

**Smart Hospital PPP for the Renovation of Rio de Janeiro's Public Hospital – BRAZIL
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	Environmental and Social Assessment and Management System	1. Develop an Environmental and Social Management System (ESMS).	1. ESMS Manual and Procedures.	1. Within 180 days after the loan agreement is signed.
		2. Implement the Environmental and Social Management System (ESMS).	2. Evidence of implementation of the measures required under the ESMS.	2. As part of the Environmental and Social Compliance Report (ESCR).
1.2	Policy	1. Develop a Sustainability Policy.	1. Sustainability Policy.	1. Within 90 days after the loan agreement is signed.
		2. Disclose the Sustainability Policy internally and externally through the Company's webpage and other communication channels.	2. Evidence of disclosure	2. Within 90 days after the loan agreement is signed.
1.3	Identification of Risks and Impacts	1. As part of the ESMS, develop a process to assess environmental and social risks and impacts (based on matrices), including: i) risk and impact identification procedures; ii) schedule of execution; iii) details on the technical team required to assess risks and impacts; iv) procedures to review and improve risk management; and v) environmental and social indicators.	1. Risk and impact assessment process.	1. Within 180 days after the loan agreement is signed.
		2. Implement the risk and impact assessment process	2. Evidence of implementation	2. As part of the ESCR.
1.4	Gender Risks	1. Conduct internal campaigns with educational content on gender-based violence prevention.	1. Educational content on gender-based violence prevention.	1. Within 120 days after the loan agreement is signed.
		2. Implementing internal campaigns annually to prevent gender-based violence.	2. Evidence of implementation of campaigns.	2. As part of the ESCR.
1.5	Organizational Capacity and Competency	1. Reassess Environmental, Health and Safety (EHS) and Quality staffing and, if needed, expand the team to accommodate future needs.	1. Assessment of EHS staffing with details on positions and workload.	1. Within 90 days after the loan agreement is signed.
1.6	Emergency Preparedness and Response	1. Updating the Emergency Action Plan for the construction phase to incorporate the following aspects: i) fire and smoke incidents; ii) electrical failures; iii) structural risks during construction; iv) hazardous material spills; v) medical emergencies and events with multiple victims; vi) evacuation and shelter-in-place protocols; and vii) protocols to coordinate with local emergency services.	1. Updated Emergency Action Plan for the construction phase.	1. Within 120 days after the loan agreement is signed.
		2. Implementing the Emergency Action Plan for the construction phase	2. Evidence of implementation.	2. As part of the ESCR.
		3. Develop an Emergency Preparedness and Response Plan (EPRP) for the operating phase to include a detailed risk analysis and all response actions to control emergencies and minimally address the following: i) predictable risk scenarios (fire, attacks by individuals or groups, floods, civil unrest, adverse weather conditions, external emergencies, among others); ii) patient safety; iii) evacuation methods and equipment; iv) emergency response training for all employees, including the medical team, health and safety personnel, firefighters and first responders; v) mechanisms to coordinate with emergency responders and other external parties; vi) external control measures (traffic, points of access, barriers, etc.); and vii) communication protocols for affected communities	3. EPRP for the operating phase.	3. Within 90 days before completion of construction phase.

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		during emergencies, consistent with the institution's stakeholder engagement plan.		
		4. Implement the EPRP for the operating phase	4. Evidence of implementation.	4. As part of the ESCR.
1.7	Stakeholder Engagement	1. Develop a Stakeholder Engagement Plan, including: i) mapping, analysis, and planning of identified social actors' participation; ii) a mechanism for information dissemination, consultation, and communication with social actors; and iii) a mechanism to collect and resolve grievances, including anonymous reports.	1. Stakeholder Engagement Plan.	1. Within 150 days after the loan agreement is signed.
		2. Implement the Stakeholder Engagement Plan	2. Evidence of implementation.	2. As part of the ESCR.
1.8	External communication	1. Prepare a public report on the Company's environmental and social performance.	1. Environmental and social performance report.	1. First report within 360 days after the loan agreement is signed.
		2. Disclose periodic reports on the Company's environmental and social performance.	2. Evidence of disclosure.	2. As part of the ESCR.
1.9	Grievance Mechanism	1. Develop an external Grievance Mechanism that: i) is available to stakeholders; ii) ensures non-retaliation; iii) allows for the capture of anonymous complaints; and iv) establishes an internal procedure to receive, log, and respond to complaints.	1. External Grievance Mechanism	1. Within 90 days after the loan agreement is signed.
		2. Disseminate the Grievance Mechanism to the external public.	2. Evidence of Grievance Mechanism dissemination.	2. Within 120 days after the loan agreement is signed.
		3. Implement the Grievance Mechanism.	3. Evidence of implementation of the Grievance Mechanism, with a log of complaints and responses.	3. Within 6 months after the loan agreement is signed and thereafter as part of the ESCR.
PS 2: Labor and Working Conditions				
2.1	Human Resources Policies and Procedures	1. Consolidate a Human Resources Policy that: i) includes principles related to outsourced workers and supply chain; and ii) clearly bans any form of forced, child, or compulsory labor, discrimination, threat, coercion, abuse, or harassment in the workplace.	1. Human Resources Policy	1. Within 120 days after the loan agreement is signed.
2.2	Grievance Mechanism	1. As part of the engagement and communication procedure, Develop a grievance mechanism that includes ways to disseminate the mechanism, and incorporates the principles of process transparency, confidentiality, non-reprisal, among others.	1. Grievance Mechanism	1. Within 120 days after the loan agreement is signed.
		2. Implement the Grievance Mechanism.	2. Evidence of implementation.	2. Within 6 months after the loan agreement is signed and thereafter as part of the ESCR.
2.3	Occupational Health and Safety	1. Develop an Incident Monitoring, Notification, and Investigation System to: i) log, report, and manage incidents, accidents, near accidents, and reports of hazards and risks; ii) investigate root causes; and iii) plan and implement accident and incident prevention and mitigation measures.	2. Incident Monitoring, Notification, and Investigation System.	1. Within 120 days after the loan agreement is signed.
		2. Implementing the Incident Monitoring, Notification, and Investigation System.	2. Evidence of implementation.	2. As part of the ESCR.

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2.4	Third-Party Workers	1. Develop a Contractor Management Plan that includes legally binding obligations in contracts with third-parties to ensure compliance with applicable labor law requirements.	1. Contractor Management Plan.	1. Within 120 days after the loan agreement is signed.
		2. Implementing the Contractor Management Plan.	2. Evidence of implementation.	2. As part of the ESCR.
PS 3: Resource Efficiency and Pollution Prevention				
3.1	Greenhouse Gases (GHG)	1. Conduct a GHG emissions inventory.	1. GHG emissions inventory	1. As part of the ESCR.
		2. Develop an emission reduction plan	2. Emission reduction plan	2. As part of the ESCR.
		3. Incorporate GHG emission indicators into environmental and social performance reports.	3. Evidence of incorporation into environmental and social performance reports.	3. As part of the ESCR.
PS 4: Community Health, Safety, and Security				
4.1	Community Health, Safety, and Security	1. Submit a certification issued by an independent expert consultant to certify that the hospital project's final designs contain all fire safety features required by good international practices.	1. Certificate from the independent consultant.	1. Within 90 days after the loan agreement is signed.
		2. Submit a certification issued by an independent expert consultant to certify that fire prevention systems have been installed according to the designs and in compliance with the World Bank Group's Environmental, Health, and Safety Guidelines (<i>EHS Guidelines</i>).	2. Certificate from the independent consultant.	2. Within 30 days before the completion of construction in each building.
		3. Develop a formal Management of Change Procedure that contains at least: i) a complete concept evaluation and approval for the change by all internal stakeholders (e.g.: doctors, managers, O&M team, security, etc.); ii) a detailed review by Life and Fire Safety (L&FS) experts to ensure the proposed changes' compliance with the necessary safety requirements; and iii) protocols for final project commissioning to ensure that all building features are intact after renovation, including L&FS systems (partitioning, fire protection systems, etc.), as verified by qualified professionals.	3. Management of Change Procedure.	3. Within 30 days before the completion of construction.
4.2	Security Personnel	1. Implement mandatory human rights training for the outsourced security team to ensure protection practices that are respectful of patient dignity and sensitive in interacting with vulnerable populations, including non-discrimination, humane-approach, and non-violent-communication protocols integrated into the hospital's emergency plan.	1. Human-rights, humane-approach, and non-violent-communication training.	1. Within 120 days after the loan agreement is signed.
		2. Implement the training.	2. Evidence of implementation.	2. As part of the ESCR.
PS 8: Cultural Heritage				
8.1	Cultural Heritage	1. Develop a Cultural Heritage Management Plan, including guidelines for maintaining heritage items and the adoption of solutions that are consistent with the hospital's cultural value. Such plan must also include training for the teams involved in the renovation in order to ensure that the interventions are conducted with due care and respect for heritage items, minimizing risks of damage or defacement.	1. Cultural Heritage Management Plan	1. Within 180 days after the loan agreement is signed.
		2. Implement the Cultural Heritage Management Plan	2. Evidence of implementation.	2. As part of the ESCR.