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## British American Tobacco Malaysia's Commitment to Water Stewardship

### Introduction

We understand water is essential for life. As individuals, we need water to live. Communities need access to water to survive and thrive. However, water is one of the essential resources on Earth that is running short. This shortage is due to limited freshwater, growing demand, climate change, and overuse.

At BATM, we unequivocally believe that access to water is a basic human right. Everyone everywhere should have access to water.

Water is a shared and precious resource to be managed sustainably by all users in the watersheds where they live and operate. This is water stewardship. Water challenges are local, and we believe we can only effectively address them by working with all members of the community.

Our approach to water stewardship to ensure the use of water is socially equitable, environmentally sustainable and economically beneficial.

With our Water Resources Commitment, we focus our efforts and resources on **5** key areas: Good water governance, good water balance, good water quality, maintaining Important Water-Related Areas and the human right of access to Water for Sanitation and Health.

- We commit that it will comply with all legal and regulatory requirements as well as respect legal and water-related rights.
- We will endeavor to engage with catchment stakeholders with an open and transparent manner and support National and local public-sector agencies' efforts to implement water-related policies that help to achieve water stewardship outcomes.

## **Vision and Mission**

**Vision** To practice responsible water stewardship by adhering to the highest standards set by the Alliance for Water Stewardship (AWS). Although our water usage is modest, we are committed to sustainable water management practices that ensure the availability and quality of water for all stakeholders. By implementing the AWS Standard, we strive to understand our water use, address shared water challenges, and engage in collaborative actions that benefit both people and nature. Our goal is to achieve excellence in water stewardship, fostering a resilient and sustainable future for our communities and the environment. At BATM, we unequivocally believe that access to water is a basic human right. Everyone everywhere should have access to water.

Based on this, BAT Malaysia will actively contribute to maintain and improve the water quantity and quality at the location we operate and treat water an important resource to be conserved for current and future generations.

### **Mission:**

To achieve our vision on Water Stewardship, BATM has the following Mission:

- We are committed to engaging stakeholders related to water and collaborating with local institutions on water stewardship. Our mission is to foster a shared understanding and common goals to protect and conserve water sources in the areas where we operate.
- We will monitor the quality and quantity of the water we source, consume and dispose in cooperation with related stakeholders.
- We will develop, implement and monitor the plan to improve our water stewardship.
- We will continuously learn from Water Stewardship Best Practices and where practicable, implement water stewardship initiatives in our operation.

## **Commitment Statement**

We are dedicated to manage our water resources responsibly, targeting a 35% reduction in water withdrawal by 2025, using 2017 as our baseline.

## **Roles and Responsibilities**

In our commitment to the principles of the Alliance for Water Stewardship (AWS), it is essential to clearly define the roles and responsibilities of all stakeholders involved. This section outlines the specific duties and expectations for each participant, ensuring a collaborative and effective approach to sustainable water management. By delineating these roles, we aim to foster accountability, enhance coordination, and achieve our shared goals for water stewardship.

### **Operations Director**

**Role:** Oversees all operational activities, ensuring alignment with AWS standards and overall organizational goals.

**Responsibilities:**

- Provide strategic direction for water stewardship initiatives.
- Ensure all departments comply with AWS standards.
- Approve and allocate resources for water management projects.
- Report to senior management on AWS compliance and performance.

### **Sustainability Manager**

**Role:** Manages environmental policies and procedures, including water and wastewater management, in line with AWS standards.

**Responsibilities:**

- Develop and implement environmental strategies that meet AWS requirements.
- Monitor compliance with AWS water stewardship criteria.
- Liaise with regulatory bodies and AWS certification bodies.
- Ensure continuous improvement in water stewardship practices.

### **Operational Manager**

**Role:** Ensures that facility operations comply with AWS environmental regulations.

**Responsibilities:**

- Oversee daily operations to ensure they meet AWS standards.
- Maintain and improve water and wastewater systems according to AWS guidelines.
- Implement corrective actions to address any non-compliance with AWS criteria.

### **Sustainability Officer**

**Role:** Supports the Sustainability Manager in implementing and monitoring environmental strategies.

**Responsibilities:**

- Assist in developing and executing water stewardship plans.
- Conduct regular audits to ensure compliance with AWS standards.
- Collect and analyze water-related, prepare reports on water management performance.
- Promote awareness and training on AWS standards within the organization.

## Strategy and Action Plan

Our strategy includes:

- Disclose water-related internal governance: Commit to transparency and accountability in water management.
- Site water balance: Maintain a comprehensive balance of water usage and resources at our sites.
- WASH (catchment): Ensure Water, Sanitation, and Hygiene (WASH) standards at the catchment level.
- WASH (site): Implement WASH standards at the site level.
- Water quality/governance (catchment): Uphold water quality governance at the catchment level.
- Water quality (site): Maintain high water quality standards at our sites.
- Best Practice (IWRA): Adopt best practices as recommended and implemented by various sources.
- Site water quantity: Effectively manage the quantity of water used at our sites.

## Programs and Initiatives

We have launched several initiatives, including:

- Fish Seeding Program (IWRA): Initiated to address the economic challenges at catchment.
- Rainwater Harvesting: Successfully completed to improve water resource management.
- Support for Government and NGO Programs: Contributing to water-related initiatives organized by government bodies and NGOs.
- Employee Awareness Sessions: Conducting sessions to educate employees on water stewardship and sustainability practices.

## Monitoring and Reporting

We use key performance indicators (KPIs) to monitor our water usage and quality. Our annual Sustainability Report provides detailed insights into our progress and achievements.

## Community Engagement

We are committed to actively engaging with stakeholders to foster collaboration and support for our water stewardship initiatives. Although our plans are still in the development phase, we aim to involve community members, local organizations, and other key stakeholders in meaningful dialogue and joint efforts to enhance water management and sustainability practices.

## Case Studies and Success Stories

### ***Water Usage Monitoring and Efficiency***

Data Collection and Analysis: Monthly data collection from each water meter across processes/areas. Analysis includes identifying high water consumption areas, calculating monthly water balance, assessing leakage risks, and proposing water efficiency improvements.

### ***WASH Facilities Cleaning Program***

On-site: Sufficient WASH provided to all employees. Achieved 100% adherence to the cleaning schedule. Annual WASH assessment reviews ensure ongoing compliance and improvements.

### ***Discharge Water Quality Initiative***

Quality Assurance: Proactively tested discharge water and maintained separation piping systems to ensure high-quality discharge water.

### ***Community Engagement***

Social Scanning and Initiation: Engaged in social scanning and initiation phase including liaising with stakeholders.

### ***Rainwater Harvesting***

Implementation and Monitoring: Harvested 8 cubic meters of rainwater monthly. Conducted monthly data collection and yearly reviews to meet water targets.

## Future Plans

We plan to expand our water stewardship initiatives to catchment areas and continue to innovate in water management practices.

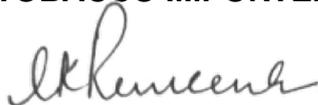
## Contact Information

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Yours faithfully,

**TOBACCO IMPORTERS & MANUFACTURERS SDN BHD**



**C K Remeena C K Prabhakaran**  
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