

**Merqueo – COLOMBIA and MEXICO
Environmental and Social Action Plan (ESAP)**

No.	Aspect	Action	Deliverable	Compliance Date
PS 1: Assessment and Management of Environmental and Social Risks and Impacts				
1.1	E&S Management System	1. Incorporate the task of replicating and adapting specific applicable components from the Integrated Management System ("IMS") in Colombia for each country as part of the Company's internationalization plans, as a requirement that must be completed before operations are launched.	1. Letter of commitment from senior management ensuring the availability of resources and timeframes for this task before launching operations in new countries.	1. Prior to First Disbursement.
1.2	Monitoring and Review	1. Prepare a consolidated annual report on the level of compliance with all environmental, social, occupational health and safety policies and measures applicable to the Company, including progress on actions in the IMS related to the established KPIs and annual action plans.	1. Annual environmental and social compliance report.	1. Annually over the life of the loan.
1.3	Grievance Mechanism	1. Link Merqueo's sales platform to the Company's blog, clearly indicating where users or the general public can submit their petitions, grievances, claims, and requests ("PGCRs").	1. Descriptive report of the adjustments made to both websites to facilitate the registration of PGCRs.	1. Two months after Financial Closure.
PS 2: Labor and Working Conditions				
2.1	Working Conditions and Management of Worker Relationships	<ol style="list-style-type: none"> 1. Prepare a protocol to consolidate and guide Merqueo's relations with independent drivers, establishing the Company's responsibilities, roles, payment method, penalties, code of conduct, grievance mechanism, and regulations related to their role as independent Merqueo delivery personnel. 2. Incorporate this protocol in the IMS. 3. Disseminate this protocol among new and current independent drivers. 	<ol style="list-style-type: none"> 1. Protocol which outlines relations with independent drivers registered as part of Merqueo's distribution chain. 2. Updated IMS manual including reference to the existence of this new protocol. 3. Record of the dissemination of the protocol among independent drivers. 	<ol style="list-style-type: none"> 1. Two months after Financial Closure 2. Four months after Financial Closure 3. Six months after Financial Closure