



INFORME COMUNICACION DE PROGRESO 2012  
ARTURO FUENTE & CIA



Pacto Global  
de las Naciones Unidas



Pacto Global  
de las Naciones Unidas

## NUESTRO COMPROMISO

Nuevamente presentamos nuestra Comunicación de Progreso, correspondiente a las actividades realizadas por la empresa durante el año 2012.

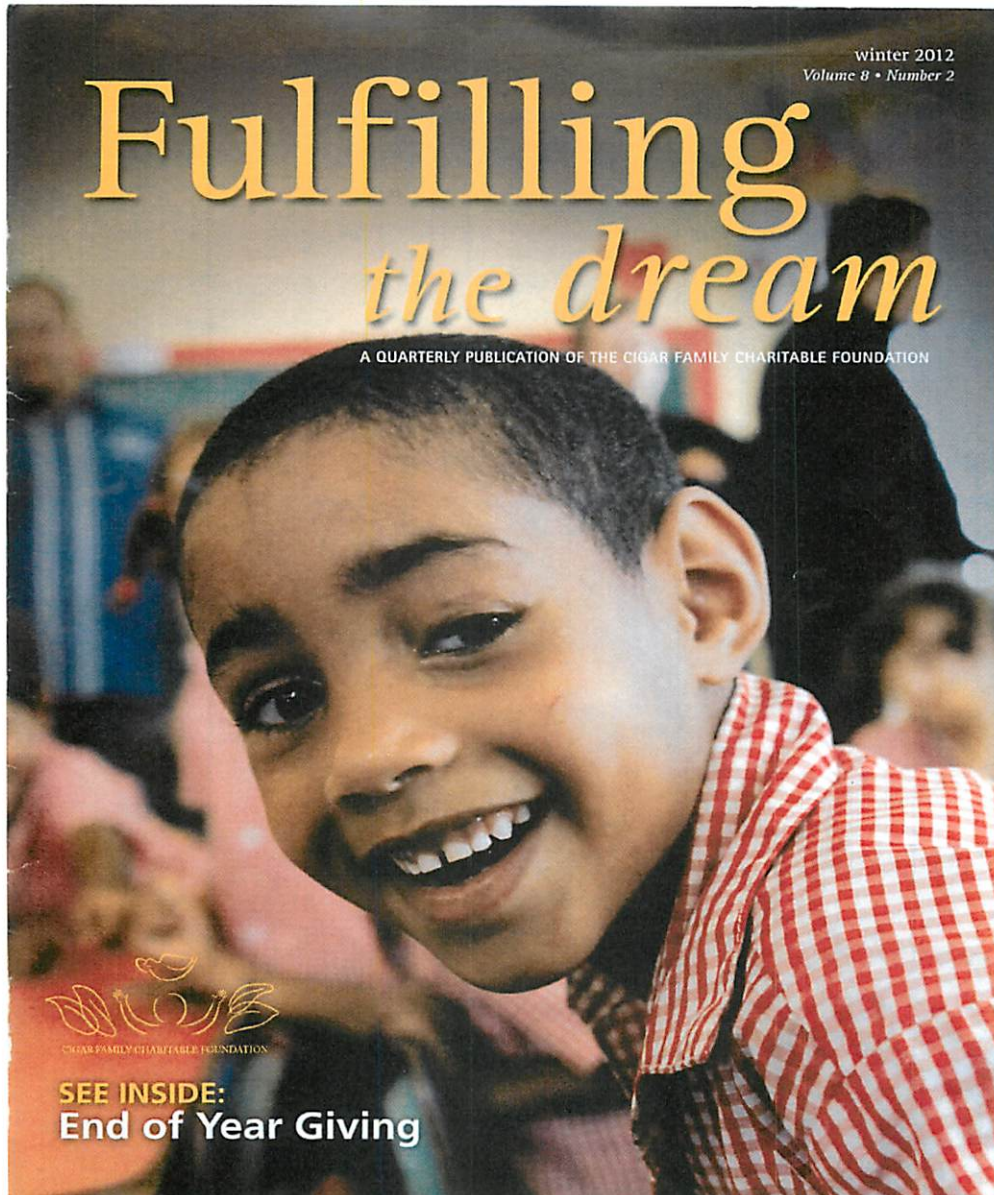
Reafirmamos nuestro compromiso con el cumplimiento de los 10 principios que establece el Pacto Global de las Naciones Unidas, los cuales los aplicamos en nuestros procesos de trabajo.

Por nuestra parte, seguiremos implementando y difundiendo acciones que favorezcan con todo lo concerniente a los Derechos Humanos, Trabajo, Medioambiente y Anti-corrupción.

  
Carlos P. Fuente  
Presidente



Pacto Global  
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## ESTANDARES LABORALES

Arturo Fuente & Cia tiene el compromiso de respetar las leyes y todas las regulaciones y reglamentaciones existentes, para este tipo de negocio con el propósito de asegurar que nuestro producto sea elaborado bajo las condiciones legales, humanas y éticas.

| PRINCIPIO 4 | APOYAR LA ELIMINACION DE TODA FORMA DE TRABAJO FORZOSO O REALIZADO BAJO COACCION   |
|-------------|--|
|             | <b>Nuestro compromiso o política</b>   |
|             | Como empresa tenemos el compromiso de permitir que nuestros trabajadores no trabajen de manera impositiva, es decir, los trabajadores deben trabajar de manera voluntaria, nunca obligamos a trabajar a ninguno de los trabajadores de la empresa.   |
|             | <b>Descripción de procesos o sistemas</b>  |
|             | Como parte de nuestro programa dirigido al conocimiento, concientización y divulgación de nuestras políticas, se crearon el reglamento interno y reglamento de seguridad y entrega de los mismos al personal.  |
|             | <b>Principales indicadores de medición de resultados</b>   |
|             | <ul style="list-style-type: none"> <li>♦ Reducción de conflictos y mejor manejo en las relaciones laborales.</li> <li>♦ Mayor agilidad a la hora de tramitación de necesidades o resolución de conflictos.</li> <li>♦ Reducción de los índices de accidentes laborales, 100,000 horas sin accidentes</li> <li>♦ Involucramiento del personal con relación a las medidas de seguridad.</li> </ul> |



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## Principales indicadores de medición de resultados

### ◆Reglamentos





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### PRINCIPIO 6

### APOYAR LA ABOLICION DE LAS PRACTICAS DE DISCRIMINACION EN EL EMPLEO Y LA OCUPACION

#### Nuestro compromiso o política

Arturo Fuente & Cia. Tiene como política promover a los empleados por las habilidades que demuestran en el trabajo, no otorgamos privilegios o perjudicamos a los trabajadores por sus características personales, como género, raza, religión, orientación sexual, incapacidad, edad, color o cualquier otra características que se puedan considerar discriminatorias.

#### Descripción de procesos o sistemas

Hemos seguido implementando programas de mejoramiento continuo con la participación activa del personal en todos los niveles, en los cuales por medio de una política de puertas abiertas desde cualquier nivel de la organización se producen sugerencias, las cuales son evaluadas y aplicadas.

#### Principales indicadores de medición de resultados

- \* Programa de Seguridad y Salud en el Trabajo.
- \* Ejercicios de Evacuación.
- \* Mejoras continuas en todas las plantas.



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## Principales indicadores de medición de resultados



### Programa de Seguridad y Salud en el Trabajo No. 1

TABACALERA A. FUENTE


Centro de Producción V



Santiago, República Dominicana  
Julio, 2012





| DERECHOS HUMANOS |  |
|------------------|--|
| PRINCIPIO 1      | APOYAR Y RESPETAR LA PROTECCION DE LOS DERECHOS HUMANOS FUNDAMENTALES , RECONOCIDOS INTERNACIONALMENTE, DENTRO DE SU AMBITO DE INFLUENCIA  |
| PRINCIPIO 2      | ASEGURARSE DE QUE SUS EMPRESAS NO SON COMPLICES EN LA VULNERACION DE LOS DERECHOS HUMANOS  |
| PRINCIPIO 5      | APOYAR LA ERRADICACION DEL TRABAJO INFANTIL  |
|                  | <b>Nuestro compromiso o política</b><br><br>Como empresa nos comprometemos a respetar los derechos humanos fundamentales de nuestro personal, así como nos comprometemos a respetar los derechos de los menores.   |
|                  | <b>Descripción de procesos o sistemas</b><br><br>♦Continuación con los programas de integración dentro de la empresa y los programas de educación y asistencia humanitaria a las comunidades de: Caribe, Los Arroyos, El Verde, Rancho Nuevo y los Jengibres, Bonao. |
|                  | <b>Principales indicadores de medición de resultados</b><br><br>♦ Manteniendo el 0 % de deserción escolar<br>♦ Más de 100 egresados del centro<br>♦ Con una población estudiantil de 450 infantes y jóvenes  |
|                  |    |





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## Principales indicadores de medición de resultados



2201 N. 16th Street  
Tampa, FL 33605-7516



## There is so Much More to be Done

How can you offer hope to hundreds of children and families to only take it away? This is the dilemma we face everyday. Your donations have allowed so much to be accomplished in just a few short years. Malnutrition has been completely eradicated in the region, four classes of seniors have graduated with 100% committed to attend a post secondary program, and hundreds of families now have access to healthcare and clean drinking water. With your support, we will be able to continue these programs and more to ensure every child is given the hope for a brighter future. But a lack of funding can easily destroy what we have all worked so hard to build. Please help us to continue our efforts in the Bonao region of the Dominican Republic. Make the choice to make a difference, today.

Your tax deductible contribution represents a donation to the entire mission of the Cigar Family Charitable Foundation, a 501(c)3 non-profit organization. All administrative costs for the Foundation are underwritten by the Fuente and Newman families so 100% of the proceeds benefit the Community Complex and the children and families of the Project. Please join us in making a difference.

## facebook

Stay up-to-date with CFCF using our new Facebook fan page! Get the latest Foundation news, browse through pictures of the complex or check out upcoming events with this easy to navigate, interactive page. Just type in Cigar Family Charitable Foundation in the Facebook search box and become a fan today.



## Generous Employers Make a Difference

Does your employer match charitable contributions? Many companies find that a good way to give back is through matching a certain percentage of employee charitable contributions. The Cigar Family Charitable Foundation is a 501(c)3 and qualifies for most employer programs. Ask your human resources department if your company has a matching program and you could be making twice the difference with your dollars!

## Sign up for Email Blasts!

Do we have your email address? Help us spread the word about all of the great achievements at the Cigar Family Complex by sending us your email address on our website. Just go to the "contact us" part of the website and enter your email address. This will help us in our efforts to eventually "Go Green". Please visit [www.cf-cf.org](http://www.cf-cf.org) to register your email address today!



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## Principales indicadores de medición de resultados

Fulfilling  
the dream

# Celebrate the Season by Giving Hope

According to a recent Red Cross poll, 79% of people would rather receive a charitable donation in their honor than get a gift they won't use. So stop stressing over which pajama set or high-tech knick-knack to get your friends and family, this year make a truly lasting impression on someone's life with a donation to the Cigar Family Charitable Foundation.

With every holiday donation you make, we will send a personalized letter to the person of your choice informing them of your generous gift. Unlike many other charities, the founding families underwrite 100% of the administrative and promotion costs for the Foundation meaning every dollar donated goes directly to programs that help the communities surrounding the Cigar Family Complex. Even a small donation makes a huge impact on the families of Bonao, just look at the difference your money can make this holiday season:

**\$25 can provide a child with school supplies for a year.** Such simple items as pencils, paper and rulers are essential in ensuring the proper development of a child. With your donation of \$25, we will be able to provide a student with opportunity to achieve his or her full potential.

**\$50 can purchase a child's text books for a year.** These text books will allow a student to expand their knowledge in such subject areas as math, science and the arts; all necessary parts of a complete education. Your gift of \$50 will give a student the tools for a brighter future.

**\$100 can provide a child with a nutritious lunch for a year.** Children are the most susceptible to malnutrition. For many of the students, the only meals they receive throughout the day come from the Cigar Family School. Your donation of \$100 will allow us to grow fresh fruits and vegetables, and raise protein rich fish to ensure each child is healthy.

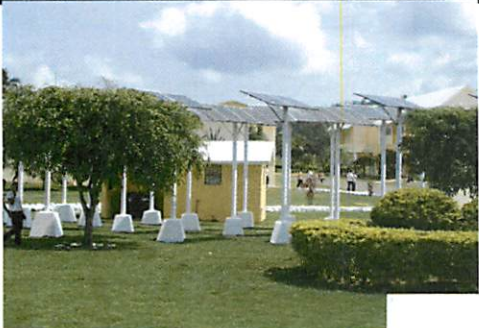



**\$250 can provide a family of four with complete medical care for a full year.** In this rural area of the Dominican Republic, proper health care is non-existent. With your donation of \$250, families will receive the immunizations, health screenings and basic medical care they so desperately need to survive.







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| MEDIO AMBIENTE   |  |
|--|--|
| PRINCIPIO 7  | MANTENER UN ENFOQUE PREVENTIVO QUE FAVOREZCA EL MEDIO AMBIENTE                             |
| PRINCIPIO 8  | FOMENTAR LAS INICIATIVAS QUE PROMUEVAN UNA MAYOR RESPONSABILIDAD AMBIENTAL                 |
| PRINCIPIO 9  | FAVORECER EL DESARROLLO Y LA DIFUSION DE LAS TECNOLOGIAS RESPETUOSAS CON EL MEDIO AMBIENTE |
| <p><b>Nuestro compromiso o política</b></p> <p>Como empresa nos comprometemos a respetar y mantener prácticas ambientales concientes.</p> <p><b>Descripción de procesos o sistemas</b></p> <ul style="list-style-type: none"> <li>* Continuación de los programas de fomento de la energía solar y producción agrícola por medio de los cuales se sule al Cigar Family Community Complex.</li> <li>* Seguimiento al programa Eco-Friendly Projects: En el cual concientizamos a los estudiantes y miembros de la comunidad participantes en el proyecto.</li> <li>* Granja de abejas para la producción y el uso de la misma a los niños del centro, al igual que la producción orgánica de diferentes rubros agrícolas.</li> <li>* Reparaciones de edificaciones y limpieza de arroyos hechas por los estudiantes del Centro.</li> </ul>  |  |
| <p><b>Principales indicadores de medición de resultados</b></p> <div>  </div> <div> <p><b>Fulfilling the dream</b></p> <p><b>In the News: UPDATES</b></p> <ul style="list-style-type: none"> <li>On January 26 the complex celebrated Juan Pablo Duarte Day - a founding father of the Dominican Republic - with a parade, song, poetry reading and dramatic plays.</li> <li>It's Spring at the complex</li> <li>and time to plant crops. Currently we have planted beans, pineapple, manioc, corn and sweet potatoes.</li> <li>Three students at the Cigar Family School were given college scholarships from The National Foundation for Comprehensive Development based on their high academic achievement</li> <li>A neighborhood board was founded in the nearby town of Caribe to tackle issues facing the community like education, development and environmental cleanup.</li> <li>In conjunction with Peace Corps volunteers, Berkeley students also planted trees in the community of Caribe and helped create a recreational area for children and families.</li> <li>Students from Berkeley Middle Division of Tampa, FL visited the Cigar Family complex where they assembled and distributed out over 42 water filters to families in surrounding communities.</li> </ul> <div>    </div> </div> |  |





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## Principales indicadores de medición de resultados

### Eco-Friendly Projects

<http://cf-cf.org/info/index.php?view=article&catid=42:eco-friendly-pr...>

#### Eco-Friendly Projects

The Cigar Family Community Complex strives to not only provide the surrounding communities with a better quality of life, but to also co-exist with the environment that is so crucial to the beautiful island that they call home. There are a host of projects promoting sustainability and responsibility.

We are teaching the next generation to care for their island with hands on projects:

- A honey bee farm produces honey that is used not only to feed students but also as a learning tool for a micro-business model.
- An aquaculture program yields over 100lbs. of fish every four months.
- The organic farm on the complex provides nutritious fruits and vegetables for the children, while having a low environmental impact on the nearby river.
- An earthworm farm keeps the soil enriched without having to use chemicals.



Thanks to the efforts by the Cigar Family Charitable Foundation and BDO, the people of Bonao can look forward to a green, healthy future. To help fund one of these important initiatives, [click here](#).

#### Solar Energy

In concert with an eco-friendly theme, the solar panels on the Complex provide clean, renewable energy. Due to the large amount of sun that the region receives, the solar panels are able to generate a large amount of electricity for a relatively low price. As the complex continues to expand, more solar panels will be needed to maintain at least a partial flow of electricity. To help fund additional solar panels, please [click here](#).



## UPDATES

- The Cigar Family School welcomed a new middle school director, Ysidra Terrero.
- Administrators at the project conducted constant supervision and follow-up regarding the rebuilding of the Los Arroyos Bridge which is almost completed.
- Water filters were inspected in communities surrounding the complex and repaired if needed.
- All of the center's teachers attended a training workshop on human relations.
- A two hour lecture was given to a youth training class on the culture of peace.
- Together with the Neighborhood Board of El Verde volunteers cleaned up a baseball field and cemetery greatly improving the community's appearance.
- International Peace Day was celebrated on September 21 with music and a special presentation by faculty.
- Efforts are being made to improve conditions at schools in Caribe and Los Arroyos including providing students with school supplies, painting and repairing old buildings and reforming teaching methods.





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## ANTI-CORRUPCION

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### PRINCIPIO 10

### TRABAJAR CONTRA LA CORRUPCION EN TODAS SUS FORMAS, INCLUIDAS EXTORCION Y SOBORNO

#### Nuestro compromiso o política

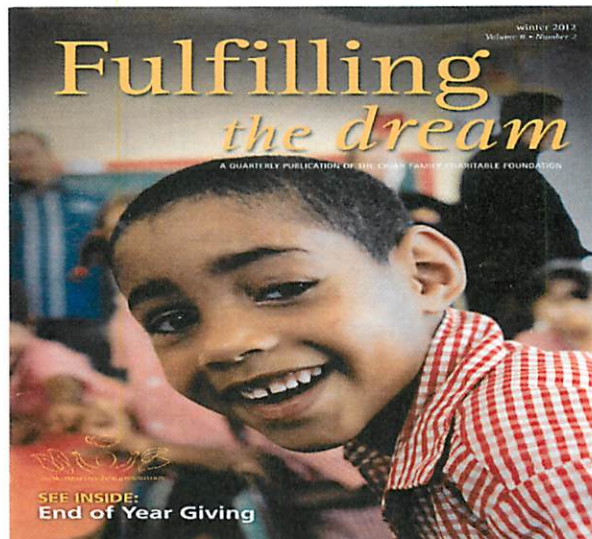
Como empresa tenemos el compromiso de velar que se cumplan todas las leyes, normas reglamentos internos y los referentes a Aduana para evitar el embarque ilegal de los productos y otros asuntos que se puedan presentar.

#### Descripción de procesos o sistemas

♦ Como parte del seguimiento en cuanto a nuestro compromiso de control de todas las actividades que se realizan en la empresa mantenemos vigilancia constante para evitar cualquier práctica o acción dentro de la empresa que pueda verse como una acción de corrupción.

#### Principales indicadores de medición de resultados

♦ Seguimiento de los procesos de auditorias internas y externas a los diferentes departamentos  
♦ Rendimiento de cuentas de las acciones encaminadas a los planes de programas de educación y asistencia humanitaria, Cigar Family, a través de la revista Fulfilling The Dream.







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Fulfilling  
the dream

### Student Profile:

Name: Maria Elena Zimidad

Birthdate: December 22

Community: Caribe

Favorite Class: Music



Every student at the Cigar Family school has a story. Through hard work and dedication, each one is striving for a brighter future in a region where nothing comes easy. Here is just one of those stories.

Do you participate in any afterschool programs?

Yes, I am in the French and music clubs

What do you do in your spare time?

I enjoy reading and singing

What do you want to be when you grow up?

I want to be an architect

Who is your hero?

Carlos Fuente. He is a great human who helps us to realize our dreams.

How has the Cigar Family School changed your life?

It has already changed my life for the better. The teachers at Cigar Family help me to discover the person I am and bring out the best in me. They have taught me that it's ok to fall because you get back up as a better person.



## An Inspiring Day

On August 13, government officials and representatives from the educational district along with school staff and beaming family members gathered to celebrate another year of achievement.

27 students accepted diplomas on this day. Even though this is the fourth high school graduation, we never get tired of watching these students, filled with pride, walk across the stage into their bright future. The experience is inspiring and never fails to invigorate the entire volunteer staff into fundraising mode.

With the support of our generous donors, the Cigar Family School has sent 117 students to the post-secondary program of their choice. When CFCF was founded, no one would have believed the changes we would see, let alone so quickly. Thank you for being a big part of that change.