

Hotel La Compañía El Valle – PANAMA
Environmental and Social Action Plan – ESAP

No.	Aspect	Action	Deliverable	Delivery Date
PS1: Assessment and Management of Environmental and Social Risks				
1.1	Emergency preparedness and response	1. Update the Emergency Response Plan (ERP) for the Project to include: (i) the creation of qualified emergency response teams; (ii) details on the permanent emergency equipment and facilities (e.g., first aid stations, extinguishers, and hoses) in the renovated areas; (iii) new evacuation routes and meeting points; (iv) protocols for fire trucks, ambulances and other emergency vehicle services, based on the new evacuation routes and meeting points; (v) training exercises (drills and simulations) that involve the Project's personnel and other key stakeholders and affected parties.	1. ERP as updated for the Project	1. 15 days prior to the start of operations or occupation of the Project
		2. Develop an annual training program for the updated ERP to include, among other things, training sessions for the emergency response team members on the following topics: (i) first aid (basic life support, bleeding, shock, wounds and burns, fractures, moving the wounded, etc.); (ii) fire prevention and fighting (safety of the fire brigade, hose folding, extinguisher handling, etc.), and (iii) search and rescue, etc.	2. Annual training program for the Project's ERP	2. 15 days prior to the start of operations or occupation of the Project
		3. Deliver a report on the implementation of the updated ERP, with the outcome of the training sessions for all Project personnel.	3. Report of implementation	3. As part of the Environmental and Social Compliance Report (ESCR)
1.2	Compliance with the applicable standards	1. Prepare a consolidated report on the environmental, social, and occupational health and safety (E&S OHS) performance, using the key performance indicators (KPIs) in the Environmental and Social Management System (ESMS).	1. Consolidated report	1. Annually over the life of the loan
1.4	Stakeholder engagement	1. Prepare a Stakeholder Engagement and Communication Plan for the Project.	1. Stakeholder Engagement and Communication Plan	1. 90 days after signing the loan agreement
		2. Implement the Stakeholder Engagement and Communication Plan.	2. Evidence of implementation	2. As part of the ESCR
1.5	External grievance mechanism	1. Develop a Grievance Mechanism (GM) to capture the Project's requests for information, reports and grievances, with users not fearing retaliation and reporting anonymously if they prefer to do so.	1. Project's Grievance Mechanism	1. 180 days after signing the loan agreement
		2. Implement the GM.	2. Evidence of implementation	2. As part of the ESCR
		3. Prepare a Grievance Management Protocol to reveal: (i) how the grievance or report was captured; (ii) who submitted it (client, community, stakeholder); (iii) how it was classified, processed, assessed and investigated, and how long it took; (iv) how it was resolved and tracked; (v) how it was closed or concluded, and how long it took; and (vi) when applicable, how the Stakeholder Engagement and Communication Plan was adapted or improved, in terms of information communication and disclosure.	3. Grievance Management Protocol	3. 180 days after signing the loan agreement
		4. Adopt the Grievance Management Protocol.	4. Evidence of its adoption	4. As part of the ESCR

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PS2: Labor and Working Conditions				
2.1	Internal grievance mechanism	1. Develop a Workers Grievance and Suggestions Procedure to (i) capture direct or anonymous grievances filed by the workers; (ii) enable an engaging space which encourages the staff to develop a sense of belonging, without fear of retaliation; (iii) detect areas of improvement in the service and the relationships among workers; (iv) avoid conflict and solve the existing ones; and (v) in case of serious violation, give access to other applicable legal or administrative resources, according to work or civil regulations.	1. Workers Grievance and Suggestions Procedure	1. 180 days after signing the loan agreement
		2. Implement the Workers Grievance and Suggestions Procedure.	2. Evidence of implementation	2. As part of the ESCR
2.2	Occupational health and safety	1. Update the Occupational Health and Safety Management Plan for the Project, which will involve: (i) identifying possible risks for the health and safety of workers and everyone else accessing the facilities, them being suppliers, supervisors or visitors, depending on the work or activity they perform; (ii) detailing the preventive and protective measures implemented, both in terms of emergency and personal protective equipment (PPE); (iii) setting the training requirements for workers, including daily safety briefings at different workplaces; and (iv) submitting a copy of the reports derived from work accidents or incidents.	1. Occupational Health and Safety Management Plan as updated for the Project	1. 180 days after signing the loan agreement
2.3	Supply chain	1. Update the supplier selection process to incorporate in their contracts provisions requiring compliance with: (i) the Company's ethical principles; (ii) the applicable labor and OHS legislation, in particular the ban on forced labor and child labor, the defense of non-discrimination and gender equality, and the protection of safe working conditions, and (iii) the applicable environmental legislation in order to minimize the environmental impacts, by preventing pollution and encouraging the rational use of natural resources and energy in its operations.	1. Update of the customer and service provider selection process	1. 240 days after signing the loan agreement
		2. Adopt the updated customer and service provider selection process.	2. Evidence of its adoption	2. As part of the ESCR
PS3: Resource Efficiency and Pollution Prevention				
3.1	Greenhouse gases (GHG)	1. Prepare an annual GHG emission inventory, using the methodology created by the Greenhouse Gas Protocol Initiative ¹ , which includes the direct emissions from the use of fuel (Scope 1), and the indirect emissions from electricity consumption (Scope 2), together with an explanation of the variations detected as compared to the baseline year.	1. Annual GHG Emissions Inventory	1. As part of the ESCR
		2. Prepare a methodology to quantify Scope 3 GHG emissions, which derive from the transportation of services provided by third parties (transporting guests, and materials and goods acquired from its supply chain).	2. Methodology to quantify Scope 3 of GHG emissions	2. When submitting the first GHG emissions inventory

¹ The Greenhouse Gas Protocol Initiative (<https://ghgprotocol.org/>) is a multi-stakeholder partnership of businesses, non-governmental organizations (NGOs), governments, and others convened by the World Resources Institute (WRI), a U.S.-based environmental NGO, and the World Business Council for Sustainable Development (WBCSD), based in Geneva, Switzerland.

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		3. Adopt the methodology to include Scope 3 emissions in the annual GHG emissions inventory.	3. Evidence of its adoption	3. As part of the ESCR
3.2	Management of effluents	1. Develop an effluent monitoring program for the Project.	1. Effluent monitoring program for the Project	1. 120 days after signing the loan agreement
		2. Implement the effluent monitoring program.	2. Evidence of implementation	2. As part of the ESCR
PS4: Community Health and Safety				
4.1	Fire protection system	1. Submit the certificates of the life and fire safety (L&FS) system to prove that (i) all Project facilities were built in conformity with the approved L&FS design; (ii) all the L&FS devices were installed in conformity with the design; and (iii) all the L&FS devices were approved following international requirements.	1. A copy of the L&FS certificates for all Project facilities	1. 15 days prior to the start of operations or occupation of the Project