

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

### SITE DETAILS

Site: **BAT Venezuela - C.A. Cigarrera Bigott Sucs**

Address: Av Francisco de Miranda Edif Bigott Piso PB, Urbanización Los Ruices, 1070, Caracas, VENEZUELA

Contact Person: Virginia Martinez

AWS Reference Number: AWS-000557

Site Structure: Single Site

### CERTIFICATION DETAILS

Certification status: Certified Core

Date of certification decision: 2023-Dec-04

Validity of certificate: 2026-Dec-04

### AUDIT DETAILS

Audited Service(s): AWS Standard v2.0 (2019)

Audit Type(s): Initial Audit

Audit Start Date: 2023-Sep-04

Lead Auditor: Ricardo Salas Colunga

Audit team participants:

Ricardo Salas Colunga, Lead Auditor

Site Participants:

Jannio Gómez, Operations manager

Vincenzo Catalano, Engineering Manager

Ezequiel Lopez, Area Sustainability Manager

Orlando Gómez, PDM manager

Gustavo Barroso, Sustainability Coordinator

Raquel Barreto, Environmental Analyst

Karina Gonzalez, Project Engineering Manager

Fanny Rpdriíguez, Other

Enio Soto, Other

Mercedes Pérez Macias, Other

Mildred Zerpa, Other

Oriana León, Other

Lenny Izarra, Assistant Manager Production

Oscar Silva, Hydrogeologist

Cesar Delgado, Other

Jose González, Production manager

Luis Canelon, Supply chain and Logistics Manager

Hector Herrera, Quality manager

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Audit Number: AO-000710

### ADDITIONAL INFO

Summary of Audit Findings: A total of 16 findings were raised during the certification audit, zero major non-conformities, nine minor non-conformities, seven observations.

The Client is requested to perform a root cause analysis and define corrective actions for each of the non-conformities and to submit these to WSAS within 60 days of receipt of the audit report by 23 January 2023.

Minor non-conformities must be closed out by the time of the next annual audit.

The audit team recommends certification of Site at Core level pending approval of the corrective actions plans.

#### CLOSURE OF FINDINGS AND CORRECTIVE ACTION PLAN:

The Client has successfully submitted the corrective action plans addressing all findings. Proof of implementation has been requested for the Minors and this will be evaluated during the Surveillance Audit. The client is requested to upload evidence of implementation prior to the Surveillance Audit.

Scope of Assessment: The scope of services covers the Initial certification audit for assessing conformity of C.A. Cigarrera Bigott Sucs Caracas against the AWS International Water Stewardship Standard Version 2.

C.A. Cigarrera Bigott Sucs, RIF- J-00006748-1, is a company engaged in the manufacture of tobacco products. It is located on the north axis of Avenida Francisco de Miranda, Edificio Bigott, Urbanización Los Ruices, Municipio Sucre, Estado Miranda - Caracas, Venezuela. and the facilities of C.A. Cigarrera Bigott, Suc, has two hundred and forty-two (242) employees dedicated to operational and administrative tasks, distributed in three (3) work shifts. The facility is located within the Los Chorros river basin, the northern part of which has forest cover, and the southern part is an urban area.

The audit was conducted onsite on 4-6 September. The visit included the assessment of administrative offices, warehouses, goods receiving areas, production lines, fiscal warehouse, PTAR, well 1, water treatment area, dining room, recreational area, gymnasium.

### FINDINGS

#### NUMBER OF FINDINGS PER LEVEL

Observation	7
Minor	9

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

### FINDING DETAILS

Finding No:	TNR-006286
Checklist Item No:	1.3.3
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.
Findings:	The data within the water balance map do not coincide with the equation presented, the differences are not significant, however the correction must be made.
Corrective action:	Review the equation and correct any decimal differences that occurred. The values that presented decimal differences were corrected according to the actual data presented in the water balance.
Evidence of implementation:	The values that presented decimal differences were corrected according to the actual data presented in the water balance. Attached is a document with evidence of correction, these corrections were made in the document AWS STEP 1 objective 1.3 delivered to the auditor during the audit process.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No:	TNR-006359
Checklist Item No:	1.5.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.
Findings:	The site does not identify local or NGO initiatives or companies activities in their identification of governance initiatives. The identification process should be expanded upon. The Site should identify stakeholder governance initiatives not only from the Venezuelan government.
Corrective action:	The site will make efforts to search and identify governance initiatives that are not related to the government of Venezuela, such as NGOs, companies, foundations, among others. Since the date of the audit, the site has made efforts to continue seeking and identifying governance initiatives, such as: 2nd National meeting of the Supplier Development program. Promoted by UNDP held on November 16, 2023 Asoquim participation in the supplier development program meeting, on November 16, 2023 CONINDUSTRIA Industrial situation survey, on November 16, 2023
Evidence of implementation:	Since the date of the audit, the site has made efforts to continue seeking and identifying governance initiatives, such as: 2nd National meeting of the Supplier Development program. Promoted by UNDP held on November 16, 2023 Asoquim participation in the supplier development program meeting, on November 16, 2023 CONINDUSTRIA Industrial situation survey, on November 16, 2023 Attached are slides with the initiatives identified to date, these were also added to the AWS step 1 objective 1.4 and 1.5 ccs presentation. And a table with the information about the discovery was added to the plates.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No:	TNR-007511
Checklist Item No:	1.5.3
Status:	Closed
Finding level:	Observation
Due date:	2023-Nov-28
Checklist item:	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.
Findings:	<p>The site presents a water balance based on the use of specialized software and historical data series. No aquifer water balance is presented.</p> <p>The site indicates limitations in terms of access to information and the limited data available. The site should continue its efforts to collect and generate information. Generate a surface water balance as reliable as possible. The site should make efforts to know the condition of the aquifer, its extension and availability.</p>
Corrective action:	<p>In the short and medium term, the water balance of the aquifer cannot be carried out in detail, because there is no reliable data on an estimated number of wells and water extraction. An attempt will be made to prepare a water balance for the AWS 2024 audit, based on the recharge of the basin, daily rainfall information, and an attempt will be made to generate a daily database of the aquifer with other elements.</p> <p>In order to carry out the water balance of the aquifer, it is necessary to install a hydrometric station (This activity is the responsibility of the government entity INAMEH; National Institute of Meteorology and Hydrology, due to the current legal framework) to begin taking data that allows in a period between 5 and 10 years to be able to generate reliable records with real data.</p> <p>In the next audit, the databases that were worked with will be shown, but they will not be sent since these are confidential and considered strategic material of the nation, which is why it is illegal to share with foreign people, however they can be viewed and You can take photos as evidence.</p>
Evidence of implementation:	<p>In order to carry out the water balance of the aquifer, it is necessary to install a hydrometric station (This activity is the responsibility of the government entity INAMEH; National Institute of Meteorology and Hydrology, due to the current legal framework) to begin taking data that allows in a period between 5 and 10 years to be able to generate reliable records with real data.</p> <p>In the next audit, the databases that were worked with will be shown, but they will not be sent since these are confidential and considered strategic material of the nation, which is why it is illegal to share with foreign people, however they can be viewed and You can take photos as evidence.</p>

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No: TNR-007410  
Checklist Item No: 1.5.4  
Status: In Progress - CA plan approved  
Finding level: Minor  
Due date: 2024-Sep-05  
Checklist item: Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.  
Findings: The site indicates that Water quality is not considered a shared challenge, however: total iron, dissolved oxygen, total coliforms and fecal coliforms area out of norm  
Corrective action: Incorporate the quality of the basin's water as a challenge within our matrix of shared challenges in order to be able to monitor it and, to the extent possible, develop actions.  
Finding 07410 will be added as a challenge in the shared challenges matrix.  
Evidence of implementation: Finding 07410 will be added as a challenge in the shared challenges matrix.

Finding No: TNR-007507  
Checklist Item No: 1.5.4  
Status: Closed  
Finding level: Observation  
Due date: 2023-Nov-28  
Checklist item: Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.  
Findings: The site identifies that there is little official information, this should be considered a shared challenge. The site should maintain and if possible increase its efforts to collect and/or generate all the information necessary to meet the requirements of the indicator.  
Corrective action: Incorporate the lack of information and data related to the basin as a challenge within our matrix of shared challenges to be able to monitor it and in the future have the necessary information to meet the requirements of the indicator.  
Finding 07507 will be added as a challenge in the shared challenges matrix.  
Evidence of implementation: Finding 07507 will be added as a challenge in the shared challenges matrix.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No: TNR-007411  
Checklist Item No: 1.7.1  
Status: In Progress - CA plan approved  
Finding level: Minor  
Due date: 2024-Sep-05  
Checklist item: Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.  
Findings: The site has not identified risk related to: lack of information in the site (physicochemical data of the basin, water-related infrastructure condition and potential exposure to extreme events, no official information on water quality)  
Corrective action: Incorporate the lack of information on the site (physicochemical data of the basin, condition of water infrastructure and potential exposure to extreme events, no official information on water quality) as a related risk within our water risk matrix in order to monitor it and in the future have the necessary information to meet the requirements of the indicator. Finding 07411 will be added as a risk in the water risk matrix.  
Evidence of implementation: Finding 07411 will be added as a risk in the water risk matrix.

Finding No: TNR-006371  
Checklist Item No: 1.8.4  
Status: In Progress - CA plan approved  
Finding level: Minor  
Due date: 2024-Sep-05  
Checklist item: Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.  
Findings: The site has identified Best Practice which relate only to IWRAs at the site. The site is required to also identify Best Practice for IWRAs in the catchment as this will inform future activities in the catchment.  
Corrective action: Incorporate into the matrix of good practices explicit information associated with the good practices identified in the basin related to the IWRA, how they are the total area of, reforestation in the Waraira Repano National Park, training of Los Chorrros Park staff, training of staff of the Generalissimo Francisco de Miranda Park, among others.  
Activities related to good practices identified in the basin will be monitored and records will be maintained as evidence of compliance with the indicator.  
Evidence of implementation: Activities related to good practices identified in the basin will be monitored and records will be maintained as evidence of compliance with the indicator.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No:	TNR-006438
Checklist Item No:	2.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	A water stewardship plan shall be identified, including for each target: <ul style="list-style-type: none"><li>- How it will be measured and monitored</li><li>- Actions to achieve and maintain (or exceed) it</li><li>- Planned timeframes to achieve it</li><li>- Financial budgets allocated for actions</li><li>- Positions of persons responsible for actions and achieving targets</li><li>- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the AWS outcomes.</li></ul>
Findings:	<p>The wording of some objectives is not clear enough to understand their scope, additionally there are proposed actions that are not aligned with the objective.</p> <p>The site repeats the same objective twice, which creates confusion about the specific objectives, their scope, and the associated actions.</p>
Corrective action:	<p>The wording of the specific objectives related to each general (strategic) objective will be improved. Specific objectives related to the watershed will be developed to the extent the site has access.</p> <p>Each general (strategic) objective can be associated with several specific objectives, so the relationship between the general (strategic) objectives and the specific objectives related to the site and related to the basin will be developed more explicitly, in order to meet with GSA results.</p>
Evidence of implementation:	<p>Significant variables related to sustainable water management will be reviewed to establish site- and basin-specific objectives that are measurable, achievable, achievable, relevant and time-sensitive (SMART); all this with traceability of the general (strategic) objectives.</p> <p>Significant variables related to sustainable water management will be reviewed to establish site- and basin-specific objectives that are measurable, achievable, achievable, relevant and time-sensitive (SMART); all this with traceability of the general (strategic) objectives.</p>



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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No:	TNR-006520
Checklist Item No:	3.3.2
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.
Findings:	<p>The site presents as evidence of this indicator a water consumption of 18,594 m3 for 2022.</p> <p>The water balance presented in 1.3.2 for the period July 2022 to June 2023 indicates a consumption of 23,035 m3 well above what is indicated in the evidence for this indicator. The site should review the evidence presented for this indicator and that presented in 1.3.2 for consistency and make the necessary corrections.</p>
Corrective action:	<p>Even though the supporting records, presented during the audit, explicitly establish that there are two different measurement periods: December 2021-November 2022 with a water consumption value of 18,594 m3 and another measurement period of July 2022- June 2023 with a water consumption value of 23,035 m3, it is not clearly explicit for the reviewer, which is why a specific record will be prepared with the aforementioned periods so that it is clearly evident that there is no inconsistency between the data, for be two different periods of reading and measurement</p> <p>Prepare a record as evidence of water consumption, values obtained during the measurement, explicitly specifying the measurement date and the corresponding 12-month period requested in the indicator.</p>

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Evidence of implementation: Prepare a record as evidence of water consumption, values obtained during the measurement, explicitly specifying the measurement date and the corresponding 12-month period requested in the indicator.

Water (m3)	December	January	February	March	April
May	June	July	August	September	October
YTD 2022					
Water withdrawn	1590	1488	1430	857.9	989
1280	1556	1597	2476	1977	1524
18594	1829				

total	
Jul-22	1597
Aug-22	2476
Sep-22	1977
Oct-22	1524
Nov-22	1829
Dec-22	2080
Jan-23	2876
Feb-23	2300
Mar-23	2551
Apr-23	1882
May-23	2466
Jun-23	2475
total	26033

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No:	TNR-006439
Checklist Item No:	3.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.
Findings:	The site presents evidence of actions taken in relation to water quality, however none of them are within the WS Plan. The site should improve the actions towards water quality in the WS Plan to include all actions taken by the site in relation to water quality at the site and the watershed..
Corrective action:	<p>The WS plan of the site presents objective 6. associated with the quality of water on the site with its corresponding activities. A specific objective associated with the quality of the water in the basin will be incorporated into the WS Plan with the corresponding activities that can be developed by the site in compliance with the respective current legal framework.</p> <p>The legal framework associated with the activities planned to be developed to contribute to the water quality of the basin will be identified. The pertinent activities necessary to comply with the WS plan, referring to the water quality of the basin, will be developed, complying with the respective current legal framework.</p>
Evidence of implementation:	The legal framework associated with the activities planned to be developed to contribute to the water quality of the basin will be identified. The pertinent activities necessary to comply with the WS plan, referring to the water quality of the basin, will be developed, complying with the respective current legal framework.
Finding No:	TNR-006440
Checklist Item No:	3.7.1
Status:	Closed
Finding level:	Observation
Due date:	2023-Nov-28
Checklist item:	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.
Findings:	The site presents evidence of actions taken in relation to indirect water use, however none of these are within the WS Plan, the site should rectify this going forward.
Corrective action:	The actions taken in relation to the indirect use of water, related to a specific objective, will be incorporated into the ES Plan. Activities associated with the indirect use of water will be incorporated, such as: drip irrigation of producers, which is equivalent to a benefit that benefits 5,825 family units of 4 people each (estimated)
Evidence of implementation:	Activities associated with the indirect use of water will be incorporated, such as: drip irrigation of producers, which is equivalent to a benefit that benefits 5,825 family units of 4 people each (estimated)

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No: TNR-006471  
Checklist Item No: 3.9.1  
Status: Closed  
Finding level: Observation  
Due date: 2023-Nov-28  
Checklist item: Actions towards achieving best practice, related to water governance, as applicable, shall be implemented.  
Findings: The site presents the progress of a 100% good practice with evidence of 2019 with no relation to the site. The site should review the assessment of good practice identifies and provide updated and related evidence to the site.  
Corrective action: Update good governance practices carried out by other stakeholders with periods less than 1 year and declare them in the indicator  
  
Investigate, identify and update good governance practices carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.  
Evidence of implementation: Investigate, identify and update good governance practices carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.

Finding No: TNR-006472  
Checklist Item No: 3.9.2  
Status: Closed  
Finding level: Observation  
Due date: 2023-Nov-28  
Checklist item: Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.  
Findings: The site presents the progress of a 100% good practice with evidence of 2019 with no relation to the site. The site should review the assessment of good practice identifies and provide updated and related evidence to the site.  
Corrective action: Update good water balance practices carried out by other interested parties with periods less than 1 year and declare them in the indicator  
  
Investigate, identify and update good water balance practices carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.  
Evidence of implementation: Investigate, identify and update good water balance practices carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.

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## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Finding No: TNR-006473  
Checklist Item No: 3.9.4  
Status: Closed  
Finding level: Observation  
Due date: 2023-Nov-28  
Checklist item: Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.  
Findings: The site presents the progress of a 100% good practice with evidence of 2019 with no relation to the site. The site should review the assessment of good practice identifies and provide updated and related evidence to the site.  
Corrective action: Update good practices of important water-related areas carried out by other interested parties with periods less than 1 year and declare them in the indicator  
  
Investigate, identify and update good practices in important areas related to water carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.  
Evidence of implementation: Investigate, identify and update good practices in important areas related to water carried out by other interested parties with periods of less than 1 year and declare them in the indicator, verifying that they have been implemented and have generated sustainable water management.

Finding No: TNR-007508  
Checklist Item No: 5.2.1  
Status: Closed  
Finding level: Observation  
Due date: 2023-Nov-28  
Checklist item: The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.  
Findings: The site does not include in its communication how the Water Stewardship Plan contributes to the results of the AWS Standard.  
Corrective action: The corrected Plan will be republished including the contribution to the results of the AWS standard.  
  
The contribution of each specific objective to the results of the AWS standard will be added to the WS Plan. This Plan will be published in the chosen media and evidence will be left in order to comply with the established indicator.  
Evidence of implementation: The contribution of each specific objective to the results of the AWS standard will be added to the WS Plan. This Plan will be published in the chosen media and evidence will be left in order to comply with the established indicator.

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## Alliance for Water Stewardship (AWS)



Audit Number: AO-000710

Finding No:	TNR-007510
Checklist Item No:	5.4.1
Status:	In Progress - CA plan approved
Finding level:	Minor
Due date:	2024-Sep-05
Checklist item:	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.
Findings:	The site did not fully disclose the shared water challenges, the evidence presented is more related to the information collected by the site. The site should disclose all identified water challenges with stakeholders.
Corrective action:	The shared water challenge matrix will be published again, including those identified by interested parties.  The contribution of interested parties will be added to the matrix of water challenges. This matrix will be published in the chosen media and evidence will be left in order to comply with the established indicator.
Evidence of implementation:	The contribution of interested parties will be added to the matrix of water challenges. This matrix will be published in the chosen media and evidence will be left in order to comply with the established indicator.

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### Report Details

Report	Value
Report prepared by	Ricardo Salas Colunga
Report approved by	Juan Carlos Ceron
Report approved on (Date)	23-11-2023

### Surveillance

**Proposed date for next audit**  
2024-Nov-10

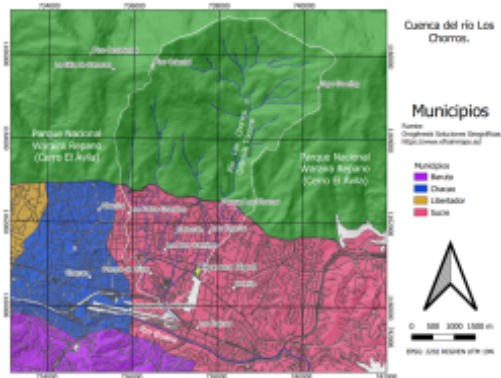
Comment      This is an Initial Audit process.

### Stakeholder Announcements

Date of publication	Location
12/07/2023	<a href="https://www.linkedin.com/posts/british-american-tobacco_abettertomorrow-batsustainability-esgagenda-activity-7085692461372637184-ZfyY?utm_source=share&amp;utm_medium=member_desktop">https://www.linkedin.com/posts/british-american-tobacco_abettertomorrow-batsustainability-esgagenda-activity-7085692461372637184-ZfyY?utm_source=share&amp;utm_medium=member_desktop</a>
12/07/2023	<a href="https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument">https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument</a>
12/07/2023	<a href="https://www.facebook.com/photo/?fbid=658615202967241&amp;set=a.474196591409104">https://www.facebook.com/photo/?fbid=658615202967241&amp;set=a.474196591409104</a>
10/07/2023	<a href="https://watersas.org/wp-content/uploads/2023/07/Stakeholder-Announcement-BAT-Venezuela-GLT-Valencia-AWS-000557.pdf">https://watersas.org/wp-content/uploads/2023/07/Stakeholder-Announcement-BAT-Venezuela-GLT-Valencia-AWS-000557.pdf</a>

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### Catchment Information



Cuenca del Río los Chorros.png

#### Catchment Information

The site is located within the Los Chorros river basin, which has an extension of 20.32 km<sup>2</sup> and is a sub-basin of the Guaire river.

The upper part of the watershed is located within the Waraira Repano National Park (El Ávila hill). The lower part is within the city of Caracas and is where the Bigott Caracas Venezuela BAT facilities are located.

The official information available is limited. The information presented by the site was generated by researchers paid by them.

It is important to note that the site requested information from all relevant government bodies and received little or no information, even stating that the site should not analyse the water sent by the supplier (Hidrocapital), and was even questioned for requesting information or taking samples for analysis on and off site.

The information presented by the site is a private effort.

Evidence:

Cca\_Rio\_Los\_Chorros\_Clima  
AWS Paso 1 Objetivo 1.1 CCS



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### Client Description and Site Details

#### Client/Site Background

Bigott is the leading company in the manufacture and marketing of high-quality cigarettes in Venezuela.

Bigott is a member of British American Tobacco, a global group that owns 46 factories in 41 countries and is headquartered in London. The British American Tobacco group, with more than 100 years of history.

The company was born thanks to the vision of Luis Bigott, one of the most respected Venezuelan industrialists of the early 20th century, who in 1915 decided to establish a cigarette factory that he called B.B., located in what is known today as Baralt Avenue in Caracas.



Limites\_planta\_Caracas.jpg



Poligono\_Bigott.jpg

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### Summary of Shared Water Challenges

#### Summary of Shared Water Challenges

Having enough water for their basic needs due to rationing

Drought cycles and water scarcity at the raw material generation site.

Having water in a timely manner to carry out their activities

Possessing water of potable quality to carry out activities involving food

Concern for sustainable water management and quality of discharges

Not having enough water for distribution

Lack of knowledge of the hydrological balance of the watershed where the site is located.

Evaluate the state of the waters of the basin and the possible effects that may affect people or the environment.

### 0.1 General Requirements for Single Sites, Multi-Sites and Groups

#### 0.1.1 Eligibility Criteria

**0.1.1.1** *The site(s) occupy one catchment OR an exception has been granted.*



Yes

Comment Los Chorros river Catchment

**0.1.1.2** *The scope of the proposed certification shall be under the control of a single management system.*



Yes

Comment The site is in the basin of the Los Chorros River in the metropolitan area of Caracas. It has a unique system of production of tobacco products.

**0.1.1.3** *The scope of the proposed certification shall be homogeneous with respect to primary production system, water management, product or service range, and the main market structures.*



Yes

Comment The site has a homogeneous production system to produce tobacco products.

Primary Process During the Primary Process, diverse types of tobacco are blended to achieve a final blend that defines the flavor and aroma of each brand.

Secondary Process The tobacco is transported through a complex production order system that ensures that the right tobacco is sent to the right machine (according to the brand that each machine manufactures).

The tobacco is wrapped by a special paper, forming a continuous cigar rod, and cut the exact size according to the dimensions of the product being made.

Once the cigar has been assembled, it goes to the packaging machine, which groups it into sets to be wrapped, integrated into cigar packs, bundled, and placed in cardboard boxes,

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### 1 STEP 1: GATHER AND UNDERSTAND

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

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

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

  
Yes

**Comment** The site maps the physical extent of the site, taking into account the regulatory framework including:

- Includes map of site boundaries; During the audit, a tour of the site facilities was conducted and the water access points and wells were checked.
- Includes map with water related infrastructure, including pipeline network, pertaining to the site;
- The site is supplied with water by a well within its facilities and water supplier's intake; The download point of the site (p12)
- The water service provider and its final water source (the official information does not describe the aquifer from which the site is supplied); From the information available, the site describes that part of the water supplied by the service provider comes from the Camatagua reservoir catchment and through the Metropolitan aqueduct.
- The site's discharge points and wastewater service provider and information on the final receiving water body(ies) and related infrastructure is considered a reserve by the government; and
- The site presents maps of the catchments that the site affects and depends on for water.

Evidence  
 AWS Paso 1 Objetivo 1.1 CCS  
 20230210\_A0\_PLANO\_BASE  
 20230210\_A1.1\_TUBERIA\_DE\_AGUAS\_BLANCAS  
 20230210\_A1.3\_TUBERIA\_DE\_AGUAS\_BLANCAS\_SECTOR\_1  
 20230210\_A1.4\_TUBERIA\_DE\_AGUAS\_BLANCAS\_SECTOR\_2  
 20230210\_A1.5\_TUBERIA\_DE\_AGUAS\_BLANCA\_SECTOR\_3  
 20230210\_A1.6\_TUBERIA\_DE\_AGUAS\_BLANCAS\_SECTOR\_4  
 20230210\_A3\_POZO  
 20230210\_A5\_AGUAS\_SANITARIAS  
 20230210\_A6\_AGUAS\_PLUVIALES  
 20230210\_A7\_AGUAS\_INDUSTRIALES  
 20230210\_A9\_DETALLE\_TUBERIAS\_CONTRA\_INCENDIO  
 20230210\_A10\_TUBERIAS\_CONDENSADO  
 A2\_TANQUES\_SUBTERRANEOS

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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

**1.2.1** *Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified. This process shall:*

- *Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;*
- *Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;*
- *Provide evidence of stakeholder consultation on water-related interests and challenges;*
- *Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;*
- *Identify the degree of stakeholder engagement based on their level of interest and influence.*

  
Yes

Comment The site presents as evidence the AWS Step 1 CCS presentation.

The shared challenges identified are: Not having enough water for basic needs due to rationing (Due to poor infrastructure conditions), Concern about cycles of drought and water scarcity in tobacco production, management of wastewater by government entities and associated services, Concerns about water quality.

- The site includes all relevant stakeholder groups, including vulnerable people, women, minorities and indigenous peoples;
- The site considers the identified physical extent, including stakeholders, representatives of the final water source of the site;
- Provide evidence of stakeholder consultation on water-related interests and challenges;
- Considers that the capacity and/or willingness of stakeholders to participate may vary between relevant stakeholder groups; and
- The site identifies the degree of stakeholder engagement based on their level of interest and influence.

Page 6 describes the methodology following the suggestions in the guide. It also identifies stakeholders by proximity to the site as they may share the same challenges. Neighbors occupying the homes in the Don Silvio and Valencia II buildings.

The site in a first review distributes in terms of impact and interests which correspond to the following amounts:

- Raw material suppliers 21 of which six (6) are located outside the country.
  - Eleven service providers (governmental and private)
  - National public institutions related to water ten (10) of which four (4) are local/regional.
- Provides evidence of stakeholder consultations and survey formats.

Evidence:

AWS Paso 1 Objetivo 1.2 CCS  
Matriz\_Partес\_interesadas\_AWS\_23072023

**1.2.2** *Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.*

  
Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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**Comment** The site identifies the current degree of influence between the site and stakeholders, within the catchment, interaction with other stakeholders is limited due to their distrust and fear of sharing information, the efforts made by the site to collaborate with stakeholders is noteworthy.

The site provides evidence in its influence matrix where it identifies level of interest, shared challenges, current actions and expectations in relation to the responsible challenges and includes measurement of the effectiveness of the associated actions.

**Evidence**  
Matriz\_Partes\_interesadas\_AWS\_23072023  
AWS Paso 1 Objetivo 1.2 CCS

**1.3** *Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.*

**1.3.1** *Existing water-related incident response plans shall be identified.*



Yes

**Comment** Bigott Emergency Plan Bigott Planta Caracas 2023 V 1.2. is a document that identifies possible situations that require immediate and organized action by a specially informed and trained group of people, in the event of an event that could result in a consequence classified as a disaster. Includes: Fires, Explosions, Leaks and Spills, Actions of third parties, Meteorological events and Environmental impacts.

Environmental Emergencies Involving Spills of Substances AND/OR Products", "POPS 135 Procedure in the event of an interruption in the supply of drinking water from well N°1.

POPS - 034 Procedure for Responding to Environmental Emergencies Involving Spills of Substances AND/OR Products".

POPS-007 PTAR parameter deviations. It establishes the response steps to be applied in cases of detecting a decompensation of the Effluent Treatment Plant due to environmental contingency, which allows reducing the possible environmental impacts due to the imbalance of such System.

**Evidence:**  
Emergencias Ambientales Que Involucren Derrames de Sustancias Y/O Productos", "POPS 135 Procedimiento en caso de una interrupción del suministro del agua potable del pozo N°1. POPS – 034 Procedimiento para dar Respuesta a Emergencias Ambientales que Involucren Derrames de Sustancias Y/O Productos".  
Plan de emergencia Bigott Planta Caracas 2023 V 1.2  
POPS-007 Desviaciones de parametro PTAR

**1.3.2** *Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped*



Yes

**Comment** The site presents diagrams mapping the site's water balance including inflows, and identifies in its diagrams the losses and outflows.

The diagram on page 12 the balance is determined for the period July 2022 to June 2023, .

The location of the underground water storage tanks is presented on page 17.

**Evidence:**  
AWS Paso 1 Objetivo 1.3 CCS  
Balance Hidrico Anual año julio2022-junio2023

Audit Number: AO-000710

**1.3.3** *Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.* 🚩 in progress

**Comment** The site quantifies its water balance, input flows, losses, storage and output flows, including indicating annual variation in water use rates. There is no challenge related to water that threatens the good balance for the environment. The shared challenge comes from the lack of reliability in the water operating organizations.

The data within the diagram does not match those presented in the water balance equation in the upper right corner of the map

There are no seasonal variations, there are variations due to lack of supply due to stoppage of pumping equipment due to lack of maintenance by the water supplier, the site uses the water from its well to maintain production along with its storage tanks. In the water balance presented by the site, it allocates 78m3 of water within its product. In AWS Step 1 Objective 1.3 CCS, page 12, you can see a graph with the variations in consumption but it has more to do with its production and the supply of water, not with natural variations in the water cycle.

Evidence:  
Balance Hidrico Anual año julio2022-junio2023  
AWS\_Paso 1 objetivo 1.3

**Finding No: TNR-006286**

**1.3.4** *Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.* ✅ Yes

**Comment** The water quality of the site's water source(s), as well as the receiving waters, effluents, and water bodies, will be quantified. In case there is a water-related challenge that poses a threat to good water quality for people or the environment, an estimate of the maximum and minimum annual and, where appropriate, seasonal variations will be quantified.

The quality of the water from the water sources varies, in the case of the wells it has remained stable, the quality of the water from the metropolitan supplier, on the contrary, is variable, which is why the site has water purification systems to ensure quality. of adequate water for their processes. The poor quality of the water is due to the lack of maintenance of the purification infrastructure. During the audit, the staff indicated that they homogenize the water from the well with that of the supplier and then make it drinkable. The water may arrive with turbidity, excess chlorine, bad odor, among other signs of lack of quality. A seasonal variation cannot be identified, the poor quality in the water intake can arrive at any time, the site carries out analysis of the water used in production, they use water from their wells and tanks to homogenize it, the water supplier indicated to the site that should not analyze the quality of the water they receive.

Evidence:  
AWS Paso 1 Objetivo 1.3 CCS  
C.A.\_CIGARRERA\_BIGOTT\_POZO\_Julio  
C.A.\_CIGARRERA\_BIGOTT\_SUCS\_(RED\_DISTRIBUCCION)\_JUNIO  
C.A.\_CIGARRERA\_BIGOTT\_SUCS\_PTAR\_(MARZO)





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



# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Comment	<p>The site identifies and maps potential sources of contamination, including chemicals used or stored on the site. Includes risky components, along with their location. During the audit, hazardous materials warehouses, and the conditions in which they are stored will be visited.</p> <p>Evidence: AWS Paso 1 Objetivo 1.3 CCS</p>	
<b>1.3.6</b>	<p><i>On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.</i></p>	 Yes
Comment	<p>Based on the AWS STANDARD VERSION 2.0 GUIDANCE, the "Special Guidance Topic: Important Water-Related Areas (IWRA)" section states that the site does not have any important water-related areas, because none of the small areas Greens meet the criteria established by the standard, given that they are not very extensive and additionally do not fulfill cultural, social, environmental, or recreational functions.</p> <p>Evidence: AWS Paso 1 Objetivo 1.3 CCS</p>	
<b>1.3.7</b>	<p><i>Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.</i></p>	 Yes
Comment	<p>The site presents the costs and investments made by the site, it does not identify savings related to water, \$15,984.07 bolivars. The site identifies and describes the quantification of the social, cultural, environmental, and economic value related to water generated by the site, identifies that the benefits to the population reach \$194,239.24 in 2023</p> <p>Evidence: AWS Paso 1 Objetivo 1.3 CCS</p>	
<b>1.3.8</b>	<p><i>Levels of access and adequacy of WASH at the site shall be identified.</i></p>	 Yes
Comment	<p>The site presents a diagram with the location of men's and women's restrooms, washing areas. There are 10 bathrooms on site. We have 30 bathrooms distributed throughout the floor: 11 for women and 19 for men.</p> <p>The site is developing a project to replace the Drinking Water System, replacing galvanized iron. By thermofusion material. This replacement will help reduce water losses.</p> <p>Evidence: AWS Paso 1 Objetivo 1.3 CCS</p>	
<b>1.4</b>	<p><i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i></p>	
<b>1.4.1</b>	<p><i>The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.</i></p>	 Yes

# CERTIFICATION REPORT


## Alliance for Water Stewardship (AWS)

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**Comment** The site identifies three suppliers within the Caracas area, JACKROM de Venezuela C.A. that produces marquillas, Cigarreara Bigott Molón, filter weight, TUDES cellophane paper. It includes suppliers outside the basin, highlights Agrobigott that produce tobacco in San Diego Carabobo which corresponds to more than 50% of the product.

The company Jackrom de Venezuela C.A. is located in Venezuela/central region/Quebrada La Julia basin. This primary input comes from a basin very close to the site and contributes 8,330% of the total weight of the product. This company shows a stable average consumption of approximately 612m3/month.

Evidence:  
 AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS  
 Caracas\_Informe\_Indicador\_1.4

**1.4.2** *The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.*   
Yes

**Comment** The site identifies the following service providers, indicating their type of service and location. The site includes some results of the survey conducted, it is important to highlight two aspects: first, the annual water consumption of each company is unknown and, second, they operate outside the site's watershed.


Investments DerSeb Gardening  
 Angel Falls Water Bottles  
 FEDAL ALIMENTOS DEL MAR CA Dining Room  
 Vitaambiente Materials management, toxic waste  
 Sucre Mayor's Toilet Garbage management  
 Cyga Pathological waste management  
 Laboratory Natural Services Sha, C.A. Environmental studies

Jehovah Jiret Agrotransport Organic waste management

The plans in relation to virtual water and propose in the future, to the outsourced services consume m3 of water per year, and the quality of the water used, in order to have greater knowledge about the virtual water used by suppliers and service providers. services.

Evidence:  
 Caracas\_Informe\_Indicador\_1.4  
 AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS  
 Encuestas\_Gestión\_de\_agua-\_Proveedores\_Cigarrera\_Bigott

**1.5** *Gather water-related data for the catchment, including water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH*

**1.5.1** *Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.*   
in progress

**Comment** The site presents a series of 22 decrees and laws that, according to Venezuelan law, serve to manage public policy on water. The Ministry of People's Power for Water, as the national water authority, is responsible for coordinating and implementing actions to meet the goals associated with ensuring the availability and sustainable management of water and sanitation for all. This set of laws aims to "By 2023, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate. The site does not identify initiatives by civil society, business or local governments.

Evidence:  
 AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS  
 AWS\_Objetivo\_1.5.1.\_14072023  
 AWS\_Objetivo\_1.5.1




**Finding No: TNR-006359**



# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

<b>1.5.2</b>	<i>Applicable water-related legal and regulatory requirements shall be identified, including legally-defined and/or stakeholder-verified customary water rights.</i>	 Yes
Comment	The site identifies applicable legal and regulatory requirements related to water, including customary water rights as legally defined and/or verified by stakeholders. The site presents as evidence its review of the legal, regulatory and policy framework according to the Environmental Regulations in force, in order to demonstrate environmental legal compliance.  Evidence AWS_Paso_1_Objetivo_1.4_y_1.5_CCS p 7 Revisión_Tecnico_Legal_2023	
<b>1.5.3</b>	<i>The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.</i>	 Obs.
Comment	There is no official information available so the site contracted hydrological experts to generate a water balance with the available information and using SWAT software. The information is presented according to the local conditions in the catchments, separates the water balance in the forested area and the urban area, the results indicate a positive water balance in both the forested and urban areas.  Ignorance of the extent, boundaries, recharge areas, recharge volumes and aquifer extraction are risks shared by the site and stakeholders in the catchment, for this reason the site's efforts to collect or generate all the information on the conditions of its water sources should be maintained or even increased. Evidence AWS_Paso_1_Objetivo_1.4_y_1.5_CCS p 8-24	
<b>1.5.4</b>	<i>Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.</i>	 Obs.

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**Comment** There is no official information on water quality in the catchment, the site has carried out water quality studies in the basin by collecting and analysing water samples from the Rio los Chorros, in general the water quality is good, the water samples were collected within the urban area. In the samples collected in the southern part of the catchments some parameters were found to be out of norm, total iron, dissolved oxygen, total coliforms and faecal coliforms.

In relation to groundwater, the site constantly carries out water quality analyses, the results of which indicate that the quality of the groundwater is good.

The lack of official information on water quality in the catchment represents a gap that the site should consider as a shared challenge and work on getting information from other sources at the local, state, national and international levels, including relevant stakeholders and national and international NGOs. UN agencies.

**Evidence**

AWS\_Paso\_1\_Objetoivo\_1.4\_y\_1.5\_CCS p25-28  
 20210610\_OTECNAGUA\_POZO  
 20210616\_OTECNAGUA\_POZO  
 20210628\_OTECNAGUA\_POZO  
 20210701\_OTECNAGUA\_POZO  
 20210708\_OTECNAGUA\_POZO  
 20210714\_OTECNAGUA\_POZO  
 20210721\_OTECNAGUA\_POZO  
 20210728\_OTECNAGUA\_POZO  
 20210804\_OTECNAGUA\_POZO  
 29062023-01AB\_(E)\_C.A.\_CIGARRERA\_BIGOTT\_SUCS\_(LOS\_RUICES)\_POZO.doc  
 CIGARRERA\_BIGOTT,\_EIAS\_DEL\_POZO,\_AÑO\_2023.  
 FEBRERO\_2023\_POZO\_  
 Minuta\_Río\_Los\_Chorros  
 Informe\_Cuenca\_del\_río\_Los\_Chorros  
 Resultados\_análisis\_calidad\_de\_agua\_cuenca\_del\_Río\_Los\_Chorros

**1.5.5** *Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the natural environment, using scientific information and through stakeholder engagement.* ✔  
Yes

**Comment** The site identifies Three Important Water-Related Areas Waraira Repano National Park (El Avila), which corresponds to the entire northern part of the basin, in the urban area the park generalísimo Francisco Miranda (eastern park), Park los chorros are identified. Important Water-Related Areas will be identified and, where appropriate, mapped and their status, including threats to people or the environment, will be assessed using scientific information and stakeholder participation.

The site describes its condition, assesses flood risks and topographic vulnerability to flooding. describes the vegetation present in each of the identified areas.

**Evidence**

AWS\_Paso\_1\_Objetoivo\_1.4\_y\_1.5\_CCS p 29-36

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

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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**Comment** The site identifies and describes the existing and planned water-related infrastructure. It is not considered that the potential exposure to extreme events is high, the drinking water supply system comes in part from the transfer of water from the Camatagua reservoir to the pumping systems TUY I, TUY II, TUY III, which operates at 50% of its capacity due to lack of maintenance, the TUY II and TUY III systems supply almost 90% of the water to the city of Caracas.

Evidence:  
 ABASTECIMIENTO\_DE\_AGUA\_POTABLE  
 AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS p

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

**Comment** The site identifies the adequacy of WASH services in the catchment, 675,680 inhabitants residing in the municipality Sucre, 80% had access to drinking water and municipal sewerage drainage network in 2021. Source: Sucre Mayor's Office website, Tuy I (25% operational), Tuy II (50% operational) and Tuy III (100% operational). The metropolitan system serves the municipalities of Libertador, Chacao, Baruta, Sucre and El Hatillo. Water quality and availability is irregular due to lack of maintenance of pumping and purification infrastructure.

Evidence  
 AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS p 39-40

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

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

**Comment** The site identifies the shared water-related challenges presented in its stakeholder matrix:

- Concern about drinking water supply, wastewater management by government agencies and associated services.
- Concern about the quality of water entering the WWTP, which can alter the treatment output values.
- Not having enough water for their basic needs due to rationing.
- Concern about not being able to get enough water for their activities or business, and increased cost of water treatment (WASH).
- Concern about water quality in popular areas adjacent to the site.
- Concern about well closure due to drought, contamination or lack of recharge. Not having enough water for distribution.

Evidence:  
 Matriz\_Partes\_interesadas\_AWS\_23072023

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




**Comment** The site identifies several local initiatives to address shared challenges:  
 The government of Miranda and Hidrocapital provide machinery and inputs to improve drinking water distribution services.  
 Agreement between UNICEF and the Venezuelan government to ensure better access to drinking water for 2.8 million people.  
 The site has planned a reforestation project in the Waraira Repano National Park with support from the NGO Fundación Desarrollo Sustentable de Venezuela. Talks with Los Chorros park staff on the AWS standard and sustainable water use for park staff.

Evidence  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p6-11

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

- 1.7** *Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.*
- 1.7.1** *Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.* in progress 
- Comment: The site identifies the following risks:  
 The hydrological balance of the catchments where off-site primary input suppliers' operations are located is not known.  
 The hydrological balance of the catchment where the site is located is not known.  
 The water balance of the site is not known.  
 Compliance with water quality controls  
 Lack of infrastructure for containment and storage of chemicals  
 Stakeholders do not demonstrate accountability for their potentially polluting activities  
 No reliable local, regional or national water management information is available.
- The site has not identified risk related to: lack of information in the site (physicochemical data of the basin, water-related infrastructure condition and potential exposure to extreme events, no official information on water quality)
- The site only identifies risks associated with water balance, governance and water quality.
- Evidence  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p12  
 Riesgos\_Hidricos  
 Riesgos\_y\_opportunidades\_hidricos
- Finding No: TNR-007411**
- 1.7.2** *Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.* Yes 
- Comment: The site identifies the following opportunities related to the risks of 1.7.1.  
 Compliance with the parameters set by the site for wastewater quality that is higher than required by environmental standards. Maintenance of the piping network
- Know the water balance of the site
- Identify and maintain contact with stakeholders that may impact the sustainable water management system.
- Sufficient showers on site to facilitate access to water for your workers to compensate for the lack of water at home.
- Evidence  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p13  
 Riesgos\_Hidricos  
 Riesgos\_y\_opportunidades\_hidricos
- 1.8** *Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.*
- 1.8.1** *Relevant catchment best practice for water governance shall be identified.* Yes 


# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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**Comment** The site identifies 10 good governance practices among them:  
 Maintain a comprehensive plan together with data collection at both site and catchment level that enriches existing information, including primary input catchments.  
 Increase awareness of the AWS standard among site staff by prioritising positions with the highest level of influence.  
 Involve the group of neighbouring companies with a high level of interest in learning about and participating in joint water management.  
 The site identifies mostly good practices implemented by them, it does not identify external good practices.

**Evidence**  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p14-15

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


**Comment** The site identifies 8 good practices for sustainable water balance:  
  
 Every 6 months establish continuous and reliable records to identify and calculate the water balance for each sub-process of the site.  
 Verify compliance with maintenance plans for critical services associated with sustainable water management.  
 Identify a back-up water source.  
 Evaluate reuse of treated water as a sustainable water management option for the plant.  
 Maintain up to date meter information, annual balance sheets and analysis of the information.  
 The site only includes best practices it has implemented or plans to implement, it does not include any external best practices.

**Evidence:**  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS

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

**Comment** The site identifies 8 good practices related to water quality:  
  
 Reinforce the importance of taking into account the risks of contamination and the essentiality of drinking water for life.  
 Establish mechanisms for monitoring and control of well functioning.  
 Maintain monitoring of groundwater characteristics to identify any changes in groundwater quality.  
 Establish a sampling schedule for water quality analysis in short periods of time.

**Evidence**  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p17

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

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710


Comment      The site identifies 10 good practices related to IWRA's.

However, most of them do not meet the requirements of the indicator, as they refer to infrastructure within the site. In 1.3.6 it was identified that the site has no IWRA.

The following good practices relate to the indicator  
 Collect information on available water sources.  
 Characterisation of rainfall runoff behaviour in the catchment.  
 Estimating recharge levels  
 Determination of the best groundwater recharge sites.  
 Additionally within the good governance practices and IWRA has actions programmed in each of the IWRA's identified in the catchment. and does not include in the evidence for this indicator.

Evidence:  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p18-19

**Finding No: TNR-006371**



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

Comment      The site identifies 10 good practices related to WASH:

Promote practices based on behavioral modifications among stakeholders as a simple application of behavioral changes.  
 Perform water treatment processes such as chlorination in those areas sensitive to deviations in biological parameters associated with WASH.  
 Ensure sufficient and safe drinking water for workers.  
 Maintain regular monitoring of drinking water bottles to ensure they are in optimal condition.  
 The site only identifies on-site best practices, no off-site best practices are identified.

Evidence  
 AWS Paso 1 Objetivo 1.6 1.7 y 1.8 CCS p20

Audit Number: AO-000710

<b>2</b>	<b>STEP 2: COMMIT &amp; PLAN - Commit to be a responsible water steward and develop a Water Stewardship Plan</b>	
<b>2.1</b>	<i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i>	
<b>2.1.1</b>	<p><i>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</i></p> <ul style="list-style-type: none"> <li>- <i>That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</i></li> <li>- <i>That the site implementation will be aligned to and in support of existing catchment sustainability plans</i></li> <li>- <i>That the site's stakeholders will be engaged in an open and transparent way</i></li> <li>- <i>That the site will allocate resources to implement the Standard.</i></li> </ul>	 Yes
Comment	<p>The site submits as evidence a statement signed by the Venezuela operations manager, this statement includes the following commitments:</p> <ul style="list-style-type: none"> <li>- That the site (C.A. Cigarrera Bigott) will implement and disclose the progress of the sustainable water management plans to achieve improvements in the sustainable water management performance of the AWS;</li> <li>- The implementation of the (C.A. Cigarrera Bigott) site will support and align with the existing sustainability plans of the catchment;</li> <li>- The stakeholders of the (C.A. Cigarrera Bigott) site will be involved in an open and transparent manner; and</li> <li>- That the site (C.A. Cigarrera Bigott) will allocate resources to implement the Standard.</li> </ul> <p>Evidence AWS Paso 2 Objetivo 2.1 y 2.2 CCS p1</p>	
<b>2.2</b>	<i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i>	
<b>2.2.1</b>	<p><i>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</i></p> <ul style="list-style-type: none"> <li>- <i>Identification of responsible persons/positions within facility organizational structure</i></li> <li>- <i>Process for submissions to regulatory agencies.</i></li> </ul>	 Yes
Comment	<p>The site presents as evidence its system for compliance with water management obligations. It includes the submission process to the regulatory agencies "Technical_Legal_Review_2023".</p> <p>The site includes all staff and responsible positions within the organisational structure, from its team leadership, operations and sustainability. It includes its responsibility matrix document where it identifies each of the responsibilities of the site staff "AWS Step 2 Objective 2.1 and 2.2 CCS".</p> <p>Evidence: POPS-104- Actualizacion de requisitos legales AWS Paso 2 Objetivo 2.1 y 2.2 CCS Revisión_Tecnico_Legal_2023 Matriz_de_Responsabilidad_y_Autoridad_AWS_Planta_Caracas_022023</p>	



# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

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

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



Yes

**Comment** The site presents as evidence its sustainable management strategy that was developed from the analysis of its strengths, weaknesses, opportunities and threats, and from them generated several related strategies to develop communication actions, outreach, water savings and water reuse. The site identifies:

6 Strengths: Quality of the product, because we have technical specifications on the amount of water it should contain, Industrial effluents, because we have a treatment plant for them, Employees and workers of the organization, because they are committed to environmental management, Board of Directors and Senior Management of the Company, because it is committed to sustainable water management, Financial resources, because it is budgeted resources to implement a sustainable water management system, Advisors, because we have consultants with high expertise in the area, Empleados y trabajadores de la organización, porque no tienen comprensión completa de que es un sistema AWS

6 Weaknesses: Infrastructure maintenance, because it relies on external suppliers for major maintenance of infrastructure related to sustainable water management, Process water recovery, because it is currently not performed, Supplier for WWTP maintenance, because it does not know the importance of implementing the AWS standard, Contingency plans associated with water, because it is not known by 100% of workers and employees, Internal events with the Union that do not allow the implementation of documentation related to sustainable water management.

7 Opportunities: Legal framework, because it establishes a frame of reference for us to manage in terms of water quality, Raw material suppliers, because there is a consolidated relationship between Cigarrera Bigott Sucs and them, which allows for sustainable water management, Water consumption, because we have a well that mitigates water scarcity in the area, Suppliers for the maintenance of WWTP, because they are qualified and accredited to carry out projects for the improvement, recovery and reuse of effluents, Environmental studies providers, because they have the technical infrastructure and knowledge to carry out timely measurement of the quality of water quality parameters, Hazardous and non-hazardous waste management providers, because they guarantee the correct final disposal of hazardous and non-hazardous waste, because they have the technical infrastructure and knowledge to carry out timely measurement of the quality of water quality parameters,

6 Threats: Public electricity service, because there are frequent failures that paralyse the continuity of operation of the WWTP, Interruption of the water supply, because there may be overexploitation of the aquifer, Urban growth, because it may increase the demand for water and the levels of contamination of the aquifer, Climatic trends at the site, because there may be changes in the water cycle that affect the operation, Well maintenance provider, because they are scarce in the country, which implies high contracting costs, Water consumption, because there is only one well available, for contingencies  
The site identifies its mission and vision related to sustainable water management. The strategy, mission and vision were developed in February 2023 in preparation for the initial audit.

Evidence  
AWS Paso 2 Objetivo 2.3 CCS



# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

**2.3.2**

*A water stewardship plan shall be identified, including for each target:*

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



in progress

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Comment The site identifies its sustainable water management plan that relates to the strategic objectives developed in 2.3.1, the matrix structure is consistent with those presented in 2.3.1.

The site includes for each objective:

- How it will be measured and monitored; in columns H to L it describes how it will develop actions to meet these requirements.
- The measures to achieve and maintain (or exceed) it; in column O it identifies how it will meet this indicator requirement
- The expected timeframe to achieve it; the site includes the frequency, measurement period and verification date (30 June 2023, the most recent update was made).
- The financial budgets allocated to the actions; the site includes the budget for each of the objectives.
- The positions of those responsible for the actions and for the achievement of the objectives; and The site includes the responsible persons and positions in charge of implementing the actions.
- It considers the relationship between each objective and the achievement of best practices to help address shared water challenges and AWS outcomes. The site links each of the objectives to the outcomes in terms of the AWS standard.

The site repeats the objective "Reuse 30% of the effluents generated at the Cigarrera Bigott Sucs. water treatment plant" twice although the specific objectives and activities are not the same. They should all be grouped together to avoid confusion.

Ejemplos de objetivos para cada resultado esperado por el estándar ( algunos objetivos se refieren a mas de in resultado):

Establish three instruments of consensus among identified stakeholders to define the responsibilities and authorities necessary for good governance as a fundamental pillar of sustainable water management. Governance.

Reuse 35% of boiler condensate to be incorporated into the production process. Water balance.

Reuse 30% of the effluents generated in the Cigarrera Bigott Sucs water treatment plant. Water quality and water balance, in the actions considered it indicates "Guarantee the quality of water to be reused in the production process" the quality must be much higher than the quality established in the waste discharge standard. This is why the feasibility project is required.

Identify a set of initiatives associated with identifying important water-related areas in the catchment. IWRA, the site does not have IWRA so they are looking for areas where the site can participate, they have already done some reforestation but the wording of the objective suggests that it does not meet their expectations.

Establish a set of good water management practices that will provide direct benefits to at least 90% of the company's employees and workers. The wording of the objective is unclear according to the activities described in the plan, the intention is to improve workers' knowledge of WASH and to have them implement it at home. But the way it will be monitored is through how much dissemination is done in the plant.

The wording of some objectives is not clear enough to understand their scope, additionally there are proposed actions that are not aligned with the objective..

Evidence

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL  
 AWS Paso 2 Objetivo 2.3 CCS

**Finding No: TNR-006438**

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

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



Yes

**Comment** The site as evidence of its emergency plan which includes emergency procedures in case of earthquakes, fire, third party actions, weather events and dangerous animals.

The site includes evidence of training received by its personnel to adequately handle an emergency, including certificates that have been obtained by trained personnel.

The plan includes three levels of coordination for emergency management (according to Venezuelan Standard Covenin 2226-1990).:

- Level 1 Emergency Brigade (minor emergency).
- Level 2 Emergency Operating Committee (major emergency)
- Level 3 External support (major emergency).



During the tour of the site facilities, emergency management materials and equipment were identified.

The site has a brief statement in its plan on the risk of lack of water supply from the supplier which is consistent with one of the identified water-related risks.

The site includes a statement on the difficulty of establishing a dialogue with governmental bodies to establish actions on the identified risks, so there are currently no plans designed in conjunction with governmental bodies.

Evidence  
[https://minaguas.gob.ve/?page\\_id=256](https://minaguas.gob.ve/?page_id=256)  
 AWS Paso 2 Objetivo 2.4 CCS  
 PREPARACIÓN Y RESPUESTA ANTE EMERGENCIAS Mayo\_2023 Versión  
 Epsica-Reg-23-0298  
 Epsica-Reg-23-0314  
 INSTRUCTIVO\_MTO\_PTAR\_062023


Audit Number: AO-000710

<b>3</b>	<b>STEP 3: IMPLEMENT - Implement the site's stewardship plan and improve impacts</b>	
3.1	<i>Implement plan to participate positively in catchment governance.</i>	
3.1.1	<i>Evidence that the site has supported good catchment governance shall be identified.</i>	 Yes
Comment	The site identifies that it has supported good governance in the catchment and provides the following evidence:  Mail sent to government bodies and neighbouring companies, communicating sustainable water management and inviting them to work with the site to improve sustainable water management in the Los Chorros River micro-watershed. Participation of the National Institute of Meteorology and Hydrology and the Ministry of Popular Power for the Attention of Surface Water. Meeting with representatives of several institutions including the Central University of Venezuela, CORPOELEC. AWS training to internal service providers (Fedal, Derseb, Fuller) and Bigott payroll collaborators. Stakeholder visits in Caracas and Los Chorros river catchment.  Evidence: AWS Paso 3 Objetivo 3.1 CCS p3-10 Cigarrera_Bigott_está_lista_para_ser_certificada_por_AWS Comunicación_partes_interesadas_externas_AWS_Caracas Comunicación_partes_interesadas_Gestión_sostenible_del_agua_AWS_Cigarrera_Bigott_Caracas	
3.1.2	<i>Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.</i>	 Yes
Comment	The site identifies that it respects other people's water rights and submits a declaration: Where it commits to a 30% reduction in effluent generated, reuse of treated water.  Establish consensus tools with stakeholders to define responsibilities and authorities for good governance as a fundamental pillar of sustainable water management.  Rio Los Chorros water quality report, carried out as a measure of the quality of the main water body of the Rio Los Chorros catchment, respecting other people's water rights. This is done on the site's own initiative even though it is not required by law.  Mail informing stakeholders about the results of water quality analyses in the Rio Los Chorros catchment. Also soliciting opinions and ideas on actions to be taken to improve water resource management in the catchment.  There are no indigenous communities nearby the site  Evidence AWS Paso 3 Objetivo 3.1 CCS Cigarrera_Bigott_está_lista_para_ser_certificada_por_AWS Comunicación_partes_interesadas_externas_AWS_Caracas Comunicación_partes_interesadas_Gestión_sostenible_del_agua_AWS_Cigarrera_Bigott_Caracas Comunicación_vecinos_cigarrera comunicado_a_partes_interesadas AWS Paso 1 objetivo 1.2 p5	

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

- 3.2** *Implement system to comply with water-related legal and regulatory requirements and respect water rights.*
- 3.2.1** *A process to verify full legal and regulatory compliance shall be implemented.*   
Yes


Comment: The site presents as evidence of compliance with this indicator its procedure for accessing, updating and maintaining legal environmental, safety and occupational health records. In the review carried out at the beginning of 2023, out of 107 requirements identified, 107 are complied with, i.e. 100% compliance.

Evidence  
 AWS Paso 3 Objetivo 3.2 y 3.3 CCS  
 POPS-104- Actualizacion de requisitos legales  
 MARCO\_NORMAS\_TENICAS\_LEGALES  
 Revisión\_Tecnico\_Legal\_2023
- 3.2.2** *Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.*   
Yes

Comment: The site identifies that it complies with all legal and regulatory requirements related to water and respects other rights of access to water, as indicated in 3.2.1 the site complies 100% with applicable legal requirements including several articles of the constitution of the Bolivarian Republic of Venezuela.

Article 127 It is a right and duty of every generation to protect and maintain the environment for the benefit of itself and the future world.

Article 304 All waters are the property of the nation. The law shall guarantee the necessary provisions in order to ensure their protection, use and recovery.

Evidence  
 AWS Paso 3 Objetivo 3.2 y 3.3 CCS  
 POPS-104- Actualizacion de requisitos legales  
 MARCO\_NORMAS\_TENICAS\_LEGALES  
 Revisión\_Tecnico\_Legal\_2023
- 3.3** *Implement plan to achieve site water balance targets.*
- 3.3.1** *Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.*   
Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

**Comment** The site presents in its plan 3 objectives related to the water balance (the site repeats in its plan objective 2 in 6):

Reuse 35% of boiler condensate, to be incorporated into the production process.

Reuse 30% of the effluents generated at the Cigarrera Bigott Sucs water treatment plant.

Identify a set of initiatives associated with identifying important water-related areas in the basin.

The site presents as evidence its sustainable water management plan which presents the progress up to 30 June 2023. The site has presented many of the advances in steps 1 and 2, for example the number of events effectively carried out with stakeholders as of April 2023: where it identifies a scope of 253 people both in communication via mail, visits to stakeholders, and training sessions carried out.

In relation to the installation of condensate flow meters, boiler room and infrastructure related to the condensate reuse project, during the tour of the plant, the first progress was identified (25% of what was planned for 2023).

In other targets, evidence of initial steps of implementation of some targets was also presented.

Evidence:  
 ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL  
 Respuesta\_Linda\_Jimenez  
 Planta\_Caracas\_está\_lista\_para\_ser\_certificada\_por\_AWS  
 Resultados\_análisis\_calidad\_de\_agua\_cuenca\_del\_Río\_Los\_Chorros  
 Solicitud\_para\_encuentro\_Bigott-Femsa\_Venezuela\_(AWS)\_  
 Minuta\_Río\_Los\_Chorros  
 Entrenamiento\_AWS\_2023  
 FW\_Revisión\_y\_aprobación\_de\_material\_para\_encuestas\_a\_partes\_interesadas\_Aprobación\_Giannina  
 AWS Paso 3 Objetivo 3.2 y 3.3 CCS

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

**Comment** The site identifies that it has corporate and site level objectives to improve efficiency and reduction in water use. Water scarcity is not considered a shared challenge, as the deficiency in water supply is due to lack of infrastructure maintenance by the water operator.

The site presents as evidence of continuous water reduction since 2017 where it consumed 31,711 m3 per year in 2022 it was reduced to 18,594 m3 and in 2022 it started with water recycling in its operations.

The information presented as evidence is not consistent with the water balance presented for the period July 2022 to June 2023 where water consumption was 23,035 m3, well above the value of the table presented as evidence. However, with a saving of 25% in relation to the value of 2017.

Evidence  
 ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL  
 AWS Paso 3 Objetivo 3.2 y 3.3 CCS  
 Balance Hidrico Anual año julio2022-junio2023

**Finding No: TNR-006520**

**3.3.3** *Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.* ✅ Yes

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

Comment The site identifies that there are no legally binding documents for the reallocation of water to social, cultural or environmental needs.

Evidence  
AWS Paso 3 Objetivo 3.2 y 3.3 CCS  
Declaratoria\_OBJETIVO\_3.3.3

### 3.4 *Implement plan to achieve site water quality targets*

#### 3.4.1 *Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.*

 in progress

Comment The site identifies that it has an objective related to water quality which is:

Reuse 30% of the effluent generated at the Cigarrera Bigott Sucs. water treatment plant, the project is currently under development so there is no physical progress.

The site does not detail why it associates this objective with water quality, by reusing 30% of the naturally extracted volume it is associated with a sustainable water balance. For the actions described for the objective it is required to improve the quality of treated water to a quality compatible with the requirements of the site processes.

The site presents evidence related to water quality but these actions are not related to any objective in the sustainable water management plan.

Evidence.  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL

**Finding No: TNR-006439**

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

 Yes

Comment The site submits as evidence the quarterly analysis of discharges from the WWTP, the applicable law only requires one quality analysis of discharges per year. In addition, the site maintains the WWTP 3 times per week to ensure maximum efficiency.

The site performs water quality analysis of its well water and the water provided by its supplier to guarantee the quality of water required for its processes and cooking services.

Evidence  
AWS Paso 3 Objetivo 3.4 y 3.5 CCS p7-11  
PTAR\_Abril\_2022  
PTAR\_Junio\_2022  
PTAR\_Enero\_2023  
PTAR\_Marzo\_2023  
PTAR\_Mayo\_2023  
PTAR\_Noviembre\_2021  
JULIO\_2021-20210714\_OTECNAGUA\_POZO  
JUNIO\_2021-20210610\_OTECNAGUA\_POZO  
JUNIO\_2021-20210616\_OTECNAGUA\_POZO  
JUNIO\_2021-20210628\_OTECNAGUA\_POZO

### 3.5 *Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.*

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

**3.5.1** *Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.* ✔  
Yes

Comment The site has an IWRA-related objective:

Identify a set of initiatives associated with identifying important water-related areas in the catchment.

The site has made progress towards meeting this objective:

Reforestation project by the end of September in Waraira Repano National Park with support from the NGO Fundación Desarrollo Sustentable de Venezuela.

Los Chorros Park staff showed interest in developing a programme of informative talks on the AWS standard and sustainable water use for park staff.

Evidence:  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL  
AWS Step 1 Objective 1.6 1.7 and 1.8 CCS p8-10

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

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

Comment The site identifies that it has optimal facilities to provide its staff with adequate access to WASH, as it has toilets that consider equally the needs of gender and any other special needs, which are frequently maintained. There are also washing facilities, hygienic areas for food consumption, beverages and showers.

The site presents a plan with the location of the WASH facilities in the plant. It presents the water quality analysis of your drinking water supplier. The site includes a presentation with the number of men's and women's toilets and their location in the plant. During the audit it was found that the WASH facilities were in good condition, easy to access and in good working order.

Evidence  
Registro\_mantenimiento\_baños  
Registro\_mantenimiento\_Baños\_y\_certificado\_calidad\_botellones\_agua\_Planta\_Caracas  
Plan\_de\_mantenimiento\_infra\_agua  
Control\_de\_calidad\_de\_los\_botellones  
Cantidad\_de\_baños\_hombres\_y\_mujeres

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



Audit Number: AO-000710

**Comment** The site identifies that it respects other people's water rights and submits a declaration: Where it commits to a 30% reduction in effluent generated, reuse of treated water. Establish consensus tools with stakeholders to define responsibilities and authorities for good governance as a fundamental pillar of sustainable water management.

Rio Los Chorros water quality report, carried out as a measure of the quality of the main water body of the Rio Los Chorros basin, respecting other people's water rights. This is done on the site's own initiative even though it is not required by law.

Mail informing stakeholders about the results of water quality analyses in the Rio Los Chorros catchment. Also soliciting opinions and ideas on actions to be taken to improve water resource management in the basin.

**Evidence**

AWS Paso 3 Objetivo 3.1 CCS

Cigarrera\_Bigott\_está\_lista\_para\_ser\_certificada\_por\_AWS

Comunicación\_partes\_interesadas\_externas\_AWS\_Caracas

Comunicación\_partes\_interesadas\_Gestión\_sostenible\_del\_agua\_AWS\_Cigarrera\_Bigott\_Caracas

Comunicación\_vecinos\_cigarrera

comunicado\_a\_partes\_interesadas

AWS Paso 3 Objetivo 3.6 y 3.7 CCS p 8-9

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

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

  
Obs.

**Comment** The site does not include any targets related to indirect water use in its sustainable management plan.

The site presents evidence of the reduction of water use by its tobacco producers which is its main input and being an agricultural product the reduction indicated in the evidence is significant. Although the producers are not located in the same watershed, in this particular case it can be considered within this indicator.

The site has developed several actions that are not included in its water management plan. The site estimated the reduction in water consumption by switching from wheeled irrigation to drip irrigation. The estimate identifies a saving of 3500 m3 with drip irrigation implemented, for 9 months.

**Evidencia:**

AWS Paso 3 Objetivo 3.6 y 3.7 CCS 12-18

ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL

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

  
Yes

Audit Number: AO-000710

**Comment** The site is in its initial audit and does not yet have established agreements with suppliers and service providers in the site's catchment area, although it is making communication efforts to establish agreements with its local suppliers and service providers. It is expected that concrete progress will be demonstrated for the next audit.

A separate mention is the support to tobacco growers using drip irrigation, which is a long-standing agreement that significantly reduces the site's virtual water use.

Evidence:

AWS Paso 3 Objetivo 3.6 y 3.7 CCS

Cigarrera\_Bigott\_está\_lista\_para\_ser\_certificada\_por\_AWS

Comunicación\_partes\_interesadas\_externas\_AWS\_Caracas

Comunicación\_partes\_interesadas\_Gestión\_sostenible\_del\_agua\_AWS\_Cigarrera\_Bigott\_Caracas

Comunicación\_vecinos\_cigarrera

comunicado\_a\_partes\_interesadas

ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL

**3.8** *Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have.*

**3.8.1** *Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.*

  
Yes

**Comment** The site identifies different efforts to involve stakeholders in relation to shared infrastructure, which is a concern among stakeholders due to the lack of maintenance of pipe networks, pumping plant and wastewater treatment. The site conducted a survey to ascertain their interest and commitment (copy of the survey and photographs are provided).

The staff of the site indicates the difficulty of obtaining official information, therefore only presents partial information published by the municipality of Sucre "675,680 inhabitants residing in the municipality of Sucre, 80% had access to drinking water and municipal sewerage drainage network in 2021: Website of the mayor of Sucre Tuy I (25% operational), Tuy II (50% operational) and Tuy III (100% operational).

Evidence:

Respuesta\_Linda\_Jimenez

Respuesta\_Sabrina\_Sandrin

Solicitud\_para\_encuentro\_Bigott-Femsa\_Venezuela\_(AWS)\_

Cigarrera\_Bigott\_está\_lista\_para\_ser\_certificada\_por\_AWS

Comunicación\_partes\_interesadas\_externas\_AWS\_Caracas

Comunicación\_partes\_interesadas\_Gestión\_sostenible\_del\_agua\_AWS\_Cigarrera\_Bigott\_Caracas

Comunicación\_vecinos\_cigarrera

Respuesta\_Linda\_Jimenez

Respuesta\_Proyecto\_Avila

Respuesta\_Sabrina\_Sandrin

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

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

  
Obs.

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

Audit Number: AO-000710

**Comment** The site presents evidence on the implementation of actions to achieve best practices related to water governance, as appropriate. Implement an integrated sustainable water management plan for the site, which should be reviewed annually to assess compliance with established objectives and targets Governance.

The site identifies 10 good governance practices:

Implement an integrated sustainable water management plan for the site, which should be reviewed annually to assess compliance with established objectives and targets Governance.

Undertake activities that seek to increase willingness to engage in sustained compliance with new practices arising from implementation of the standard and its integration with compliance with other related standards to strengthen governance with stakeholders.

Identify opportunities to increase water use efficiency.

Maintain a comprehensive plan together with data collection at both site and catchment level that enriches existing information, including information from primary input catchments.

The site includes compliance with the legal framework as a good practice, in reality it is a legal obligation not a good practice.

It also includes reforestation in the national park (Waraira Repano) indicating 100% compliance but the evidence presented corresponds to 2019 and 2021, without any relation to any action implemented by the site.

Evidence of implementation progress was presented in previous indicators.

Evidence:  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL hoja Matriz de buenas practicas.

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

**Comment** The site indicates that it implements 8 good practices related to water balance.

Maintain updated monthly records associated with the water balance (JUNE 2022 TO JULY 2023), in order to obtain more reliable and real databases to identify the areas with the highest water demand and manage them sustainably.

Verify compliance with maintenance plans for critical services associated with sustainable water management.

Identify a back-up water source.

Evaluate wastewater reuse as a sustainable water management option for the plant. Water Balance



Reforestation in El Avila National Park (Waraira Repano) in this good practice the site indicates 100% progress of this good practice with evidence from 2019 that is not related to the site.

Evidence:  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL hoja Matriz de buenas practicas.  
Informe\_Cuenca\_del\_río\_Los\_Chorros  
Evidencias\_de\_corrección\_de\_fuga\_de\_agua  
Diagramas\_BH\_Ccs2023

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<b>3.9.3</b>	<i>Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.</i>	 Yes
Comment	<p>The site identifies 12 good practices that are being implemented including some of them. Reinforce the importance of taking into account the risks of contamination and the importance of safe water for life. Water quality.</p> <p>Check and maintain filters at the outlet of the well water, in order to minimise deviations in the physical and chemical parameters of the water.</p> <p>Establish mechanisms to monitor and control the operation of the well.</p> <p>Maintain monitoring of groundwater characteristics to identify any changes in groundwater characteristics.</p> <p>Monitor compliance with containment and maintenance protocols for fuel tanks.</p> <p>Optimise the hydraulic and energetic functioning of the metropolitan aqueduct. The latter has not made any progress and depends on establishing an agreement with the Miranda government and the NGO Ciudadania sin Limites.</p> <p>Evidence:            ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL hoja Matriz de buenas practicas.            Plan de emergencia Bigott Planta Caracas 2023 V 1.2            POPS-007 Desviaciones de parametro PTAR            POPS-034 Procedimiento para derrame de emergencia.            PTAR_Abril_2022            PTAR_Enero_2023            PTAR_Junio_2022            PTAR_Marzo_2023            JULIO_2021-20210714_OTECNAGUA_POZO            JUNIO_2021-20210610_OTECNAGUA_POZO            JUNIO_2021-20210616_OTECNAGUA_POZO            JUNIO_2021-20210628_OTECNAGUA_POZO</p>	
<b>3.9.4</b>	<i>Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.</i>	 Obs.

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Comment The site indicates that it implements 7 good practices related to IWRAs, some of which are described below:

Collect information about available water sources. Important related areas within the catchment.

Characterisation of precipitation behaviour across the catchment .

Establish areas for reforestation of native species within the catchment that contribute to the water balance of the catchment.

Determination of the best places for water recharge. Important related areas within the catchment.

Reforestation in El Avila National Park (Waraira Repano) in this good practice the site indicates 100% progress of this good practice with evidence from 2019 that is not related to the site.

Evidence:  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL hoja Matriz de buenas practicas.  
Cca\_Rio\_Los\_Chorros\_Clima  
CCa\_Rio\_Los\_Chorros\_Vegetacion\_AIRA  
AWS\_Paso\_1\_Objetivo\_1.4\_y\_1.5\_CCS

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

  
Yes

Comment The site identifies 12 good practices it has implemented related to WASH: Some of the good practices implemented by the site are described.

Place posters, banners, billboards or signs promoting tips for Efficient Water Use in offices, kitchens, bathrooms and spaces where necessary, so that company staff and service users take responsible actions.

Carry out water treatment processes such as chlorination in areas sensitive to deviations in biological parameters.

Carry out frequent maintenance of sanitary installations in order to guarantee the timely supply of water, with the required quality and the correct functioning of the infrastructure.

Training of workers on good hygiene practices.

Evidence:  
ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL hoja Matriz de buenas practicas.  
Enc\_satisf\_baños\_q1\_2023  
Diagramas\_Entradas\_y\_Tratamiento\_Agua\_a\_Planta\_Caracas  
Registro\_mantenimiento\_Baños\_y\_certificado\_calidad\_botellones\_agua\_Planta\_Caracas  
Cantidad\_de\_baños\_hombres\_y\_mujeres

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4 STEP 4: EVALUATE - Evaluate the site's performance.	
<b>4.1</b>	<i>Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</i>
<b>4.1.1</b>	<i>Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated.</i>
Comment	<p>The site identifies that it has made considerable progress in relation to the objectives of the sustainable management plan.</p> <p>In relation to the objectives "Establish three instruments of consensus between the stakeholders identified, to define the responsibilities and authorities necessary for good governance as a fundamental pillar of sustainable water management", in which it identifies a scope of 253 people when its goal was a scope of 200 people, i.e. a compliance of over 100%.</p> <p>Reuse 35% of boiler condensate, to be incorporated into the production process in this objective the site identifies a progress of 25%.</p> <p>Reuse 30% of the effluents generated in the water treatment plant Cigarrera Bigott Sucs the site identifies 25% with the progress of the feasibility project.</p> <p>Establish a set of good water management practices that will provide direct benefits to at least 90% of the company's employees and workers, The site identifies a progress of 4%.</p> <p>Identify a set of initiatives associated with identifying important water-related areas in the basin The site identifies that only the first step (List of institutions or stakeholders that can establish relationships for IWRA development) has been completed,</p> <p>Evidence: ACT Plan General de GSA AWS 25072023 Planta Caracas RAQUEL</p>
<b>4.1.2</b>	<i>Value creation resulting from the water stewardship plan shall be evaluated.</i>
Comment	<p>The site assesses various aspects of the value creation of the site:</p> <p>Calculation of the cost associated with the use of well water Value of Tax Unit (T.U)= Bs 9.00, Cost associated with the use of well water annual= Bs 2,043.00 \$ 69.75 (Dollars). Calculation of the annual cost associated with the reduction of pollution from effluent discharge Cost associated with effluent characterisation studies annual= Bs 304,908.90, \$10,410.00 (US Dollars) Calculation of annual cost associated with non-compliance in reporting Cost associated with annual non-compliance= Bs 900.00, \$31.00 (Dollars). Total annual environmental indirect use value = Bs 304,908.90 + 45,000 + 900, Total annual environmental indirect use value = Bs 350,808.90, \$11,977.08 (Dollars).</p> <p>Evidence AWS Paso 3 Objetivo 3.1 CCS p25 a 30</p>
<b>4.1.3</b>	<i>The shared value benefits in the catchment shall be identified and where applicable, quantified.</i>

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**Comment** The site identifies and quantifies the benefits of shared value in the watershed, and assesses various aspects of this value-

Total annual environmental indirect use value = Bs 304,908.90 + 45,000 + 900, Total annual environmental indirect use value = Bs 350,808.90, \$ 11,977.08 (Dollars).

Calculation of the cost associated with the improvements in physical infrastructure, Costs for the installation and maintenance of the meter system: Bs/year 4.415.830,00, \$ 152.270,00 (Dollars), Total annual environmental stock value= Bs/year 592.683,15, \$ 20.135,00 (Dollars).

Calculation of the cost associated with the operation of the wastewater treatment plant (WWTP) including annual preventive and corrective maintenance, Cost associated with the operation of the wastewater treatment plant (WWTP): Bs/year 281,880.00 \$9,720.00 (Dollars).

Tambien incluyen el la descripción del valoros de no uso, que se refiere a valor de uso indirecto: costo de reducción de contaminación de cuerpos de agua por la operación de la PTAR.

Incluye el valor de no uso que se refiere al valor de existencia: El costo asociado al ahorro por el reuso del agua dentro del proceso productivo, el no uso del sitio, permite el acceso al recurso a otras personas.

Evidence:  
AWS Paso 3 Objetivo 3.1 CCS p 28- 34

**4.2** *Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.*

**4.2.1** *A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.*

  
Yes

**Comment** The site has identified that the site (Cigarrera Bigott Sucs) has not had any emergency events to date during the period 2023 that require a root cause analysis, response assessment or preventive and corrective actions, as all the necessary preventive and corrective measures are in place.

However, emergency plans and procedures are in place to respond to incidents that may arise in the future.

Evidence:  
AWS Paso 4 CCS p 25

**4.3** *Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.*

**4.3.1** *Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.*

  
Yes

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Comment	<p>The site presents evidence of consultations on the site's sustainable management performance.</p> <p>The site consulted stakeholders on their interest in participating in working groups in favour of water management in the Rio Los Chorros catchment.</p> <p>The site sent out stakeholder consultation mailings and presents screenshots.</p> <p>The site conducted stakeholder surveys</p> <p>Evidencia: Encuestas_Gestión_de_agua-Proveedores_Cigarrera_Bigott AWS Paso 4 CCS 26-34 Encuestas_Escaneadas_AWS_Partес_Interesadas Resultados_Encuesta_Partес_Interesadas_AWS Encuestas_Escaneadas_AWS_Partес_Interesadas FW_Revisión_y_aprobación_de_material_para_encuestas_a_partес_interesadas_Aprobación_Giann Gestión_sostenible_del_agua_-_Encuesta_de_partес_interesadas</p>
<b>4.4</b>	<p><i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i></p>
<b>4.4.1</b>	<p><i>The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.</i></p>
Comment	<p>The site is in the initial audit, so there is no prior plan to obtain lessons learned or modifications.</p>






Yes



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5 STEP 5: COMMUNICATE & DISCLOSE - Communicate about water stewardship and disclose the site's stewardship efforts	
5.1	<i>Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</i>
5.1.1	<i>The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.</i>
Comment	<p>The site presents its internal governance including the positions of those responsible for legal compliance. The evidence is found in the presentation of step 2.2.1 which presents: Leadership Team - Operations.</p> <p>Includes the positions: General Manager, Engineering Manager, PMD Manager, Production Engineering Manager, IWS Manager. Site development and legal compliance officers.</p> <p>The site presents its responsibility and authority matrix in the document and identifies responsibilities and authority of each of the management positions within the site.</p> <p>The site shared with stakeholders its "AWS_Strategic_Plan", which includes the internal governance of the site.</p> <p>Evidence            AWS_Paso_2_Objetoivo_2.1_y_2.2_CCS p6- 17            Matriz_de_Responsabilidad_y_Autoridad_AWS_Planta_Caracas_022023            Plan_Estrategico_AWS- Cigarrera_072023.docx            Plan_estrategico_AWS_(Resumen_ejecutivo)</p>
5.2	<i>Communicate the water stewardship plan with relevant stakeholders.</i>
5.2.1	<i>The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</i>
Comment	<p>The site presents evidence of communications that have taken different forms, including email, personal visits, posting on its website. The site identifies as evidence the presentation of step 5 where it summarises all the dissemination activities carried out by the site.</p> <p>Evidence identifies that the sustainable management plan in its first version was shared with relevant stakeholders, it is not observed to include how the sustainable water management plan contributes to the outcomes of the AWS Standard.</p> <p>Evidence:            AWS Paso 5 CCS            Cigarrera_Bigott_está_lista_para_ser_certificada_por_AWS            Comunicación_partes_interesadas_Gestión_sostenible_del_agua_AWS_Cigarrera_Bigott_Caracas            Comunicación_vecinos_cigarrera            comunicado_a_partes_interesadas  <a href="https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument">https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument</a></p>
5.3	<i>Disclose annual site water stewardship summary, including: the relevant information about the site's annual water stewardship performance and results against the site's targets.</i>

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<b>5.3.1</b>	<i>A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</i>	 Obs.
Comment	<p>The site is in its initial audit and therefore does not have evidence of quantified results in relation to the objectives, however the site has developed communication efforts with stakeholders on its policy, mission, vision, sustainable management plan and the progress it has made.</p> <p>Evidence:            Cigarrera_Bigott_está_lista_para_ser_certificada_por_AWS            Comunicación_partes_interesadas_externas_AWS__Caracas            Comunicación_partes_interesadas_Gestión_sostenible_del_agua_AWS_Cigarrera_Bigott_Caracas            Comunicación_vecinos_cigarrera            comunicado_a_partes_interesadas            Correo_Jannio_divulgación_carta_compromiso_objetivos_mision_vision            Encuestas_Escaneadas_AWS_Part es_ Interesadas            Gestión_sostenible_del_agua_-_Encuesta_de_partes_interesadas            WEB: <a href="https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument">https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument</a></p>	
<b>5.4</b>	<i>Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.</i>	
<b>5.4.1</b>	<i>The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.</i>	 in progress
Comment	<p>The site is in its initial audit, however it has disclosed and shared water challenges with some stakeholders, mainly focused on water governance, as low water availability and poor water quality in the catchment are more related to deficiencies in the water operator's management than to water quality or availability. The site presents evidence of disclosure of shared challenges. During the audit it was found that the site is concerned about the shared challenges and is currently taking action to address them.</p> <p>The communication made by the site does not include all shared challenges, the focus of their communication was to gather information from stakeholders, therefore the evidence presented does not fully meet the requirements of the indicator.</p> <p>Evidence:            Cigarrera_Bigott_está_lista_para_ser_certificada_por_AWS            Comunicación_partes_interesadas_externas_AWS__Caracas            Comunicación_partes_interesadas_Gestión_sostenible_del_agua_AWS_Cigarrera_Bigott_Caracas            Comunicación_vecinos_cigarrera            comunicado_a_partes_interesadas            Correo_Jannio_divulgación_carta_compromiso_objetivos_mision_vision            Encuestas_Escaneadas_AWS_Part es_ Interesadas            Gestión_sostenible_del_agua_-_Encuesta_de_partes_interesadas  <a href="https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument">https://www.bigott.com.ve/group/sites/BAT_9T2E9S.nsf/vwPagesWebLive/DO9T2ET7?opendocument</a></p>	
		<b>Finding No: TNR-007510</b>
<b>5.4.2</b>	<i>Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.</i>	 Yes

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**Comment** The site identifies that it has developed efforts to engage stakeholders through e-mails, survey surveys, personal visits, dissemination on its website and establishing partnership agreements.

Evidence:  
 Cigarrera\_Bigott\_está\_lista\_para\_ser\_certificada\_por\_AWS  
 Comunicación\_partes\_interesadas\_externas\_AWS\_Caracas  
 Comunicación\_partes\_interesadas\_Gestión\_sostenible\_del\_agua\_AWS\_Cigarrera\_Bigott\_Caracas  
 Comunicación\_vecinos\_cigarrera  
 comunicado\_a\_partes\_interesadas  
 Correo\_Jannio\_divulgación\_carta\_compromiso\_objetivos\_mision\_vision  
 Encuestas\_Escaneadas\_AWS\_Part\_Interestadas  
 Gestión\_sostenible\_del\_agua\_-\_Encuesta\_de\_partes\_interesadas

**5.5** *Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.*

**5.5.1** *Any site water-related compliance violations and associated corrections shall be disclosed.* ✔  
Yes

**Comment** The site identifies that in 2023 it has not had any violations related to water compliance; therefore no disclosure or communication is required.

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

**Comment** The site identifies that in 2023 it has not had any violations related to water compliance, therefore no disclosure or communication is required.

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

**Comment** The site identifies that in 2023 it has not had any violations related to water compliance, therefore no disclosure or communication is required.

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### Photographic Evidence from Audit

✔  
Yes

**Comment** Evidence of different aspects of the site is presented including production areas, filter areas, WWTP production lines, fire protection, WASH, green areas, etc.



Calrtel AWS.jpg



Almacen sustancias químicas.jpg

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Instalaciones contra incendios.jpg



Almacen de productos corrosivos.jpg



Zona de lavado con pedales.jpg



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área de vestidores.jpg



Filtros.jpg



Área de servicios sanitarios1.jpg



**WSAS**

2 Quality Street North Berwick, EH39 4HW, UNITED KINGDOM

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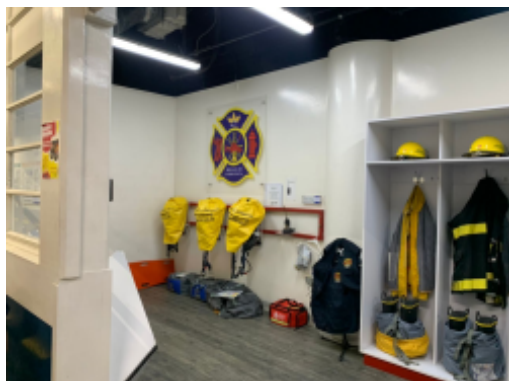
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Área de almcerenes 1.jpg



Imagen de WhatsApp 2023-09-04 a las 08.22.01\_bbf005a8.jpg



Equipo contra incendios.jpg



Área de servicios sanitarios2.jpg

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Almacen de sustancias inflamables.jpg



Almacen de tabaco.jpg



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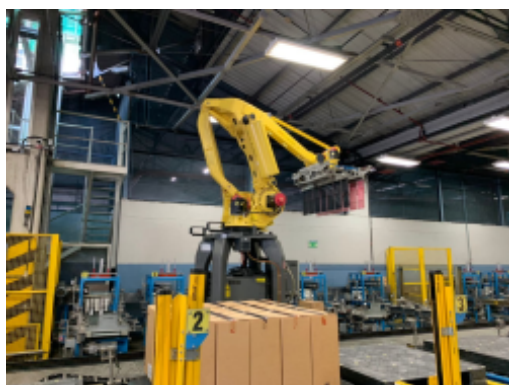
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sistema de bombas y tuberias.jpg



Área de servicios sanitarios3.jpg



Zona de empaque .jpg

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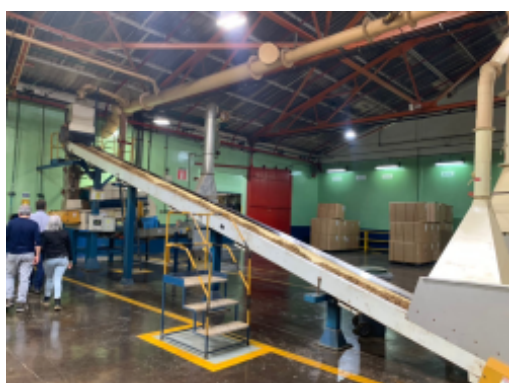
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Área de servicios sanitarios.jpg



Área de almacenes.jpg



Líneas de producción.jpg

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Pozo 1.jpg



Imagen de WhatsApp 2023-09-04 a las 08.22.00\_d9c4417d.jpg



Cuarto de bombas.jpg

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Instalaciones sanitarias 1.jpg



Carteles relacionados con AWS.jpg



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Área de Calderas.jpg



Instalaciones para lavado de emergencia.jpg

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PTAR1.jpg



Áreas verdes.jpg

# CERTIFICATION REPORT

## Alliance for Water Stewardship (AWS)

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Ptar2.jpg



Acceso agua potable.jpg

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Zona de filtros.jpg



Carteles de seguridad.jpg