

Tienda Amiga - BOLIVIA
Environmental and Social Action Plan (ESAP)

No.	Aspect	Action	Deliverable	Delivery date
PS 1: Assessment and Management of Environmental and Social Risks and Impacts				
1.1	Strengthen the Integrated Management System (IMS) and the Occupational Health and Safety Program (OHSP).	<ol style="list-style-type: none"> Evaluate the IMS and OHSP based on the IFC implementation manual and tools.¹ Strengthen the IMS and OHSP by closing the gaps identified in the evaluation of item 1.1.1. 	<ol style="list-style-type: none"> IMS/OHSP assessment report. Strengthened IMS/OHSP. 	<ol style="list-style-type: none"> Three months after signing the loan agreement. Six months after signing the loan agreement.
1.2	External Grievance Mechanism	<ol style="list-style-type: none"> Adapt the Procedure for conducting the Grievance or Suggestions Process to provide an easily accessible and culturally appropriate mechanism, without such a procedure preventing access to other applicable administrative or judicial remedies according to the seriousness of the violation. 	<ol style="list-style-type: none"> External Grievance Mechanism. 	<ol style="list-style-type: none"> Three months after signing the loan agreement.
PS 2: Labor and Working Conditions				
2.1	Internal Grievance Mechanism	<ol style="list-style-type: none"> Develop an Internal Grievance Mechanism, to be focused on its collaborators and any employee onboarded to any Tienda Amiga facility, to document internal communications and that details: (i) how and through what means the grievance is received from collaborators or any worker engaged by its contractors and their subcontractors; (ii) how these grievances are evaluated; (iii) how responses are provided and followed up, concluding with the closure of the grievance; and (iv) any adjustments or improvements to its Comprehensive Management System or the Occupational Health and Safety Program, in terms of disclosure and dissemination of information. Implement the internal grievance mechanism. 	<ol style="list-style-type: none"> Internal grievance mechanism. Grievance registration and resolution. 	<ol style="list-style-type: none"> Three months after signing the loan agreement. Six months after signing the loan agreement.
2.2	Supply chain	<ol style="list-style-type: none"> Update the supplier/procurement selection procedures (PRO-CPR-004 and PRO-MKT-003) to include an evaluation of compliance with labor and occupational health and safety standards and to incorporate the need for each supplier to sign a Declaration certifying that the supplier fully complies with the following requirements (i) current labor and OHS laws, especially the prohibition of child labor and forced labor, non-discrimination, gender equality, and ensuring safe working conditions, and (ii) the applicable environmental legislation, in order to minimize environmental impacts by controlling its air emissions, the adequate management and treatment of liquid and solid waste, and the rational consumption of natural resources in its processes. 	<ol style="list-style-type: none"> Updated supplier procedures. 	<ol style="list-style-type: none"> Six months after signing the loan agreement.
2.3	Occupational Health and Safety	<ol style="list-style-type: none"> Determine the root causes of accidents and injuries suffered by motorcyclists. Develop an action plan to reduce or eliminate these accidents/injuries. Implement the action plan developed in item 2. 	<ol style="list-style-type: none"> Root Cause Report on motorcyclist injury rates. Action Plan to reduce Lost Time Injury Frequency Rate (LTIFR). 	<ol style="list-style-type: none"> Three months after signing the loan agreement. Three months after signing the loan agreement.

¹ <https://www.ifc.org/wps/wcm/connect/a97e52e0-311f-4765-b654-5cddbceae99/ESMS+Handbook+General+v2.1+SP.pdf?MOD=AJPERES&CVID=nzhmva0>

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		<ol style="list-style-type: none"> 4. Using a qualified professional acceptable to IDB Invest, perform a gap analysis of the fire system against National Fire Protection Association (NFPA) standards. 5. If necessary, implement an action plan to close the identified gaps. 6. Conduct a drill in each branch and operation center (warehouse). 	<ol style="list-style-type: none"> 3. Evidence of having implemented each component of the action plan. 4. Fire system gap report against NFPA standards. 5. Gap closure action plan implementation report. 6. Drill report (branch office, number of participants, drill agenda, photographic record, etc.). 	<ol style="list-style-type: none"> 3. Six months after signing the loan agreement. 4. Six months after signing the loan agreement. 5. Six months after conducting the gap analysis 6. Attached to the Annual Monitoring Report.