

To whom it may concern

This is to certify that Dr. Lígia de Noronha (registered clinical and counselling psychologist and Director of Psi-co-estar) worked for the British American Tobacco Mozambique as a Psychological Consultant.

Initially, Dr. Noronha's contribution to us was given in the form of a two-day workshop she created to support more than 100 retrenched BAT workers. She facilitated the comprehensive program first in Maputo (on the 04-05 March 2003) and then in Chimoio (on the 19-20 May 2003), resulting in an extremely invaluable and unique experience both for the workers and the BAT retrenchment process itself worldwide. This resulted in the Mozambican Ministry of Work pointing out that the combination of Dr. Noronha's workshop and the consequent short financial management training programme given by a Mozambican NGO should be used as a model for all retrenchment programs.

More recently (from May to August 2005), Dr. Noronha has given individual psychological consultations to our senior managers, successfully helping them to overcome and resolve their personal issues.

Dr. Noronha worked with great enthusiasm and professionalism, and demonstrated a high level of skill in her work.

I would recommend her as an asset to any employer.

In case you need any specific information, please contact me by e-mail (celso_sitoi@bat.com) or by phone (258-21-466538/40).

Maputo, 12th of September 2005.

Yours Sincerely,



BRITISH AMERICAN TOBACCO MOZAMBIQUE.

Celso Sitoi
HR Manager