

Project - Juan Santamaría Airport Restroom – Costa Rica
Environmental and Social Action Plan (ESAP)
Publication Date: June 2026

No.	Aspect	Action	Output	Delivery Date
ND 1: Assessment and Management of Environmental and Social Risks and Impacts				
1.1	External Communications and Complaints Mechanism	1. Develop a Protocol for the External Complaints and Claims Mechanism (PMQRE) that establishes, at a minimum: i) the channels for receiving complaints; ii) the possibility of accepting anonymous complaints; iii) response deadlines; iv) the individuals responsible for each stage of the process; v) the method for classifying cases based on their severity; vi) protocols for the differentiated handling of sensitive complaints; vii) protocols for case traceability; viii) the definition and monitoring of corrective actions; ix) protocols for closing complaints; x) performance indicators; and xi) methods for publicizing the mechanism to stakeholders.	1. PMQRE	1. Three months after the first disbursement.
		2. Implementation of the PPRE	2. Evidence of implementation	2. As part of the ICAS
ND 2: Work and Working Conditions				
2.1	Supply Chain	1. Update the Supplier Policy (SP) to include: i) basic criteria for selecting and monitoring suppliers, particularly regarding legal compliance, working conditions to be observed, and expected ethical conduct; and ii) formal Environmental and Social (E&S) due diligence processes in the supply chain.	1. Updated PP	1. Three months after the first disbursement.
		2. Implementation of the SP	2. Evidence of implementation	2. As part of the ICAS