8.1_WASH_Services_Best_Practice</li><li>1.8.1_Catchment_Best_Practices_for_water_governance</li><li>CSR Hospital.jpeg</li><li>CSR Public toilet.JPG</li><li>25. Personal hygiene and HIV,AIDS and STIs.docx</li><li>SHE THEMES OF THE MONTH 2025.docx</li><li>1.8.2 Induction training.pdf</li><li>1.8.5 WASH Services Cleaning schedule.xls</li><li>Water Dispensers Inventory.xlsx</li><li>2.3.2_Water_Stewardship_Plan.xlsx</li><li>DSC_0352.JPG</li><li>DSC_0328.JPG</li><li>3.9.5 Actions towards achieving best practice related to WASH.docx</li><li>3.9.5 CANTEEN INSPECTION OCTOBER 2025.xlsx</li></ul> <p>Comments:</p> <p>1.8.1_WASH_Services_Best_Practice lists the national legal requirements related to WASH facilities, but not actual best practices.</p> <p>25. Personal hygiene and HIV,AIDS and STIs.docx lists a set of best practices for Personal Hygiene, HIV, AIDS and STIs of which some relate to WASH, but not all.</p> <p>A suite of additional supporting evidence was provided, but without an explanation of the relevance to this indicators, for example:</p> <ul style="list-style-type: none"><li>- SHE THEMES OF THE MONTH 2025.docx</li><li>- 1.8.2 Induction training.pdf</li><li>- 1.8.5 WASH Services Cleaning schedule.xls</li><li>- Water Dispensers Inventory.xlsx.</li></ul> <p>The site identified the following best practices for WASH in its WSP (see 2.3.2_Water_Stewardship_Plan):</p> <ul style="list-style-type: none"><li>- Provide Improved Sanitation facilities to women</li><li>- Reduce water loss and reduce minimise contact</li><li>- Provision of liquid soap for hand washing in ablution facilities</li><li>- Arranging an an industrial clean up campaign with other stakeholder e.g regulatory, community etc.</li></ul> <p>However, the 3rd action listed above does not qualify as a best practice, as it is basic standard practice to provide liquid soap for hand washing in ablution facilities.</p> <p>Opportunity exists to expand the current information to consider a wider range of relevant sector and/or catchment best practices for site provision of equitable and adequate WASH services.</p>
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Audit Number: AO-001839

<b>2</b>	<b>STEP 2: COMMIT &amp; PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan</b>	
<b>2.1</b>	<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>	
<b>2.1.1</b>	<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"> <li>- <i>That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</i></li> <li>- <i>That the site implementation will be aligned to and in support of existing catchment sustainability plans</i></li> <li>- <i>That the site's stakeholders will be engaged in an open and transparent way</i></li> <li>- <i>That the site will allocate resources to implement the Standard.</i></li> </ul>	 closed
Comment	<p>Evidence:                  2.1.1 TPZ Water Stewardship Disclosure.pdf                  Latest site Water Stewardship Policy (photo of hard copy on site)</p> <p>Comments:                  2.1.1 TPZ Water Stewardship Disclosure.pdf is the site's water stewardship disclosure, which includes an introductory commitment, followed by a Vision, Mission, details of a governance structure, Site Water Stewardship Plan Performance details regarding water consumption from 2022 to 2024, Site Water use improvement initiatives, and Stakeholder Engagement approaches. However, this disclosure and commitment does not include all the requirements as specified in Indicator 2.1.1, particularly regarding the following:</p> <ul style="list-style-type: none"> <li>- ... achieve improvements in AWS water stewardship outcomes;</li> <li>- That the site implementation will be aligned to and in support of existing catchment sustainability plans; and</li> <li>- That the site will allocate resources to implement the Standard.</li> </ul> <p>The Site Water Stewardship Policy (1 July 2025), as displayed in hard copy at the site (see photograph uploaded, includes all the sub-requirements of this indicator except that site implementation will be aligned to and in support of existing catchment sustainability plans.</p> <p style="text-align: right;"><b>Finding No: TNR-021784</b></p>	
<b>2.2</b>	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
<b>2.2.1</b>	<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"> <li>- <i>Identification of responsible persons/positions within facility organizational structure</i></li> <li>- <i>Process for submissions to regulatory agencies.</i></li> </ul>	 Yes

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## Alliance for Water Stewardship (AWS)

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**Comment** Evidence:  
 2.2.1 EMS006 Evaluation of compliance obligations.pdf  
 2.2.1 EMS004 Identification of Compliance Obligations.pdf  
 TPZ Permits and Licenses 2025.docx  
 1.5.1\_Water\_Governance\_Initiatives

Comments:  
 2.2.1 EMS004 Identification of Compliance Obligations.pdf documents the site's Environmental Procedure for determining compliance obligations.

2.2.1 EMS006 Evaluation of compliance obligations.pdf is the site's Environmental Procedure for how the site's current compliance status should be determined and documented, but is not the actual updated register reflecting the current or past compliance status.

TPZ Permits and Licenses 2025.docx lists all of the site's permits and licenses, the date of issue and expiry, and the scheduled date for renewal. All of these permits and licenses are currently in place and up-to-date.

1.5.1\_Water\_Governance\_Initiatives also lists all Water Governance Initiatives relevant to the site, including applicable legislation and the site's current state of compliance.

**2.3** *Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.*

**2.3.1** *A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.*



Yes

**Comment** Evidence:  
 2.3.1 TPZ Water Stewardship Strategy.pdf

Comments:  
 2.3.1 TPZ Water Stewardship Strategy.pdf is the site's Water Stewardship Strategy that includes the Scope, Vision, Mission Statement, details of the site's Water Stewardship Steering Committee structure, Strategic Goals, Objectives, Outcomes, Guiding Principles, an overview of the site's Water Stewardship Plan (WSP), Stakeholder Engagement scope, Emergency Preparedness and Response system overview, and Communication requirements related to the site's WSP.

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



Obs.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

**Comment** Evidence: 2.3.2\_Water\_Stewardshi\_Plan.xlsx

**Comments:**  
 2.3.2 Water Stewardship Plan.xlsx is the site's WSP across all 5 of the AWS Outcome Areas, which includes the following components (criteria): AWS Outcome; Identified Water Risks/Shared Water Challenges; Identified Water related Opportunities; Scope; Actions (Best Management Practices); Key steps Prioritization (Immediate Action, Long Term Action); Objective; Target/Action; Measurement/Monitoring method; Cost (USD); Planned Time frames; Responsible; Status of Progress; Performance Evaluation (Note on Progress); Assessment & Prioritization of Potential Savings; and Business Opportunities.

General information is provided for measurement and monitoring, but is insufficiently specific and measurable to enable effective monitoring.

Targets/Actions are specified, but are also insufficiently specific and measurable to enable effective measurement of progress and monitoring (e.g., quantitatively or qualitatively described).

Planned timeframes to achieve actions/targets are specific, but some are not sufficiently specific (e.g., annual; 2025 Ongoing; Capex 2027).

Financial budgets in the form of projected costs have been allocated for most actions.

The positions of persons responsible for actions and achieving targets are specified

The link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes is specified in the Row titled Actions (Best Management Practices), but some of these actions do not constitute Best Practices.

Opportunity also exists to make improvements to the condition of the WASH facilities in the men's changeroom.

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

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

 Obs.

**Comment** Evidence: 2.4.1 Plan to mitigate or adapt to risks.xlsx

**Comments:**  
 2.4.1 Plan to mitigate or adapt to risks.xlsx documents the site's Water Related Challenges and Mitigation Plan. The Plan does not include any evidence of it having been developed in co-ordination with relevant public-sector and infrastructure agencies. However, the site met with the Water Superintendent of the City of Harare to discuss its Water Stewardship actions and how the site can cooperate and/or collaborate with the City of Harare, of which the site's Plan to mitigate or adapt to water risks is one component. Due to the very early stage of discussions, the plan itself was not discussed yet. The site has also requested a meeting to engage with the Upper Manyame Sub-Catchment Council to discuss both its water risk mitigation and adaptation plan and other cooperation and/or collaboration opportunity.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

**3 STEP 3: IMPLEMENT - Implement the site’s stewardship plan and improve impacts**

**3.1** *Implement plan to participate positively in catchment governance.*

**3.1.1** *Evidence that the site has supported good catchment governance shall be identified.*

  
Yes

Comment Evidence:  
 Portable water sampling.pdf  
 Portable Water Sampling Results.pdf  
 3.1.1.JPG  
 3.1.1 Stakeholder Engagement Meeting.pptx  
 3.1.1 Corporate Social Responsibility.JPG  
 3.1. 1.JPG

Comments:  
 The site's WSP reflects the following Water Governance actions and progress to date. Additional progress to date, as explained by the site, is also documented below.

A. Borehole permit compliance  
 1. Review local water authority requirements.  
 2. Submit necessary documentation for borehole registration.  
 3. Obtain and renew permits on time.  
 4. Maintain borehole logbooks and meter readings.  
 - Progressing on schedule; application renewal forms submitted, awaiting approval. Letter of authority issued

B. Training and awareness  
 Training of employees and contractors on water management  
 - Completion of training forms

C. Stakeholder Engagement within physical scope.  
 1. Conduct Interviews with Local Community to understand shared water challenges in catchment.  
 2. Communication with neighbouring companies to understand their water stewardship initiatives.  
 3. Engagement with catchment private, public Sector, enforcement agencies and social groups  
 - Emails and Questionnaires have been sent to stakeholders and as an initial step, data collection in progress  
 - Emails and Questionnaires have been sent to stakeholders and as an initial step, data collection in progress  
 - The meeting was held on 05 September 2025

D. Public disclosure of site water stewardship efforts and water related data  
 1. Disclose and transparently communicate site water stewardship efforts, water saving measures, shared water challenges and opportunities with all relevant stakeholders.  
 - A meeting was held on 05 September 2025 to disclose the site's Water Stewardship Plan, planned water stewardship actions, progress to date, and performance.  
 - This information has also been disclosed on the site's website (see <https://tpz.co.zw/wp-content/uploads/2025/09/Water-Stewardshi-Disclosure.pdf>)

**3.1.2** *Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.*

  
Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence: 3.1.2 Water rights.docx</p> <p>Comments: 3.1.2 Water rights.docx reflects that the site is located in a commercial/urban and peri-urban setting, and there are no indigenous peoples present with customary or other rights over and above other citizens. There are also no water rights applicable over and above legal requirements. The site has not identified any other water rights applicable in its water context.</p>	
<b>3.2</b>	<i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i>	
<b>3.2.1</b>	<i>A process to verify full legal and regulatory compliance shall be implemented.</i>	 Yes
Comment	<p>Evidence: 3.2.1 EMS006 Evaluation of compliance obligations.pdf 3.2.1 EMS004 Identification of Compliance Obligations.pdf TPZ Permits and Licenses 2025.docx 1.5.1_Water_Governance_Initiatives</p> <p>Comments: 2.2.1 EMS004 Identification of Compliance Obligations.pdf documents the site's Environmental Procedure for determining compliance obligations.</p> <p>2.2.1 EMS006 Evaluation of compliance obligations.pdf is the site's Environmental Procedure for how the site's current compliance status should be determined and documented, but is not the actual updated register reflecting the current or past compliance status.</p> <p>TPZ Permits and Licenses 2025.docx lists all of the site's permits and licenses, the date of issue and expiry, and the scheduled date for renewal. All of these permits and licenses are currently in place and up-to-date.</p> <p>1.5.1_Water_Governance_Initiatives also lists all Water Governance Initiatives relevant to the site, including applicable legislation and the site's current state of compliance.</p> <p>The site shares its effluent quality results with both the City of Harare and the Upper Manyame Sub-Catchment Council and neither have raised any concerns. The City of Harare undertakes its own monitoring of the site's effluent and has never raised any concerns.</p> <p>A written letter, including the site's effluent quality results, was shared with the Upper Manyame Sub-Catchment Council, which was stamped and dated 13 October 2025 confirming receipt by the Council.</p>	
<b>3.2.2</b>	<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>	 Obs.
Comment	<p>Evidence: 3.2.2 Water rights.docx</p> <p>Comments: In 3.2.2 Water rights.docx the site has documented that it is located in a commercial/urban and peri-urban setting, and there are no indigenous peoples present with customary or other rights over and above other citizens. There are also no water rights applicable over and above legal requirements. The site has not identified any other water rights applicable in its water context.</p> <p>However, opportunity exists for the site to improve its management of chemicals, particularly in terms of place of drums and containers beyond cut-off drains in the chemical store.</p>	

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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- 3.3** *Implement plan to achieve site water balance targets.*
  
- 3.3.1** *Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.*



Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence: 3.3.1 Progress Report Towards Water Balance Targets.docx</p> <p>Comments: Water reduction - Record daily tobacco processed and water consumed and implement water use reduction activities: Data collection and target monitoring is ongoing</p> <p>Smart water metering - Flow meters installed at different areas of plant to monitor water consumption and identify large water consuming areas: Smart flow meters are installed. Need for progressive calibration.</p> <p>Strengthening water Metering and Monitoring 1. Installation of Flow meter on all facilities locations: Flow meter is installed and water metering is improved onsite. 2. Installation of Flow meter on sewer drain: Flow meter are installed (for process grey water) and wastewater metering is improved onsite.</p> <p>Reuse Process Redrier Wastewater - 100% reuse of Redrier process water for toilet flushing: Amount of fresh water is saved and process wastewater is reused for toilet flushing. This practice significantly contributed to a reduction in fresh water use.</p> <p>Redirect basement borehole water to the Basement/Redrier tank -Install water storage tank, connections and meters: In 2025, amount of fresh water has been saved and process wastewater is reused for toilet flushing.</p> <p>Optimization of water usage in tobacco factory processing - Water usage is optimized by installing valve in pipes to adjust water pressure during processing: This performance indicator was successfully implemented in the factory and has been reviewed annually.</p> <p>Installation of Boiler effluent drainage - Control of boiler effluent: Implemented weekly cleaning of the drainage, as well as pollution control by directing effluent into the coal bunker.</p> <p>Harvesting of sink waste water in the Main gents toilets - Installation of pipework and reservoir tank for sink waste water collection: Future plan and pending implementation in 2026.</p> <p>Implement a wastewater harvesting system - Design harvesting system: Preliminary indications are that these is the potential for significant water savings, but this has not been implemented yet. A feasibility study is still to be undertaken.</p> <p>Data Gathering of Water Level in the Catchment within physical scope - Identification of important water related areas within the microcatchment: Baseline Water Level data collection around the catchment to still be done.</p> <p>Engage with suppliers and service providers that use water in their operations to understand indirect water use. - Liaise with raw material suppliers or service providers to know their water use and water saving practices (if any): Site communicated with suppliers during bi-annual reviews to solicit feedback.</p>	
<b>3.3.2</b>	<p><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></p>	<p>✔ Yes</p>

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment	<p>Evidence:          3.3.2 Annual Targets To Improve The Site.docx          3.3.2 tonnes green processing target.pdf          3.3.2 Annual targets to improve site's water efficiency.docx</p> <p>Comments:          3.3.2 Annual Targets To Improve The Site.docx documents the shared water challenges, the site's corresponding targets, their status, actions taken, and next steps.</p> <p>3.3.2 Annual targets to improve site's water efficiency.docx is site's Progress Report reflecting progress towards its water balance targets.</p> <p>3.3.2 tonnes green processing target.pdf reflects the site's KPIs for green tobacco include water conservation targets and progress to date.</p>	
<b>3.3.3</b>	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	The site does not have any legally binding agreement for the re-allocation of water to social, cultural or environmental needs.	
<b>3.4</b>	<i>Implement plan to achieve site water quality targets</i>	
<b>3.4.1</b>	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

**Comment** Evidence:  
3.4.1 Progress Report Towards meeting water quality targets.docx

**Comments:**  
3.4.1 Progress Report Towards meeting water quality targets.docx and the site's WSP reflect the following progress to date, which has been supplemented via further explanations provided by the site during the audit:

**Portable water quality**  
- Use of consultant laboratories to perform water quality tests: This action is ongoing and performed every 2 months. All records are maintained.

**Monitoring of Treated Wastewater Quality**  
- Monthly Analysis waste water using consultant laboratories: This action is ongoing and performed every 3 months. All records are maintained

**Sampling and analysis of water samples and Reports submitted to Upper Manyame**  
- This action is ongoing and performed every year on quarterly basis. All record is maintained and routinely reviewed. Results of all parameters are compliant to local regulations. All Legal requirements are compliant.

**Inspection of the coal bunker**  
- 1. Schedule inspections; 2. Train staff; 3. Document findings: Inspections are ongoing showing minor structural damages (fractures), which was recently discovered, so planning to address this has not commenced yet. There is a drainage system to capture any drainage though.

**Conduct regular oil store inspections**  
- 1. Schedule inspection; 2.Document findings: Inspections are ongoing showing minor structural damages, which was recently discovered so planning to address this has not commenced ye.

**Install shed to provide roof for waste collection bins**  
- 1. Make a drawing; 2. Purchase Materials: At drawing stage

**Data Gathering of Water Quality in the Catchment within Physical Scope**  
- 1. Identification of important water related areas within the microcatchment along Mukuvisi River: Appointment of a service provider for Baseline Water and Wastewater Quality data collection around the catchment has been completed, but they have not commenced their sampling yet that will begin in January.

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

**Comment** Evidence:  
3.4.2 Waste Water Continual Improvement.docx  
1.3.4\_Effluent\_and\_drinking\_water\_statistics\_2022-2025.xlsx  
3.4.2 Effluent Sampling June 2025.docx  
3.4.2 12062025 TPZ EFFLUENT WATER RESULTS FINAL RESULTS SC.pdf  
3.4.2\_Effluent\_Sampling\_June\_2025

**Comments:**  
3.4.2 Effluent Sampling June 2025.docx, 3.4.2 12062025 TPZ EFFLUENT WATER RESULTS FINAL RESULTS SC.pdf, 3.4.2\_Effluent\_Sampling\_June\_2025, and 1.3.4\_Effluent\_and\_drinking\_water\_statistics\_2022-2025.xlsx reflect the site's effluent quality data, but not in a format whereby the graphs clearly reflect improvements in water quality over time. It is important to note that the operation undertakes processing in Q2 and Q3, with some processing in Q4 depending on volumes, with maintenance undertaken in Q1, so the effluent quality results over time should be reviewed per quarter, and not across the whole year, to be able to consider trends accurately.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

**Finding No: TNR-021938**

- 3.5** *Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.*
- 3.5.1** *Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.* Q  
Obs.
- Comment
- Evidence:  
2.3.2\_Water\_Stewardshi\_Plan.xlsx
- Comment:  
As the site does not have any on-site IWRAs, it did not identify any directly related actions and targets at a site level.
- The site was not aware that this indicator could relate to catchment (off-site) IWRAs and therefore did not provide any evidence for off-site IWRA actions.
- However, the site identified the follow action in its WSP that relates to catchment IWRAs, and has implemented this to date as follows:  
- Identification of environmental aspects and impacts: Reviewed environmental aspects help to check their significance level.
- Going forward, the site should consider potential off-site (catchment) IWRA actions under this indicator in its WSP in the future.
- 3.6** *Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.*
- 3.6.1** *Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.* Q  
Obs.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence:            3.6.1 WASH Trainings.pdf            3.6.1 Plan to provide access to WASH for all workers.docx            3.6.1 WASH Services Cleaning scehdule.xls            3.6.1 TPZ Drinking Water Microbiological Report TM SC.pdf            3.6.1 Drinking Water Dispensers Inventory.xlsx            3.6.1 TPZ Chemical results.pdf April 2025.pdf</p> <p>Comments:            3.6.1 Plan to provide access to WASH for all workers.docx documents the site's current level of WASH adequacy, as well as plans to improve the current facilities.</p> <p>3.6.1 WASH Services Cleaning scehdule.xls reflects the site's WASH cleaning regime.</p> <p>3.6.1 TPZ Drinking Water Microbiological Report TM SC.pdf reflects the site's results for drinking water.</p> <p>3.6.1 Drinking Water Dispensers Inventory.xlsx is a list of water dispensers on site.</p> <p>3.6.1 TPZ Chemical results.pdf April 2025.pdf reflects the site's results for input, drinking, and cooking (borehole) water.</p> <p>3.6.1 WASH Trainings.pdf is evidence of the site's training provided to staff and contractors on WASH.</p> <p>Opportunity exists to improve the current condition of WASH facilities for men in the changeroom. Whilst these are adequate in terms of number, their condition is poor and could be improved. WASH facilities in the office areas and other locations are both adequate and in very good condition.</p>	
<b>3.6.2</b>	<p><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></p>	<p>Q Obs.</p>
Comment	<p>Evidence:            1.3.4_Effluent_and_drinking_water_statstics_2022-2025.xlsx            Borehole Inventory List.xlsx (shown on-screen during audit)</p> <p>Comment:            1.3.4_Effluent_and_drinking_water_statstics_2022-2025.xlsx reflects that the site is not impinging on the human right to safe water and sanitation of communities through their operations due to pollution from the site's input and process water, and/or effluent, nor due to over-abstraction.</p> <p>Borehole Inventory List.xlsx (shown on-screen during audit) documents the site's annual abstraction limits for each of its boreholes, but the site was not able to provide annual abstraction data, only quarterly data. This is relevant, as if the site is/was over-abstracting groundwater, it could impact a communities' access to groundwater.</p>	
<b>3.7</b>	<p><i>Implement plan to maintain or improve indirect water use within the catchment:</i></p>	
<b>3.7.1</b>	<p><i>Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.</i></p>	<p>Q Obs.</p>

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment	<p>Evidence:          Targets September 2025.xls          SHE_rotated.pdf          2.3.2_Water_Stewardshi_Plan.xlsx</p> <p>Comments:          Targets September 2025.xls and SHE_rotated.pdf reflects the site's various ESG KPIs, but none of these directly relate to indirect water use targets.</p> <p>2.3.2_Water_Stewardship_Plan.xlsx reflects the site having identified an action to "Engage with suppliers and service providers that use water in their operations to understand indirect water use, including liaising with raw material suppliers or service providers to know their water use and water saving practices (if any): To date ongoing communication has been conducted with suppliers, including written requests, for their indirect water use data. However, as such data has not been received from all suppliers, the site has not been able to set indirect water use targets yet based on this baseline data.</p>	
<b>3.7.2</b>	<p><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></p>	<p> Obs.</p>
Comment	<p>Evidence:          3.7.2 Indirect water communication to shareholders.docx          3.7.2 Tsebo mid year 2025 Review minutes.docx          3.7.2 T&amp;S Gardeners mid year 2025 Review minutes.docx</p> <p>Comments:          3.7.2 Indirect water communication to shareholders.docx reflects the site's engagement with its suppliers requesting indirect water use data. To date the site is not able to demonstrate any actions taken by their suppliers in the catchment in reducing their indirect water use, but Hunyani the site's carton supplier only calculated their indirect water use in response to the site's request for this data and extensive engagement and support to Hunyani in understanding how to calculate this data.</p> <p>3.7.2 Tsebo mid year 2025 Review minutes.docx reflects the need for Tsebo to measure water usage when using water. 3.7.2 T&amp;S Gardeners mid year 2025 Review minutes.docx. However, both these services are conducted on site, and therefore as not related to indirect water use.</p>	
<b>3.8</b>	<p><i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i></p>	
<b>3.8.1</b>	<p><i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i></p>	<p> Yes</p>

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

**Comment** Evidence:  
 3.8.1 Supplier Water site visit report.docx  
 3.8.1 Emergency Task Force Meeting Minutes.pdf  
 3.8.1 AWS Feedback Meeting Report.docx  
 Stakeholder Engagement Meeting.pptx  
 3.8.1 Upper Manyame.pdf  
 3.8.1 Engagement photo 2.JPG  
 3.8.1 Confirmation of meeting engagement.pdf  
 3.8.1 Clean Up Register August 2025.jpeg

Comments:  
 3.8.1 AWS Feedback Meeting Report.docx demonstrates the site's extensive engagement with various relevant stakeholders through a workshop, including organs of state that are owners of any shared water-related infrastructure. This includes the following key concerns within catchment infrastructure were raised: Water Scarcity due to availability challenges; Poor Infrastructure and Lack of Data and Monitoring; Water Pollution; Over Extraction; and Inequitable Access to Water.

The other evidence listed above reflects various other engagements, but not directly related to engagement with the owners of shared water-related infrastructure about concerns the site may have.

**3.9** *Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.*

**3.9.1** *Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.* ✔  
Yes

**Comment** Evidence:  
 2.3.2\_Water\_Stewardship\_Plan.xlsx  
 1.8.1\_Catchment\_Best\_Practices\_for\_water\_gorvenance  
 3.9.1 Energy Management Certficiation.pdf  
 3.9.1 Environmental Policy 2025-1.pdf  
 3.9.1 Energy Management Policy 2025-1.pdf  
 3.9.1 COH Fuel.docx

Comments:  
 The site identified the following best practices for water governance in its WSP (see 2.3.2\_Water\_Stewardship\_Plan):  
 - Stakeholder engagement and surveys: Stakeholder engagement with Upper Manyame Sub-Catchment Council on opportunities for improvement in the catchment. Achieved 100% on planned actions.  
 - Training of employees and contractors on water management: Completion of training and associated attendance for register - 100%.  
 - Conduct Interviews with Local Community to understand shared water challenges in catchment: Emails and Questionnaires were sent to stakeholders and the stakeholder meeting/workshop was completed on 05 September 2025. Achieved 100%  
 - Engagement with catchment private, public sector, enforcement agencies and social groups: The meeting/workshop was held on 05 September 2025 - 100% complete.

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

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence: 2.3.2_Water_Stewardshi_Plan.xlsx</p> <p>Comments: The site identified the following best practices for water balance in its WSP (see 2.3.2_Water_Stewardship_Plan) and has implemented the following actions to date: - Record daily tobacco processed and water consumed and implement water use reduction activities: Data collection and target monitoring ongoing. Water use tracking helps to monitor water consumption (100 % complete, but ongoing). - Flow meters Installed at different areas of plant to monitor water consumption and identify large water consuming areas: 10 Smart flow meters were purchased and installed. Need for progressive calibration and installation of software for desktop data collection (50% complete). - Reuse Process Redrier Wastewater: Project was successfully implemented (100% complete). Amount of fresh water is saved and process wastewater is reused for toilet flushing. This practice significantly contributed to a reduction in fresh water use.</p>	
<b>3.9.3</b>	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	<p>Evidence: 2.3.2_Water_Stewardship_Plan.xlsx SHEQ Management Programme_2025.xls</p> <p>Comments: The site identified the following best practices for water quality in its WSP (see 2.3.2_Water_Stewardship_Plan) and has implemented the following actions to date: - Portable water quality - Use of consultant laboratories to perform water quality tests and assess against WHO Guidelines 2019: This action is ongoing and performed every 2 months. All records are maintained. - Data Gathering of Water Quality in the Catchment within Physical Scope to understand water quality situation of surface water in the catchment and share the results with Upper Manyame Catchment Council: Sampling of an off-site location identified, processing of purchase order for the task approved, awaiting execution early December 2025 - 50% complete.</p>	
<b>3.9.4</b>	<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>	 closed
Comment	<p>Evidence: 3.9.4.xlsx</p> <p>Comments: 3.9.4.xlsx is the site's WSP that reflects the Actions identified by the site which it believes constitutes Best Practices reflected in column J (Best Practices). However, this does not reflect any Best Practices that the site has not already identified for implementation. In addition, the two Best Practice actions identified by the site as below do not constitute IWRA Best Practices: - The (artificial) fish pond on-site is not an IWRA, so does not qualify as evidence against this indicator. - The site's review of its environmental aspects does not qualify as an action directly related to the maintenance of Important Water-Related Areas.</p>	
		<b>Finding No: TNR-021770</b>
<b>3.9.5</b>	<i>Actions towards achieving best practice related to targets in terms of WASH shall be implemented.</i>	 Obs.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-001839

Comment	<p>Evidence: 3.9.5.xlsx 2.3.2_Water_Stewardshi_Plan.xlsx DSC_0352.JPG DSC_0328.JPG 3.9.5 Actions towards achieving best practice related to WASH.docx 3.9.5 CANTEEN INSPECTION OCTOBER 2025.xlsx</p> <p>Comments: The site identified the following best practices related to targets in terms of the site's maintenance of Important Water-Related Areas in its WSP (see 3.9.5.xlsx and 2.3.2_Water_Stewardship_Plan) and has implemented the following actions to date:</p> <ul style="list-style-type: none"><li>- Provide Improved Sanitation facilities to women: Project in progress at 62%, with construction well advanced.</li><li>- Reduce water loss and reduce minimise contact: Budget provision for USD5527.00 planned for 2026 to replace all existing taps</li><li>- Provision of liquid soap for hand washing in ablution facilities: Budget provision for USD605.00 planned for 2026 to purchase and install heavy duty soap dispensers</li><li>- Arranging an industrial clean up campaign with other stakeholder e.g., regulatory, community etc: 100% complete, the clean up was conducted on 02 August 2025, regulatory bodies and industries attended the event.</li></ul> <p>However, the 3rd action listed above does not qualify as a best practice, as it is basic standard practice to provide liquid soap for hand washing in ablution facilities.</p>
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Audit Number: AO-001839

### 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.*

 Obs.

Comment Evidence:  
2.3.2\_Water\_Stewardshi\_Plan

Comments:  
Column P (Performance Evaluation (Note on Progress)) of 2.3.2\_Water\_Stewardshi\_Plan.xlsx documents the site's performance to date in relation to the targets set.

As per the observation raised under 2.3.2, the site should seek to quantify its targets and progress to date as best as possible, or describe both qualitatively, to enable more robust evaluation of progress against targets.

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

 Yes

Comment Evidence:  
1.3.7\_Water\_Stewardship\_Value\_Creation\_Report.docx  
4.1.2\_Water\_Stewardship\_Value\_Creation\_Evaluation\_Report\_-\_Internal.docx

Comments:  
1.3.7 Water Stewardship Value Creation Report.docx is the site's Water Stewardship Value Creation Report for the period from January to September 2025. It includes the site's investments (costs) into various water-related initiatives, and the value created across the different capitals (Natural, Human, Social & Relationship, Manufactured, Financial, and Intellectual) via implementation of these initiatives to date. However, the site has not separated those that relate to the site versus those that relate to the catchment.

4.1.2\_Water\_Stewardship\_Value\_Creation\_Evaluation\_Report\_-\_Internal.docx reflects the value creation achieved to date for the site in a descriptive, summarised form.

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

 Yes

Comment Evidence:  
1.3.7\_Water\_Stewardship\_Value\_Creation\_Report.docx  
4.1.3\_Water\_Stewardship\_Value\_Creation\_Evaluation\_Report\_External.docx

Comments:  
1.3.7 Water Stewardship Value Creation Report.docx is the site's Water Stewardship Value Creation Report for the period from January to September 2025. It includes the site's investments (costs) into various water-related initiatives, and the value created across the different capitals (Natural, Human, Social & Relationship, Manufactured, Financial, and Intellectual) via implementation of these initiatives to date. However, the site has not separated those that relate to the site versus those that relate to the catchment.

4.1.3\_Water\_Stewardship\_Value\_Creation\_Evaluation\_Report\_External.docx reflects the value creation achieved to date for the catchment in a descriptive, summarised form.

**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.*

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**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 Evidence:  
4.2.1 Water Incident Report.docx  
4.2.1 Corrective action Report.doc  
4.2.1 Water Incident Report.pdf  
4.2.1 SHE Performance Tracker.pptx

Comments:  
The site did not experience any water-related emergency incidents during the last year.

The site did experience a water related incident on 28 October 2025, which is documented in 4.2.1 Water Incident Report.docx, 4.2.1 Water Incident Report.pdf, and 4.2.1 Corrective action Report.doc, including the associated Root Cause Analysis, determination of Corrective Actions, and timely implementation and close out.

4.2.1 SHE Performance Tracker.pptx documents all the site's incidents during 2024 and 2025 to date.

**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 Evidence:  
4.3.1 Introwise feedback.docx  
3.8.1\_AWS\_Feedback\_Meeting\_Report  
Stakeholder\_Engagement\_Meeting.pptx

Comments:  
3.8.1\_AWS\_Feedback\_Meeting\_Report and Stakeholder\_Engagement\_Meeting.pptx (on slides 15 and 16) reflect the site having shared its performance information with its stakeholders during the workshop on 5 September 2025.

4.3.1 Introwise feedback.docx reflects a stakeholder's feedback after participating in this workshop.

**4.4** *Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.*

**4.4.1** *The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.* ✔  
Yes

Comment Evidence:  
4.4.1 Water Stewardship Plan Evaluation Report.docx

Comments:  
The site has been implementing the first version of its WSP as it has not achieved Initial Certification yet. The WSP will be reviewed and updated accordingly going forward.

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
<b>5.1</b>	<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>
<b>5.1.1</b>	<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>Evidence: 5.1.1 TPZ Water Stewardship Disclosure.pdf 3.8.1_AWS_Feedback_Meeting_Report Stakeholder_Engagement_Meeting.pptx</p> <p>Comments: 3.8.1_AWS_Feedback_Meeting_Report and Stakeholder_Engagement_Meeting.pptx (on slides 11 and 12) reflect the site having shared disclosed its water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations.</p> <p>5.1.1 TPZ Water Stewardship Disclosure.pdf is the site's formal disclosure document that reflects these details.</p>
<b>5.2</b>	<i>Communicate the water stewardship plan with relevant stakeholders.</i>
<b>5.2.1</b>	<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>Evidence: 3.8.1_AWS_Feedback_Meeting_Report Stakeholder_Engagement_Meeting.pptx Contractor Meeting 10 September 2025.pdf 5.2.1 WSP Communication.pdf 5.2.1 Water Stewardship Communication.docx 5.2.1 Stakeholder Engagement Meeting.pptx</p> <p>Comments: 3.8.1_AWS_Feedback_Meeting_Report and Stakeholder_Engagement_Meeting.pptx (on slide 20) reflect the site having disclosed how its WSP contributes to AWS Standard outcomes via the columns for Control Actions and AWS V2.0 Component / Requirement.</p>
<b>5.3</b>	<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>
<b>5.3.1</b>	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i>

Yes

Yes

Yes

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**Comment** Evidence:  
 5.2.1\_Water\_Stewardship\_Communication Contractor\_Meeting\_10\_September\_2025  
 3.8.1\_AWS\_Feedback\_Meeting\_Report Stakeholder\_Engagement\_Meeting.pptx  
 5.3.1 Production Minutes - 24 September 2025.docx  
 5.3.1Management review presentation - Copy.pptx  
 5.3.1 TPZ Water Stewardship Disclosure.pdf  
 5.3.1RV\_Quarterly\_Sustainability\_Report\_Q1\_Sept25\_TPZ.pptx  
 5.3.1\_TPZ\_Water\_Stewardship\_Disclosure

Comments:  
 5.2.1\_Water\_Stewardship\_Communication reflects the site having shared its WSP with its external stakeholders, including quantified performance against targets.

3.8.1\_AWS\_Feedback\_Meeting\_Report and Stakeholder\_Engagement\_Meeting.pptx (on slide 20) reflect the site having disclosed its WSP performance including performance against targets to stakeholders at the workshop on 5 September 2025 via slides 15 and 20.

Contractor\_Meeting\_10\_September\_2025 are minutes of this meeting that reflect the site having shared the contents of its WSP with its contractors.

5.3.1\_TPZ\_Water\_Stewardship\_Disclosure also documents the sharing one of the site's WSP actions with stakeholders during this specific meeting.

**5.4** *Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges;engagement with stakeholders; and co-ordination with public-sector agencies.*

**5.4.1** *The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.*



**Comment** Evidence:  
 5.4.1 Disclosure on efforts to address sharedwater challenges.docx  
 1.6.1\_Shared\_Water\_Challenges.xlsx  
 3.8.1\_AWS\_Feedback\_Meeting\_Report Stakeholder\_Engagement\_Meeting.pptx

Comments:  
 5.4.1 Disclosure on efforts to address sharedwater challenges.docx reflects the site having shared its shared water-related challenges with its external stakeholders via dissemination of the document 1.6.1\_Shared\_Water\_Challenges.xlsx.

5.2.1\_Water\_Stewardship\_Communication reflects the site having shared its WSP with its external stakeholders including water-related challenges, although those specified were largely internal to the site.

3.8.1\_AWS\_Feedback\_Meeting\_Report on page 6 (see Section 6.0) and Stakeholder\_Engagement\_Meeting.pptx (on slide 20) reflect the site having shared its WSP with its external stakeholders, including includes the details of shared water-related challenges.

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



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**Comment** Evidence:  
 3.8.1\_AWS\_Feedback\_Meeting\_Report  
 Stakeholder\_Engagement\_Meeting.pptx  
 DSC\_0304.JPG  
 5.4.2 Perception Survey Questionnaire.pdf

Comments:  
 3.8.1\_AWS\_Feedback\_Meeting\_Report on page 6 and Stakeholder\_Engagement\_Meeting.pptx reflect the site having engaged stakeholders and coordinated and supported public-sector agencies via the discussions and information shared at the AWS workshop hosted by the site on 5 September 2025.

DSC\_0304.JPG is a photo of the joint litter clean-up undertaken with the City of Harare and the Ministry of Industry and Commerce, initiated by the site.

**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 did not have any water-related compliance violations during the last year.

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

**Comment** The site did not have any water-related compliance violations during the last year.

**5.5.3** *Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.* ✔  
Yes

**Comment** The site did not have any water-related compliance violations during the last year.

**Previous Findings**

*All non-conformities raised in the previous audit have been satisfactorily closed.* ↓  
N/A