

Nestlé Guidelines on Respecting the Human Rights to Water and Sanitation



Issuing Department

Global Public Affairs

Target audience

Nestlé Factory Management
Nestlé Procurement
Nestlé Agriculture
Nestlé Corporate Communications and Public Affairs

Guidelines approver

Nestlé Water Task Force

Repository

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1. Purpose of the guidelines

Worldwide, 663 million people lack access to an improved water source.¹ 2.4 billion people do not have access to improved sanitation (WHO & UNICEF, 2015).² Every minute, one child dies from diarrhea (UNICEF, 2016). The World Health Organization (2008) estimates that around one third of global diarrhea-related sickness and deaths could be avoided by providing access to water, sanitation and hygiene [referred to throughout this document by the initials WASH].

This disease burden has an impact on Nestlé's business, top-line and bottom-line. Mothers who stay at home because their children have fallen sick miss productive hours at the workplace. Some countries, where Nestlé operates, lose a significant amount of GDP because of inadequate access to WASH (WHO & UNICEF, 2013). Nestlé therefore has a crucial interest in supporting a healthier WASH environment on and around its factory premises.

In discussions about the role of the private sector in the provision of water, over the last 20 years, Nestlé, amongst other companies, has become the target of hostile criticism from activist groups. Allegations that Nestlé compromises the poor's access to water have negatively impacted Nestlé's corporate reputation.

In an effort to strengthen the position of people without access to WASH, in 2010, the UN General Assembly approved a resolution on the human rights to drinking water and sanitation. Nestlé's position on access to WASH is clear. Wherever Nestlé operates, access to drinking water has priority over the activities of the company. This is why Nestlé has welcomed and embraced the UN General Assembly's decision to constitute the human rights to water and sanitation.

Many markets have already taken a variety of actions. They respect community access and support the dissemination of water and sanitation services for employees, communities and suppliers. As part of Nestlé's CSV strategy, 440 000 people located around the factories and around the upstream supply chain have gained access to water, sanitation and hygiene between 2005 and 2015. In 2013, Nestlé signed the WASH Pledge of the World Business Council for Sustainable Development, committing to provide adequate WASH services at workplace to all 340 000 employees.

Our efforts have been formalized on a corporate level in Nestlé's "Commitment on Water Stewardship", an appendix to Nestlé's "Policy on Environmental Sustainability". It states that "effective water stewardship will require that provisions are made firstly for water to meet the human right to water, then to

ensure that ecosystems are able to function, and finally to ensure that water is used efficiently for agricultural and industrial use".

In January 2015, the CEO Water Mandate, part of the UN Global Compact, published with support from Nestlé its "guidance for companies on respecting the human rights to water and sanitation". This guidance builds upon the "UN Guiding Principles on Business and Human Rights" that were approved by the UN Human Rights Council in 2011 (UN, 2011). As part of its CSV water commitments, Nestlé has taken the decision to implement the guidance by the end of 2015.

This document contributes to the realization of the objective, providing guidelines on how Nestlé markets and factories can respect and support the human rights to water and sanitation. Firstly, it shows what the human rights to water and sanitation consist of and how markets and factories can avoid any negative impact on the right. This "do not harm" principle is the key element of the guideline and needs to be respected across Nestlé's entire supply chain.

Secondly, the guidelines provide a set of criteria for Nestlé factories, particularly the ones located in high-risk areas, to take steps in support of access to water, sanitation, and hygiene among stakeholders.

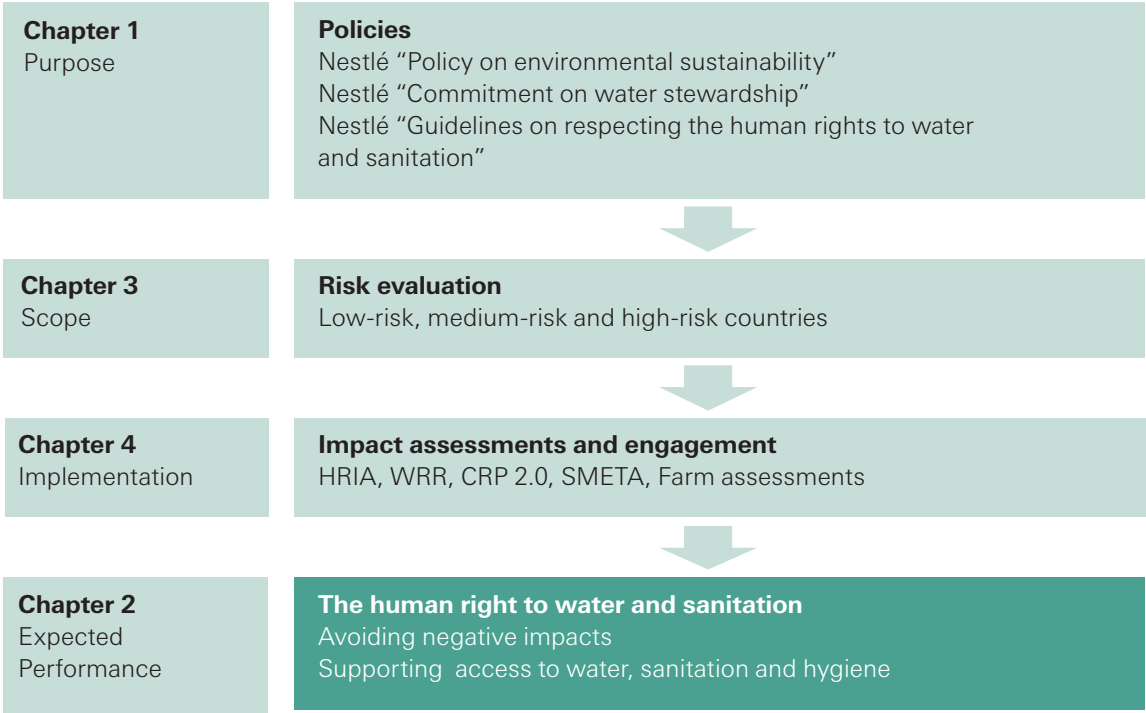
Thirdly, the guidelines cluster countries into low-risk, medium-risk and high-risk markets based on the percentage of people lacking access to water. Fourthly, the guidelines give advice to markets and factories on how to assess their impact on the human right to water, using existing audit or engagement mechanisms.

1 "Improved" refers to the degree of protection of the water source. Surface water for instance is a non-protected water source and hence an unimproved drinking water access solution.

2 "Improved" refers to the separation of excreta from human contact and to the privacy of a sanitation solution. Shared toilets are counted for instance as an unimproved solution.

Access to safe water, sanitation and hygiene is key to human health. To be productive for the company, Nestlé employees and suppliers need to be in a healthy physical and mental condition. The guidelines will help the company to fulfill its commitment to be recognised as the leading nutrition, health and wellness company in the world.

Nestlé due diligence on the human rights to water and sanitation



2. Expected performance

Recognition of the human right to water is designed to protect individuals from negative impacts of companies on the ability of human beings to access safe water (The CEO Water Mandate, 2015, p. 10). This means that Nestlé has to make sure that activities around its direct operations and the supply chain do not affect communities' access to water. This is at the very heart of the guidelines to which all Nestlé employees around the world must commit. In addition, Nestlé factories, notably the ones in high-risk areas, may consider to proactively support communities' ability to access safe water or sanitation services.

2.1 Respecting the human right to water

As part of its "Commitment on Water Stewardship", Nestlé markets must ensure that their activities do not negatively affect the ability of communities to access water and sanitation, avoiding possible nuisances in the following five areas that make up the human right to water (De Albuquerque, 2014, p. 33-36). Negative impacts can occur both at the level of our factories and at the level of our supply chain:

- *Availability:* Human beings should be able to sustainably rely on a sufficient quantity of water without service interruptions. To cover consumption and hygiene needs, the WHO has defined 50-100 litres as the required quantity to prevent most health concerns (Howard & Bartram, 2003). This means that a city with 100 000 inhabitants requires an annual supply of 1.83 million m³ to cover the water needs of its population. For example, Nestlé would have a negative impact on the human right to water if, as a result of activities in its supply chain, the groundwater level of a local aquifer started to sink – threatening the long-term supply of water for the population.
- *Accessibility:* To be able to access the 50-100 litres of water required per day, water collection points should be a maximum distance of 100 metres from the point-of-use and the distance should be close enough to collect the water in five minutes at most per roundtrip (Jensen, Villumsen & Petersen, 2014, p. 35). For example, Nestlé would have a negative impact on the human right to water if, as a result of the factory blocking existing access routes, the distance between the water source and the point-of-use or the collection time deteriorated.

- *Quality and safety:* To reduce possible health risks, communities should access water from an "improved" water source. The WHO and UNICEF defines "improved" as sources that are affordable to low-income families and provide a basic level of protection from contamination.³ Explicitly, improved sources include piped water, public taps, boreholes, protected dug wells and springs as well as rainwater harvesting systems. Unimproved sources include unprotected springs and dug wells, and surface water resources. However, even water from an improved source can be biologically or chemically contaminated. Any drinking water source should therefore comply with WHO guidelines for drinking water-quality (WHO, 2011). For example, Nestlé would have a negative impact on the human right to water if, as a result of factories discharging water at a low quality level into the environment, the quality of local drinking water resources deteriorated.
- *Acceptability:* The acceptability of any drinking water resource is key to usage. People will not drink water from a source which is not in line with their expectations (De Albuquerque, 2014, p. 36). Its industrial contamination, for example, Nestlé would have a negative impact on the human right to water if, as a result of increased industrial contamination, public utilities increased the level of chlorine in the water, negatively affecting the taste and acceptability of the water source.
- *Affordability:* Expenditure to cover the 50-100 litres of water required per person should not surpass 3% of the family budget (De Albuquerque, 2013). Acceptability therefore depends on two elements - family income and the local price of water, both of which have to be assessed. For example, Nestlé would have a negative impact on the human right to water if, as a result of activities in the supply chain consuming large amounts of water, local water prices significantly increased.

Markets can test if communities perceive that our factories have a negative impact on their ability to benefit from the human right to water, using the following set of multiple-choice questions for discussion, either as a stand-alone questionnaire or integrated into an existing audit tool. If used as a stand-alone questionnaire, markets should ensure that a sufficiently large quantity of

3 See <http://www.wssinfo.org>

community members participate in the poll. To give a benchmark, Nestlé Waters surveys 80 community members in polls for its community relations process. For impact assessments of upstream suppliers, a similar set of questions is integrated in the existing audit tools.

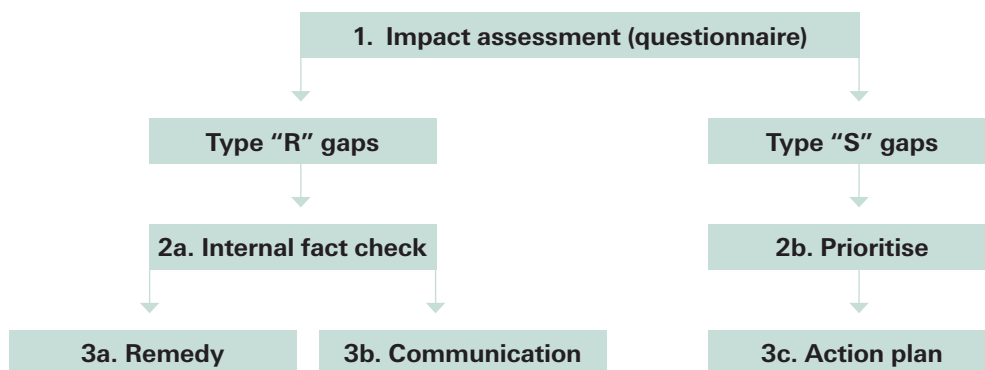
Questions, described as type “R”, indicate whether Nestlé’s operations and/or supply chain has a negative impact on communities’ ability to access the human right to water. Questions, described as type “S”, indicate if, regardless of Nestlé or its suppliers, the current communities’ ability to enjoy the human right to water is sufficient or requires further support. Answers highlighted in bold indicate compliance with the human right to water:

The set of questions can help to identify firstly, potential negative impacts of Nestlé or its suppliers on the communities’ ability to enjoy the human right to water (Type “R”) and secondly, gaps with regard to the human right to water that are not a cause of Nestlé or its suppliers but deserve attention due to the company’s manifold linkages with communities surrounding our business (Type “S”).

Type R: When the results of the questionnaire indicate that activities have a negative impact on the human right to water, Nestlé markets will need to verify in a next step if the communities’ perception relates to a material, negative impact or if the negative perception by communities contradicts with results of internal analyses. In the first case, Nestlé factories or the company’s suppliers are expected to suppress any negative impact or to offer an alternative water service of equivalent standard. In the latter case, Nestlé factories or suppliers are encouraged to provide communities with more information and to strengthen the engagement.

Type S: If the results indicate gaps in the areas of access to water, sanitation and hygiene around the factories or around the supply chain, Nestlé can look for an entry point to help filling those gaps. Based on the answers provided by stakeholders, a good way to start is to prioritize the different issues and to define then, based on the resources available, a measurable action plan (cp. next section).

Process scheme to respect and support the human rights to water, sanitation and hygiene



Questionnaire to analyze Nestlé's impact on the human right to water in communities

No	Type	HRWS Element	Question	Answer
1	S	Quality	Describe the water source local community members typically rely upon?	Piped water Public tap Borehole Protected well Protected spring Dug well Unprotected spring Rainwater harvesting Surface water source Other
2	S	Quality	Does this source offer water at a reliable quality level?	Yes No Not sure
3	R	Quality	Has the quality of drinking water resources become unreliable since Nestlé or its suppliers started operating in the area?	No Yes Equal
4	S	Quantity	How much water does a typical member of the community use per day?	Less than 50 L 50 L or more
5	S	Quantity	Is water from the source permanently available or do communities suffer from service interruptions?	Permanent available Service interruptions
6	R	Quantity	Have community members noticed that water resources have become significantly less available since Nestlé or its suppliers started operating in the area?	Yes, less water available No negative impact
7	R	Quantity	Have community members noticed any changes in terms of service interruptions since Nestlé or its suppliers started operating in the area?	Yes, less service interruptions Yes, more service interruptions No changes
8	S	Access	What's the distance between the point-of-collection and the point-of-use?	100 m or less More than 100 m
9	S	Access	How much time does a roundtrip take between the point-of-collection and the point-of-use?	5 min or less
10	R	Access	Has access in terms of distance or collection time changed to more than 100 m or more than 5 minutes since Nestlé or its suppliers started operating in the area?	Yes, more than 100 m Yes, more than 5 min No
11	S	Affordability	What's the typical monthly family income in the community? What's the typical monthly spending on water of families in the community? Does the spending account for more or less than 3% of the family income?	3% or less More than 3%
12	R	Affordability	Has the price for water increased to more than 3% of family income since Nestlé or its suppliers started operating in the area?	Yes No
13	R	Acceptability	Have the taste, color, turbidity or other relevant characteristics of the water significantly changed since Nestlé or its suppliers started operating in the area?	Yes, deteriorated No
14	R	All	Were members of the community forced to change the source of water when Nestlé or its suppliers started operating in the area?	Yes No
15	R	All	If yes, is the new water source considered by the community as acceptable or unacceptable?	Acceptable Unacceptable: Inferior water quality Unacceptable: Less water available Unacceptable: Harder to access Unacceptable: More expensive Unacceptable: Unpleasant taste

2.2 Supporting the human rights to water and sanitation

Nestlé factories and suppliers are encouraged to fill identified gaps in the areas of water, sanitation and hygiene for employees and communities. All Nestlé factories have committed to provide WASH services to employees. Nestlé factories in high-risk areas are additionally encouraged to support access to WASH among factory-surrounding communities:

- *Employees:* Nestlé has committed to implement the WBCSD WASH pledge by end of 2015. The WBCSD self-assessment tool helps Nestlé sites to identify gaps, to analyse these gaps and to develop an improvement plan.⁴ Factories are expected to provide water, sanitation and hygiene facilities to employees in sufficient quantity and quality. Appropriate measures have to be taken to monitor, clean and maintain the facilities. Investments into the infrastructure may be accompanied by educational and behaviour change activities.
- *Communities:* By end of 2015, almost 440 000 beneficiaries in local communities had access to water and sanitation projects around our manufacturing facilities and key sourcing areas of agricultural materials. To ensure impact, efficiency and long-term sustainability of any assistance provided, projects should comply with the following principles:
 - *Targeting a context-specific problem:* The assistance that Nestlé can provide to communities will depend in a given context on the particular type of WASH problem that communities face. For communities that lack access to a close-by water source, Nestlé can build fully functional standpipes fed with water from the factory or help the local water operator to extend its network to the neighbourhood. If communities already have access to a source, where the water is contaminated, Nestlé sites can support the population with consumable disinfectants or durable filtration devices instead. Some communities around our factories may lack access to a proper toilet. Here, Nestlé sites can support projects that help increase sanitation coverage among the population.
 - *Alignment with government policies and existing projects:* Projects need to be well coordinated with local authorities and existing organizations on the ground. For example, it does not make sense to build

standpipes in front of a factory when the public water utility has short-term plans to extend its grid into the area.

- *Management of community expectations:* The entry of foreign organizations into an impoverished area raises expectations. Expectations that are not met become a source of frustration and anger. It is therefore important to reach out to communities early enough, to make sure there is a clear understanding of their needs and expectations, while communicating the contribution that Nestlé is willing and able to make.
- *Finding the right implementation partners:* Nestlé sites may find it helpful to partner with local NGOs for the implementation of development projects. Before selecting a partner, project managers should consider creating a competence profile and look for the organisation that fits best into this profile.
- *Full lifecycle management and ownership:* To provide people with a water point is not enough, if there is no solution in place to monitor, maintain and replace the water point over time. Full lifecycle management should be part of the project. To ensure long-term sustainability, ownership for the water point needs to be clarified, defining who is going to take care of the infrastructure built.
- *Capacity development and education activities:* The deployment of infrastructure – water points, toilets, waste water systems – is not sufficient to ensure long-term appropriate use. A person that has never used a toilet has to know why and how it should be used. Therefore, capacity needs to be built for the proper management of the infrastructure, and continuous usage should be encouraged by social marketing activities.

⁴ See <http://www.wbcds.org/washatworkplace.aspx> for more information.

3. Scope of application of the guidelines

Nestlé has taken the decision to set the priorities for implementing the guidelines on countries with the largest gaps in terms of water access. Our company divides countries into three categories, “low-risk”, “medium-risk” and “high-risk” countries, depending on their exposure to water access problems (WHO & UNICEF, 2015). Countries where 95% or more of the population have access to water are characterised as “low-risk” countries. Countries where 80% or less of the population have access to water are considered as high-risk countries.⁵ Countries where less than 95% have access to water and where, at the same time, at least 10 000 000 people lack access to water are considered as high-risk countries as well. The countries in between are considered as “medium-risk” countries.

Depending on their risk level, Nestlé markets will be expected to take different sets of measures to implement the human rights to water and sanitation. Markets with higher risks are expected to look deeper, from direct operations into the supply chain, at the communities’ ability to access water than low-risk markets.

Gaps can occur at three levels: At the level of factory employees, at the level of communities surrounding the factories and at the level of communities surrounding the suppliers or supplying farmers’ land. Factory managers manage WASH impacts on factory employees and surrounding communities. Procurement departments at the market level manage WASH impacts in the supply chain. The implementation of the guidelines is coordinated by Global Public Affairs and local CCPA departments:

High-risk countries:

- Factories → employees: All Nestlé sites assess internal coverage, using the WBCSD self-assessment tool, and take action to provide all

Nestlé employees with access to safe water, sanitation and hygiene of an appropriate standard by end 2016 latest.

- Factories → communities: Factories assess their impact on the human right, using the questionnaire (see below) or another audit tool for factories at least once by end 2017 latest. Factories also commit to start engaging with factory-surrounding communities, using Nestlé’s or Nestlé Waters’ [CRP 2.0] community engagement programmes by end 2017 latest. In addition, factories support surrounding communities with access to safe water, sanitation and hygiene (see section 2.2 for recommendations).
- Suppliers → communities: Markets supported by global procurement assess the impact of tier-1 suppliers, accounting for 95% of overall spend, on the human right to water, conducting SMETAs by end 2020 latest. In addition, markets assess the impact of farmer operations, accounting for 70% of the aggregated purchased volumes of Nestlé’s 12 priority ingredients,⁶ on the human right to water by end 2020 latest.

Medium-risk countries:

- Factories → employees: All Nestlé sites assess internal coverage, using the WBCSD self-assessment tool, and take action to provide all Nestlé employees with access to safe water, sanitation and hygiene of an appropriate standard by end 2016 latest.
- Factories → communities: Factories assess their impact on the human right to water, using the questionnaire (see below) or another audit tool for factories at least once by end 2020 latest.
- Suppliers → communities: Markets supported by global procurement assess the impact of tier-1 suppliers, accounting for 95% of overall spend, on the human right to water, conducting SMETAs by end 2020 latest.

Country risk clusters in terms of water access

% of people having access to water	Nº of people without access to water	<10 000 000	≥10 000 000
≥ 95%		Low-risk countries	
≥ 80%		Medium-risk countries	High-risk countries
< 80%			

⁵ The 5% and 20% thresholds are clusters developed on the basis of the Access to Water layer of the World Resources Institute’s Aqueduct project (WRI, 2015).

⁶ Only for and if one or more of the 12 priority ingredients are sourced in the high-risk market concerned.

Low-risk countries:

- Factories → employees: All Nestlé sites assess internal coverage, using the WBCSD self-assessment tool, and take action to provide all Nestlé employees with access to safe water, sanitation and hygiene of an appropriate standard by end 2016 latest.
- Factories → communities: Factories respect local water regulations. If needed, they can assess their impact on the human right to water.
- Suppliers → communities: Suppliers respect local water regulations. If necessary, markets can assess their suppliers' on the human right to water.

Scope of implementation of the human right to water

	All	Employees			Factory surrounding communities				Supplier surrounding communities		
	Compliance with national laws	WBCSD self-assessment tool	Implementation of WBCSD WASH pledge	Deadline for implementation of the WBCSD WASH pledge	Impact assessments	Track	Take action	Deadline for implementation	Supplier level	Take action	Deadline for implementation
Low-risk countries	Yes	Yes	Yes	2016	Voluntarily, if required	If required only	Avoiding negative impacts	If required only	If required	Avoiding negative impacts	If required only
Medium-risk countries					Water Resource Reviews / HRIA / CRP 2.0 / Questionnaire	At least once		2020	Tier-1 audits (95% of overall spend)		2020
High-risk countries					Water Resource Reviews / HRIA / CRP 2.0 / Questionnaire	At least once	Avoiding negative impacts + Supporting access to WASH	2017	Tier-1 audits (95% of overall spend)		
					Engagement Programme (Nestlé Community Engagement/ CRP 2.0)	Annually			Farm assessments / RDF (70% of volumes of 12 priority ingredients)		

4. Implementation of the guidelines

There is a multitude of audit and engagement mechanisms that Nestlé markets and factories have already put in place to assess the impact of Nestlé's factories and suppliers on the ability of communities to access water and sanitation. Wherever possible, Nestlé markets and factories can build upon existing efforts to assess their impact on the human right to water:

- *WBCSD self-assessment tool:* In 2013, Nestlé's Corporate Operations have rolled out the WBCSD self-assessment tool within all Nestlé sites worldwide. The tool measures access as well as quality of water, sanitation & hygiene services at the level of the company, benefiting employees. It helps Nestlé sites to identify gaps between the current state of WASH installations and compliance with the WBCSD WASH pledge.
- *Human Rights Impact Assessments:* Nestlé's global Public Affairs and the Human Resources departments have conducted, in cooperation with the Danish Institute for Human Rights, Human Right Impact Assessments and addressed issues in FTSE4Good Countries of Concern where Nestlé operates. The impact assessments help Nestlé factories to identify and tackle human rights gaps. "Water" is one key element of the human right assessments. Factories that have already conducted Human Rights Impact Assessments in the last five years (since 2011) do not have to repeat this assessment in order to comply with the guidelines.
- *Water Resource Reviews:* Nestlé Corporate Operations has conducted Water Resources Reviews at a number of factory sites, many of them located in areas of water stress. The assessments are based on the Nestlé Environmental Requirements (GI-14020) as a standard to ensure the sustainability of factory operations from an environmental and specifically from a hydrological point of view. Beyond the analysis of hydrological data, the reviews sometimes serve as an opportunity to assess potential impacts on the right to water of local communities and to propose appropriate corrective actions, when needed. Water Resources Reviews, or at least the WASH element inside, that were conducted prior to publication of this guideline (2016) will incorporate the content of these guidelines when reassessed in future.
- *Nestlé Waters Community Relations Process [CRP] 2.0:* Nestlé Waters MT has introduced the Community Relations Process 2.0 in an effort to assess and to address impacts and nuisances from Nestlé Waters operations. Nestlé Waters assesses, on the basis of a number of KPIs, the performance of all factories with regard to community relations on an annual basis. Activities that were conducted in the scope of Nestlé Waters' Community Relations Process 1.0 prior to 2015 will incorporate the content of these guidelines with the CRP 2.0 when reassessed in future.
- *Nestlé Community Engagement Program:* Nestlé global Public Affairs has introduced a community engagement programme in order to help factories carry out a strategic engagement with and investment in local communities, which responds to Nestlé priorities and communities' needs. The engagement process addresses community access to water, sanitation, and hygiene services as one key topic among others.
- *SMETA and other tier-1 audits:* Nestlé suppliers are obliged to comply with the Nestlé Supplier Code, setting minimum standards, amongst other things, for the use of water. Nestlé organises Sedex Members Ethical Trade Audits [SMETA] to assess tier-1 suppliers' compliance with the code. By 2015, Nestlé will have audited suppliers accounting for 95% of overall spend. Assessments that were conducted prior to the publication of this guideline (before 2016) will incorporate the content of these guidelines when reassessed in future, aligned with "Responsible Sourcing" strategies by 2020 latest.
- *Farm assessments/Rural Development Framework:* To make sure that agricultural commodities in the supply chain are produced in a sustainable manner, Nestlé has issued the "Responsible Sourcing Guidelines". Water resource management is a key element of the guidelines. To put the guidelines into practice Nestlé has started to trace 12 priority ingredients back to farm level. By 2018, Nestlé will have assessed farms accounting for 70% of the aggregated purchased volumes of Nestlé's 12 priority ingredients. In Farmer Connect sourcing areas, if applicable, the Rural Development Framework will provide inputs to the assessments. Assessments that

were conducted prior to the publication of this guideline (before 2016) will incorporate the content of these guidelines when reassessed in future, aligned with “Responsible Sourcing” strategies latest by 2020.

Some of the existing assessments, the Water Resource Reviews, the tier-1 audits, and the farm assessments, have previously provided good indications about the impact of factories and suppliers on the human right to water in surrounding communities. However, water as one element of the assessments was sometimes not covered as systematically as needed to comply with the guidance issued by the CEO Water Mandate. This is why those assessment tools will be updated. The Water Resources Reviews and the farm assessments will be revised in 2016, and the SMETAs will be revised in the first half of 2017.

This means that some assessments conducted prior to the publication of the guidelines will incorporate the content of these guidelines when conducted again in future. Tier-1 suppliers accounting for 95% of overall spend and farms accounting for 70% of the aggregated purchased volumes of Nestlé’s 12 priority ingredients will be covered with updated assessments by end of 2020.

Existing assessment and engagement mechanisms at Nestlé covering (partly) WASH topics

Form of assessment	Access for employees	Access for factory surrounding communities	Access for supplier surrounding communities
Audit	WBCSD self-assessment tool (2013)	Human Rights Impact Assessments (2011)	
		Water Resource Reviews (2016)	SMETA or other tier-1 audits (2017)
		Nestlé Waters CRP 2.0 (2015)	Farm assessments (2016)
Engagement		Nestlé Community Engagement (2015)	

Medium-/high-risk countries in terms of water access, with existing Nestlé production sites (by 2015)

No	Country	Risk
1	Algeria	Medium
2	Angola	High
3	Bangladesh	High
4	Bolivia	Medium
5	Cameroon	High
6	Colombia	Medium
7	Democratic Republic of the Congo	High
8	Dominican Rep.	Medium
9	Ecuador	Medium
10	Ghana	Medium
11	Guatemala	Medium
12	India	High
13	Indonesia	High
14	Iraq	Medium
15	Ivory Coast	Medium
16	Jamaica	Medium
17	Kenya	High
18	Morocco	Medium
19	Nicaragua	Medium
20	Nigeria	High
21	Pakistan	High
22	Papua Nw Guinea	High
23	Peru	Medium
24	Philippines	Medium
25	Senegal	High
26	South Africa	Medium
27	Uzbekistan	Medium
28	Venezuela	Medium
29	Zimbabwe	High

Medium-/high-risk countries in terms of water access, without Nestlé production sites (by 2015)

No	Country	Risk
1	Afghanistan	High
2	Azerbaïdjan	Medium
3	Benin	High
4	Burkina Faso	Medium
5	Burundi	High
6	Cambodia	High
7	Cape Verde	Medium
8	Central Africa Republic	High
9	Chad	High
10	Comoros	Medium
11	Congo Republic	High
12	Djibouti	Medium
13	El Salvador	Medium
14	Equatorial Guinea	High
15	Eritrea	High
16	Ethiopia	High
17	Gabon	Medium
18	Gambia	Medium
19	Guinea	High
20	Guinea Bissau	High
21	Haiti	High
22	Honduras	Medium
23	Kazakhstan	Medium
24	Kiribati	High
25	Lao PDR	High
26	Lesotho	Medium
27	Liberia	High
28	Madagascar	High
29	Malawi	Medium
30	Mali	High
31	Mauritania	High
32	Micronesia	Medium
33	Mongolia	High
34	Moldova	Medium
35	Mozambique	High
36	Myanmar	High
37	Namibia	Medium
38	Nepal	Medium
39	Niger	High
40	Oman	Medium
41	Palestine	High
42	Rwanda	High
43	Sierra Leone	High
44	Solomon Islands	High
45	South Sudan	High
46	Swaziland	High
47	Syria	Medium
48	Tajikistan	High
49	Tanzania	High
50	Timor-Leste	High
51	Togo	High
52	Uganda	High
53	Zambia	High

Glossary

CCPA	Corporate Communications & Public Affairs
CRP	Community Relations Process
CSV	Creating Shared Value
FTSE	Financial Times Stock Exchange
GI	General instruction
HRIA	Human Right Impact Assessments
KPI	Key Performance Indicator
Nestlé Waters MT	Nestlé Waters Management & Technology
SEDEX	Supplier Ethical Data Exchange
SH&E	Safety, Health & Environment
SMETA	SEDEX Members Ethical Trade Audit
UN	United Nations
UNICEF	United Nations International Children's Emergency Fund
WASH	Water, sanitation and hygiene
WBCSD	World Business Council for Sustainable Development
WHO	World Health Organization
WRI	World Resources Institute
WRR	Water Resource Reviews

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