Alliance for Water Stewardship Assessment Report

Prepared for Aviv Tanzania

Prepared by: SGS

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REPORT DETAILS

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CLIENT:	Jeremy Dufour Environmental & Social Manager, Plantations & Farming, South & East Africa Cluster Olam International T +255 (0)22 2153 191 / 180 | D +255 (0)22 2153 178 M +255 (0)783 79 11 55 UN Road, Plot No. 420 I Opp. Tambaza Sec. School I PO Box 71062 - Upanga I Dar es Salaam I TANZANIA www.olamgroup.com jeremy.dufour@olamnet.com
PREPARED BY:	Mia Antoni-Naidoo Unit 406 Ground Floor, Block 4 Island Office Park, 35/37 Island Circle, Riverhorse Valley, Durban, Tel: +27 (0)31 534 0728 E-mail: Mia.Antoninaidoo@sgs.com
SIGNED:	Mia Antoni-Naidoo Signed:
TECHNICAL SIGNATORY	Francesca Cerchia Signed:
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1 EXECUTIVE SUMMARY

The scope of services covers the conformity assessment of water use in compliance with the AWS International Water Stewardship Standard Standard Version 1 for Olam International Limited Arabica Coffee Farm in Tanzania, in the Ruvuma region. The assessment has been completed in compliance with the AWS Certification requirements, Version 1 dated July 2015.

Aviv Tanzania Limited is a fully-owned subsidiary company of Olam International Limited which is located in Songea Rural District, Ruvuma Region. Aviv Tanzania was formed in 2011 to manage a large agriculture project, being the production of Arabica coffee under drip irrigation plantations on Aviv farm, in Lipokela Village.

A total of twenty-one findings were raised during the course of the audit process, five major non-conformances, five minor non-conformances, five observations and six new information requests.

Aviv Tanzania responded the findings raised with root cause analysis and action plans and submitted corrected documentation as evidence to successfully clear all findings raised in the audit.

Given the review of evidence produced and site visit inspections performed at the Aviv Plantation, SGS recommends that Aviv Tanzania is awarded AWS Core Certified status with a surveillance audit interval of annual frequency.

2 SCOPE OF ASSESSMENT

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SGS visited Songea, Tanzania, from 11-14 January 2016 to perform the site visit and assess the facilities and activities of Aviv Tanzania with regard to certification to the AWS Standard. The audit took place both at the offices of Aviv in Songea and at their Arabica Coffee Farm near Lipokela Village. The farm site is located in the upper Ruvuma River catchment, about 45km from Songea town, Songea Rural District, Ruvuma Region (approximately 950km Southwest of Dar es Salaam).

The audit interviews were held at the offices in Songea over two days and a half day inspecting the installations and activities on the coffee farm. Aviv Tanzania provided most of the requested supporting documentation as evidence whilst on site. Outstanding documentation was forwarded on via email during the course of the following months. SGS provided initial feedback on observations and findings likely to be raised during the closing meeting of the audit on the 14 January 2016.

Table 2.1 photos from Aviv Coffee Farm

Arabica Coffee Shrub	Arabica Coffee Beans
Seedling Nursery	Seedling Nursery
Water Flow Meter	Water Flow Meter
Pump Station from River to Dam (Vetiver Grass used to reduce soil erosion)	Pump Station from River to Dam (Vetiver Grass used to reduce soil erosion)
Dam	Road up to Processing Plant

3 DESCRIPTION OF CATCHMENT

The Ruvuma River Basin is the 5th largest basin in East Africa, shared between 3 countries: Mozambique, Tanzania and Malawi. The main Ruvuma River flows along the border between Mozambique and Tanzania. The total catchment area is approximately 155,000 km^2. Mozambican territory covers 100,000 km^2 (~65%), whilst Tanzanian territory covers 52,000 km^2 (~34%). The remaining part in Malawi covers only 2,500 km^2 (<2%). The river basin is an almost unparalleled case in South-Eastern Africa because it is one, of the few shared rivers, that is basically hydrologically pristine with no significant water storage and / or river regulating infrastructure. The Ruvuma Basin is rich in both aquatic and terrestrial biodiversity and a large part of the basin is environmentally/ ecologically untouched, especially in Mozambique.

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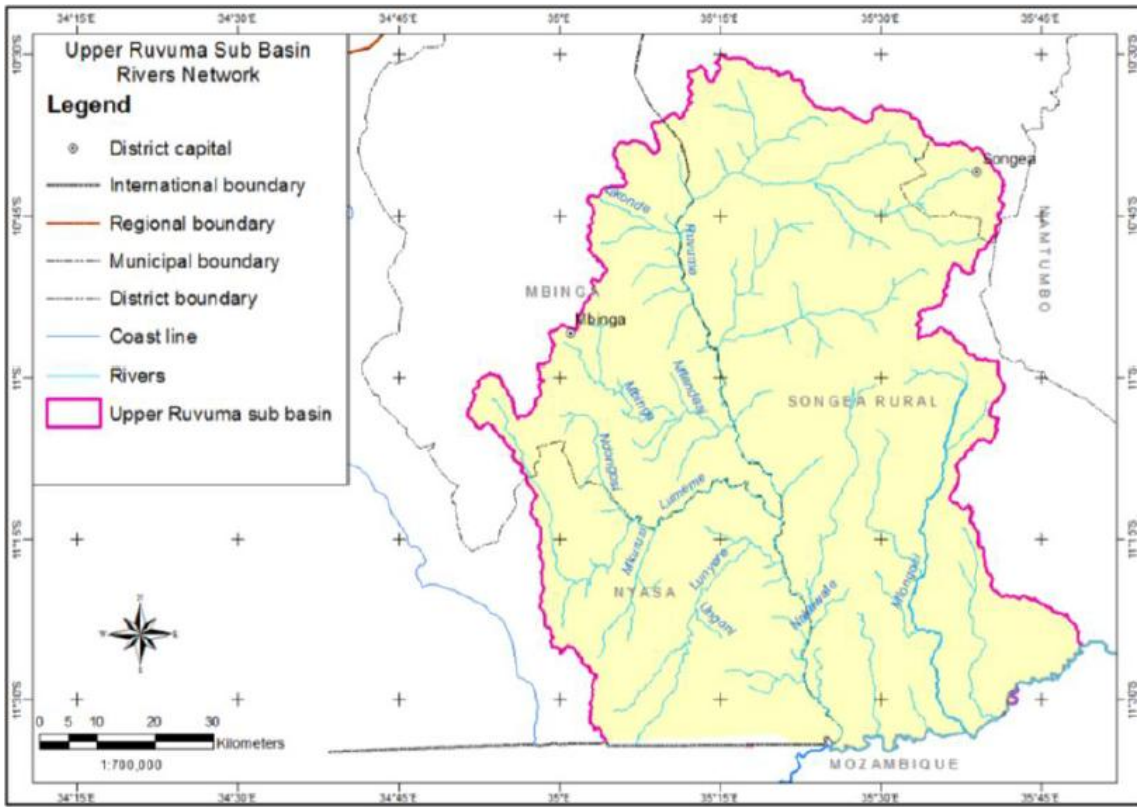
Figure 3.1 Upper Ruvuma Sub Basin Network1



[1] Figure taken from REF029 Appendix Volume 1 UR Sub-basin Plan

4 SUMMARY OF SHARED WATER CHALLENGES

Aviv Tanzania has identified general shared challenges which have been detailed below and were extracted from reference REF109 Aviv Water-related Risks and Opportunities. More specific shared water challenges have been provided in Table 4.1 below.

The Upper Ruvuma Basin faces a complex mixture of challenges and opportunities and naturally, aligned with the recently launched global Sustainable Development Goals (SDGs), priorities amongst these are, for the authorities and most of the stakeholders, the need for improved WASH provision and maintenance; water resource development which is sustainable and coordinated; improved land and resource management to control degradation and pollution. In particular for the Upper Ruvuma Basin there is a need to plan, manage, monitor and coordinate increasing demands on water use in order to avoid problems during dry periods. Underpinning and contingent to this is the need to rapidly increase the levels of participation, capacity and accountability around water resource management. In order to specify these risks from on a local context, the major problems facing the Upper Ruvuma Basin can be summarised as follows:

a. Insufficient water supply and sanitation both rural and urban (Songea and Mbinga town) and inequity in urban – rural provision;
b. Catchment degradation due to poor land management, soil loss and deforestation and pollution;
c. Low levels of awareness (in particular around sanitation and solid waste management);
d. Conflict between pastoralists, farmers, other stakeholders;
e. Pollution from agriculture and artisanal mining;
f. Limited legal implementation and enforcement and low accountability;
g. Shortage of manpower and skills;
h. Low coordination between sectors and stakeholders;
i. Managing water resources in dry season and dry years to avoid conflict;
j. Sustainable new development of water resources for new industries; and

k. irreversible economic loss from catchment stakeholders.

A more detailed presentation of shared water challenges identified by Aviv Tanzania has been presented in Table 4.1 below. Information in the table below has been extracted from reference REF015 Water Monitoring Plan.

Table 4.1.Detailed Shared Water Challenges for Aviv Tanzania

Type of Challenge	Identified Water-Related Challenge(S)	Justification Rationale
1. Environmental/ Climate Change	a. Variation of rainfall pattern due to climatic changes	A reduction in the levels of rainfall would automatically impact the natural water flow of the river. Impacts would follow the same rationale as for Challenge 3.a. In addition, a change in the weather pattern will also impact the life cycle of the coffee plants, for instance flowering too early in the season. A disturbance of the weather pattern would definitively impact the coffee production
	b. Deforestation caused mainly by charcoal making, uncontrolled fires and land clearance for farming activities	Deforestation, in general creates areas which are more prone to erosion, hence to river siltation and loss of agriculture land. A loss of agriculture land pushes population to cultivate in buffer zones accentuating even more these effects of erosion.
	c. Siltation, i.e. from borrow pits operations that are excavated near water sources have become very common. Some areas or soils on Aviv site are much susceptible to soil erosion due to nature of soil, and the sudden character of rainy episodes. These represent erosion risks on the farm especially during rainy season that may cause serious access difficulties.	Siltation is a major origin of irrigation failure with drip irrigation. The water sent into the drip lines shall be clean enough to avoid any blockage of the drip holes. With the increase in siltation in the river, the filters at the farm must perfectly perform on a permanent basis; hence require significant maintenance (cleaning of filters, field check of each hole one by one).
	d. Eutrophication/Encroachment of Aquatic Invasive Species	A bloom in algae in the river could damage the pumps hence create irrigation failure. Nonetheless, it requires an algae growth to be considered as a high risk.
2. **Pollution**	a. Industrial/Domestic Pollution from other users' effluents	Besides SOUWASA, none of the upstream users may risk to suddenly pollute the river to a level forcing us to stop pumping from the river.
	b. Agriculture Pollution from agricultural activities especially on usage of pesticides & fertilizers	All upstream agriculture is done by smallholder famers for whom it is commonly known they face major challenges to finance fertilisers and pesticides for their crop fields. The risk appears rather low.
	c. Deterioration in Water Quality (physical, biological, chemical)	The upstream quality requires a regular monitoring to ensure a long-term deterioration in quality of the river is noticed but the risk is low to notice significant alteration of water quality stopping us from pumping.

3. **Resource Access**	a. Natural fluctuation in River Water flow	Natural variation of the river water flow becomes immediately a stress period for Aviv management as it generates additional (unbudgeted) pumping costs. If the flow reduces on a long period of time, the irrigation demand increases to a level where drip irrigation may fail in providing coffee water requirements, relating directly in potential loss of production. Securing the water supply to the plantations is the key priority for all Aviv departments and anything jeopardizing this is treated as a key priority.
	b. Over-abstraction	Any upstream users over-abstracting would impact on the flow of the river. This would reduce automatically access to water for Aviv but the risk is relatively minor considering the consumption of other upstream users.
4. **Weak Governance**	a. Farming along buffer zones is still practiced into some areas along upper Ruvuma basin	With the demographic growth observed in Tanzania, even Ruvuma Region and Songea have their population density increasing. However, this growing population's main activity is subsistence agriculture. However, with an increasing density, areas and more particularly fertile river banks are progressively turning into agriculture land. The 60m buffer zone, as per the law, is barely respected in numerous areas hence increasing the risk of erosion and siltation in the river.
	b. Operation of some other water users without water use permit such as rice farmers	Many of the water users in the catchment do not have the water permits. This limits significantly the authorities to determine the actual water balance and confirm sustainable water resources management in the basin.
	c. Compliance to water regulation	Without compliance of all users against the same legal framework, some users may benefit and deliberately polluted, over-abstract, etc… Without following same rules, the potential for conflict between stakeholders raises.
	d. Weak joint support or platform that unites all stakeholders together for water governance and instead the all burden have been left to some few stakeholders. This is mostly observed when it comes to financial support to host stakeholders meetings.	An inefficient joint platform limits Aviv to deal with conflicts or water-related risks in a constructive manner. Any issue coming from a stakeholder would have certain negative impacts on the image of Aviv, and Olam in general. Maintaining the social license to operate is also crucial to keep good productivity on the farm. Any disturbance of operations from communities would disrupt operations.

5 INDICATORS CHECKLIST

As per the requirement set out in the AWS certification requirements Section 2.11.3.1 below is a checklist of all the CORE AWS indicators with the relevant reviewed evidence provided by Aviv and the indicator with which it is associated.

Table 5.1 Evidence reviewed by SGS against each CORE AWS indicator

Indicator	Details	Evidence Reviewed/Document Reference
1	Leadership (core)	
1.1	Leadership commitment on water stewardship	REF001. UN CEO Water Mandate http://olamgroup.com/news/olam-endorses-the-un-global-compacts-ceo-water-mandate/#sthash.HjFjVFXO.dpbs REF002 Stakeholder Consultation Notification Document REF009 Olam CRS Report 2014. REF127 Correspondence on stakeholder consultation REF128 Confirmation of stakeholder consultation notification posting
1.1.1	Has the organisation signed and published a statement related to his water stewardship commitment that includes all of the elements listed in core criteria 1.1?	REF003 Signed Water Policy Commitment, REF004 Unsigned Version of Water Policy Commitment
1.2.1	Has the organisation elaborated, agreed upon and discloses a water stewardship policy?	REF005 Aviv Water Policy REF006 Aviv letter to Stakeholders on AWS commitment: example REF007 Water Stewardship Stakeholder Disclosure List
2	Water challenges (core)	
2.1.1	Site boundaries (map)	REF008 Aviv Estate Map Final
2.1.2	Name and location of sources of water (immediate and ultimate)	REF013 Ruvuma Catchment Data REF016 Integrated Water Resources Management Plan.

Indicator	Details	Evidence Reviewed/Document Reference
		REF017 Flood Analysis for Rovuma at Aviv Coffee Farm. REF029 Appendix Volume 1 UR Basin Plan.
2.1.3	Name and location of effluent discharges	There is no effluent created on the farm as yet. The wet milling process has the potential for creating effluent (BOD and COD and impacts to pH in the future). This is located at Duncan Camp. This has been built but is not yet in use. There have been designed settling ponds for future use.
2.1.4	Description or map of catchment (s)	REF012 Catchment Map REF013 Ruvuma Catchment Data
2.2.1	Identification of stakeholders and their water challenges (list of stakeholders, prior engagement and their water challenges)	REF002 Stakeholder Consultation Notification Document REF007 Water Stewardship Stakeholder Disclosure List REF016.ERM Integrated Water Resource Management Plan Phase 1.5 REF018 MoU between Aviv GIZ REF019 Upper Ruvuma Catchment Basin Steering Committee REF020 Status of Upper Ruvuma Catchment Baseline Data REF021 Minutes of URCBSC Meeting 24072014 REF022. Minutes of URCBSC Meeting 30092014 REF127 Correspondence on stakeholder consultation REF128 Confirmation of stakeholder consultation notification posting REF129 OLAM webposting of stakeholder consultation REF130 Photo notification on noticeboard DED Office REF131 Photo notification on noticeboard Liganga Village REF132 Photo notification on noticeboard Regional Office REF133 Response to Findings 019NIR, 020NIR and 021NIR

Indicator	Details	Evidence Reviewed/Document Reference
2.2.2	Site sphere of influence (how the stakeholders are within the sphere of influence).	REF023.Aviv Water Stakeholder Sphere of Influence
2.3.1	Catchment data (catchment plan, public initiatives and/or public goals for the site)	REF013 Ruvuma Catchment Data REF012 Catchment Map REF015 Aviv Water Monitoring Plan REF024 Water sector Development Plan REF025 WSDP II Final REF026 National Water Sector Development Programme REF027 RU Development Scenarios REF028 Component 3 Volume 1 Sector Water Plans REF029 Appendix Volume 1 UR Sub-basin plan REF030 Ruvuma Landscape Scenarios WWF REF036 ERM IWRM Plan Phase 1.Rapid Assessment REF037. ERM IWRM Plan Phase 1.5
2.3.2	Water governance for the catchment: Water legal and regulatory requirements, including water and water use rights	REF031 Tanzania Water Policy REF032 Tanzania Environmental Management Act REF033 The Water Resources Management Act REF034 The Energy and Water Regulatory Authorities Act REF035.The Occupational Health and Safety Act
2.3.3	Water balance for the catchment (surface water, ground water, other)	REF013 Ruvuma Catchment Data REF028 Component 3 Volume 1 Sector Water Plans REF029 Appendix Volume 1 UR Sub-basin plan

Indicator	Details	Evidence Reviewed/Document Reference
2.3.4	Water quality for the catchment: sewerage discharge, run-off, other)	REF013 Ruvuma Catchment Data
2.3.5	Water related areas for the catchment: identification of the areas and description of current status and trends	REF013 Ruvuma Catchment Data
2.3.6	Infrastructure for the catchment: available information on current and projected sufficiency of water to meet the needs of the catchment	REF014 Meeting Registration Form REF028 Component 3 Volume 1 Sector Water Plans REF029 Appendix Volume 1 UR Sub-basin plan REF043 Requests for funding for infrastructure REF044 Requests for funding for infrastructure REF045 Requests for funding for infrastructure REF046. Requests for funding for infrastructure
2.4.1	Water data for the site: water stewardship and incident response plan	REF038 Water Incident Response Plan. REF039 Water Stewardship Plan.
2.4.2	Water data for the site: water balance (volumetric balance of water input and output)	REF040 Aviv Water Balance. REF052 Aviv Dam EIA REF056 Monthly Water Consumptions REF117 Review of Water Balance by SGS Specialist
2.4.3	Water data for the site: water quality (direct and outsourced water effluent and also possible pollution sources)	REF053 Water Quality Analysis REF054 Water Analysis November 2015 REF055 Aviv Water Quality Evolution 2015 REF056 Monthly Water Consumptions
2.4.4	Water data for the site: water quality (inventory of chemicals stored on site that are possible causes of water pollution)	REF041 Nutrient Management Plan REF042 integrated Pest Management Plan

Indicator	Details	Evidence Reviewed/Document Reference
2.4.5	Water data for the site: On-site identified water related. Documentation identifying existing, or historic, onsite Important Water-Related Areas, including a description of their status	REF013 Ruvuma Catchment Data
2.4.6	Water data for the site: water related costs, revenues and quantification of social, environmental and economic value generated by the site to the catchment	REF047 Aviv Water Related Costs 2015
2.5.1	Indirect water use: list primary inputs with their associated (annual) water use and, if possible, the origin of the water	REF048 Suppliers indirect Water Footprint.
2.5.2	Indirect water use: list of outsourced services that consume or affect water quality. List estimated annual withdrawals and quality data.	See above. Water quality data for indirect users not available at this time.
2.6.1	List of shared water challenges that affect the catchment	REF015 Aviv Water Monitoring Plan REF013 Ruvuma Catchment Data
2.7.1	Site risks and opportunities: list of site water related risks and actions to address the challenges	REF015 Aviv Water Monitoring Plan REF 039 Water Stewardship Plan. REF013 Ruvuma Catchment Data
2.7.2	Site risks and opportunities: list water related opportunities	
2.7.3	Site risks and opportunities: analysis of potential savings/value creation that could result from actions to address the challenges. Look at the actions in the context of water quality, water related areas, water governance, etc.	REF108 Response to Finding 008MAJCAR REF109 Aviv Water-related Risks and Opportunities REF110 Olam Technical Report Implementing AWS REF111 OLAM IWSS Implementation
3	Stewardship strategy and plan (core)	
3.1.1	Evidence of a system that periodically evaluates compliance with legal and regulatory requirements in criteria 2.3, together with names of those responsible.	REF050 Aviv Regulatory Compliance Checklist REF051 Water Use Permits. REF057 OSHA Permit

Indicator	Details	Evidence Reviewed/Document Reference
		REF064 EIA Certificate REF065 EIA Certificate REF066 Transfer of Environmental Certificate REF094 Response to finding 009MINCAR REF095.Regulatory Compliance Checklist 20 March 2016 REF121 Legal Review by Local Assessor REF122 Response to 016MINCAR & 017MINCAR REF123 Updated Regulatory Compliance Checklist REF124 Tz Environmental Management Act 2004 REF125 Tz EIA and Audit Act 2005 REF126 Tz Environmental Management Regulations (water quality) 2007
3.2.1	Stewardship strategy that contains water challenges within the catchment and risks for the site together with the site responses	REF049 Water Stewardship Strategy. REF083 Mitigating Water Risk and creating shared value
3.2.2	Stewardship plan that contains:	
a)	List of targets (as per criteria 2.7) and how continuous improvement and best practice are achieved. The targets need to be SMART	REF 039 Water Stewardship Plan. REF090 Revised Water Stewardship Plan Disclosure Letter REF091 Revised Water Stewardship Strategy REF092 Revised Water Stewardship Plan REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR
b)	Proposed actions to achieve the targets and names of individuals responsible for each	REF 039 Water Stewardship Plan. REF090 Revised Water Stewardship Plan Disclosure Letter REF091 Revised Water Stewardship Strategy

Indicator	Details	Evidence Reviewed/Document Reference
		REF092 Revised Water Stewardship Plan REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR
c)	A budget for the proposed actions with a cost benefit analysis	REF 039 Water Stewardship Plan. REF090 Revised Water Stewardship Plan Disclosure Letter REF091 Revised Water Stewardship Strategy REF092 Revised Water Stewardship Plan REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR
d)	Links to the desired results in terms of risks/opportunities, water stewardship outcome and shared water challenges	
3.3.1	Evidence of responsiveness and resilience to water related risks embedded in the site's incident response plan	REF038 Water Incident Response Plan REF083 Mitigating Water Risk and creating shared value REF104 AWS Response to finding 002MAJCAR and 005MAJCAR Action Plan REF105 Aviv Revised Water Incident Response Plan REF106 Annual Drought Irrigation Calculation 2016 REF107 Annual Drought Irrigation Plan 2016 REF112 AWS 004MAJCAR Response REF113 Training on Corrective Actions REF114 Incident Report Correction Action Form REF115 Example of use of new Corrective Action Form REF116 Request for Corrective Action Form
3.4.1	Evidence of notification to relevant catchment authority of the intention of the site to contribute to the objectives of the catchment plan	A meeting was held with Mr Mapunda (Rovuma Sub-Basin Water officer), on 4 January to present the WS plan and strategy to him. A letter of disclosure was all presented to the Water Officer and signed by him in acknowledgement on 11 January 2016.

Indicator	Details	Evidence Reviewed/Document Reference
		REF089 Disclosure Letter with Water Basin Authority.
4	Implementation of the water stewardship plan	
4.1.1	Evidence of compliance legal and regulatory requirements with regards to water balance, water management and Important Water related areas	REF050 Aviv Regulatory Compliance Checklist REF051 Water Use Permits. REF052 Aviv Dam EIA REF053 Water Quality Analysis REF054 Water Analysis November 2015 REF055 Aviv Water Quality Evolution 2015 REF056 Monthly Water Consumptions REF057 OSHA Permit REF064 EIA Certificate REF065 EIA Certificate REF066 Transfer of Environmental Certificate REF095.Regulatory Compliance Checklist 20 March 2016 REF121 Legal Review by Local Assessor REF122 Response to 016MINCAR & 017MINCAR REF123 Updated Regulatory Compliance Checklist REF124 Tz Environmental Management Act 2004 REF125 Tz EIA and Audit Act 2005 REF126 Tz Environmental Management Regulations (water quality) 2007
4.1.2	Evidence of efforts to provide safe drinking water and sanitation where stakeholders have an unmet human right	REF058 Baseline WASH Survey for Lipokela Village REF059 Aviv WASH survey results

Indicator	Details	Evidence Reviewed/Document Reference
		REF060 MOU Aviv Dispensary Plans REF061 Dispensary Technical Drawings REF096 Response to 003MINCAR REF097 AVIV LTSD Plan 2015-2017 REF098 AVIV WASH Survey Disclosure Letter REF099 Aviv WASH Survey Report 2015 REF100 District Medium-term Development Plan –translated REF101 District Medium-term Development Plan –translated REF102 MOU Aviv Dispensary Updated Version REF103 Stakeholder Engagement Plan
4.2.1 and 4.2.2	Evidence that the site water balance targets are met. If in a water scarcity situation, also evidence that there is a continuous decrease in water withdrawals	REF040 Aviv Water Balance. REF117 Review of Water Balance by SGS Specialist
4.2.3	Only in scarcity situations, evidence of no net increase in water scarcity	
4.3.1	Evidence that shows that water quality targets are met	REF053 Water Quality Analysis REF054 Water Analysis November 2015 REF055 Aviv Water Quality Evolution 2015
4.3.2.	For water quality stressed catchments only: evidence of continual improvement or best practice	
4.3.3	For water quality stressed catchments only and where the site wishes to increase effluent levels of water quality parameters: evidence of no net degradation in water quality in the catchment	No effluent being generated on the farm as yet
4.4.1	Evidence that targets for the Important Water related Areas have	REF062 Coffee Plantation Aspirations Dashboard

Indicator	Details	Evidence Reviewed/Document Reference
	been met	REF063 2017 Coffee Plantation Aspirations Final V2
4.4.2	Where Important Water Related Areas is a shared water challenge, evidence that best practice are met.	The above is Best Practice
4.5.1	Evidence of the site's on-going efforts to contribute to good catchment governance (evidence of coordination and cooperation with catchment management authorities)	REF018 MoU between Aviv GIZ REF019 Upper Ruvuma Catchment Basin Steering Committee REF020 Status of Upper Ruvuma Catchment Baseline Data REF021 Minutes of URCBSC Meeting 24072014 REF022. Minutes of URCBSC Meeting 30092014 REF067 URCBSC Meeting Attendance List March 2015 REF068 Mediation Letter Chipole Sister REF069 Sewage Blockage Letter SOUWASA REF070 Sewage Overflow Photo REF081 Aviv Governance Disclosure REF089 Disclosure Letter with Water Basin Authority REF118 Minutes of Knowledge Sharing Workshop REF119 Agenda of Knowledge Sharing Workshop REF120 OLAM –GIZ Lesson Learnt Workshop
4.5.2	Only for weak water governance catchments: evidence of continual improvement/best practice	Initiation of setting up of Steering Committee and driving the establishment of the Water Users Association.
4.6.1	Evidence that site product suppliers and water related service providers have been contacted and are taking actions to contribute to the water stewardship outcomes	REF071 AWD Technical Presentation REF072 Saving Water and AWD Training REF073 Rice Farmers Training with Songea Irrigation Officer

Indicator	Details	Evidence Reviewed/Document Reference
		REF074 Agronomy Best Practice Training Shade Growing REF075 Agronomy Best Practice Training Mulching REF076.Outgrowers Training Record REF011 Tippy Tap Training Evidence
4.7.1	List of actions to ensure WASH on site	REF010 HSE Internal Training REF011 Tippy Tap Training Evidence REF084 WASH Awareness Poster 1 REF085 WASH Awareness Poster 2 REF086 WASH Awareness Poster 3 REF087 WASH Awareness Poster 4 REF088 Hand washing Workplace Programme
4.8.1	Evidence and list of key owners of the water infrastructure and content of message that has been conveyed related to the site risks and shared water challenges	REF013 Ruvuma Catchment Data REF068 Mediation Letter Chipole Sister REF069 Sewage Blockage Letter SOUWASA REF070 Sewage Overflow Photo REF083 Mitigating Water Risk and creating shared value
5	Evaluation (core) "against the actions taken in the implementation of the plan". Expectation of such an evaluation at least annually. For the first implementation, look for evidence that these indicators are included in the plan.	As the plan is a 2016 plan and the targets for 2015 were not formally set evaluating performance is not yet possible on a discrete and metric related level. It is seen that monitoring performance is an activity for future once the plan has been fully implemented. Details have been provided in document Water Monitoring Plan REF015 Aviv Water Monitoring Plan REF078 Olam Technical Report Implementation of AWS Standard
5.1.1	Post implementation data and discussion on performance (water	REF015 Aviv Water Monitoring Plan

Indicator	Details	Evidence Reviewed/Document Reference
	risk)	REF078 Olam Technical Report Implementation of AWS Standard
5.1.2	Total amount of water related costs, cost saving and value creation with regards to the actions of criteria 3.2	REF078 Olam Technical Report Implementation of AWS Standard REF083 Mitigating Water Risk and creating shared value
5.1.3	Updated data for indicator 2.4.7 on catchment shared value creation	n/a
5.2.1	Evidence of evaluation of water related emergencies and extreme events (effectiveness of preventive and corrective measures) and inclusion of lessons learnt in the updated action plan	REF079 Evaluation of Water-related incidents Summary REF080 Example of Incidents and Corrective Measures Form REF104 AWS Response to finding 002MAJCAR and 005MAJCAR Action Plan REF105 Aviv Revised Water Incident Response Plan REF106 Annual Drought Irrigation Calculation 2016 REF107 Annual Drought Irrigation Plan 2016 REF112 AWS 004MAJCAR Response REF113 Training on Corrective Actions REF114 Incident Report Correction Action Form REF115 Example of use of new Corrective Action Form REF116 Request for Corrective Action Form
5.3.1	Feedback and commentaries from stakeholders on the site water stewardship performance and factor input in the updated action plan	REF068 Mediation Letter Chipole Sister REF118 Minutes of Knowledge Sharing Workshop REF119 Agenda of Knowledge Sharing Workshop REF120 OLAM –GIZ Lesson Learnt Workshop
5.4.1	Update of the plan with the inputs from indicators 5.1.1, 5.1.2, 5.2.1, 5.3.1. Update does not apply for the first implementation/audit	n/a

Indicator	Details	Evidence Reviewed/Document Reference
6	Disclosure and communication of performance (core)	
6.1.1	Disclosure and public availability of summary related to the general governance structure of the site's management with names of those accountable for compliance with water related laws and regulations	REF081 Aviv Governance Disclosure
6.2.1	Disclosure of summary of site's water stewardship results against the targets	A water summary has been developed giving a qualitative report on the results of the water stewardship interventions of the past year. This has only been disclosed to the Water Basin Officer. REF082 AVIV Water Stewardship Summary
6.3.1	Disclosure and public availability of efforts to address shared challenges and report on actions taken to help address these challenges and engage stakeholders, including public sector agencies	REF083 Mitigating Water Risk and creating shared value
6.4.1	Document and make available a list any site water compliance violation together with the corrective action implemented to prevent further occurrence.	No regulatory violations occurred at to date.
6.5.1	Evidence of awareness related initiatives at site level with dates of communications and, if possible, level of awareness	REF010 HSE Internal Training REF011 Tippy Tap Training Evidence REF084 WASH Awareness Poster 1 REF085 WASH Awareness Poster 2 REF086 WASH Awareness Poster 3 REF087 WASH Awareness Poster 4 REF088 Hand washing Workplace Programme REF014 Meeting Registration Form

6 AUDIT FINDINGS

A findings log was issued to Aviv which detailed the findings raised during the audit. As there were a large number of documents supplied to SGS as evidence and each one had to be reviewed, the findings log acted as a live document and was updated periodically until all indicators and documents had been reviewed for compliance. Aviv was then afforded time to respond to the findings and supply additional information for SGS to the review and to either accept and close the finding or request further information or action. Once all findings were closed by the Lead Auditor all documentation and audit trail were then reviewed by the Certifier.

6.1 MAJOR NON CONFORMANCES

During the course of the audit five major non-conformances were raised. Three of the five non-conformances were centred around the Water Incidence Response Plan of Aviv. The Incident Response Plan was considered to be under-developed in terms of the requirements of the Alliance for Water Stewardship Standard and the related system for corrective action required improvement in its implementation and tracking of issues and incidents. The second area which demonstrated non-conformance was the value creation and cost/benefits associated with addressing risks and challenges. These areas of concern were considered significant enough to warrant the categorisation of the non-conformance to be deemed major in nature.

Table 6.1.1. Major Non-Conformances raised during the AWS audit process

No.	Type	Ref.	Details	Response by Aviv	Relevant References
2	Major Non Conformance	002MAJCAR	Indicator 3.3. The Incident Response Plan makes no reference to either any planned responsiveness nor any planned resilience to water-related risks. Both aspects are required to be addressed by the Standard.	1. Team brainstorming exercise on appropriate steps to ensure responsiveness and resilience towards each identified type of water-related incident. 2. Revision of Aviv Water Incident Response Plan so as to capture the series of actions decided for each type of water-related incident dealt in a responsive and resilient manner. 3. Approve the revised Aviv Water Incident Response Plan	REF104 AWS Response to finding 002MAJCAR and 005MAJCAR Action Plan REF105 Aviv Revised Water Incident Response Plan REF106 Annual Drought Irrigation Calculation 2016

				updated. 4. Share the updated Aviv Water Incident Response Plan with Aviv management team on the farm.	REF107 Annual Drought Irrigation Plan 2016
4	Major Non Conformance	004MAJCAR	GEN: The use of the corrective action form was observed to be poorly executed; in many cases the forms were incomplete or not dated. There is no differentiation between risk, incidents, preventive actions or improvements. No root cause analysis is required for any of the above and there is an absence of a feedback system or link to the Incidence Response Plan. Considerable work is required to improve the management and system of logging of water related risks and incidents on site at Aviv.	1. Revision of the Corrective Action Form to allow differentiation between risk, incidents, preventive actions or improvements; include a root cause analysis and integrate a feedback system to avoid future occurrence 2. Development of a Standard Operating Procedure (SOP) to internally determine the use of the Corrective Action Form. 3. Train Aviv Management Team on the SOP and on the use of the Corrective Action Form 4. Provide empty Corrective Action Form to Aviv Management Team (for immediate use) 5. Report any new incident or risk asking for corrective action using the Corrective Action Form	REF112 AWS 004MAJCAR Response REF113 Training on Corrective Actions REF114 Incident Report Correction Action Form REF115 Example of use of new Corrective Action Form REF116 Request for Corrective Action Form
5	Major Non Conformance	005MAJCAR	GEN: The Incident Response plan has not detailed how Aviv will address water-related challenges in drought conditions. This should be addressed as this scenario is an important water risk for Aviv.	1. Determine how Aviv will address drought conditions. 2. Revise Aviv Incident Response Plan by adding a Response Plan in case of DROUGHT. 3. Divulgate the annual Drought Irrigation Plan to Aviv Management Team and inform them of the content.	REF104 AWS Response to finding 002MAJCAR and 005MAJCAR Action Plan REF105 Aviv Revised Water Incident Response Plan REF106 Annual Drought Irrigation Calculation 2016 REF107 Annual Drought Irrigation Plan 2016

8	Major Non Conformance	008MAJCAR	Section 2.7.3. This indicator requires Aviv to estimate the potential savings or value creation brought about by addressing the risks and opportunities. This has not been addressed by Aviv. As this is a Core criterion this will need to be addressed, guidance has been provided in the standard as to how to establish value creation.	1. Extract from the final version of Olam Technical Report all site's water risks and opportunities. 2. Determine for each risk its severity, likelihood and priority 3. Estimate the potential savings or value creation by addressing these risks from Aviv existing opportunities.	REF108 Response to Finding 008MAJCAR REF109 Aviv Water-related Risks and Opportunities REF110 Olam Technical Report Implementing AWS REF111 OLAM IWSS Implementation
10	Major Non Conformance	010MAJCAR	Section 3.2.2 requires that the Water Stewardship Plan reflects budgets with cost/benefit information which links back to financial data from Section 2.7. Whilst Aviv has allocated budgets, no cost benefit analysis has been included in the plan. The plan should be amended to include this information.	1. Re-assess and amend when necessary the cost/benefit component of the Aviv original Water Stewardship Plan 2016. 2. Incorporate, when possible, a cost/benefit indicator in the Plan to assess relative impact of Aviv actions 3. Visit Songea Sub-Basin Water Officer to present the revised Water Stewardship Strategy & Plan 2016 and explain the alterations made.	REF090 Revised Water Stewardship Plan Disclosure Letter REF091 Revised Water Stewardship Strategy REF092 Revised Water Stewardship Plan REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR

6.2 MINOR NON CONFORMANCES

Five minor non-conformances were raised during the audit process. In all five cases of non-conformances it was considered that Aviv had partially met the AWS Core criterion requirement but were requested to make some small adjustments to the documentation in order to be considered fully compliant.

Table 6.2.1. Minor Non-Conformances raised during the AWS audit process

No.	Type	Ref.	Details	Response by Aviv	Relevant References
1	Minor Non-Conformance	001MINCAR	Indicator 3.2.2. The Water Stewardship Plan is required to have targets and actions; the targets have to been measured and monitoring to evaluate performance. The Aviv WS plan has a column marked targets, however, these are actual the metrics to be measured and monitored. Separate targets should be identified and detailed to ensure that the plan follows the desired format as required in the standard	1. Introduce specific targets linking outcomes and actions & metrics which were already defined in Aviv original Water Stewardship Plan 2016. 2. Amend Aviv Water Stewardship Strategy 2016 in order to clearly reflect the targets. 3. Visit Songea Sub-Basin Water Officer to present the revised Water Stewardship Strategy & Plan 2016 and explain the alterations made.	REF090 Revised Water Stewardship Plan Disclosure Letter REF091 Revised Water Stewardship Strategy REF092 Revised Water Stewardship Plan REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR
3	Minor Non-Conformance	003MINCAR	Indicator 4.1.2. The Standard requires Aviv to document its efforts to work with public sector agencies in the promotion of access to drinking water and sanitation. Whilst Aviv can demonstrate some activity around this work it is not apparent that the efforts and information gathered have been shared with any public sector agencies. Further work is required to demonstrate this partnership and sharing of information.	1. Consolidated analysis and comparison of the results of the WASH Surveys done in July 2013 (by SHIPO) and January 2016 (done internally). 2. Communication of the compared analysis with the relevant Songea District Authorities. 3. Contact Songea Rural District Authorities regarding Government strategy towards improved access to water and sanitation in villages. 4. Identify common convergences between Aviv and local Government efforts in the promotion of access to drinking water and sanitation.	REF096 Response to 003MINCAR REF097 AVIV LTSD Plan 2015-2017 REF098 AVIV WASH Survey Disclosure Letter REF099 Aviv WASH Survey Report 2015 REF100 District Medium-term Development Plan –translated REF101 District Medium-term Development Plan –translated

					REF102 MOU Aviv Dispensary Updated Version REF103 Stakeholder Engagement Plan
9	Minor Non-Conformance	009MINCAR	Section 3.1.1. requires that the legal compliance system which is put in place includes not only the identification of persons responsible but also that they have the necessary credentials , capacity and funding to carry out their responsibilities. Whilst people have been identified and assigned responsibility in the Aviv Regulatory Compliance Checklist no mention of the staff member's credentials and capacity has been made. This should be included in this document.	1. At the end of this document, include the credentials and capacity for each of the person mentioned in the checklist. 2. Submit the revised Regulatory Compliance Checklist to SGS auditor to validate the new version covers all standard requirements	REF094 Response to finding 009MINCAR REF095.Regulatory Compliance Checklist 20 March 2016
16	Minor Non-Conformance	016MINCAR	EIA and Audit regulation of 2005 should be included in the Aviv Regulatory Compliance Checklist as an ESIA has been done for both farms. Aviv need to cite this regulation as well as it is the governing regulation in terms of Audit and EIA. This regulation states clearly on how often after obtaining the EIA certificate one has to do the Annual Audits which are mandatory as per this regulation	1. In Aviv Regulatory Compliance Checklist, rename the EMA, 2004 by the EIA & Audit Regulations, 2005. 2. Integrate the Tanzania Environmental Management Act, 2004 onto Aviv Regulatory Compliance Check. 3. Review the content of this Act and update requirements by integrating relevant articles onto the checklist. 4. Review the content of the EIA & Audit Regulation, 2005 to verify the frequency environmental audits shall be undertaken on projects, update Aviv Regulatory Compliance Checklist if necessary. 5. Complete Aviv Regulatory Compliance Checklist for all new and updated elements of the checklist.	REF121 Legal Review by Local Assessor REF122 Response to 016MINCAR & 017MINCAR REF123 Updated Regulatory Compliance Checklist REF124 Tz Environmental Management Act 2004 REF125 Tz EIA and Audit Act 2005 REF126 Tz Environmental Management Regulations (water quality) 2007
17	Minor Non-Conformance	017MINCAR	SGS recommends that the Environmental Management (Water Quality Standard) Regulation of 2007 is reviewed. I would advise for them to go through the standard and include	1. Integrate the Tanzania Environmental Management (Water Quality Standards) Regulations, 2007 onto Aviv Regulatory Compliance Check. 2. Review the content of this Regulation and update	REF121 Legal Review by Local Assessor REF122 Response to 016MINCAR &

			it as part of their legal compliance checklist	requirements by integrating relevant articles onto the checklist. 3. Complete Aviv Regulatory Compliance Checklist for all new elements of the checklist.	017MINCAR REF123 Updated Regulatory Compliance Checklist REF124 Tz Environmental Management Act 2004 REF125 Tz EIA and Audit Act 2005 REF126 Tz Environmental Management Regulations (water quality) 2007

6.3 OBSERVATIONS

Four observations were raised during the audit which are affectively recommendations for future improvement. No action is necessary during this audit period but these issues would most likely come under scrutiny during a surveillance audit scenario.

Table 6.3.1. Observations raised during the AWS audit process

No.	Type	Ref.	Details	Response by Aviv	Relevant References
6	Observation	006OBS	As there is no data for comparison in terms of performance evaluations is that Aviv should develop a spreadsheet which details each indicator and its metric for compliance and where possible the calculations and traceability to data source should be made evident.		
7	Observation	007OBS	Section 2.5.2. The data for the indirect water users is limited and in most cases estimations. This is an area of improvement for future audits.		
11	Observation	011OBS	Within the Water Stewardship Plan not all of the targets outlined have completion dates. It is recommended that these be given a delivery/end date to ensure that compliance and evaluation is possible.		
18	Observation	018Obs	As the government laboratory in Ruvuma is not accredited it is recommended that twice a year water samples are submitted to an accredited laboratory for comparative purposes.		

7 SUMMARY

In reviewing the body of evidence presented by Aviv Tanzania/Olam International it is apparent that a considerable quantity of effort and work has been put into the preparation for the audit for Alliance for Water Stewardship Certification.

The major non-conformances identified had two common areas for improvement, the response of Aviv to risk and incident and identifying and recording the value of mitigating risk to water related issues. As such, these areas are not considered to be certification limiting issues.

The minor non-conformances were all situations where Aviv was considered to have partially met the AWS Core criterion requirement but were requested to make some small adjustments to the documentation or process in order to be considered fully compliant.

Four observations were made within the findings log, these are to be considered as areas for improvement which will likely be reviewed in future surveillance audits, no action is required a behalf of Aviv Tanzania during this audit cycle.

All evidence submitted to SGS in response to the findings was reviewed and evaluated for compliance to the AWS standard. All actions were accepted as sufficient to demonstrate compliance and the findings were cleared and closed.

8 OPPORTUNITIES FOR IMPROVEMENT

The certification audit for Aviv Tanzania against the AWS Standard is for the initial assessment for conformity and as such allows for many areas for improvement going forward.

As this was an initial assessment focus of the review has been centred on the documented plan and implementation of to date. Less focus was placed on the evaluation of performance against the indicators as this was the first year of operation under the intention of conformity to the AWS Standard.

Future audits will additionally review the evaluation of performance against the Standard indicators and how this is monitored and presented as compliance. SGS recommends that Aviv Tanzania develops robust ways of monitoring performance against the indicators, collecting, storing and presenting this data in anticipation of future audits.

9 CONCLUSIONS AND RECOMMANDATIONS

Given the review of evidence produced and site visit inspections performed at the Aviv Plantation, SGS recommends that Aviv Tanzania is awarded AWS Core Certified status with a surveillance audit interval of annual frequency.

10 REFERENCES

REF001. UN CEO Water Mandate

REF002 – Stakeholder Consultation Notification Document

REF003 Signed Water Policy Commitment,

REF004 Unsigned Version of Water Policy Commitment

REF005 Aviv Water Policy

REF006 Aviv letter to Stakeholders on AWS commitment

REF007 Water Stewardship Stakeholder Disclosure List

REF008 Aviv Estate Map Final

REF009 Olam CRS Report 2014.

REF010 HSE Internal Training

REF011 Tippy Tap Training Evidence

REF012 Catchment Map

REF013 Ruvuma Catchment Data

REF014 Meeting Registration Form

REF015 Aviv Water Monitoring Plan

REF016 Integrated Water Resources Management Plan.

REF017 Flood Analysis for Rovuma at Aviv Coffee Farm.

REF018 MoU between Aviv GIZ

REF019 Upper Ruvuma Catchment Basin Steering Committee

REF020 Status of Upper Ruvuma Catchment Baseline Data

REF021 Minutes of URCBSC Meeting 24072014

REF022. Minutes of URCBSC Meeting 30092014

REF023.Aviv Water Stakeholder Sphere of Influence

REF024 Water sector Development Plan

REF025 WSDP II Final

REF026 National Water Sector Development Programme

REF027 RU Development Scenarios

REF028 Component 3 Volume 1 Sector Water Plans

REF029 Appendix Volume 1 UR Sub-basin plan

REF030 Ruvuma Landscape Scenarios WWF

REF031 Tanzania Water Policy

REF032 Tanzania Environmental Management Act

REF033 The Water Resources Management Act

REF034 The Energy and Water Regulatory Authorities Act

REF035.The Occupational Health and Safety Act

REF036 ERM IWRM Plan Phase 1.Rapid Assessment

REF037. ERM IWRM Plan Phase 1.5

REF038 Water Incident Response Plan.

REF039 Water Stewardship Plan.

REF040 Aviv Water Balance.

REF041 Nutrient Management Plan

REF042 integrated Pest Management Plan

REF043 Requests for funding for infrastructure

REF044 Requests for funding for infrastructure

REF045 Requests for funding for infrastructure

REF046. Requests for funding for infrastructure

REF047 Aviv Water Related Costs 2015

REF048 Suppliers indirect Water Footprint.

REF049 Water Stewardship Strategy.

REF050 Aviv Regulatory Compliance Checklist

REF051 Water Use Permits.

REF052 Aviv Dam EIA

REF053 Water Quality Analysis

REF054 Water Analysis November 2015

REF055 Aviv Water Quality Evolution 2015

REF056 Monthly Water Consumptions

REF057 OSHA Permit

REF058 Baseline WASH Survey for Lipokela Village

REF059 Aviv WASH survey results

REF060 MOU Aviv Dispensary Plans

REF061 Dispensary Technical Drawings

REF062 Coffee Plantation Aspirations Dashboard

REF063 2017 Coffee Plantation Aspirations Final V2

REF064 EIA Certificate

REF065 EIA Certificate

REF066 Transfer of Environmental Certificate

REF067 URCBSC Meeting Attendance List March 2015

REF068 Mediation Letter Chipole Sister

REF069 Sewage Blockage Letter SOUWASA

REF070 Sewage Overflow Photo

REF071 AWD Technical Presentation

REF072 Saving Water and AWD Training

REF073 Rice Farmers Training with Songea Irrigation Officer

REF074 Agronomy Best Practice Training Shade Growing

REF075 Agronomy Best Practice Training Mulching

REF076.Outgrowers Training RecordREF081 Aviv Governance Disclosure

REF077 – No Reference

REF078 Olam Technical Report Implementation of AWS Standard

REF079 Evaluation of Water-related incidents Summary

REF080 Example of Incidents and Corrective Measures Form

REF081 Aviv Governance Disclosure

REF082 AVIV Water Stewardship Summary

REF083 Mitigating Water Risk and creating shared value

REF084 WASH Awareness Poster 1

REF085 WASH Awareness Poster 2

REF086 WASH Awareness Poster 3

REF087 WASH Awareness Poster 4

REF088 Hand washing Workplace Programme

REF089 Disclosure Letter with Water Basin Authority.

REF090 Revised Water Stewardship Plan Disclosure Letter

REF091 Revised Water Stewardship Strategy

REF092 Revised Water Stewardship Plan

REF093 Response to Finding 001MINCAR, 010MAJCAR, 012NIR

REF094 Response to finding 009MINCAR

REF095.Regulatory Compliance Checklist 20 March 2016

REF096 Response to 003MINCAR

REF097 AVIV LTSD Plan 2015-2017

REF098 AVIV WASH Survey Disclosure Letter

REF099 Aviv WASH Survey Report 2015

REF100 District Medium-term Development Plan –translated

REF101 District Medium-term Development Plan –translated

REF102 MOU Aviv Dispensary Updated Version

REF103 Stakeholder Engagement Plan

REF104 AWS Response to finding 002MAJCAR and 005MAJCAR Action Plan

REF105 Aviv Revised Water Incident Response Plan

REF106 Annual Drought Irrigation Calculation 2016

REF107 Annual Drought Irrigation Plan 2016

REF108 Response to Finding 008MAJCAR

REF109 Aviv Water-related Risks and Opportunities

REF110 Olam Technical Report Implementing AWS

REF111 OLAM IWSS Implementation

REF112 AWS 004MAJCAR Response

REF113 Training on Corrective Actions

REF114 Incident Report Correction Action Form

REF115 Example of use of new Corrective Action Form

REF116 Request for Corrective Action Form

REF117 Review of Water Balance by SGS Specialist

REF118 Minutes of Knowledge Sharing Workshop

REF119 Agenda of Knowledge Sharing Workshop

REF120 OLAM –GIZ Lesson Learnt Workshop

REF121 Legal Review by Local Assessor

REF122 Response to 016MINCAR & 017MINCAR

REF123 Updated Regulatory Compliance Checklist

REF124 Tanzania Environmental Management Act 2004

REF125 Tanzania EIA and Audit Act 2005

REF126 Tanzania Environmental Management Regulations (water quality) 2007

REF127 Correspondence on stakeholder consultation

REF128 Confirmation of stakeholder consultation notification posting

REF129 OLAM webposting of stakeholder consultation

REF130 Photo notification on noticeboard DED Office

REF131 Photo notification on noticeboard Liganga Village

REF132 Photo notification on noticeboard Regional Office

REF133 Response to Findings 019NIR, 020NIR and 021NIR