

CERTIFICATION REPORT

Alliance for Water Stewardship (AWS)

Audit Number: AO-001853

SITE DETAILS

Site: **Coca-Cola Los Volcanes Plant**

Address: Km. 176.5 carretera al Pacífico, San Sebastián, Retalhuleu., 11002, San Sebastián,
GUATEMALA

Contact Person: Lourdes Castillo

AWS Reference Number: AWS-000756

Site Structure: Single Site

CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2026-Mar-30

Validity of certificate: 2029-Mar-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: Ricardo Salas Colunga

Site Participants:

Beatriz Alejandra Maldonado González, QSE Chief

Byron Cesar Flores López, Environmental Management Analyst

Lourdes Elisa Castillo Gaitan, Environmental Executive

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Yasmin Saida Santiesteban, Production Manager

Luis Mazariegos Calderón, Quality Coordinator

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ADDITIONAL INFO

Summary of Audit Findings: During the certification audit, 5 non-conformities and 16 observations were raised.

The Client is requested to submit a root cause analysis and corrective actions for each of the non-conformities to WSAS within 7 days of receipt of the audit report, by 02/02/2026.

The non-conformities must be closed within 90 days of the end of the audit, however, due to the delay in issuing the report this due date is postponed to 15/03/2026. In order to meet this timeline evidence is to be submitted to WSAS by 01/03/2026.

The audit team recommends certification of Coca Cola Los Volcanes Plant 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 Coca Cola Los Volcanes against the AWS International Water Stewardship Standard Version 2.

Coca Cola Los Volcanes Plant, Km. 176.5 carretera al Pacífico, San Sebastián, Retalhuleu., 11002, San Sebastián, GUATEMALA and description of all facilities, process activities and outputs that were included in the assessment.

The facility is located in the The Los Volcanes Plant is located in the department of Retalhuleu, in the southwestern region of the country. It is located in the Samalá River basin, situated in the south of the national territory, within the Pacific Coastal Plain and the Volcanic Highlands. This basin covers approximately 1,500 km².

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

The onsite site visit included the assessment of The on-site visit included the evaluation of the production lines, raw water purification systems, finished product storage area, caustic soda tanks, hydrochloric acid tank, water recovery area, hazardous waste storage, dining room, toilets, and the site's general pumping station. Outside, the IWRA Patrocinio Private Nature Reserve was visited

FINDINGS

Observation	1
Observation	15
Non-Conformity	5

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FINDING DETAILS

Finding No:	TNR-022740
Checklist Item No:	1.2.1
Status:	Open
Finding level:	Observation
Checklist item:	Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall: <ul style="list-style-type: none">- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;- Provide evidence of stakeholder consultation on water-related interests and challenges;- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;- Identify the degree of stakeholder engagement based on their level of interest and influence.
Findings:	While stakeholder consultations have been conducted and general challenges such as governance and legal framework gaps were identified through these discussions, the process of systematically documenting and tracing these challenges directly to specific stakeholder inputs could be strengthened.
Finding No:	TNR-022281
Checklist Item No:	1.2.2
Status:	Open
Finding level:	Observation
Checklist item:	Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.
Findings:	The site does not include the names of the organisations to which the individuals listed belong in its justification table.
Finding No:	TNR-022697
Checklist Item No:	1.3.3
Status:	Open
Finding level:	Observation
Checklist item:	Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.
Findings:	Improving measurement accuracy and reducing unidentified volumes would strengthen the reliability of the quantified site water balance

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Finding No: TNR-022282
Checklist Item No: 1.3.7
Status: Open
Finding level: Observation
Checklist item: Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.
Findings: The site must include all water-related costs and omit non-water-related costs.

Finding No: TNR-022283
Checklist Item No: 1.4.1
Status: Open
Finding level: Observation
Checklist item: The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.
Findings: The site did not include Coca-Cola Company concentrate among its inputs.

Finding No: TNR-022518
Checklist Item No: 1.5.4
Status: Open
Finding level: Observation
Checklist item: Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.
Findings: The site must include in the evidence the thesis from which they took the water quality data presented.

Finding No: TNR-022725
Checklist Item No: 1.5.6
Status: Open
Finding level: Observation
Checklist item: Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.
Findings: It is unclear how the conditions and exposure of the relevant water infrastructure affecting the site and the Samala River basin were assessed.

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Finding No: TNR-022520
Checklist Item No: 1.6.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Mar-15
Checklist item: Shared water challenges shall be identified and prioritized from the information gathered.
Findings: The site did not include all the challenges shared in particular: Lack of a legal framework that enables good governance and water management. Identified by stakeholders during interviews conducted

Finding No: TNR-022522
Checklist Item No: 1.7.1
Status: Open
Finding level: Observation
Checklist item: Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.
Findings: It does not consider risks associated with natural events, such as earthquakes, hurricanes, droughts, and increased volcanic activity. It does not identify a time frame for the risks

Finding No: TNR-022523
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: It does not include best practices for water balance in the basin.

Finding No: TNR-022524
Checklist Item No: 1.8.4
Status: Open
Finding level: Observation
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.
Findings: The best practices identified for IWRAs fail to refer to IWRAs.

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Finding No: TNR-021987
Checklist Item No: 2.4.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Mar-28
Checklist item: A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.
Findings: The site does not present evidence that the plan was developed in coordination with the relevant public sector agencies.
Corrective action: TR Comment - 09/02/2026: The evidence provided demonstrates that a stakeholder consultation procedure and related tools (e.g., stakeholder matrix and communication materials) have been developed. However, the submitted evidence does not demonstrate that the water risk mitigation/adaptation plan was developed in coordination with relevant public-sector or infrastructure agencies, as required by Indicator 2.4.1. Therefore, the evidence is not considered sufficient to close the finding.

Finding No: TNR-022726
Checklist Item No: 3.4.1
Status: Open
Finding level: Observation
Checklist item: Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings: While the site has identified multiple objectives in its water stewardship plan, not all of these are directly related to water quality targets. To fully meet the indicator's requirements, it would be beneficial to clearly distinguish which objectives are intended as measurable water quality targets and to describe the progress toward those targets accordingly.

Finding No: TNR-022563
Checklist Item No: 3.5.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Mar-28
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: The site, in its evidence, describes the actions taken focused on other outcomes of the standard and almost completely omits any reference to the IWRAs, and is not consistent with the identification of the IWRAs.

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Finding No:	TNR-022772
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:	The site has not included indirect water use targets in its water management plan.
Finding No:	TNR-022565
Checklist Item No:	3.9.4
Status:	Open
Finding level:	Observation
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:	The site does not identify in which IWRA the actions are being implemented.
Finding No:	TNR-022729
Checklist Item No:	4.1.1
Status:	Closed
Finding level:	Non-Conformity
Due date:	2026-Mar-15
Checklist item:	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.
Findings:	Indicator 4.1.1 requires an assessment of performance against objectives. The evidence presented lists the objectives and activities; however, it does not identify an actual assessment of performance (e.g., status of achievement, comparison with baseline, level of progress).
Finding No:	TNR-022567
Checklist Item No:	4.1.2
Status:	Open
Finding level:	Observation
Checklist item:	Value creation resulting from the water stewardship plan shall be evaluated.
Findings:	The site does not establish costs, and the value generated by the plan for each objective of its WSP.

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- Finding No: TNR-022569
Checklist Item No: 4.4.1
Status: Open
Finding level: Observation
Checklist item: 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.
Findings: The site shows no evidence of modifications or adaptations to the sustainable water management plan.
The site shall, in its next audit, modify and adapt the site's sustainable water management plan to incorporate all relevant information and lessons learned from the assessments at this stage, and these changes shall be identified.
- Finding No: TNR-022011
Checklist Item No: 5.2.1
Status: Closed
Finding level: Non-Conformity
Due date: 2026-Mar-28
Checklist item: The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.
Findings: No evidence of WSP communication is presented.
- Finding No: TNR-022570
Checklist Item No: 5.3.1
Status: Open
Finding level: Observation
Checklist item: A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.
Findings: The site has not provided evidence of annual disclosure on its performance in relation to sustainable water management

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Report Details

Report	Value
Report prepared by	Ricardo Salas Colunga
Report approved by	Ozge GOKMEN
Report approved on (Date)	23/01/2026

Surveillance

Proposed date for next audit
2026-Nov-24

Stakeholder Announcements

Date of publication	Location
29/09/2025	Guatemala diario

Catchment Information

Catchment Information

The site is located in the Samalá Basin and the Ixpatz Microbasin.

It is supplied by the South Coast aquifer, where the Ixpatz Microbasin is located, which belongs to the Samalá Basin. Water discharges from the site are sent to the Ixpatz River, which subsequently discharges into the Pacific Ocean and is a sub-basin of the Samalá River.

The site is supplied by the South Coast Aquifer, which is sand and gravel with good productivity.

The site does not have a water service provider.

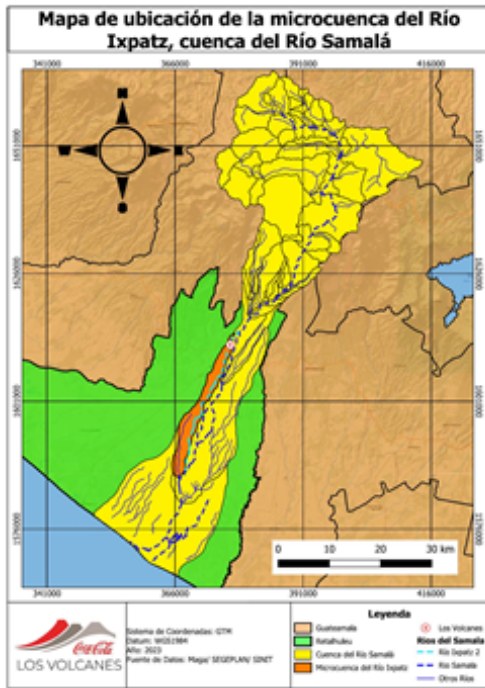
Guatemala is divided into three watersheds; the Samalá Basin is located in the Pacific watershed.

1. There is currently no water shortage.
2. Annual rainfall is high; however, flooding occurs due to the saturated drainage system in urban areas.
3. Within the basin, there are five areas that are monitored by the National Council for Protected Areas.
4. Not available.
5. The Samalá Basin has a tropical forest climate.
6. Agriculture and industry are found in the basin.

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Mapa_de_ubicación_Río_Ixpatz,_cuenca_del_Río_Samalá_2.jpg

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Client Description and Site Details

Client/Site Background

Site location: Guatemala, Retalhuleu, San Sebastián

The site is located on the main road to the Pacific, CA-2; it is a highly populated and touristy area due to its recreational parks and beaches.

Agricultural activities can be found in the surrounding area.

We are a Coca-Cola production and distribution plant with six production lines for products in glass, RefPET, PET, can and jug packaging.

Water is used in production processes, cleaning activities and as the main ingredient in beverage production.

The energy source is 100% renewable and, within the site, boilers are used to generate thermal energy.

1. It is supplied by two of its own wells.
2. The water extracted from the wells undergoes a filtration and treatment process to make it drinkable, ensuring that it is suitable for the final product.
3. As a beverage company, the main raw material is water.
4. Not applicable.
5. It has a wastewater and sanitary treatment plant. In addition, we have a tertiary system that allows us to reuse a proportion of the treated water.
6. We use evaporative condensers to lower the temperature of the ammonia in the refrigeration system.
7. We do not have infrastructure for rainwater collection.
8. Storm drainage system to carry rainwater.
9. The fire protection system is supplied with water from wells.

Treated wastewater and rainwater are discharged into the Ixpatz River.

Wastewater is collected and conveyed to the treatment plant, where it undergoes the appropriate processes to ensure its proper management.

It is then discharged in accordance with current regulations and Coca-Cola's requirements.

The company employs 632 people, working in shifts.

Total site area: 140,035 square metres.

Built area: 73,511 square metres.

We have six production lines and the warehouse area covers 10,200 square metres.



Puntos_de_extracción_de_agua_y_descargar_.jpg

Summary of Shared Water Challenges

Summary of Shared Water Challenges

High deforestation in the area

Forest fires are caused by agricultural burning, logging, and illegal timber extraction.

Pollution of water bodies

Pollution of the aquifer


Lack of a legal framework that enables good governance and water management

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0.0.1 Water Source & Discharge Locations

0.01 *Have any water source or discharge locations been visited during the audit, if so, which and where? If none were visited, please provide justification.* 
Yes

Comment The wells that supply the site and the discharge points for treated water were visited.

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1 STEP 1: GATHER AND UNDERSTAND

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

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

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

Yes

Comment

The Site has submitted the following maps:

- Maps showing the boundaries of the site
- Map of water sources
- Map showing the service provider's discharge points.
- Map of the basin: Ixpatz River micro-basin and Samalá River basin.
- Map of water-related infrastructure, wells, and industrial and sanitary wastewater treatment plants.
- The aquifer from which water is extracted for beverage production is the "South Coast Aquifer."

The site presents its fire protection network plan.
The site has included images of the basin and site boundary maps.

The site does not include the fire protection network map.

Evidence:
Indicador_1.1.1
Infraestructura_del_agua.
Dirección_del_río_donde_se_hace_la_descarga_de_aguas_residuales.
Limites_del_sitio_de_Planta_Los_Volcanes.
Mapa_de_ubicación_Río_Ixpatz,_cuenca_del_Río_Samalá_2
Mapa_de_ubicación_Río_Ixpatz,_cuenca_del_Río_Samalá_1.
Puntos_de_extracción_de_agua_y_descargar.

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





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- 1.2.1** *Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:* 🔍
Obs.
- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;
 - Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;
 - Provide evidence of stakeholder consultation on water-related interests and challenges;
 - Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;
 - Identify the degree of stakeholder engagement based on their level of interest and influence.
- Comment The site presents its stakeholder matrix. The power and influence matrix describes the most representative stakeholders. It includes indigenous peoples.
- The site participates in COCODES technical roundtables and includes the participation of indigenous mayors. Forty-one per cent of the population is indigenous.
- The minutes of the work of the Samalá River watershed technical roundtable are included.
- The shared challenges identified are presented in a generic manner and are repeated for several stakeholders.
- The site presents its power matrix, which identifies the degree of commitment of stakeholders based on their interest and influence.
- Evidence:
Indicador 1.2.1 y 1.2.2 Partes interesadas, Los Volcanes Final 031125
Indicador 1.2.1 y 1.2.2 Partes interesadas
Comisión F&MS Sam 03-Abr-25
Comisión F&MS Sam 21-May-25
Comisión F&MS Sam 30-May-25
- 1.2.2** *Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.* 🔍
Obs.
- Comment The site, in its stakeholder influence and engagement matrix, includes nine of the 36 identified stakeholders; in its influence matrix, it includes only seven stakeholders, which were grouped as "hotel sector, Volcanes plant neighbours". This grouping allows for the inclusion of most stakeholders, including the indigenous population.
- In the case of potential influence, the site applies the criteria suggested in the guide. It is included in its stakeholder matrix.
- The site in the spreadsheet used to develop the influence matrix at the bottom contains a table with three headings: Category, Stakeholders and Justification. The stakeholders column contains names of individuals, and it is not possible to identify the organisations to which they belong.
- Evidence:
Indicador 1.2.1 y 1.2.2 Partes interesadas, Los Volcanes Final 031125
Indicador 1.2.1 y 1.2.2 Partes interesadas
- 1.3** *Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.*

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1.3.1	<i>Existing water-related incident response plans shall be identified.</i>	 Yes
Comment	<p>The Site identified emergency response procedures and plans that may affect the Los Volcanes plant. The risks identified are:</p> <p>Earthquakes. Volcanic eruption. Industrial accidents (spillage of hazardous materials). Hurricane/tornado. Flooding. Water supply quality. Interruption of public services (energy). Compressed gas leak.</p> <p>Evidence: SSO-PR-6 Preparación y respuesta ante emergencias V8 SSO-IT-6.3 Respuesta ante emergencias Ambiente v4 SG-PR-15 Manejo de incidentes y resolución de crisis Indicador 1.3.1</p>	
1.3.2	<i>Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped</i>	 Yes
Comment	<p>The site presents the document "Indicator 1.3.2 Final Water Balance LV 17.11.2025 v5" as evidence. This document identifies inflows, losses, storage and outflows. The site has two wastewater treatment plants: one for sanitary wastewater and another for production process wastewater. During the audit, several relevant water-related points were visited, such as production lines, supply wells, discharge points, the WWTP, and sanitary services; the firefighting network was also verified.</p>	
1.3.3	<i>Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.</i>	 Obs.
Comment	<p>The site presents the document "1.3.3 Final water balance equation LV 17.11.2025 v5", which includes inflow, losses, storage, and outflow, and indicates the annual variation in water use rates for 2025.</p> <p>The site does not identify a shared challenge regarding the site's and the basin's water balance.</p> <p>The site presents its water balance equation, which identifies a volume of 27,318,296 litres whose location is unknown. During the audit, the site indicated that it has old flow meters installed that may be generating significant measurement errors. The site indicated that it is working on various initiatives to reduce flow measurement errors.</p> <p>Evidence: 1.3.3 Ecuación de balance hídrico final LV 17.11.2025 v5</p>	
1.3.4	<i>Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.</i>	 Yes

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Comment The site presents as evidence a document describing the procedures and some analyses carried out by Coca-Cola Volcanes, including those of water from extraction wells and wastewater discharges.
The site does not identify whether there is a challenge related to water quality in the basin.

Surface water quality is not considered a shared challenge.

Well 4 at the site has shown contamination by "Heterotrophic Plate Count", about 15 times above Coca-Cola's internal standard. This microbiological contaminant was found in only one of the wells, which can be interpreted as a one-off contamination. However, monitoring should continue.

The site quantifies an estimate of the maximum and minimum annual variations in the quality of the water.

Evidence:
J86412-1_Reporte_Pozo_1_2024
J107169-1_Reporte_pozo_4_2024
Indicador_1.3.4_Calidad_del_agua
Resultados PTAR 2024-2025
Reporte de monitoreo PTAR PTAS y Rio Ixpats - Q1 2025 (1)

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

Comment The site presents as evidence a site map with markers indicating possible sources of contamination, including chemical storage facilities.
A list of chemicals used or stored on site is provided.
It complies as a risk map and a list of chemical compounds.

Evidence:
LISTADO GENERAL DE QUÍMICOS PTAR
LISTADO GENERAL DE QUÍMICOS
Indicador 1.3.5

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 identify any IWRAs within the plant's boundaries.

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.* 🔍
Obs.

Comment The site presents as evidence the document "Indicador_1.3.7", which includes expenses for new infrastructure, well refurbishment, participation in campaigns in the basin, internal and external monitoring, implementation of studies and projects, and operation of the WWTP.
It does not include the costs of water extraction and discharge permits or certification costs.
The site includes a quantification of social, cultural, environmental, and economic values.





The cost of monitoring social conflict does not generate any value considered within the indicator and is not a water cost.

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

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Comment	<p>The site presents evidence of the number of Wash services, their locations, the applicable standard, and the number of persons per shift.</p> <p>The site presented evidence of compliance with applicable regulations regarding access to WASH facilities on site in terms of the ratio of people to toilets, washbasins, and showers.</p> <p>Evidence: Indicador 1.3.8</p>	
1.4	<p><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></p>	
1.4.1	<p><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></p>	 Obs.
Comment	<p>The site presented a table of primary inputs used in the plant. All inputs are produced in watersheds other than the Samalá River.</p> <p>The list of inputs does not include the concentrate purchased from the Coca-Cola Company.</p> <p>Evidence: Indicador_1.4.1</p>	
1.4.2	<p><i>The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.</i></p>	 Yes
Comment	<p>The site presents its list of service providers; one of them meets the indicator requirements. "Group of professional business consultants": glass container washing service. Daily consumption is estimated at 13,000 litres. The evidence shows that washing is done manually, which leaves room for improvement in water efficiency.</p> <p>Evidence: Indicador_1.4.2</p>	
1.5	<p><i>Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</i></p>	
1.5.1	<p><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></p>	 Yes
Comment	<p>The Site identified five governance initiatives led by government institutions and an NGO. Samalá River Basin Technical Committee. Strengthening integrated management of the Samalá and Ocosito river basins. GLFx South Coast of Guatemala-2023-2024. Working commissions will protect the ecosystems that make up the Samalá River basin. Water replenishment in the upper Samalá River basin.</p> <p>Evidence: Indicador_1.5.1</p>	
1.5.2	<p><i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i></p>	 Yes

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Comment	<p>The site indicates that it has a matrix of legal requirements and permit obligations, which identifies the requirements applicable to current environmental permits. To monitor new legal requirements or regulatory changes, ECOLEGAL provides monthly updates on environmental legislation. This information is consolidated and legal changes are tracked.</p> <p>The site includes its matrix of legal requirements in the evidence, which identifies the site's level of compliance and the applicable requirements. In order to have a supply from a single well, only a drilling permit is required; there are no legal regulations to ensure rational use, and the legal framework is not strict.</p> <p>Evidence: Indicador 1.5.2 Matriz Legal – Volcanes Abril2024</p>	
1.5.3	<p><i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i></p>	 Yes
Comment	<p>The site presents the official data showing high availability in the basin and aquifer.</p> <p>Not all the elements necessary to determine the water balance are presented in the official data.</p> <p>According to the classification used in Guatemala, availability is classified as follows: High to moderate groundwater potential.</p> <p>Evidence: Indicador 1.5.3 Balance_hidrologico_subcuencas</p>	
1.5.4	<p><i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i></p>	 Obs.
Comment	<p>The Site has identified the water quality status of the Samalá catchment using data from national monitoring programs conducted by INSIVUMEH, as well as academic research studies and site-specific monitoring results for the receiving water body (Río Ixpatz).</p> <p>Water quality parameters have been defined based on physicochemical analyses carried out at designated monitoring points within the catchment and through seasonal sampling presented in an academic thesis covering different sections of the Samalá River.</p> <p>However, while the Site refers to the results of a thesis study as a source of water quality data, the thesis itself or its full bibliographic reference was not included in the evidence submitted. Therefore, the traceability of the referenced water quality data could not be fully verified.</p>	
1.5.5	<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>	 Yes

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Comment The site identifies six IWRA areas in the basin and uses scientific information for their identification, description and analysis of specific problems:

Cerro del Baúl National Park, declared in 1955, occupies 58.57 hectares, as established in the project study.

The permanently closed area of Santa María Volcano covers 3,149 ha.

Permanent closed area of the Santiaguito Volcano, "Mirador Mgermans", covering 1,566.73 hectares.

"Concepción Chiquirichapa" municipal park, covering 1,168.36 hectares.

Patrocinio Private Nature Reserve, this area was visited during the audit.

Private nature reserves in the Samalá River basin.

Most of the identified IWRA's are recognised by the Guatemalan government. In the case of the IWRA visited, it has the consensus of the communities where the protected plots are located and the collaboration of private institutions and NGOs, which were interviewed during the audit.

Evidence:
Indicador 1.5.5

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

Comment The site presents evidence of exposure to risks in the municipality.

The site describes the municipality's infrastructure, but does not indicate whether there are water treatment plants, and it is unclear whether this municipality covers the entire Samalá River basin.

The site includes a general description of the municipality's improvement projects, which include maintenance of the WWTP and expansion of the drainage network.

The site indicates that it does not share water infrastructure with the municipality.

The site indicates that it participates in projects to improve water supply infrastructure.

Evidence:
Indicador 1.5.6

1.5.7 *The adequacy of available WASH services within the catchment shall be identified.* ✅
Yes

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Comment The site presents WASH data for the basin.
The site indicates that, according to the results of the 2018 Population and Housing Census conducted by the National Institute of Statistics (INE), in the departments comprising the Samalá River basin.
The primary source of household water for consumption is piping inside the home, which accounts for 57% of the total. This is followed by the use of drilled wells, with 23%, which shows a strong dependence on underground sources for domestic supply.
Other forms of access reported include: pipes outside the home (9%), public water supply (5%), river (1%), spring or source (3%), and other sources (1%).
In the case of drainage, the following data is available:
Toilet connected to drainage 40%
Toilet connected to septic tank 10%
Washable toilet 6%
Latrine or cesspit 42%
None 4%

Evidence:
Indicador_1.5.7

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

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



closed

Comment Not all shared challenges were identified.
The site presents as evidence the document "indicator 1.6.1 and 1.6.2", which identifies four shared challenges:
High deforestation in the area
Forest fires are caused by agricultural burning, logging, and illegal timber extraction.
Pollution of water bodies
Pollution of the aquifer

These shared challenges are unrelated to those identified in 1.2.1:
There is no technical agency to supervise concessions or water use. Lack of coordination between municipalities and ministries on water issues
Difficulties in ensuring complete drinking water coverage in rural areas. Obsolete water infrastructure with low maintenance levels.
Shortage of personnel to oversee water concessions in the departments. Slow granting of environmental licences and permits.
Insufficient coverage of reforestation programmes in water recharge areas. Limited resources to control deforestation affecting water sources.
Limited monitoring of water quality in rural communities. Limited capacity to respond to outbreaks of waterborne diseases.
Concerns about the plant's potential impact on community access to water. Need for dialogue and transparency regarding industrial use of the resource.
High demand for water for tourism and recreation. Challenges in wastewater management and its environmental impact.
Intensive water use without controls.
Lack of investment in wastewater treatment systems.
It is part of the resupply.
Indicator 1.2.1 specifies: "Stakeholders and their water-related challenges will be identified."
These should be linked to and consistent with indicator 1.6.1.

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






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Comment	<p>The site presents documents "indicator 1.6.1" and "indicator 1.6.2" as evidence. The document identifies four shared challenges and several initiatives to address them.</p> <ul style="list-style-type: none"> * Implementation of a reforestation and forest conservation project in the core water recharge area. * Capacity building and maintenance of areas. * The work plan is linked to the management plan for both watersheds, which is created and stipulated by the Ministry of the Environment. <p>Implementation of a resupply project; formation of brigades, including training and equipment. Fighting forest fires (preventive and reactive).</p> <ul style="list-style-type: none"> * Access and sanitation projects, with an emphasis on sanitation; toilets are installed and hygiene training is provided to the population served. * In addition, there is an initiative called "ReciclandoAndo" (Recycling). Once a month, the Coca-Cola Los Volcanes plant invites its neighbours to bring their recyclable waste in exchange for hydration incentives. 	
1.7	<p><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></p>	
1.7.1	<p><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></p>	 Obs.
Comment	<p>The site identifies five risks; four are physical, and one is regulatory. It establishes the probability, severity, risk level, potential costs, and priority for each. It does not identify a time frame for the risks. It does not consider risks associated with natural events, such as earthquakes, hurricanes, droughts, and increased volcanic activity.</p> <p>Evidence: Indicador_1.7.1_and_1.7.2</p>	
1.7.2	<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>	 Yes
Comment	<p>The site identifies opportunities based on risk The site presents opportunities associated with the four identified risks. Implementation of a reliable system for water availability during operation. Identify local suppliers with immediate availability to deliver materials. Maintenance of well No. 1 Control water extraction from the basin. Benefits and costs of not acting on priority</p> <p>Evidence: Indicador_1.7.1_y_1.7.2_</p>	
1.8	<p><i>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</i></p>	
1.8.1	<p><i>Relevant catchment best practice for water governance shall be identified.</i></p>	 Yes

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Comment The site identifies six best practices related to water governance:
 Identification of water objectives with other relevant stakeholders (national, local, and community government; non-governmental organisations; industry and agribusiness; academia, among others).
 • Engage in dialogue and establish coordination and commitments with responsible entities, institutions and actors to define actions in the basin aimed at the proper use of resources.
 • Strengthening relationships with the community, considering its current context with regard to the water situation. Implementing support actions with communities.
 • Identify shared challenges or risks related to water and establish activities to address the most relevant situations. Likewise, those that may affect the health of the basin and/or compliance with the commitments established in the Technical Committee.
 • Capacity building through technical training and the dissemination of government agreements 19-2021 and 164-2021.
 • Environmental awareness and education to promote integrated watershed management and resource conservation.

Evidence:
 Indicador_1.8.1_y_3.9.1

1.8.2 *Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.* 🔍
Obs.

Comment The site identifies four best practices related to water balance
 • Have a regularly updated water balance that allows for the assessment of water use and consumption in the plant's most relevant processes.
 • Install flow meters on key equipment and processes to achieve greater accuracy in the balance.
 • Identify projects that improve water performance at the facilities, with a target of 1.26 litres of water used for every litre of beverage produced by 2026. (Installation of ozone CIP, reduction in water flow for bottle washing, installation of thermosiphons, and communication).
 • Completion of the WMA (Water Maturity Assessment) and monitoring of the most relevant activities to improve water use on site.

Does not include best practices for water balance in the basin.



Evidence:
 Indicador_1.8.2_y_3.9.2

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

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Comment	<p>The site presents as evidence the document "Indicator 1.8.3 and 3.9.3 Best Practices." The site identifies eight best practices related to water quality:</p> <ul style="list-style-type: none"> • Conduct periodic analyses to ensure legal and KORE compliance of extracted and bottled water. • Conduct periodic analyses to ensure legal and KORE compliance of discharged water. • Implement an internal programme for monitoring and controlling well water, treated water and bottled water at the plant, identifying maximum permissible limits, frequencies and sampling points. • Implement an internal programme for monitoring and controlling wastewater at the plant, identifying maximum permissible limits, frequencies and sampling points. • Microbiological route to ensure water quality in all processes. • Monitoring of wastewater discharges. • Perform physical-chemical analysis of treated wastewater on a quarterly basis, as established by KORE self-regulation, prior to its discharge into the stream. However, Guatemalan regulations establish a semi-annual frequency for this type of analysis. • Collection of recyclable solid waste to prevent contamination of water bodies in the Samalá basin. 	
1.8.4	<p><i>Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.</i></p>	 Obs.
Comment	<p>The site identifies six best practices related to IWRA in the basin:</p> <ul style="list-style-type: none"> • Identify the most likely relationship between the origin, distribution and seasonality of water resources through one year of water monitoring (rainy season and dry season), with an emphasis on stable isotopes. The relationship with IWRA is unclear. • Identification of water recharge areas in the basin. It does not describe the relationship with IWRA. • Measurement of water samples and filtration in areas that supply the aquifer. • Signing of agreements in the water recharge area for the implementation of reforestation and/or forest conservation actions. • Implementation of actions aimed at reforestation and/or forest conservation. • Formation, training and equipping of forest brigades for the protection of water recharge areas. <p>The wording of the best practices omits reference to IWRA; several of these best practices also correspond to Water Balance best practices.</p> <p>Evidence: Indicador_1.8.4_y_3.9.4__Mejores_practicas</p>	
1.8.5	<p><i>Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.</i></p>	 Yes

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- Comment The site identifies five best practices related to WASH:
- Improvement of washing and sanitation facilities at the Tuilcanabaj Official Rural Mixed School.
 - Raising awareness among students and parents on how to promote water conservation, protection and behavioural change.
 - Raising awareness among community members and artisans on how to promote water conservation, protection and behavioural change.
 - Equipping the Water Committee to ensure the immediate operation of the system (well).
 - Training the water committee to ensure immediate operation.

The site does not include any WASH best practices related to the site.

Evidence:
Indicador_1.8.5_y_3.9.5

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2 STEP 2: COMMIT & PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan

2.1 *Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.*

2.1.1 *A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:*

- *That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes*
- *That the site implementation will be aligned to and in support of existing catchment sustainability plans*
- *That the site's stakeholders will be engaged in an open and transparent way*
- *That the site will allocate resources to implement the Standard.*



Yes

Comment The site submitted a signed statement that includes the following commitments:

- That the site will implement and disclose progress on sustainable water management plans to achieve improvements in AWS sustainable water management outcomes;
- That the site's implementation will support and align with existing basin sustainability plans;
- That site stakeholders will participate in an open and transparent manner; and
- That the site will allocate resources to implement the Standard.

The letter is posted on Instagram and Facebook; the link is included in the evidence.

Evidence:
Carta_AWS_LV_firmada
Indicador_2.1.1

2.2 *Develop and document a process to achieve and maintain legal and regulatory compliance.*

2.2.1 *The system to maintain compliance obligations for water and wastewater management shall be identified, including:*

- *Identification of responsible persons/positions within facility organizational structure*
- *Process for submissions to regulatory agencies.*



Yes

Comment The site indicates that it has a matrix of legal requirements and permit obligations, which identifies the requirements applicable to current environmental permits. To monitor new legal requirements or regulatory changes, ECOLEGAL provides monthly updates on environmental legislation. This information is consolidated, and legal changes are tracked.

The site includes its matrix of legal requirements in the evidence; the site's level of compliance and the applicable requirements are identified. The site include the procedures established to comply with the applicable legal requirements. It include the persons responsible within the site's structure.




Evidence:
Matriz Legal – Volcanes Abril2024
Indicador 2.2.1

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

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2.3.1	<i>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</i>	 Yes
Comment	<p>The site presented a document containing Coca-Cola's corporate strategy, which includes: The pillars of the sustainability framework establish commitments to use water efficiently. Its key performance indicator is the water use ratio (litres of water per litre of beverage produced). Access to water in key communities in priority locations. Responsible water use and watershed protection.</p> <p>Evidence: Indicador_2.3.1</p>	
2.3.2	<i>A water stewardship plan shall be identified, including for each target:</i>	 Yes
Comment	<ul style="list-style-type: none"> - How it will be measured and monitored - Actions to achieve and maintain (or exceed) it - Planned timeframes to achieve it - Financial budgets allocated for actions - Positions of persons responsible for actions and achieving targets - Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes. <p>The sustainable water management plan has 16 objectives: 10 on-site and 6 in the basin. The plan contains all the elements required by the indicator:</p> <ul style="list-style-type: none"> - How it will be measured and monitored; - The measures to achieve and maintain (or exceed) it; - The expected timeframes for achieving it; - The financial budgets allocated to the actions; - The positions of those responsible for the actions and for achieving the objectives; and - Where possible, taking into account the relationship between each objective and the achievement of best practices to help address shared water challenges and AWS outcomes. <p>Objectives 1 and 2 appear to need to be implemented in the basin; however, they are identified for the site.</p> <p>Evidence: Indicador_2.3.2</p>	
2.4	<i>Demonstrate the site's responsiveness and resilience to respond to water risks</i>	
2.4.1	<i>A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.</i>	 closed
Comment	<p>The site presents its risk mitigation plan, developed using the Water Risk Assessment (WRA) tool, which assesses water risks annually.</p> <p>The site indicates that some of the information used to develop the plan comes from questionnaires completed by: Government organisations, public and scientific studies, external and internal assessments.</p> <p>The site does not include evidence of its data sources, reports, questionnaires, or assessments.</p> <p>Evidencia Indicador_2.4.1</p>	

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

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

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

Comment The site indicates that it has participated in water management governance in the basin:

Participation in the technical roundtable organised by MARN on the Samalá River basin.

Participation in the project to strengthen integrated management of the Samalá and Oacositó river basins, led by ICC (Private Institute for Climate Change Research).

Participation in the working committees to protect the ecosystems of the Samalá River basin, led by the Ministry of Environment and Natural Resources.

Participation in water replenishment in the upper Samalá River basin.

The projects are stable and cover various issues in the Samalá River basin.

Evidence:
 Indicador_3.1.1
 Comisión F&MS Sam 03-Abr-25
 Comisión F&MS Sam 21-May-25
 Comisión F&MS Sam 30-May-25

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

Comment The site states that it is a corporate commitment to have a clear policy on respecting others' rights.

The site shows evidence of respect for others' access. The document presents the company's corporate strategy, including its strategic priorities and its sustainability framework, which covers human rights, diversity, equity, and inclusion. With regard to water, it establishes a commitment to use water efficiently in its operations, replenish the water it consumes, and improve access to water in its communities.

3.2 *Implement system to comply with water-related legal and regulatory requirements and respect water rights.*

3.2.1 *A process to verify full legal and regulatory compliance shall be implemented.* **Yes**

Comment The site presented the relevant legal requirements in its "Legal Matrix" in section 1.5.2. The legal requirements are minimal. The site presents evidence of regulatory compliance in Guatemala.

It presents its environmental licence, well drilling licence, and internal environmental audit.

Evidence:
 Matriz Legal – Volcanes Abril2024
 Indicador 2.2.1
 Indicador 1.5.2 p6

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

Comment The site states that it is a corporate commitment to have a clear policy on respecting others' rights.

The site shows evidence of respect for others' access.
The document presents the company's corporate strategy, including its strategic priorities and its sustainability framework, which covers human rights, diversity, equity, and inclusion. With regard to water, it establishes a commitment to use water efficiently in its operations, replenish the water it consumes, and improve access to water in its communities. Guatemalan law recognises the customary rights of indigenous peoples, respects their rights and allows them to participate actively in the working meetings of the "Samalá River Basin Technical Committee".

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

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

Comment The site presents evidence of progress in implementing its water balance objectives:

Installation of flow meters on key equipment and processes to achieve greater accuracy in the balance.

Installation of thermosiphons with water recirculation to lubricate the pumps.

Installation of CIP with ozone: reduces flood water consumption in the network, improves microbiology, reduces times, and increases flood frequency.

Reduction of water flow for bottle washers: Reduce hourly water consumption in L1 and L2 bottle washers.

Tertiary System Diagnosis: Audit by the supplier to treat a greater volume of water.

Installation of Forsta filters, high-flow bag filters, Aquafine UV lamps, UV intensity meters, and chlorine dioxide generation systems for the disinfection of water from Well 4.

CPE visit: Arrange a visit to the CPE winery facilities, where container washing is carried out, to learn about the processes.

Water replenishment within the Río Bolas sub-basin.

Evidence:
Indicador_3.3.1
Indicador_2.3.2

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




Comment The site's WSP has a target related to reducing water usage: "Reduce the WUR indicator of litres of beverage/litres of water by 0.015%".

Evidence:
Indicador_2.3.2
Indicador_3.3.2

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3.3.3	<i>Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.</i>	 Yes
Comment	The site identifies that there are no legally binding documents for the reallocation of water to social, cultural or environmental needs.	
3.4	<i>Implement plan to achieve site water quality targets</i>	
3.4.1	<i>Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.</i>	 Obs.
Comment	<p>The site's sustainable water management plan includes five objectives related to water quality:</p> <p>Collaborate with government entities in the collection and sorting of solid waste to protect water bodies. Neither the goal nor the metric is related to water quality.</p> <p>Generate good sorting and recycling practices with the community and collaborators through the Reciclandoando programme (community waste collection day). The goal and metric are unrelated to water quality.</p> <p>Understand and prevent medium- and long-term risks associated with emerging compounds and contaminants in the water source. Establish the baseline and determine the levels of emerging compounds and pollutants in the aquifer. The goal should at least consider compliance with applicable standards.</p> <p>Ensure reductions in microbiological risks in source water, optimise chemical costs, and achieve operational savings by increasing the frequency of water treatment equipment sanitisation.</p> <p>Improve conditions for easy and convenient access to washing and sanitation facilities at a site within the basin.</p> <p>The site provides evidence of the objectives' implementation.</p> <p>Evidence:</p> <p>Indicador 2.3.2 Indicador_1.8.3_y_3.9.3 Indicador_3.4.1</p>	
3.4.2	<i>Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.</i>	 Yes

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Comment The site conducts water quality analyses using the internal Kore standard, which is stricter than the Guatemalan standard..

The site does not identify whether water quality is a shared challenge. However, I identified microbiological contamination in one of its wells.

It describes continuous improvements to achieve best practices in effluent management at the site. The analyses carried out and the protection of its wells.

The site's sustainable water management plan has a target related to this indicator.

Evidence:

indicador 2.3.2
Indicador_1.8.3_y_3.9.3
Indicador_3.4.2

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.*

 closed

Comment The evidence focuses on water balance; it does not address important water-related areas.

The site's sustainable water management plan has three objectives related to IWRA's: "Recover and/or conserve forest cover in the upper-middle part of the sub-basin, with an emphasis on water recharge areas." The objective may be for an IWRA, but it is not described as such.

Validate, through an external auditor, the replenishment of nature with the water used in our manufacturing processes. The objective may be for an IWRA, but it is not described as such.

Improve conditions for easy and convenient access to washing and sanitation facilities at a site within the basin. This is not an IWRA-related objective; it is more related to WASH.

The site presents the document "indicator 3.5.1" as additional evidence of the actions implemented, but it does not mention any of the IWRA's identified in 1.5.5. There is a lack of consistency in the evidence.

Evidence:
indicador 2.3.2
Indicador_3.5.1
Indicador_1.8.4_y_3.9.4_Mejores_practicas

Finding No: TNR-022563

3.6 *Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.*

3.6.1 *Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.*

 Yes

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Comment The site presented evidence of compliance with regulations regarding the ratio of people to toilets, washbasins, and showers.

The evidence describes the number of toilets, urinals, washbasins, and showers.

Compliance with the Central American technical regulations, with a wide margin.

During the audit, the conditions of access to WASH at the site were verified.

Evidence:
indicador 3.6.1

3.6.2 *Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.* 
Yes

Comment The site presents sections of its corporate policy as evidence, establishing commitments such as:


Human rights due diligence models use tools such as cross-mapping to generate a comprehensive map of human rights-related risks. Risk assessment of the physical conditions of work areas, based on an understanding of potential risks, established nine human rights issues.

Global human rights policy:

The corporation adopted a human rights-based approach to water that mitigates risks by assessing local water-related risks; consulting and collaborating with governments, communities, and other stakeholders to develop solutions to water stress; and, when necessary, implementing water source protection plans.
El sitio presenta el permiso de perforación y la licencia ambiental.


Evidence:
Indicador 3.6.2

3.7 *Implement plan to maintain or improve indirect water use within the catchment:*

3.7.1 *Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.* 
Obs.

Comment The site shows evidence of communication with its service provider. The provider was visited on 1 September to initiate diagnosis and subsequently implement an improvement plan for its provider. The site shows evidence that it has visited and exchanged information with its service provider, Grupo Consultores Profesionales Empresariales (CPE). It is the only service or input provider that meets the requirements for assessing indirect water use.




Evidence:
Indicador 2.3.2
Indicador_3.7.1_y_3.7.2

3.7.2 *Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.* 
Yes

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Comment	<p>The site presents evidence of communication with its service provider and the exchange of information.</p> <p>According to site staff, a diagnosis is about to begin, and an improvement plan for its provider will subsequently be implemented.</p> <p>At the time of the audit, no specific agreements or actions had yet been established.</p> <p>Evidence: Indicador_3.7.1_y_3.7.2</p>	
3.8	<i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.</i>	
3.8.1	<i>Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.</i>	 Yes
Comment	The site has no shared infrastructure; no common risks are identified.	
3.9	<i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i>	
3.9.1	<i>Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.</i>	 Yes
Comment	<p>The site shows evidence of implementing best practices related to water governance:</p> <p>Identification of water-related objectives with other relevant stakeholders (national, local, and community government; non-governmental organisations; industry and agribusiness; academia, among others). It shows evidence of collaboration with an international NGO.</p> <ul style="list-style-type: none"> • Engaging in dialogue and establishing coordination and commitments with responsible entities, institutions, and actors to define actions in the basin aimed at the proper use of resources. • Strengthening relationships with the community, considering its current context about the water situation. Implementing support actions with communities. • Identify shared challenges or risks related to water and establish activities to address the most relevant situations. Likewise, those that may affect the health of the basin and/or compliance with the commitments established in the Technical Committee. • Capacity building through technical training and the dissemination of government agreements. • Raise awareness and provide environmental education to promote integrated watershed management and resource conservation. <p>Evidence: Indicador_1.8.1_y_3.9.1 Comisión F&MS Sam 03-Abr-25 Comisión F&MS Sam 21-May-25 Comisión F&MS Sam 30-May-25</p>	
3.9.2	<i>Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.</i>	 Yes

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Comment The site presents evidence of the implementation of best practices related to the site's water balance:

- Have a regularly updated water balance that allows for the assessment of water use and consumption in the plant's most relevant processes. The site provides evidence of the implementation of this best practice.
- Installing flow meters on key equipment and processes to achieve greater accuracy in the balance. Evidence of implementation is provided; the number of meters installed and their location need to be indicated.
- Identify projects to improve water efficiency at the facilities, with a target of 1.26 litres of water used per litre of beverage produced by 2026. (Installation of CIP with ozone, reduction of water flow for bottle washing, installation of thermosiphons, and communication). Evidence of the implementation of this best practice is provided.
- Completion of the Water Maturity Assessment (WMA) and monitoring of the most relevant activities to improve water use on site. Evidence of best practice implementation is provided. Communication and awareness-raising on responsible water use, encouraging the reporting of leaks and opportunities for improvement.

The site identifies best practices for sustainable water balance in the basin.

Collection of recyclable solid waste to prevent contamination of water bodies in the Samalá basin.

The site has taken actions to improve the basin's water balance, which I do not consider in indicator 1.8.3.

For example, signing agreements within the water recharge area to implement reforestation and/or forest conservation actions.
Formation, training, and equipping of forest brigades for the protection of water recharge areas.

Evidence:
Indicador_1.8.2_y_3.9.2
Indicador_1.8.4_y_3.9.4__Mejores_practicas

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


Yes

Comment The site presents evidence of the implementation of best practices related to water quality:

- Conduct periodic analyses to ensure legal and KORE compliance of the water that is extracted and bottled. Evidence of implementation is presented.
- Conduct periodic analyses to ensure legal and KORE compliance of discharged water. Evidence of implementation is presented.
- Implement an internal programme for monitoring and controlling well water, treated water, and bottled water at the plant, identifying maximum permissible limits, frequencies, and sampling points.
- Implement an internal programme for monitoring and controlling wastewater at the plant, identifying maximum permissible limits, frequencies and sampling points.
- Microbiological route to ensure water quality in all processes.

Evidence:
Indicador 1.8.3 y 3.9.3 Mejores prácticas.
Reporte de monitoreo PTAR PTAS y Río Ixpatas - Q1 2025.
Reporte de monitoreo PTAR PTAS y Río Ixpatas - Q3 2025.
J107169-1 Reporte pozo 4 2024.
Resultados PTAR 2024-2025

3.9.4 *Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.*


Obs.

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Comment The site presents evidence of the implementation of six best practices related to IWRA in the basin:

- Identifying the most likely relationship between the origin, distribution, and seasonality of water resources through one year of water monitoring (rainy season and dry season), with an emphasis on stable isotopes. Evidence of the implementation of the best practice is presented. It does not identify the IWRA where this action is being implemented.
- Identification of water recharge areas in the basin. It does not identify the IWRA where this action is being implemented.
- Measurement of water samples and filtration in areas that supply the aquifer. It does not identify the IWRA where this action is being implemented.
- Signing of agreements in the water recharge area for the implementation of reforestation and/or forest conservation actions. Evidence of the implementation of the best practice is presented. The IWRA does not identify where this action is being implemented.
- Implementation of actions aimed at reforestation and/or forest conservation. The IWRA does not identify where this action is being implemented.
- Formation, training, and equipping of forest brigades for the protection of water recharge areas.

The site does not identify in which IWRA the actions are being implemented.

Evidence:
Indicador_1.8.4_y_3.9.4__Mejores_practicas

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

Comment The site presents evidence of the implementation of five best practices related to WASH:

- Improvement of washing and sanitation facilities at the Tuilcanabaj Official Rural Mixed School. Provides evidence of the implementation of the practical improvement.
- Raising awareness among students and parents on how to promote water conservation, protection and behavioural change. Provides evidence of the implementation of the best practice.
- Raising awareness among community members and artisans on how to promote water conservation, protection and behavioural change. Does not provide evidence of the implementation of the best practice. A text is not sufficient evidence.
- Equipping the Water Committee to ensure the immediate operation of the system (well).
- Training the Water Committee to ensure the sustainability of the project. Provides evidence of the implementation of the practical improvement.

Evidence:
Indicador_1.8.5_y_3.9.5

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

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

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



closed

Comment The site presents in its WSP an assessment of performance against the objectives of the site's sustainable water management plan and its contribution to achieving sustainable water management results. It presents the progress of each objective. Here are some examples:

Collaborate with government entities in the collection and classification of solid waste to protect water bodies—evidence of the request for barrels.

Generar buenas prácticas de clasificación y reciclaje con la comunidad y los colaboradores a través del programa Reciclando Ando (jornada de recolección de residuos de la comunidad). Improve WUR performance: Reduce the percentage of unknown water (5%) still present in the water balance at the Los Volcanes plant.

Improve WUR performance: Recover and reuse water from the lubrication of process pumps (JS, JT, CIPs) and mixers on the production lines of the thermosiphon installation.

Understand and prevent the medium- and long-term risks of emerging compounds and contaminants in the water source. Establish the baseline and determine the levels of emerging compounds and pollutants present in the aquifer.

Could you identify the container washing processes carried out by the CPE supplier and improve water-use management at the external facility where these processes are performed?

Support the development of a work plan for the Samalá River basin.

Recover and/or conserve forest cover in the upper-middle part of the sub-basin, with an emphasis on water recharge areas.

Evidencia:

Indicador 2.3.2

Indicador_1.7.1_y_1.7.2_

Indicador_1.8.1_y_3.9.1

Indicador_1.8.2_y_3.9.2

Indicador_1.8.3_y_3.9.3

Indicador_1.8.5_y_3.9.5

Indicador_1.8.4_y_3.9.4__Mejores_practicas

Indicador 3.1.1

Finding No: TNR-022729

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



Obs.

Comment The site presents the costs and benefits of the sustainable water management plan in its WSP.

The site describes the benefits of some objectives in general terms, but the relationship between the cost and the benefits generated is unclear. For example:

Objective: "Support the development of a work plan for the Samalá River basin." No cost.

Benefit: "The aim is to improve governance of the basin and address solutions in the areas with the greatest impact: forest care and soil management; wastewater and solid waste; and risks."





Evidence:

Indicador 1.3.7

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4.1.3	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>	 Yes
Comment	<p>The site has identified the creation of social, cultural, environmental, and economic value from its activities:</p> <p>The evidence shows activities and values generated on site; this indicator focuses on the watershed, as established in the guide: "When identified, the organisation should report on the benefit of the value to the watershed and/or to watershed stakeholders, preferably with quantified contributions.</p> <p>The site presents evidence of shared values regarding the actions implemented, for example: Installation of devices on process pumps (simple syrup, finished syrup, and CIPs) and production line mixers.</p> <p>Environmental value: Conservation of the aquifer by recovering and reusing water from pump lubrication, with projected savings of 5,000 m³ of water per year. According to the site description, the "Access and sanitation project in Concepción, Chiquirichapa, Quetzaltenango (upper Samalá basin)". Como Los Volcanes participates with funding for the construction of toilets and training. This generates environmental, cultural, social and economic value, benefiting more than 3,000 people.</p> <p>Evidence: Indicador 1.3.7</p>	
4.2	<i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i>	
4.2.1	<i>A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.</i>	 Yes
Comment	<p>The site displays a statement indicating that it has not had any water-related incidents.</p>	
4.3	<i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i>	
4.3.1	<i>Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.</i>	 Yes
Comment	<p>During the audit, the site presented evidence of consultation with stakeholders on the site's performance in relation to sustainable water management. The evidence was not provided to the auditor.</p> <p>The evidence uploaded to the Intact platform "indicator 4.3.1" does not meet the indicator requirements.</p>	
4.4	<i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i>	
4.4.1	<i>The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i>	 Obs.

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Comment The site presents, as evidence, a section of its sustainable water management plan, which includes a plan change control.
The site shall modify and adapt the site's sustainable water management plan to incorporate all relevant information and lessons learned from the assessments at this stage, and such changes shall be identified.

Evidencia:
Indicador_4.4.1

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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	<i>Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</i>
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i>
Comment	The site presents corporate governance in Mexico. It presents contact information in Guatemala. The link is in the evidence. The contact is public; it can be found at the site entrance, at the site gate, and on the lorries transporting the beverages produced.
 Yes	
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i>
Comment	No evidence of WSP communication is presented.
 closed	
Finding No: TNR-022011	
5.3	<i>Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.</i>
5.3.1	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i>
Comment	The site has not provided evidence of annual disclosure. The site is undergoing initial certification and is therefore awaiting the close of the current year's Plan for disclosure. The site presented evidence of corporate-level disclosure.
 Obs.	
5.4	<i>Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.</i>
5.4.1	<i>The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</i>
Comment	The site presents evidence of meetings in which water challenges and options for addressing They were discussed. Evidence: Comisión F&MS Sam 03-Abr-25 Comisión F&MS Sam 21-May-25 Comisión F&MS Sam 30-May-25
 Yes	
5.4.2	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i>
 Yes	

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Comment The site presents evidence of efforts made to engage stakeholders and coordinate and support public sector agencies.

Evidence:
Paso 5
indicador 3.1.1
Indicador_1.8.1_y_3.9.1
Indicador_1.8.4_y_3.9.4__Mejores_practicas
Indicador 3.5.1

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, in evidence for indicator 4.2.1, states that it has had no water-related incidents.

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


Yes

Comment The site, in evidence for indicator 4.2.1, states that it has had no water-related incidents.

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, in evidence for indicator 4.2.1, states that it has had no water-related incidents.

Previous Findings

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


N/A