Alliance for Water Stewardship

Audit Report for Nestlé Waters Lebanon

Ain zhalta Factory

The AWS International Water Stewardship Standard, Version 1.0, April 8th, 2014

Report Issued on June 17, 2019

SCSglobal SERVICES
Setting the standard for sustainability™

2000 Powell Street, Ste. 600, Emeryville, CA 94608 USA
+1.510.452.8000 main | +1.510.452.8001 fax
www.SCSglobalServices.com

Introduction to the Alliance for Water Stewardship
The AWS Standard ("the Standard") is intended to drive water stewardship, which is defined as the use of water that is socially equitable, environmentally sustainable and economically beneficial, achieved through a stakeholder-inclusive process that involves site- and catchment-based actions. Good water stewards understand their own water use, catchment context and shared concerns in terms of water governance, water balance, water quality and Important Water-Related Areas, and then engage in meaningful individual and collective actions that benefit people and nature. The Standard outlines a series of actions, criteria and indicators for how one should manage water at the site level and how water management should be stewarded beyond the boundaries of a site. In this Standard, the "site" refers to the implementing entity that is responsible for fulfilling the criteria. The site includes the facility and the property over which the implementer that is using or managing water (i.e., withdrawing, consuming, diverting, managing, treating and/or discharging water or effluent into the environment) has control.

Assessment Information:	
Client Name	Nestlé Waters Lebanon Beirut
AWS Reference Number	AWS-010-INT-CAB-00-07-0004-0028
Stakeholder Notification	April 9 AWS Website, SCS Website, Nestle Website, Falougha Municipality
Client AWS Representative/Group Manager (Role/Name/Contact info)	Elie Sfeir, Quality Officer, Nestle Waters Lebanon
Audit Team (Role/Name)	Lead Auditor: Rae Mindock, SCS
	Local Auditor: Owen Wentzel, SCS
Audit dates (DD-DD Month YYYY)	May 9/10 2019
Audit Location (main site being audited)	Ain zhalta, Bmehrey villages road, Ain zhalta, Beiteddine, 1503
Date(s) of previous audit (if applicable)	
Findings from previous year	☐ YES, see tab 9
SCS Certificate number (if applicable)	
Expiry date of previous certificate (if applicable)	N/A
Scope of Audit (check all applicable boxes)	
The AWS International Water Stewardship Standard Version V1.0 April 8th 2014	
Initial audit	☑ YES
Surveillance audit	☐ YES
Re-certification audit	☐ YES
RE-evaluation audit	☐ YES
Single-site audit	☑ YES
Multi-site audit	☐ YES, see tab 3
Group audit	☐ YES, see tab 3
If yes, please description of the group structure and relationships	
Description of Operations	

The Ain zhalta Factory is a water bottling facility, producing bottled mineral water products under the brand name of Nestle Pure Joy. The factory produces a variety of different bottle types from 0.5 L, 0.6 L and 19 L bottles. The 19 L bottles are purchased and the smaller bottles are blown on site. Water for bottling comes from one on-site well and one off-site well approximately 500m from the factory. The site does not have access to any municipal water or electricity, so they generate their own power.

Description of the catchment in which the client operates:

The Ain zhalta plant is located within the Shouf mountain catchment area and is part of the Shouf Biosphere Reserve. The site is located in the W Barack-Niha Jurassic Basin and the factory is some 22 km east of Beirut International Airport. Water for bottling is received from one on-site well and one-off site well.

Summary of shared water challenges:

Ain zhalta has identified a few shared water challenges with the assistance and support of stakeholders. These include the need for and joint measuring of water from an underground source, which comes to the surface near a nearby village, and assisting schools with water hygene and water quality testing.

Audit Attendance

Guidance:

Audit Attendence

Attendee Name	Role/Title	*Mark attendance with an 'x' as appropriate*			
		Opening meeting	Document review	Facility Inspection	Closing meeting
Owen Wentzel	SCS Auditor	x			x
Elie Sfeir	Quality Officer, Nestle	x			x
Hady Sarkis	Quality Officer/Water Resources, Nestle	x			x
Nicolas Abou Tanous	Production Manager	x			x
Carlos Bou Zeidan	Manitenance Department	x			x
Assaad saade	Regional Water Resources Manager		x	x	x
Joseph Chibani	Plants Manager: Ain zhalta				x
Elsa Khazzaka	SHE Officer				x
Rony El bitar	Maintenance Manager: Ain zhalta				x
George Chahine	SHE Manager				x
Haitham Hmeidan	Production Supervisor				x
Romanos Kassab	IP Manager: Falougha and Ain zhalta				x
Tarek Dahbour	Warehouse Acting Manager				x
As the plants of Falougha and Ain zhalta share some common staff the closing meeting for both factories was held at the Ain zhalta factory.					

The AWS International Water Stewardship Standard, Version 1.0, April 8th, 2014

Surveillance audits shall cover at a minimum those requirements highlighted in light green

Core / Points	Requirement	Indicators	Conforms			Objective Evidence Reviewed / Finding	Allocated Points
			Yes	No	N/A		
Step 1: COMMIT - Commit to being a responsible water steward							
Step 1 ensures that there is sufficient leadership support to enact the rest of the criteria within the Standard. This step also relates to commitments to legal/regulatory compliance and rights- related issues, which underpin water stewardship.							
Core	1.1 Establish a leadership commitment on water stewardship: Have the senior-most manager at the site, and if necessary a suitable individual within the corporate head office, sign and publicly disclose a commitment to: Uphold the AWS water stewardship outcomes (good water governance, sustainable water balance, good water quality status and healthy status of Important Water- Related Areas); Engage stakeholders in an open and transparent manner; Strive to comply with legal and regulatory requirements Respect water-related rights, including ensuring appropriate access to safe water, sanitation and hygiene for all workers in all premises under the site's control; Support and coordinate with public sector agencies in the implementation on of plans and policies, including working together towards meeting the human right to water and sanitation. Continually improve and adapt the site's water stewardship actions and plans; Maintain the organizational l capacity necessary to successfully implement the AWS Standard, including ensuring that staff have the time and resources necessary to undertake the implementation on; Support water-related national and international treaties; Disclose material on water-related information to relevant audiences.	1.1.1 Signed and publicly disclosed statement that explicitly covers all requirements (see details in Criterion 1.1).	Yes			A standard commitment letter from Nestle dated July 2014 was provided. A pledge signed by Mr Ragi Chbat, Technical Manager of Nestle Waters dated 1 March 2019 was received which contains all elements described in this requirement.	
Core	1.2 Develop a water stewardship policy: Develop an internally agreed-upon and communicated and publicly available water stewardship policy that references the concept of water stewardship (as informed by the AWS Standard, outcomes and criteria).	1.2.1 Publicly available policy that meets all requirements (see Guidance)	Yes			Nestle's Corporate Water Stewardship Policy "Nestle and Water: Sustainability, Protection, and Stewardship" extensively discusses Nestle's commitment to sustainable water use. The policy is publicly available on the Nestle website as an appendix to "The Nestle Policy on Environmental Sustainability".	
Step 2: GATHER AND UNDERSTAND – Gather data to understand shared water challenges and water related risks, impacts and opportunities							
Step 2 ensures that the site gathers data on its water use and its catchment context and that the site employs these data to understand its shared water challenges as well as its contributions (both negative and positive) to these challenges and to water-related risks, impacts and opportunities. This information also informs the development of the site's water stewardship plan (Step 3) and guides the actions (Step 4) necessary to deliver upon the commitments (Step 1).							
Core	2.1 Define the physical scope Identify the site's operational boundaries, the sources the site draws its water from, the locations where the site returns its discharge to, and the catchment(s) that the site affect(s) and is reliant upon.	2.1.1 Documentation or map of the site's boundaries	Yes			A map of the site was provided. The map included the property boundaries of the factory and discharge points.	
		2.1.2 Names and location of water sources, including both water service provider (if applicable) and ultimate source water	Yes			A map with the names and locations of the water service provider and water sources was provided. The main source of water is from the Barouk-niha area which has a catchment of 90km^2.	
		2.1.3 Names and location of effluent discharge points, including both water service provider (if applicable) and ultimate receiving water body	Yes			A map of the Ain zhalta Plant and surrounding areas was provided with locations of waste water treatment facility and treated waste water discharge. Discharge is to a nearby tributary of the Damour River.	

		2.1.4 Geographical description or map of the catchment(s)	Yes			A map of the site catchment was provided. The catchment is within the Shouf Mountains and is part of the Shouf Biosphere Reserve. The site is located in the W. Barouk-Niha Jurassui basin (90 km^2). As the site is located at 1,206 meters above sea level. There is no major river adjacent to the site, only nearby mountain streams. The site is located approximately 26km from the sea.	
Core	2.2 Identify stakeholders, their water- related challenges and the site's sphere of influence Identify stakeholders, document their water-related challenges and explain how the stakeholders are within the site's sphere of influence.	2.2.1 List of stakeholders, descriptions of prior engagements and summaries of their water-related challenges	Yes			The stakeholder map was created via the Nestle Community Relations Process (CRP) and the plant sphere of influence was reviewed. Stakeholders identified include the local municipality, regulatory agencies, school districts, neighboring industries and local community representatives. Of the stakeholders interviewed, all were aware of the Nestle Ain zhalta Plant and their activities in the community. The facility has strong stakeholder relationships and has been engaged in water-related issues with the town of Ain zhalta and surrounding areas including the Shouf biosphere Reserve.	
		2.2.2 Description of the site's sphere of influence	Yes			The plant sphere of influence was identified, provided and reviewed. Stakeholders related to the site's catchment were identified, as were their ability to influence the plant's operations or be influenced.	
Core	2.3 Gather water-related data for the catchment Gather credible and temporally relevant data on the site's catchment: Water governance, including catchment plan(s), water- related public policies, major publicly led initiatives under way, relevant goals, and all water-related legal, regulatory requirements; Water balance for all sources while considering future supply and demand trends; Water quality for all sources while considering future physical, chemical and biological quality trends; Important Water-Related Areas, including their identification and current status, while considering future trends; Infrastructure's current status and exposure to extreme events while considering expected future	2.3.1 List of relevant aspects of catchment plan(s), significant publicly led initiatives and/or relevant water related public policy goals for the site	Yes			A list of significant initiatives for the area was provided by Nestle.	
		2.3.2 List, and description of relevance, of all applicable water- related legal and regulatory requirements, including legally defined and customary water rights and water-use rights	Yes			A list of water related legal and other issues and information for the site was provided for the two boreholes.	
		2.3.3 Catchment water balance by temporally relevant time unit and commentary on future supply and demand trends	Yes			A catchment water balance was provided for the area. A recharge of 59,4MCM/y against a discharge of 54MCM/y was documented, resulting in a surplus of 5,4 MCM/y.	
		2.3.4 Appropriate and credibly measured data to represent the physical, chemical and biological status of the site's water source(s) by temporally relevant time unit, and commentary on any anticipated future changes in water quality	Yes			The water sources undergo standard quality testing. Physical/chemical data was provided from 2017 - 2018. Microbiological data and all other parameters for the site was provided and is tracked daily. They also check water quality at other water sources that supply the local communities, via measurement and water quality testing.	
		2.3.5 Documentation identifying Important Water Related Areas, including a description of their current status and commentary on future trends	Yes			The Aammiq wetland is located 8 km to the east of the site in the Bekaa valley watershed. It is a Ramsar site that was identified as an important WRA. This information is provided in the Nestle Indicator 5.1.1 undated sheet.	

		2.3.6 Existing, publicly available reports or plans that assess water-related infrastructure, preferably with content exploring current and projected sufficiency to meet the needs of water uses in the catchment, and exposure to extreme events	Yes			A factory product matrix dated 16/11/2018 includes future water requirements for the factory. Other information is available in a book "Groundwater Asssessment of the Shouf Biosphere Reserve" as published by the Shouf Biosphere Reserve.	
Core	2.4 Gather water-related data for the site Gather credible and temporally relevant data on the site's: Governance (including water stewardship and incident response plan); Water balance (volumetric balance of water inputs and outputs); Water quality (physical, chemical and biological quality of influent and effluent) and possible sources of water pollution; Important Water-Related Areas (identification and status); Water-related costs (including capital investment expenditures, water procurement, water treatment, outsourced water- related services, water- related R&D and water- related energy costs), revenues and shared value creation (including economic value distribution, environmental value and social value).	2.4.1 Copies of existing water stewardship and incident response plans	Yes			Plans provided for review included the Nestle Emergency Response Plan, Overcome and Prevent Flooding Plan, Microclimate Control Plan, Business Contingency Plan, and Disaster Recovery Plan Crisis Response. This is provided in Nestle's private and confidential Business Continiuty Plan dated September 2017 .	
		2.4.2 Site water balance (in mm^3 or m^3) by temporally relevant time unit and water-use intensity metric (mm^3 or m^3 per unit of production or service)	Yes			Water balance sheets were provided which show a 5,4 MCM/y surplus	
		2.4.3 Appropriate and credibly measured data to represent the physical, chemical and biological status of the site's direct and outsourced water effluent by temporally relevant time unit, and possible pollution sources (if noted)	Yes			The water quality protocol includes analysis of direct and outsourced water for general water quality parameters, trace minerals, volatile organic parameters and other organics since 2010. Data sheets were provided. The waste water treatment system has been monitored monthly for general parameters since 2016 and complies with discharge requirements.	
		2.4.4 Inventory of all material water- related chemicals used or stored on- site that are possible causes of water pollution	Yes			A list and inventory of chemicals used in the factory was provided. The chemical storage area is well covered for any spills via a sloped floor and drainage channel, which direct any spills to the waste treatment plant. All necessary safety measures such as showers, eye washes and chemical details for a doctor are located in all places where chemicals are used.	
		2.4.5 Documentation identifying existing, or historic, onsite Important Water-Related Areas, including a description of their status	Yes			A Ramsar site (Aammiq wetland) is located approximately 8 km to the east of the factory on the opposite side of the watershed and is well protected.	
		2.4.6 List of annual water-related costs, revenues and description/quantification of social, environmental or economic value generated by the site to the catchment	Yes			Annual water-related costs and revenues, costs for shared-value creation projects, and shared-value creation was described and shared. In excess of $300,000 has been earmarked for assistance to the municipality and community. As this is confidential information, this information was shared from Nestle's sytem in Indicators 2.4.6 and 5.1.2. Economic, social and environmental value generated by the plant was provided on the screen.	
Core	2.5 Improve the site's understanding of its indirect water use Identify and continually improve the site's understanding of: Its primary inputs, the water use embedded in the production of those primary inputs and, where their origin can be identified, the status of the waters at the origin of the inputs; Water used in outsourced water-related services within the catchment.	2.5.1 List of primary inputs with their associated embedded annual (or better) water use and (where known) their country/region/or catchment of origin with its level of water stress	Yes			The area is not water stressed but needs to be managed, which is now being undertaken by the Shouf Biosphere Reserve. An estimate for existing and future water use was provided.	

		2.5.2 List of outsourced services that consume water or affect water quality and both (A) estimated annual (or better) water withdrawals listed by outsourced services (mm3 or m3) and (B) appropriate and credibly measured data to represent the physical, chemical and biological status of the outsourced annual (or better) water effluent.	Yes			The following services are outsourced: gardening, laundry, cleaning of floors, toilets and management of the food canteen. They all use on-site water, except the toilets which use recycled water from the WWTP. The list of outsourced services are identified, but individual water use for these services have not been quantified, although the total water use for these outsourced services is measured and captured.	
Core	2.6 Understand shared water-related challenges in the catchment Based upon the status of the catchment and stakeholder input, identify and prioritize the shared water-related challenges that affect the site and that affect the social, environmental and/or economic status of the catchment(s). In considering the challenges, the drivers of future trends and how these issues are currently being addressed by public-sector agencies must all be noted.	2.6.1 Prioritized and justified list of shared water challenges that also considers drivers and notes related to public-sector agency efforts	Yes			A prioritized list with rationale of shared water challenges was provided and reviewed. Shared water challenges identified included water quality and quantity.	
Core	2.7 Understand and prioritize the site's water risks and opportunities Based upon the status of the site, existing risk management plans and/or the issues identified in 2.6, assess and prioritize the water risks and opportunities affecting the site.	2.7.1 Prioritized list of water risks facing the site, noting severity of impact and likelihood within a given time frame	Yes			A prioritized list of water risks is not required due to systems in place to eliminate or minimize risks.	
		2.7.2 Prioritized list of water-related opportunities for the site	Yes			No list of water-related opportunities for the site is required, as they have taken various steps to minimize risks.	
		2.7.3 Estimate of potential savings/value creation	Yes			A prioritized list of savings and value creation was not provided, as all necessary steps have been taken to eliminate wastage of water on the site by installing factory systems, a by-pass line and supporting factory protocols.	
Step 3: PLAN – Develop a water stewardship plan							
Step 3 focuses on how a site will improve its performance and the status of its catchment in terms of the AWS water stewardship outcomes. Step 3 needs to explicitly link the information gathered in Step 2 to the performance noted in Step 4 by describing who will be doing what and when. The monitoring methods in Step 5 should also reflect the plan.							
Core	3.1 Develop a system that promotes and evaluates water-related legal compliance: Develop, or refer to, a system that promotes and periodically evaluates compliance with the legal and regulatory requirements identified in Criterion 2.3.	3.1.1 Documented description of system, including the processes to evaluate compliance and the names of those responsible and accountable for legal compliance	Yes			The Ain zhalta Compliance Matrix was reviewed, which includes various processes, responsibilities, date completed or reviewed.	
Core	3.2 Create a site water stewardship strategy and plan: Develop an internally available water stewardship strategy and plan for the site that addresses its shared water challenges, risks and opportunities identified in Step 2 and that contains the following components (see Guidance for plan template): A strategy that considers the shared water challenges within the catchment, water risks for the site	3.2.1 Available water stewardship strategy	Yes			A Water Stewardship Strategy was provided and reviewed. Ain zhalta's Strategy is a high-level document stating the overall strategy in alignment with the AWS requirements.	
		3.2.2 Available plan that meets all component requirements and addresses site risks, opportunities and stakeholder shared water challenges	Yes			A detailed Water Stewardship Plan has been developed by Nestle and made available. The plan is divided into objectives, targets, and actions. There are different actions corresponding to different targets, each with their own metrics, budget, responsible persons, status, and other criteria. Actions to be implemented at site level and around the site are identified in this plan.	
Core	3.3 Demonstrate responsiveness and resilience to water-related risks into the site's incident response plan: Add to or modify the site's incident response plan to be both responsive and resilient to the water-related risks facing the site.	3.3.1 A description of the site's efforts to be responsive and resilient to water-related issues and/or risks in an appropriate plan	Yes			Ain zhalta provided the Business Contingency Plan: Disaster Recovery Plan Crisis Response that included a description of their required responsiveness and resilience to water-related issues and risks.	

Core	3.4 Notify the relevant (catchment) authority of the site's water stewardship plans: Contact the appropriate catchment authority/agency (if any) and inform them of the site's plans to contribute to the water stewardship objectives of their catchment plan as identified in Criterion 2.3.	3.4.1 Documented evidence of communicating the site's plan to the relevant catchment authority/agency	Yes			Ain zhalta provided the Meeting Results document that records communication with catchment authorities about the AWS process. Communication and outreach confirmed through stakeholder interviews.	
Step 4: IMPLEMENT – Implement the site's stewardship plan and improve impacts							
Step 4 is intended to ensure that the site is executing the plan outlined in Step 3, mitigating risks and driving actual improvements in performance.							
Core	4.1 Comply with water-related legal and regulatory requirements and respect water rights: Meet all applicable legal and regulatory requirements related to water balance, water management and Important Water-Related Areas as well as water- related rights. As noted in Criteria 1.1 and 3.2, where, through its water use, the site is contributing to an inability to meet the human right to safe drinking water and sanitation, the site must also continually work with relevant public sector agencies until this basic human right to water and sanitation is fulfilled.	4.1.1 Documentation demonstrating compliance	Yes			Ain zhalta's compliance and environmental report were provided and met the indicator criteria. This report addresses the period from January 2016 to December 2018. The site's effluent quality results are audited by the Nestle environmental section.	
		4.1.2 (Catchments with stakeholders who have an unmet human right to safe drinking water and sanitation) Documentation of efforts to work with relevant public sector agencies to fulfil human right to safe drinking water and sanitation.	Yes			No unmet human rights needs were identified within this catchment.	
Core	4.2 Maintain or improve site water balance: Meet the site's water balance targets. As noted in Criterion 3.2., where water scarcity is a shared water challenge, the site must also continually decrease its water withdrawals until best practices are met and work with relevant public sector agencies to address the imbalance and shared water challenge. Note: if a site wishes to increase its water use in a water scarce context, the site must cause no overall increase in water scarcity in the catchment and depletion of the site's water source(s) and encourage relevant public sector agencies to address the unlawful water use contributing to the imbalance in the catchment.	4.2.1 Measurement-based evidence showing that targets have been met	Yes			Evidence of the improvement of the water balance in the site was presented. The water ratio was 1.27 against a target of 1.28.	
		4.2.2 (Water scarce catchments only) Evidence of continual decrease or best practice 4.2.3 (Sites wishing to increase withdrawals in water	Yes			The site is not within a water scarce catchment.	
		4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net increase in water scarcity	Yes			The site is not within a water scarce catchment.	
		4.2.2 (Water scarce catchments only) Evidence of continual decrease or best practice 4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net increase in water scarcity	Yes			The site is not within a water scarce catchment.	
		4.2.3 (Sites wishing to increase withdrawals in water scarce catchments only) Evidence of no net increase in water scarcity	Yes			The site is not within a water scarce catchment.	
Core	4.3 Maintain or improve site water quality: Meet the site's water quality targets. As noted in Criterion 3.2., where water quality stress is a shared water challenge, the site must also continually improve its effluent for the parameters of concern until best practices are met and work with relevant public sector agencies to address the imbalance and shared water challenge. Note: if a site wishes to increase its water use in a water stressed context, the site must cause no overall increase in the degradation of water quality in the catchment and degradation of the site's water source(s) and encourage relevant public sector agencies to address the	4.3.1 Measurement-based evidence showing that targets have been met	Yes			The measurement system for water quality targets throughout the site was provided, which shows that targets have been met. The effluent from the plant is used by landowners downstream for irrigation of crops.	
		4.3.2 (Water quality-stressed catchments only) Evidence of continual improvement or best practice 4.3.3 (Sites wishing to increase effluent levels of water quality parameters of concern in water quality-stressed catchments only) Evidence of no net degradation in water quality in the catchment	Yes			Information on improvements to effluent was received, but as quality of effluent was good, no improvements were required and information was provided on effluent quality. Data is supplied to indicate no degradation of water quality at the site.	
		4.3.3 (Sites wishing to increase effluent levels of water quality parameters of concern in water quality-stressed catchments only) Evidence of no net degradation in water quality in the catchment	Yes			Ain Zhalta has provided data in their decleration as per their undated AWS 6.4.1 statement on compliance for the period January 2016 to December 2018 stating that no degradation of water quality at the site occurred during that period.	

Core	4.4 Maintain or improve the status of the site's Important Water-Related Areas: Meet the site's targets for Important Water-Related Areas at the site. As noted in Criterion 3.2., where Important Water-Related Area degradation is a shared water challenge, the site must also continually improve its Important Water-Related efforts until best practices are met, and the site must not knowingly cause any further degradation of such areas on site.	4.4.1 Documented evidence showing that targets have been met.	Yes			No IWRAs are present on the site itself, but there is a Ramsar wetland site approximately 10 km to the east of the factory that is well protected.	
Core	4.5 Participate positively in catchment governance: Continually coordinate and cooperate with any relevant catchment management authorities' efforts. As noted in Criterion 3.2, where water governance is a shared water challenge, the site must also continually improve its efforts until best practices are met.	4.5.1 Documented evidence of the site's ongoing efforts to contribute to good catchment governance	Yes			Ain zhalta provided documentation of their efforts to support good catchment governance through participation with various organizations.	
Core	4.6 Maintain or improve indirect water use within the catchment: Contact the site's primary product suppliers and water-related service providers located in the catchment and request that they take actions to help contribute to the desired water stewardship outcomes.	4.6.1 List of suppliers and service providers, along with the actions they have taken as a result of the site's engagement relating to indirect water use	Yes			A list of suppliers and service providers was provided. No water usage data has been compiled for outsourced services, but the plant measures total water use by these providers.	
Core	4.7 Provide access to safe drinking water, adequate sanitation and hygiene awareness (WASH) for workers on- site: Ensure appropriate access to safe water, effective sanitation and protective hygiene for all workers in all premises under the site's control.	4.7.1 List of actions taken to provide workers access to safe water, effective sanitation and protective hygiene (WASH) on-site	Yes			Nestle uses a self-assessment tool at each site to review access to drinking water, sanitation and hygiene awareness (WASH). The nature of the product made at the facility requires strict adherence to these principals, which is strictly enforced.	
Core	4.8 Notify the owners of shared water- related infrastructure of any concerns: Contact the owners of shared water- related infrastructure and actively highlight any concerns the site may have in light of its risks and shared water challenges.	4.8.1 List of individuals contacted and key messages relayed	Yes			Shared water-related infrastructure on this site is limited to infrastructure related to the building itself. Ain zhalta works closely with service providers and stakeholders to address issues as they arise.	
Step 5: EVALUATE - Evaluate the site's performance							
Step 5 is intended to review performance against the actions taken in Step 4, learn from the outcomes – both intended and unintended – and inform the next iteration of the site's water stewardship plan. The expectation is that such an evaluation takes place at least annually, with more frequent evaluation encouraged as feasible.							
Core	5.1 Evaluate the site's water stewardship performance, risks and benefits in the catchment context: Periodically review the site's performance in light of its actions and targets from its water stewardship plan to evaluate: - General performance in terms of the water stewardship outcomes (considering context and water risks), positive contributions to the catchment, and water-related costs and benefits to the site.	5.1.1 Post-implementation data and narrative discussion of performance and context (including water risk)	Yes			Ain zhalta provided documentation of meetings with stakeholders on performance and successes in actions taken to improve surface water quality. The general feedback from stakeholders is positive. Interviews with the Mayor of Ain zhalta, Mr S Karameth, and the Manager of the Shouf Biosphere Reserve, Mr N Hani, provided evidence that although initially they were not keen to allow Nestle to abstract water, but now they are happy with what Nestle is doing for the community.	
Core	5.2 Evaluate water-related emergency incidents and extreme events: Evaluate impacts of water-related emergency incidents (including extreme events), if any occurred, and determine effectiveness of corrective and preventive measures. Factor lessons learned into updated plan.	5.2.1 Documented evidence (e.g., annual review and proposed measures)	Yes			Ain zhalta has not conducted an Environmental Impact Assessment for the area, but the site has documented compliance in several areas including waste water management and hazardous waste management. An EIA is not considered necessary for the plant. Water withdrawal is managed through permits. No water-related emergency events were recorded. The annual Environmental Review documents emergency events, if any occur.	
Core	5.3 Consult stakeholders on water- related performance: Request input from the site's stakeholders on the site's water stewardship performance and factor the	5.3.1 Commentary by the identified stakeholders	Yes			Stakeholder outreach has been conducted. Stakeholder interviews included topics of Ain zhalta outreach	
Core	5.4 Update water stewardship and incident response plans: Incorporate the information obtained into the next iteration of the site's water stewardship plan. Note: updating does not apply for initial round of Standard implementation.	5.4.1 Modifications to water stewardship and incident response plans incorporating relevant information			NA	This is the initial assessment, therefore this indicator does not apply for this initial round of standard implementation.	
Step 6: COMMUNICATE & DISCLOSE – Communicate about water stewardship and disclose the site's stewardship efforts							

Step 6 is intended to encourage transparency and accountability through communication of performance relative to commitments, policies and plans. Disclosure allows others to make informed decisions on a site's operations and tailor their involvement to suit.							
Core	6.1 Disclose water-related internal governance: Publicly disclose the general governance structure of the site's management, including the names of those accountable for legal compliance with water-related laws and regulations.	6.1.1 Disclosed and publicly available summary of governance at the site, including those accountable for compliance with water-related laws and regulations	Yes			Ain zhalta posts it's organizational chart in the common area of the plant where it can be observed easily by most staff. It includes details of the relevant responsible personnel for water-related laws and regulations.	
Core	6.2 Disclose annual site water stewardship performance: Disclose the relevant information about the site's annual water stewardship performance, including results against the site's targets.	6.2.1 Disclosed summary of site's water stewardship results	Yes			Stewardship results have been shared through meetings held with the local municipality. Nestle has been involved with projects to resolve water issues and improve water problems, as per their publicly led initiatives from 2018 to 2019 on addressing seasonal flow of surface waters.	
Core	6.3 Disclose efforts to address shared water challenges: Publicly disclose the site's shared water challenges and report on the site's efforts to help address these challenges, including all efforts to engage stakeholders and coordinate and support public-sector agencies.	6.3.1 Disclosed and publicly available description of shared challenges and summary of actions taken to engage stakeholders (including public-sector agencies)	Yes			Meetings with stakeholders have been held sharing information on the surface water study and working with local schools..	
Core	6.4 Drive 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. Note: any site- based violation that can pose an immediate material threat to human or ecosystem health from use of or exposure to site-related water must be reported immediately to relevant public agencies.	6.4.1 Available list of water-related compliance violations with corresponding corrective actions	Yes			There were no water-related compliance violations as per an undated statement from the Technical Manager documenting that from January 2016 to December 2018 that they are compliant. A further email from him confirmed that to date they are still compliant.	
Core	6.5 Increase awareness of water issues within the site: Strive to raise the understanding of the importance of water issues at the site through active communications.	6.5.1 Record of awareness efforts (dates and communication) and, if possible, level of awareness	Yes			The site's AWS Water Stewardship Commitment is posted on the Nestle website and is also placed in the municipality office, as well as on the factory notice board. Maps and other water-related information is also visible at various locations within the factory.	

0

Audit Non-conformities and Observations

Guidance
Disclaimer: auditing is based on a sampling process of the available information and therefore nonconformities may exist which have not been identified. Observations are defined as an area of concern regarding a process, document, or activity where there is opportunity for improvement. Major non-conformity is raised if the issue represents a systematic problem of substantial consequence; the issue is a known and recurring problem that the client has failed to resolve; the issue fundamentally undermines the intent of the AWS Standard; or the nature of the problem may jeopardize the credibility of AWS. **Applicants** must close* major NCR within Ninety (90) days of the NCR issue date. Failure to meet this deadline will require another conformity assessment. **Certificate Holders** must close* major NCR within Thirty (30) days of the NCR issue date. If the Major NCR is not addressed within 30 days SCS shall suspend or withdraw the certificate and reinstatement shall not occur before another conformity assessment has been successfully completed. Minor non-conformity: Where the audit team has evaluated an audit finding and determines that the seriousness of the issue does not meet the any of the criteria for Major non-compliance the audit team shall grade the finding as a minor non-conformity. **Applicants** must submit an acceptable corrective action plan^ to address all minor non-conformities to be recommended for certification. **Certificate Holders** must close minor NCR within Ninety (90) days of the NCR issue date. SCS may agree to an alternative time frame with the client as long as this can be justified and is documented in the NCR report. If corrective actions are inadequate to resolve a minor non-conformity by the time of the next scheduled audit, SCS shall upgrade the audit finding to a major non- conformity. If an unusually large number of minor non-conformities are detected during the course of a single audit, the audit team may at their discretion raise a major non-conformity to reflect a systematic failure of the client's management system to deliver conformity with the AWS Standard. ** closed = actioned by the client, corrections & corrective actions verified and closed by the auditor.* *^The corrective action plan shall include an analysis of the root cause of the minor non-conformity; the specific corrective action(s) to address the minor non-conformity; and an appropriate time frame to implement corrective action(s).*

NC #	Criteria / Indicator #	Major – Detail on Non Conformance	Due Date (XX calendar Days)	Root Cause Analysis and Corrective Action Taken

NC #	Section #	Minor – Detail on Non Conformance	Due Date (XX calendar Days)	Corrective Action Taken

OFI #	Section #	Observation – Detail on Opportunity for Improvement	Due Date	Corrective Action Taken

Certification Decision

Guidance
The recommendation section to be filled out by the auditor with optional comments. The Certification Decision section is to be completed by the SCS's decision-making entity after initial, re-certification and re-evaluation audits. Details of the decision making entity and any observations or further details can be included in the comments field.

Auditor's recommendation for initial, continued or re-certification based on compliance with requirements:	**X**	Initial/Continued Certification **Recommended**
		Initial/Continued Certification **Not Recommended**
Level of certification recommended (if applicable):	X	AWS Core
		AWS Gold
		AWS Platinum
Comments (e.g. justification for change in certification level, recommendations for sampling):		

To be completed by the SCS Decision-Making Entity	**SCS Certification Decision:**	**X**	**Approved**
			Denied
	Certification decision by:		**Nicole Munoz**
	Technical Review by:		**Nicole Munoz**
	Date of decision:	24 June 2019	
	Surveillance schedule:	**Next audit is scheduled for** *(include range)* **: March 28, 2020 to April 28, 2020**	