

Environmental and Social Management Plans for Storm Drainage Upgrade and Expansion Project in the City of Puerto Maldonado and the Community of El Triunfo, Madre de Dios Department (PE-L1259)

TABLE OF CONTENTS

I.	ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESAP)	3
	Organization for the implementation of the PGAS.....	3
	Prevention, Mitigation, Control of Impacts	5
II.	Environmental and Social Management Plan Programs.....	16
a.	Code of Conduct.....	17
b.	Occupational Health and Safety Program.....	19
c.	Health and safety prevention program for the local population.....	22
d.	Solid and Liquid Waste Management Program	23
	Solid and Liquid Waste Management - Construction Stage	25
	Solid and Liquid Waste Management - Operation Stage.....	29
e.	Natural Resources Conservation Program.....	30
f.	Program for the prevention of the impact on infrastructure and public and private services.	33
g.	Transit Program.....	35
h.	Pest and Vector Control Program	37
i.	Cultural Heritage Protection Program	38
j.	Archaeological Monitoring Plan (PMA).....	40
k.	Community Relations, Participation and Communication Program.....	41
l.	Communication and Citizen Participation Sub-Program	42
m.	Complaints and Grievances Response Mechanism	43
n.	Local Labor Hiring Sub Program	48
o.	Socio-Environmental Training Sub-Program.....	51
p.	Contingency Program.....	52
q.	Socio-environmental Monitoring Plan of the Project.....	58
	Physical Component Monitoring Program.....	60
r.	Social Component Monitoring Program	63

I. ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESAP)

The Environmental and Social Management Plan includes measures for the prevention, minimization, mitigation and control of the impacts and risks identified in the Project. The objective is to have the first reference information of analysis and proposals for the adequate environmental and social management of the Project. The scope of the programs of this Plan is consistent with the requirements of the instrument established by the environmental regulations in force for Storm Drainage projects, the Environmental Technical Sheet, and with the requirements of the IDB's safeguard policies.

The measures provided for in this Plan may integrate the environmental and social instruments necessary for the environmental viability of the Project that will be obtained from the competent national environmental authority (DGGA-MVCS). Its standards must be updated and optimized during the execution and operation of the Project, under the responsibility of the Executing Unit. The needs for periodic reports to the IDB on the environmental and social management of the Program and the particular scope of mandatory compliance by the borrower and Executing Unit for adequate environmental and social management are also incorporated in this document.

Organization for the implementation of the PGAS

For the implementation of the environmental management measures of the environmental instrument defined for the Project (Environmental Technical Sheet) and the ESMP, the Contractor requires to have at least one Area, Unit or Management of Environment, Health, Safety and Community Relations, which must have the technical, financial and human resources necessary to comply with the environmental and social management commitments of the Project in the construction phase. The Area or Unit will be made up of professionals responsible for compliance with the implementation of the Plans, Programs and Subprograms of the Project's Environmental Management Plan. The scope of the Environmental and Social Management Plan must be extended to the subcontractors of the work.

It should be noted that this Area or Unit must expand or extend its structure depending on the ultimate magnitude that will be defined to involve the works of the Project, as well as its complexity, as established in the technical file. This Unit can also be optimized in structure and functions as proposed by the Contractor.

The minimum structure proposed is as follows:

Head of Area or Unit

The Head of Area or Unit may exercise the function of Environmental, Social, or Health and Safety Manager, fulfilling, among others, the following complementary functions:

- Represent the Contractor, before the population and competent authorities in all aspects related to the environmental, health and safety, community relations and communications areas of the Project.
- Ensure compliance with the implementation of the Socio-Environmental Management Plan approved by the environmental authority.
- Prepare the report or reports on the socio-environmental management of the Project required by

the institutions involved (including the IDB), attaching the corresponding records, showing compliance with the designed programs.

- Make decisions when there are unidentified impacts or when the proposed measure is not appropriate and design the measures that are required.
- Propose and/or recommend to the Executing Unit any changes that must be made at the level of the Socio-Environmental Management Plan to improve its implementation.

Environmental Responsible Professional

Their primary responsibilities are as follows:

- Ensure compliance with current environmental regulations and the provisions of the respective environmental instrument with respect to compliance with applicable environmental safeguards.
- Implement environmental management programs (follow-up, monitoring and supervision).
- Fill out the records that demonstrate environmental compliance (management and disposal of solid waste, environmental quality monitoring, among others).
- Provide environmental and occupational safety training and induction to workers.
- Report any unforeseen impact that is generated during construction activities.

Responsible professional in Health and Safety at work

Their primary responsibilities are as follows:

- Ensure compliance with current regulations on hygiene, safety and occupational health.
- Provide training and induction in industrial safety to workers.
- Preparation of the Health and Safety Plan on site.
- Arrange for the assembly and maintenance of stretchers, fire extinguishers, first aid kits and other first aid items that are required.
- Verify and demand daily and continuously, the report of the personal protection elements (PPE) of all workers according to their activity.
- Verify that the different maneuvers carried out within the Project comply with the safety measures established in the Health and Safety Plan on Site.
- Verify the hygiene conditions of the different elements that are on site for the service of workers (SSHH, water, among others).

Social Responsible Professional in Community Relations and Communications

Their primary responsibilities are as follows:

- To ensure compliance with the social programs designed for the construction stage, as well as the provisions of these programs regarding compliance with social safeguards
- Inform and communicate to the social actors about the scope of the Project, schedules, modifications and the requirements of the Social Programs such as the hiring of local labor.
- Be responsible for the interrelations and attention to the general population (workshops, coordination meetings, assemblies), in relation to the construction of the Project and work progress.
- Responsible for the operation of the mechanism for dealing with complaints and claims in the construction phase.
- Ensure compliance with the commitments or obligations of the Project with the population

involved.

- Identify the needs of the population related to the execution of works and, in coordination with the institutions involved and other social actors, improve the design and implementation of social programs.

Professional responsible for archaeological aspects

Their primary responsibilities are as follows:

- Ensure compliance with the regulations related to cultural heritage.
- Responsible for the implementation of the protocol for fortuitous discoveries of tangible cultural heritage.
- Responsible for the implementation of the Archaeological Monitoring Plan and the procedures before the Ministry of Culture.
- Permanent verification of work activities that involve excavations and other activities that may compromise cultural heritage.

Prevention, Mitigation, Control of Impacts

The overall environmental balance of the Project is considered positive, as it is a Project that in general brings with it known socio-environmental implications, whose typology of impacts is foreseeable, with variations in their magnitude and importance. In this context, the measures for prevention, minimization and control of impacts are proposed, as well as the Programs and Sub-programs of the Socio-Environmental Management Plan that concur in making the development of the Project and its components environmentally and socially compatible with the biophysical and socioeconomic environment in the city of Puerto Maldonado. The responsibility for the measures established in the following table lies with the contractor company in charge of the execution of the works, PNSU, as well as with the company in charge of preparing the technical file.

The Contractor, in turn, must ensure compliance with the ESMP by the subcontractor firms that have some level of intervention in them. In the operational phase, the responsibility falls on the Provincial Municipality of Tambopata.

Middle	Environmental Factor	Impact	Management Measures
PHYSICAL	AIR	Alteration of air quality	<p>Comply with the timely maintenance of machinery and equipment, vehicle units, avoiding spills, leaks of fuels and/or lubricants and gas emissions due to malfunctioning combustion systems.</p> <p>All machinery, equipment and vehicles used on site (from the contractor or subcontractors) will receive periodic revisions and maintenance to ensure their proper functioning in circulation to avoid air contamination in the Project area or outside it. You must have the certificates of vehicle technical inspection and authorizations for circulation.</p> <p>All specialized inspections carried out on the condition of the vehicle units will be verified by the Construction Supervision.</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>The excavation material will be permanently moistened to avoid the generation of dust, according to the need for the material, as well as the earth accesses used for the works.</p> <p>The loading and unloading of borrowed material or clearings will be carried out avoiding spills and open exposure due to lack of protection coverage in hoppers.</p> <p>The Waste Management Program (solid and liquid) will be implemented. The generation of polluting waste will be avoided in areas where interference is unavoidable (water networks, sewage, electricity, communications), such as asbestos cement waste, in old sewer and water pipes. The characteristics of the networks will be previously identified for an intervention that avoids ruptures or damage in coordination with the company providing the service.</p> <p>Air quality monitoring (emission of particulate matter and gases) will be complied with, following the guidelines and protocols defined in the approved environmental instrument and in the update of the ESMP.</p> <p style="text-align: center;">Responsible</p> <p><i>Contractor Company</i></p>
	NOISE	Temporary increase in sound levels. Noise pollution	<p>The equipment and vehicle units will have periodic maintenance according to their characteristics. If possible, the use of silencing devices is recommended.</p> <p>The personnel working on the site will use the respective safety equipment of hearing protection (earmuffs and earplugs).</p> <p>The Noise Level Monitoring Program will be complied with, both to control the impact on the population and nearby homes in the city of Puerto Maldonado, as well as the probable effects on workers on the work fronts.</p> <p>Safety measures will be established and signage and information on detours, alternate routes and schedules will be established to reduce interruptions to vehicular traffic and guarantee the flow of traffic, reducing congestion and therefore the increase in noise levels. These activities will be coordinated with the Provincial Municipality of Tambopata and the district of Las Piedras in accordance with the Detour Plan that the contractor company prepares, provided for in the Transit Program.</p> <p>Staff will receive talks on the use of safety equipment and prevention due to noise levels, as part of the Health and Safety Program.</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>Responsible</p> <p><i>Contractor Company</i></p>
	VIBRATION	Vibration generation	<p>Maintenance and periodic reviews of machinery, equipment and vehicles will be provided.</p> <p>The Occupational Health and Safety Program will be implemented.</p> <p>The working hours allocated to work activities that make use of machinery and equipment that produce vibrations shall not be exceeded. Any change in work schedules must be communicated to neighbors in adjacent areas.</p> <p>Safety implements will be provided in accordance with the standard, to protect the health of workers against vibration impacts.</p> <p>Responsible</p> <p><i>Contractor Company</i></p>
	WATER	Risk of alteration of surface and groundwater quality	<p>Establish technical and safety measures in all activities to avoid affecting water quality (management of solid and liquid waste, control of dust emissions, disposal of surplus material).</p> <p>Comply with the Project's work schedule and technical forecasts in the rainy season to avoid the accumulation of water in trenches. Where possible, priority should be given to opening and closing trenches during the day, to reduce opening and exposure time.</p> <p>The location of temporary facilities such as warehouses, camps and others must be carried out at a distance from watercourses or streams and in areas that do not compromise the impact on watercourses with their construction or operation.</p> <p>Implement the Solid Waste Management Program and the Natural Resources Conservation Program.</p> <p>Responsible</p> <p><i>Contractor Company</i></p>
	SOIL	Risk of Soil Contamination	<p>Manage solid waste in accordance with the Solid and Liquid Waste Management Program, for its segregation, temporary storage, transport and final disposal according to its typology and characterization: domestic waste, clearings, remains of asphalt and cement, hazardous waste that is generated and an adequate management of liquid waste (surplus wastewater) and the implementation of temporary staff services (portable toilets, sinks, showers).</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>The storage of fuel in the work fronts will be carried out only for minor equipment requirements.</p> <p>The storage of surplus material and loan material will be carried out on a temporary basis.</p> <p>If the works cause any impact on domestic water or sewerage connections (interferences), provisional installations will be carried out in coordination with EMAPAT. These installations must be carried out immediately until permanent installations can be carried out, avoiding spills of wastewater into the soil. Likewise, removing the pipe waste that is produced, managing hazardous waste (if presented) in accordance with the Solid Waste Management Program.</p> <p>The Natural Resources Conservation Program will be implemented.</p> <p>The temporary installations of the Project must be located in places with a low risk of soil contamination. Waterproof coverage will be available in areas such as plastic, waterproof tarpaulins or meshes, in order to control the dispersion or contaminants to the ground. In the equipment yards and/or maneuvering in work fronts, as a control and mitigation measure, metal pallets will be used to avoid contaminating the ground with fuel leaks.</p> <p>Site personnel will receive talks on the proper management of hazardous and non-hazardous solid waste on site, liquid waste, fuels and chemical products. These talks will be given as part of the Health and Safety Program, as well as the Socio-Environmental Training Sub-program of the ESMP.</p> <p>Responsible Contractor Company</p>
		Risk of alteration of the soil structure.	<p>Soil interventions, excavations, earth removal, compaction, will be carried out only in the areas defined by the Project and those that are strictly necessary both for the works and the use of DMEs and the use of quarries, to reduce affectations. DMEs and quarries will have the authorisations/licences in accordance with the regulations.</p> <p>Implement the Solid Waste Management Program for the transfer and final disposal of solid waste from the works, which will be complied with in accordance with current solid waste regulations and Supreme Decree No. 003-2013-VIVIENDA. Regulations for the Management and Handling of Solid Waste in</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>Demolition and Construction Activities, as well as the regulations in force on the matter.</p> <p>Responsible <i>Contractor Company</i></p>
	LANDSCAPE	Alteration of the urban landscape	<p>The collection of loan material, and the accumulation of clearing material will be carried out temporarily. Waste that accumulates and is temporarily stored must be covered.</p> <p>Mesher and delimitation of the work area will be used to avoid further alterations of the characteristics of the urban and rural landscape on the different work fronts due to the visualization of debris, waste, signs, etc. The installation of fences, signals, signs and other work elements must maintain the characteristics of design, material and colors for the purposes of signage and safety on site and their integrity and maintenance will be ensured.</p> <p>The camps, provisional facilities, machine yards, warehouses, among other structures, that the Project temporarily places, must be located in areas where the impact on urban visual quality is minimized.</p> <p>The contractor company must ensure that the temporary structures are always in optimal conditions of maintenance and safety.</p> <p>Responsible <i>Contractor Company</i></p>
BIOLOGICAL	FLORA	Affectation of spaces with vegetation cover (green areas, gardens, wetlands).	<p>Establish the Wildlife Conservation Program.</p> <p>Work will be carried out only in the sectors delimited for intervention in green areas and gardens.</p> <p>Any removal of vegetation must prevent the removal of tree species. If this happens, his transfer will be planned.</p> <p>The personnel responsible for the removal of vegetation will be trained for an adequate treatment of the plant species that are affected, whether herbaceous, shrubby or tree.</p> <p>The vegetation will be replaced in the spaces affected by the works, considering the original species or replacing them with those native species and of wide local distribution that thrive for ornamental purposes and facilitate the infiltration into the rain garden structures provided for by the Project.</p> <p>The material obtained by the removal of green areas must be removed daily from the work fronts to be</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>disposed of from these areas to the temporary or permanent storage site.</p> <p>The installation of temporary structures, such as camps, storage areas, machine yards or others, will be located in areas where there is no or minimal impact on the flora or vegetation of the place. The area must be recomposed to conditions equal to or better than the original ones.</p> <p>The workers will receive talks on conservation and protection of the environment and natural resources (flora) in particular in the urban, urban-rural context in which the Project is developed, as part of the Project's Socio-Environmental Training Program.</p> <p>Responsible <i>Contractor Company</i></p>
		Increase in new green areas.	<p>Establish the Natural Resources Conservation Program. The use of non-invasive native or naturalized species, used in gardens, will be prioritized.</p> <p>The species that will be used in the green ditches, whether continuous or localized (such as discontinuous green gardens), will include herbaceous and shrubby species, including small trees, primarily native or naturalized, that are not invasive, that adapt to waterlogged conditions, that have good rooting and favor the necessary conditions of infiltration, drainage, and that are easy to maintain. The choice of species will also consider the desired landscape composition considering the height of the plant, the shapes and textures, even the color and flowering time.</p> <p>It will coordinate with the environmental/ecological neighborhood committees or other organized groups of the city of Puerto Maldonado for the conservation phase of the new green areas established by the Project.</p> <p>Responsible <i>Contractor Company</i></p>
	FAUNA	Temporary disturbance to urban ornithofauna.	<p>Implement the Natural Resources Conservation Program.</p> <p>The works will be restricted to the areas delimited for this purpose.</p> <p>Personnel will be trained to avoid any impact on the local fauna present in the area of influence of the Project.</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>The work equipment and machinery must have silencers, respecting the established working hours, and their periodic maintenance will also be verified.</p> <p>The workers will receive talks on conservation and protection of the environment and natural resources (fauna) in particular in the urban, urban-rural context in which the Project is developed, as part of the training of the Socio-environmental Training Sub-program of the ESMP.</p> <p>Responsible <i>Contractor Company</i></p>
SOCIO-ECONOMIC and CULTURAL	HEALTH AND SAFETY	<p>Risk of contracting occupational diseases and risks of occupational accidents.</p>	<p>Implement the Occupational Health and Safety Program consistent with the adequate management of risks to the health and safety of personnel.</p> <p>Personnel will be trained in risky work, since the probability of a material object, substance or phenomenon can trigger disturbances in the health or physical integrity of the worker, as well as in materials and equipment during work on site: excavations, trenching, work at height, hot work, pipe laying, confined spaces, among others.</p> <p>Workers will be trained, among other aspects defined by the contractor within the Occupational Health and Safety Program:</p> <ul style="list-style-type: none"> - On mechanical, electrical, fire, locative, physical, chemical, ergonomic, biological and psychosocial risk factors. - For the management of personal protective equipment – PPE and contingency plan. - For the prevention of endemic, pandemic, or other diseases. As well as training in first aid, basic cardiopulmonary resuscitation (CPR) and others that allow a rapid response. <p>Responsible <i>Contractor Company</i></p>
		<p>Risk of accidents and of affecting the health of the population.</p>	<p>Establish the Health and Safety Prevention Program for the local population, as well as the Traffic Program, and the Socio-Environmental Training Program to prevent and reduce the risks of accidents resulting from the activities of the Project, road accidents or others involving personnel or construction vehicles.</p> <p>To this end, measures are considered at the level of planning, signage, and implementation of the diversion plan for the development of activities on the different work fronts without commitment and risk of affecting third parties in the community.</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>Likewise, the Pest and Vector Control Program will be implemented to manage the risks and impacts that may occur as a result of the activities of the Project, which could favor the increase of dengue, zika and chikungunya, due to the creation of habitats conducive to the development of the <i>Aedes aegypti</i> vector.</p> <p>Responsible <i>Contractor Company</i></p>
		Risks of accentuating the occurrence or effects of natural disasters.	<p>Comply with all technical specifications at the construction, operational, and maintenance levels to ensure the integral and adequate functioning of the Project and its structural and non-structural components, so that there is no risk of exacerbating the occurrence of floods.</p> <p>Include the Assisted Operation of the storm drainage works so that the contractor company of the works is responsible for maintaining them until the Storm Drainage Management Unit in the Municipality of Tambopata is formed and consolidated.</p> <p>Establish the Contingency Program that includes the measures to be implemented in the event of natural disasters.</p> <p>Responsible <i>Contractor company, PNSU, Provincial Municipality of Tambopata.</i></p>
	EMPLOYMENT	Hiring of local labor.	<p>Establish the Program for the Hiring of Skilled, Semi-Skilled and Unskilled Local Labor (Men and Women) in which 100% of unskilled labor is considered to be from the local area, if the demand is met. In the same way, at least the incorporation of 50% of semi-skilled local labor and 30% of qualified local labor.</p> <p>If there is a need in the Project and the potential of local professionals with the required profiles, the Project will open up the hiring and incorporation of a greater number of technical/professional personnel locally.</p> <p>Responsible <i>Contractor Company</i></p>
	SOCIAL	Interference in utility networks	<p>Develop at the level of the technical file of the Project an interference study prior to the execution of the works, in coordination with the service provider companies that allows a correct identification, location, description and coordination with the companies that own the interferences to avoid breakages, service cuts during the works, in particular excavations and manage damages if contingencies occur.</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>It will not be possible to intervene in the works (excavations, breaks, demolitions) if there is not first an interference study, which accounts for the location of the networks with respect to the location of the components of the Project, this in accordance with what is indicated in the design plans of the Project and the information obtained from the public service companies. The interference report must be known to the service companies. The project site plans and the proposals that are put forward regarding their management must also be approved.</p> <p>A Contingency Plan will be established that includes preventive measures in the event of bursts in pipes and other installations of water and sanitary sewerage services. Works involving excavations may not begin until everything related to the existence of public service networks has been verified and all the preventive measures considered in the Contingency Plan in this regard have been implemented.</p> <p>Responsible</p> <p>Signature in charge of the preparation of the technical file.</p>
		Alteration of vehicular and pedestrian traffic.	<p>Establish the Traffic Program, to reduce the impacts on vehicular and pedestrian circulation by facilitating driving measures, correct road signage on the work fronts and at the detours, compliance with work schedules and schedules, installation of provisional crossings, measures to prevent or reduce the impacts of the works on the neighbors present in the route of the work.</p> <p>The camps, engine yards, among other provisional facilities established by the Project, must be located in areas where the alteration of the transit of people and vehicles is minimised and the risk of accidents is avoided. These places must be clearly delimited and signposted.</p> <p>The Project must propose modalities for the intervention of works that reduce the presence of barriers in avenues and in entrances to homes and businesses, such as progress of work in simultaneous crews or progress in sections, to ensure the opening, treatment and/or closure of trenches in a short time.</p> <p>Likewise, the Project will maintain active monitoring systems, through the Socio-Environmental Monitoring Plan, and through the Complaints and Claims Response Mechanism, to ensure that any potential impact is addressed.</p> <p>Responsible</p> <p><i>Contractor Company</i></p>
		Damage to properties	<p>The Community Relations, Participation and Communication Program will be implemented. The</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>one that will contemplate various actions of communication and participation, specifically with the owners/possessors, private and public of the property affectations. The Complaints and Claims Response Mechanism will be available to channel and address claims related to property damages.</p> <p>A Compensation Plan will be implemented to manage the effects on improvements, assets, infrastructure or any good, whether temporary or partial. Replacement, reparation and mechanisms for compensation payments with those affected should be considered, if applicable.</p> <p>Responsible <i>Contractor company, PNSU, Provincial Municipality of Tambopata.</i></p>
		Risk of conflict	<p>Establish the Community Relations, Participation and Communication Program. Implement the Communication and Citizen Participation Sub-Program, which will contemplate various actions of communication and participation with interested parties and local actors, involving them in the Project from early stages, minimizing the emergence of controversies and conflicts as a result of the works.</p> <p>The provisional structures of the Project will be located as a priority on public land, avoiding the affectation of adjoining or neighboring land, as well as the economic activities that may be carried out. Neighbors will be specifically informed about work schedules, work schedules, minimizing the generation of noise, dust and blockages of access to homes and businesses. In the case of street commerce, a new temporary location must be adapted so that the sale continues to be carried out.</p> <p>The mechanism for dealing with complaints and claims will be implemented so that interested parties and groups of actors with whom there will be some type of relationship can present their complaints, in order to resolve them in a timely manner during the development of the Project.</p> <p>Establish the Code of Conduct and the Socio-Environmental Training Program to promote a harmonious relationship with the community and prevent behaviors, conducts, and attitudes that may affect the social, cultural, and gender rights of workers that may create discomfort and tensions between workers and the population.</p> <p>Likewise, in order to reduce risks and mitigate the impact of conflicts due to property affectations, there will be clear procedures for the establishment of easements, marginal strips, compensations, as well as the signing of the necessary agreements for the</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>development of the Project on these properties. The Community Relations, Participation and Communication Program and the Complaint and Claim Response Mechanism will also be implemented to deal with the issue of property damage in a specific manner.</p> <p>Responsible <i>Contractor company, PNSU</i></p>
		<p>Improved safety against the risk of pluvial flooding.</p> <p>Improvement of health and public health conditions in the city.</p> <p>Improvement of living conditions in the city.</p> <p>Improvement of services in public spaces.</p>	<p>The Provincial Municipality of Tambopata will create, in accordance with the proposals of the Project, the Storm Drainage Service Management Unit to execute the operation and maintenance tasks, verify and evaluate the fulfillment of objectives and the efficiency of the Project and all its structural and non-structural components, during the operation phase.</p> <p>Likewise, the Municipality must incorporate the components of the new infrastructures of the Project into its operational, maintenance, financial and socio-environmental management programs, to ensure the sustainability of the Project.</p> <p>Responsible <i>Provincial Municipality of Tambopata</i></p>
	ECONOMY	Alteration of commercial and service activity.	<p>Establish the Transit Program, the Detour Plan that is part of this program. Likewise, establish the Program for the Prevention of the Affection of Infrastructure and Public and Private Services.</p> <p>These programs define measures to facilitate vehicular flow through detours, access to shops, service centers and housing, management of schedules and schedule of works.</p> <p>The contractor company will comply with the schedules and daily shifts, as well as the work schedules. It will seek to minimize inconvenience and alteration in pedestrian and vehicular movement, being able to optimize activities such as the opening and closing of trenches in shorter times, the removal of clearing material, work fronts and work crews, simultaneously, among others that reduce the effects on the timely development of commercial and service activities.</p> <p>Responsible <i>Contractor Company</i></p>
		Revitalization of the local economy.	<p>Acquisitions will be made according to the technical specifications of the equipment, services, supplies and/or materials necessary during the construction stage of the Project.</p> <p>The Project will acquire from local suppliers, those construction materials and services, among others, related to the works, that can be obtained in the area,</p>

Middle	Environmental Factor	Impact	Management Measures
			<p>under criteria that guarantee their quality, availability (product and spare parts) and warranty, including maintenance, for the different components of the Project. The same is true in relation to services, which must be provided with suitability, timeliness and quality.</p> <p>Responsible <i>Contractor Company</i></p>
	TANGIBLE CULTURAL HERITAGE	Alteration of archaeological contexts.	<p>The Cultural Heritage Protection Program will be implemented, which outlines a series of measures in cases of fortuitous encounters with a material cultural element, to minimize any impact on cultural heritage during the work on site and activities of the Project.</p> <p>All Project staff will receive training on Cultural Heritage and the protocols to be followed in cases of fortuitous encounters.</p>

Source: Authors. March 2021.

II. Environmental and Social Management Plan Programs

The programs that make up the Environmental and Social Management Plan are not limited and must be expanded according to the context of the implications of the Project prior to its execution, during the preparation of the technical file and the respective environmental instrument requested by the competent authority. The following table presents the proposed programs and plan, which are the basic reference for the approach of all the programs and plans that the environmental instrument of the Project must contain.

N°	Programmes
1	Code of Conduct Induction and training Establishment of guidelines and norms.
2	Occupational Health and Safety Program Induction and training Planning and equipment COVID-19 Safe Work Process
3	Health and safety prevention program for the local population Compliance Guidelines.
4	Solid and Liquid Waste Management Program Minimization, collection, registration, storage, transportation, final disposal.
5	Natural Resources Conservation Program Protection measures by components: air, sound quality, water, soil, green areas, flora and fauna.

6	Program for the Prevention of the Affection of Infrastructure and Public and Private Services. Preliminary procedures: agreements, authorizations and permits. Equipment during the works: Conditioning, designs, signage. Inspection at the end of works: Completion of activities and commitments.
7	Transit Program Planning, implementation of a diversion plan.
8	Pest and Vector Control Program Planning, control and prevention measures.
9	Cultural Heritage Protection Program Induction, Protocol Implementation for Fortuitous Finds Heritage management instruments: CIRA, Archaeological Monitoring Plan, Archaeological Evaluation.
10	Community Relations, Engagement and Communication Program <i>Communication and Citizen Participation Sub-program.</i> Programming, Actor Mapping, Information and Socialization Workshops <i>Complaints and grievance mechanism</i> <i>Local Labor Hiring Sub Program</i> Contracting protocol <i>Socio-Environmental Training Sub-Program</i> Development of training workshops.
11	Contingency Program Identification of emergencies, organization, procedure and measures.
12	Environmental and Social Monitoring Plan <i>Physical Component Monitoring Program</i> - <i>Air Quality Monitoring</i> - <i>Noise level monitoring</i> - <i>Water Quality Monitoring</i> - <i>Soil Quality Monitoring</i> <i>--Social Component Monitoring Program</i> - <i>Community Relations Monitoring, Participation and Communication</i> - <i>Monitoring Local Labor Hiring</i> - <i>Socio-Environmental Training Sub-Program</i> - <i>Monitoring of the attention of Complaints and Claims</i>

a. Code of Conduct

The implementation of the Project is framed in the maintenance and compliance with appropriate standards of conduct of workers at the level of its operations, which extends both to the Executing Unit, PNSU, as well as to the contractor and subcontractor companies. In accordance with the above, contractor and subcontractor companies must have a Code of Conduct to prevent impacts on the population in the area of influence of the Project's works.

The Code must be known to the workers, who as part of the induction talk for their entry into the works must be trained in it. The Code of Conduct is strictly complied with, its non-observance by the worker will be subject to disciplinary actions that could include the retirement of the personnel.

The Code of Conduct should be written in simple and easy-to-understand language. Each worker must sign a certificate stating that he or she has received a copy of the Rules of the Code of Conduct and that he or she has received an explanation of the Rules and the consequences of non-compliance.

Objectives

Establish the values that should guide the behavior of the contractor company with respect to the third parties with which it interacts, with an accepted and respected business conduct.

Maintain an appropriate relationship with the population in the Project environment.

Potential Impacts to Prevent and/or Mitigate

- Incidents among personnel
- Health and safety incidents/accidents
- Incidents of personnel with population
- Impact on natural resources
- Social conflicts

Responsible for the implementation of the Program

The responsibility for the implementation of the Plan will fall on the Contractor through the Head of the Environment, Health, Safety and Community Relations area (construction stage), and PNSU and the Provincial Municipality of Tambopata (operation and maintenance stage).

Activities

Induction and Training

The contractor company and the subcontractors will ensure that compliance with this Code of Conduct is mainstreamed at all levels of the organization that are involved in the execution of the Project. They will give initial induction talks to all workers, regardless of their technical level and their employment relationship, so that they are fully aware of the rules of conduct they must comply with.

The induction should focus on the importance of respecting the Code of Conduct as part of their work performance, as well as establishing the responsibilities of workers based on the social and environmental aspects that involve the Project. They will also sign an individual commitment to compliance. On a regular basis, during the socio-environmental training workshops as part of the Socio-Environmental Training Sub-program, all the guidelines and norms of the Code of Conduct will be reinforced.

Guidelines and Standards

The basic guidelines and standards of the Code of Conduct that must be complied with at least by the Contractor and subcontractors are the following:

- Respect and comply with the rules in force in Peruvian legislation on labor, social and environmental aspects, as well as the measures and provisions that concern them are established in the programs and plans of social or environmental management or other plans with regulatory and normative considerations related to the conservation and protection of the environment and the population.
- Comply with health and safety and community engagement requirements. Workers must use the personal protective equipment that their activity requires. They must wear appropriate and visible identification on the clothing at all times.

- Do not consume illegal substances. The possession or consumption of drugs, alcoholic beverages and/or other types of narcotic or hallucinogenic is prohibited. One caveat is the prescription of drugs.
- Reject all forms of discrimination. Discrimination based on ethnic origin, race, gender, religion, language, marital status, birth, age, disability or political convictions, family conditions is prohibited.
- Prohibit sexual harassment. All conduct, language or practices of harassment and harassment, particularly women and minors, that are hostile, insulting, sexually provocative, humiliating or culturally inappropriate are prohibited.
- Project respectful behavior towards members of the population, maintaining a transparent and constant dialogue.
- Prohibit forms of violence or exploitation. The exchange of money, employment, goods or services for sex or other forms of humiliating, degrading or exploitative behaviour is prohibited.
- Prohibit child abuse, corruption or other unacceptable behaviour in relation to minors.
- Strictly use specific sanitary facilities provided by the Contractor and not open areas.
- Dispose of all the waste generated in the work locations, in the containers designated for that purpose on site.
- Avoid conflict of interest. Not to grant benefits, or any type of preferential treatment or favors, jobs to third parties with whom any type of financial, family or personal link is maintained.
- Respect the local population both during working hours and outside of them, avoiding actions that could lead to conflicts or disagreements with the inhabitants such as behaviors that threaten morals, fights or quarrels, discriminatory acts of any kind
- Prohibit theft, waste of goods and property.
- To alert and denounce violations of the provisions of this Code.
- Prohibit hunting, extraction of flora, or damage to habitats of urban flora and fauna.
- Prohibit the damage or theft of archaeological pieces.
- Prohibit the carrying of firearms, with the exception of security personnel.
- Workers will respect the property of third parties and will maintain the cleanliness of the intervention areas.

b. Occupational Health and Safety Program.

This Program is aimed at workers, in particular on site (administrative, technical and labor), which establishes guidelines for action to ensure the health and safety of the personnel in the project, in order to avoid and minimize the occurrence of diseases, incidents and/or occupational accidents. The regulatory context on health and safety must be complied with at the level of the entities and executors, and the Annual Occupational Health and Safety Program must be in place, as well as the Internal Regulations on Safety and Health at Work. In the same way, technical standards and other current devices such as the G.050 Standard on Safety during Construction must be complied with. This regulation is the one that frames this Plan.

Objective

Protect, preserve and maintain the integrity of the workers, during the development of the Project (construction, operation and maintenance), through compliance with health and safety measures and standards.

Potential Impacts to Prevent and/or Mitigate

- Personnel incidents
- Accidents and injuries to personnel
- Work-related diseases

Responsible for the implementation of the Program

The responsibility for implementing the Program will fall on the contractor company through the Health and Safety Manager of the Environment, Health, Safety and Community Relations area (construction stage), and PNSU and the Provincial Municipality of Tambopata (operation and maintenance stage).

Activities

The activities to be carried out are the following:

Induction and Training

Each worker, regardless of their technical level and their employment relationship, must receive an initial induction talk and sign an individual commitment to compliance. The induction must develop, among other aspects, the following: causes and consequences of accidents in the work environment, the prevention of accidents and risks, the procedures for the control and compliance with safety standards and safe work procedures, the care that must be taken during the construction process, the procedure for cases of accidents or medical emergencies, conduct of personnel on site, among others.

The necessary measures must be adopted so that the company's own personnel and those of its contractors receive information and adequate instructions in relation to the risks existing in the different activities; as well as the corresponding protection and prevention measures.

The training of personnel in occupational health and safety issues must consider the inductive, instructive and formative aspects. They must receive training before starting their activities in the Project, which will be carried out through different measures, such as the use of brochures, information booklets, audiovisual media, discussion meetings, addressing occupational health and safety guidelines.

Planning and equipment

- Have the Annual Occupational Health and Safety Program and the Internal Safety Regulations.
- Establish the necessary measures and give instructions so that, in the event of serious, imminent and unavoidable danger, the workers of both the Contractor and its contractors can interrupt their activity and, if necessary, immediately leave the workplace.
- To keep a record of workers' illnesses in general and another of accidents and incidents at work that occur in their facilities.
- Perform pre-employment medical examinations.
- Consider the specific measures provided for by the national standard and the IDB's recommendations regarding safety protocols in the context of the COVID-19 pandemic.
- Reinforce preventive health measures within the framework of the activities that are developed.
- Provide protective equipment and safety implements to their workers and verify that the Subcontractors do the same.
- Cover contributions for coverage for accidents at work and occupational diseases in accordance with current labour legislation.

- Install warning and safety signs for the prevention of personnel and the general public, before starting any work or work.
- Have a vehicle for the evacuation of injured persons who require urgent attention in hospitals, which must have first aid kits or other first aid items at all times.
- Perform preventive maintenance of tools, equipment and machinery.
- Determine accesses and circulation routes.
- Establish comprehensive work procedures that include risk control.

Safe Work Process in the face of COVID-19

In view of the current context of the COVID-19 pandemic, Ministerial Resolution No. 448-2020-MINSA on "Guidelines for the Surveillance, Prevention and Control of Workers' Health", establishes the following health guidelines:

Cleaning and disinfection of workplaces.

Evaluation of the worker's health condition prior to returning or returning to the workplace, identifying the degree of exposure of the jobs and filling out the symptomatological form are the standards that must be applied for the adequate reinstatement of workers.

Mandatory hand washing and disinfection (hygiene measures).

Awareness of the prevention of contagion in the workplace (which must be manifested through abundant training and certification of workers).

Preventive measures of collective application (personal protective equipment).

Personal prevention measures (hygiene and use of masks).

Surveillance of workers' health (Occupational safety and health system).

The Resolution has also established the existence of the COVID-19 Surveillance, Prevention and Control Plan at work, which includes several aspects, such as prevention provisions for the return and return to work. This is a standard of better protection, which requires joint work, since the Occupational Health and Safety Committee or the supervisor (according to the number of workers) will be in charge of approving the document in order to present it to the entity in charge.

The IDB has published a technical note of recommendations for good practices to prevent, respond to and manage the risk of COVID-19 contagion in development projects in the context of the current virus. The note called "Recommendations to prevent and manage health risks from COVID-19 infection in development projects financed by the IDB" proposes:

- An indicative index for the content of the Project Continuity Plan to be prepared by the Project Executing Units.
- Defines recommendations for before continuity, restart or start of activities in projects, as well as during their execution.
- It suggests recommendations for developing communication plans with communities in the context of COVID-19.
- It recommends keeping a documentary record related to COVID-19 in projects.
- It proposes the content that should be included in the COVID-19 Prevention and Response Plan that contractor firms must prepare.

This is a guiding document for the contractor company and subcontractors of the Project, which provides guidelines to develop the Surveillance, Prevention and Control Plan of COVID-19 at work, in accordance

with that required by the current national standard. The document also establishes guidelines for the PNSU Executing Unit, and the Provincial Municipality of Tambopata, responsible for the formulation, execution and operation of the Project. The document is presented in Annex 5.

c. Health and safety prevention program for the local population

This Program is aimed at all Project workers (contractor company and subcontractors) establishing guidelines to prevent possible health and safety conditions of the population, potential risks to vulnerable people, people with disabilities, as well as the general population as a result of the Project's activities. The health risks are exacerbated by the current context of the COVID-19 pandemic and other metaxenic diseases with current incidence in Puerto Maldonado such as dengue, Zika and chikungunya.

Objective

- To avoid incidents and/or accidents in the population linked to the development of the works.
- Prevent the contagion or spread of diseases such as COVID-19, dengue, Zika and chikungunya.

Potential Impacts to Prevent and/or Mitigate

- Accidents in the population due to Project activities.
- Diseases in the population transmitted by interaction with workers or by generating foci of vector propagation.
- Social conflicts

Responsible for the implementation of the Program

The responsibility for the implementation of the Program will fall on the contractor company through the Health and Safety Manager of the Environment area, and the Community Relations Manager during the construction stage and PNSU and the Provincial Municipality of Tambopata (operation and maintenance stage).

Activities

- Guarantee the permanence and integrity of the prohibition, warning and obligation signs, demarcations, panels, and other elements that are on and near the work fronts that are intended to facilitate the identification of hazards, prohibited actions, location and identification of certain means and installations of protection or evacuation. All the signage provided by the works area for the different components of the Project and those contemplated in the Detour Plan described in the Traffic Program will be included.
- Prioritize where possible the opening and closing of trenches during the day, to reduce the time of opening and exposure that generates risks of accidents.
- Ensure compliance with the implementation of the preventive safety instruments generated by the contractor company, the use of safety implements, as well as the strict performance of occupational medical control, which guarantees the performance of personnel at work in optimal health conditions, avoiding risks of contagion to the population or being recipients of contagion due to their interactions during the daily working day established in the execution of the Project.
- Ensure compliance with all the prevention measures provided for the works that avoid the accumulation of debris, clearings, container materials and with it the stagnation of water (particularly in the rainy season) that favors the breeding of the vector (*Aedes aegypti*) responsible for dengue, Zika and chikungunya, diseases of high incidence in the city of Puerto Maldonado.

- Ensure that the vector-human barrier methods, such as repellents, mosquito blocking screens on the windows, the use of air conditioning (in offices equipped for the Project), the use of masks, face masks, disinfectant dispensers, permanent water supply, social distancing, among other provisions that are established, are fully complied with by all construction personnel.

d. Solid and Liquid Waste Management Program

In the development of the different stages and activities of the Project, waste management strategies will be applied aimed at minimizing and reusing the waste generated, as appropriate. To do this, the waste management program must be complied with.

Objective

- Implement environmentally effective and efficient measures for the collection, storage, transportation, and disposal of solid and liquid waste from the Project.
- Minimize adverse impacts on the environment, which may occur due to the generation, handling and final disposal of the waste generated by the activities of the Project.

Potential Impacts to Prevent and/or Mitigate

- Environmental pollution (air, soil, water)
- Health risks in workers and the population

Responsible for the implementation of the Program

- The responsibility for the implementation of the Program is of the Contractor, through the environmental manager of the Environment, Health, Safety and Community Relations area (construction stage) and PNSU/Provincial Municipality of Tambopata (operation and maintenance stage).

Activities

For the management of waste in the Project, compliance with the following will be considered:

- Ensure proper removal of waste off site.
- Record the type and quantity of waste generated on the site.
- The management of hazardous waste (rags with hydrocarbons, batteries, solvents, etc.) will be carried out by an EPS-RS registered with DIGESA.
- Ensure the means for the proper disposal of waste, according to its characteristics and in compliance with current regulations.
- Ensure the supply of containers for the temporary storage of waste on site, according to types of waste.
- Prepare places for temporary waste storage on the construction site.

Municipal or municipally managed waste (those of domestic and commercial origin, waste from public cleaning, weeds and other activities that generate waste similar to municipal waste), are handled within the public cleaning and final disposal service of the District Municipalities and the Provincial Municipality of Tambopata.

Non-municipal or non-municipal waste is waste that originates in health, industry, agriculture, construction activities and other establishments, it can be non-hazardous and hazardous: metal waste containing lead or mercury, pesticide residues, herbicides, and others that represent significant risks to

health and the environment. Hazardous and non-hazardous non-municipal waste will be handled through a Solid Waste Services Operating Company (EO-RS) duly authorized by DIGESA, with the exception of solid waste similar to municipal waste.

Solid waste similar to municipal waste, in a volume of up to 150 liters per day, may be delivered to the municipal service of the jurisdiction. In the event that the volume exceeds this amount, it will proceed in accordance with the provisions of the Regulations of the Law on Integrated Management of Solid Waste. This waste, according to the Law that regulates the activity of recyclers, can be delivered to formalized recyclers' organizations, within the framework of the Program of Segregation at the Source and Selective Collection of solid waste.

The Law on Integrated Solid Waste Management establishes that generators of solid waste from construction and demolition activities not included within the competences of the Housing, Construction and Sanitation Sector, must handle solid waste through the EO-RS or a special service provided by the municipality, according to the conditions established by the latter.

In the places where household waste is generated (temporary office, temporary camp) it will be coordinated with the provincial municipality of Tambopata, for the final disposal of domestic waste.

Likewise; The contractor company and the subcontractors will be responsible for training and instructing the work personnel regarding the proper management of waste, identification and classification of waste (common, special, hazardous, etc.), its temporary storage on site and its final disposal.

Regarding waste from construction and demolition activities such as those of the Project. The provision of services for the management of solid waste from construction and demolition activities must be carried out by an EO-RS registered with DIGESA, to provide collection, treatment, transfer, transport and final disposal services. It must be authorized by the local government.

This waste must be temporarily stored on site, for which an area will be determined considering its accessibility and safety, health and environmental criteria.

The Provincial Municipalities, in coordination with the District Municipalities, based on the criteria and parameters established in the Regulations of the Solid Waste Law that they must comply with, must establish, publish and update the zoning where the infrastructure for the final disposal of construction and demolition waste may be located. The municipalities and sectors involved will be able to make use of areas abandoned by non-metallic mining work identified as mining liabilities through the execution of the Closure Plan.

In general, waste management, as part of compliance with applicable legislation, will be the responsibility of the Contractor company, taking waste management as a reference: Minimization (segregation by type of waste in the Project), Waste Collection in the Project, Temporary Storage, Transport and Final Disposal (Authorized Sanitary Landfill, Authorized Dump, Solid Waste Operating Company or Authorized Safety Landfill).

Regarding liquid waste, the wastewater to be generated will come from the portable toilets that will be installed during the execution of the Project, and must be managed through an EPS-RS authorized for treatment and final disposal. In camps or administrative areas, domestic effluents from the use of sanitary

services will be discharged into the existing sewer system. Priority should be given to having the mixing preparation service so as not to generate industrial liquid waste, this service can be provided by a subcontractor company for both the preparation of mixtures, washing equipment and mixer vehicles.

Solid and Liquid Waste Management - Construction Stage

The management of solid waste will be segregated, according to its origin, degree of flammability, hazardousness and toxicity. To this end, the procedure to be followed during the management and handling of the waste generated in this stage of the Project will be described.

The contractor, with respect to the management of the waste generated during construction, will be aware of and apply the provisions of the Regulations of the Law on Integrated Management of Solid Waste (Legislative Decree No. 1278) and its Regulations (Supreme Decree No. 014-2017-MINAM), as well as the Regulations for the Management and Management of Waste from Construction and Demolition Activities (Supreme Decree No. 003-2013-Housing). in terms of the storage, transport and final disposal of the waste generated.

The Contractor will be responsible, through an EO-RS, for the transport and final disposal of solid waste, and must deliver monthly to the competent authority the records of the types of waste and the volumes generated (declarations in the case of non-hazardous waste and manifest each time the disposal is carried out in a safety landfill in the case of hazardous waste). Copies of the final disposal certificates of the same must also be delivered to the competent authority.

Asphalt and concrete waste, as well as waste from eventual demolitions, which could not be reused (waste minimisation), will also be transferred and disposed of by an EO-RS.

Solid Waste Minimization

As far as possible, the materials will be reused, mainly those used in the construction work, in order to reduce the waste that will be transported by the EO-RS and subsequently disposed of in an authorised landfill.

- The use of empty cylinders will be sought to reuse them in storage and transport of contaminated land or waste.
- Paints and solvents should be used completely. Their containers, when possible and without the risk of generating further pollution, will be reused in the facilities.
- As appropriate and within the framework of the current waste regulations, waste that can be recycled may also be delivered to an EO-RS.
- Asphalt and concrete remains, as well as those from pavement breaks and others, may be reused as filling material during the works as far as possible.

Solid Waste Collection

The collection of waste from breaks, excavations, demolitions that has not been possible to reuse them (waste minimisation), will be carried out from the provisional storage place to be installed in the work fronts on waterproofed and signposted ground.

The waste that will be generated in the construction phase of the Project will be collected in colored cylinders, depending on the physical and chemical characteristics of the waste. Organic and inorganic

waste (hazardous and non-hazardous) will be taken to a storage area for segregation and temporary storage.

Solid Waste Registry

The contractor company will keep a detailed record of the waste generated by the different activities carried out in the Project during the construction stage. This registration must allow it to comply with the obligations of management and handling of the waste generated, the declaration of solid waste management, the hazardous waste management manifest and the characterization of the waste generated by the Project. This record must be updated periodically and will be reported to the Environmental Area of the Project.

Solid Waste Storage

Construction waste from earthworks will be temporarily conditioned in the work areas, to be then transported and disposed of to the final disposal area authorized by the authorities.

The organic waste collected from the camp (the offices) will be temporarily disposed of in cylinders for which a temporary waste storage area will be set up. Non-hazardous inorganic waste and hazardous waste generated during construction will be placed in containers (airtight containers for hazardous waste), for subsequent transfer and proper handling by an EO-RS authorized by DIGESA.

Specific areas will be designated and used for the temporary storage of solid waste, as well as for the installation and management of toilets (portable toilets, sinks, showers).

Solid waste in general will be temporarily stored inside the work fronts where construction is carried out, where there must be a primary storage area for domestic waste.

Storage shall consider the following:

- The place where the temporary solid waste storage is located must allow the reception and handling of hazardous and non-hazardous waste.
- Suitable spill containment means shall be used for equipment and machinery to prevent soil contamination.
- Contaminated waste must be avoided on the ground without a cover of impermeable material. The cover must be made of polyethylene blanket or materials that guarantee insulation and protection.
- A staff will be appointed in charge of controlling their transport, recording the stored volumes in the respective remittance guides delivered to the EO-RS.
- The storage of waste will be carried out in containers or containers of labeled colors (considering the Peruvian Technical Standard 900.058:2005 Environmental Management. Color coding for waste storage devices).
- The place where the temporary waste storage will be installed must be kept clean and closed, in order to avoid the proliferation of vectors.

- The place where the collectors or cylinders will be installed will be in a safe and stable area. In places of liquid hazardous waste, the floor must be waterproofed with containment barriers to contain a possible spill.
- Temporary storage places must have a roof that will cover the entire area occupied by common and special collectors, with a roof and support structure.

The temporary storage of waste from demolitions that has not been possible to reuse (waste minimisation), will be provisionally stored at the work front, considering the following:

- The storage and/or storage area will be on waterproofed soil, duly marked and delimited, in addition to avoiding the dispersion of the material.
- Debris must not interfere with pedestrian and/or vehicular traffic
- In these places, construction and demolition waste will be separated from other current waste.
- Demolition and excavation materials that may cause particulate emissions into the air will be removed within 48 hours

Solid Waste Transportation

Construction waste will be transported by the contractor company and disposed of in authorized places for the deposit of surplus material. The debris generated by the demolition actions, which will be temporarily disposed of on the work fronts, will be removed and transported through an EO-RS.

The transport of hazardous waste will be carried out by an EO-RS. Hazardous and non-hazardous inorganic waste will be transported to the final disposal site, as the case may be. According to the nature of the waste generated, it will be treated, reused, recycled or disposed of for confinement. In the case of waste that can be reused, the Contractor may also deliver it to an EO-RS, if it so decides.

Domestic organic waste will be previously segregated. For its final disposal, agreements will be established with the municipalities, after coordination with the authorities and/or an OE-RS authorized by DIGESA.

The following measures are considered for the transport of hazardous waste:

- Hazardous waste, such as rags impregnated with grease and hydrocarbons, will be placed in containers and properly disposed of in the means of transport. The mixing of this type of waste with other combustible or flammable waste must be avoided.
- The EO-RS, after verification by the Contractor, must have the respective referral guides for the control of the volumes generated that leave the work, as well as all the requirements for the transport of hazardous waste.
- It must be ensured that the collection vehicles are closed or have complete awnings to cover the waste generated until the place of its final disposal.
- During transport, safe routes shall be used and the loss or dispersion of collected waste shall be avoided.
- The Contractor shall ensure that the vehicles used for the transport of waste are properly maintained.

Final Disposal of Solid Waste

The EO-RS, in charge of the final disposal of solid waste to the authorized sanitary landfill, will deliver a copy/original of the final disposal certificates to the contractor company for registration and control.

All waste generated on site and that has not been reused will be properly disposed of in duly authorised places in the case of non-hazardous waste and in a safety landfill if it is hazardous waste.

The construction surpluses will be those of the earthworks, which will be disposed of in the Surplus Material Deposits identified by the Project. These places must have all the authorizations and permits for their operation.

Liquid Waste Management

Considering the possible installation of portable toilets on the work fronts, as well as sinks, it should be taken into account that the liquid waste generated in the chemical toilets that must be used by the personnel of the contractor company on site, will be handled by the suppliers that will be hired by it. The respective certificate of final disposal of this waste will be requested. The companies that provide the portable toilets must be requested to present before the start of their services a descriptive procedure on the form and times to maintain them, the treatment given to them and their final disposal, in accordance with the specifications required by DIGESA.

Liquid waste generated during the maintenance of vehicles and machinery, among others, must be properly handled. The following measures will be taken into account:

- Light and medium-sized vehicles as well as tippers will be refuelled at authorised service centres.
- Containers with hermetic lids will be installed for the disposal of waste oils and lubricants that are used in the work areas, these will be transferred by the EPS-RS authorized by DIGESA, for final disposal.
- The washing and maintenance of vehicles will be carried out only in duly authorized workshops and/or service areas.
- Domestic wastewater from personal hygiene will be discharged into the sewer system.

Portable chemical treatment toilets will be installed on the work fronts, which will have the following management:

- Portable toilets will be located in each work area, in number according to the number of personnel and complying with Technical Standard G.050 Safety during construction.
- The collection of waste from portable toilets will be carried out periodically, according to sanitary needs and requirements, which will be verified by the contractor.
- The suction of waste from the bathrooms will be carried out by the supplier. The final disposal of liquid waste will be in charge of an EO-RS authorized by DIGESA.
- The supplier must deliver the certificate of the proper final disposal of the waste to a company authorized for that purpose.

The washing, maintenance of the vehicles and equipment assigned to the works will be carried out in establishments that have the corresponding authorizations for this purpose. If some of these activities inevitably occur on site, some recommendations to optimize the implementation of the treatment systems are:

- The floor of the washing or maintenance area of the machinery will be waterproofed, it must also have a drainage system (perimeter ditch) connected to a grease trap.
- Regular cleaning of drainage structures, especially channels and pipes that conduct oily water.
- The area where the sedimentator is located will be with a perimeter fence.

A procedure must be in place for the handling of fuels in the temporary storage area that is installed, which must be known to all personnel. For the safe supply of fuel, safety implements will be used for the prevention of emergencies, have legible and well-maintained signs, fire extinguishers and labels.

Solid and Liquid Waste Management - Operation Stage

The management of solid and liquid waste during the operation stage will be under the responsibility of the Provincial Municipality of Tambopata, carrying out the management and handling of solid waste and liquid effluents in compliance with the provisions of the Solid Waste Management Law (Legislative Decree No. 1278) and its Regulations (Supreme Decree No. 014-2017-MINAM).

The handling, transport and final disposal of hazardous waste will be under the management of an EO-RS registered with DIGESA. Waste management will be governed by minimization, segregation, temporary storage and final disposal in accordance with current legislation. Recyclable waste may be delivered to organizations or entities that manage and ensure its recycling.

The generation of solid and liquid waste during operation will basically come from maintenance activities. It is expected that these activities do not involve significant waste generation.

It should be noted that the MVCS is responsible for monitoring the management of non-municipal solid waste resulting from the activities of the sanitation sector (to which the Project belongs). In turn, the district municipalities must supervise, supervise and sanction the management of waste from generators within their sphere of competence, and the management of demolition or remodeling waste.

Solid Waste Management Monitoring

For the handling and management of the waste generated by the activities of the Project in the construction phase, the following activities will be carried out in accordance with current regulations.

Indicators

- Record sheet of the type of solid waste generated in the work fronts and auxiliary facilities.
- Record sheet of the amount in kilograms of waste generated in the work fronts and auxiliary facilities.
- Solid waste containers in use (common and hazardous)
- Registration in DIGESA in force, as well as authorization for the transport of solid, hazardous and bio-contaminated waste.
- Document verifying the final disposal of waste in an authorized sanitary landfill.
- Record sheet of surplus work material generated and document of its final disposal.

Monitoring Locations

The areas of the Project's facilities: offices, temporary storage or material deposits, camps, as well as the areas where the project activities will be carried out.

Frequency

The monitoring will be monthly.

Liquid Waste Management Monitoring

Domestic wastewater will be generated. For this reason, portable toilets managed by a company authorized by DIGESA will be used.

The alteration of the quality of the soil and water refers to the possibility of spills of fuel and/or lubricants, which could occur during the operation of the machinery in construction activities. Vehicle maintenance must take place in authorized centers; and the refueling at authorized taps.

There is also a risk of wastewater spills if there are ruptures in sanitary sewer pipes. This waste will be pumped to avoid soil contamination.

Indicators

- Chemical toilets working on the work fronts
- Chemical Toilet Wastewater Final Disposal Record
- Registration in DIGESA in force, as well as authorization for the transport of liquid and bio-contaminated waste.

Monitoring Locations

They will include all provisional facilities such as services, offices, material deposits, as well as on the work fronts where the project activities will be carried out.

Frequency

The frequency of monitoring will be monthly.

e. Natural Resources Conservation Program

This Program will be implemented for the construction, construction closure and operation stages of the Project, considering the natural context present within the city of Puerto Maldonado and surrounding it. Preventive, mitigating or corrective measures that must be implemented to protect and/or conserve the state of the physical environmental components: water, air, soil, and biological: wild flora and fauna, which could be affected during the activities of the Project, are described.

Objective

To protect and/or conserve the state of the physical, environmental and biological components in the area of influence of the Project.

Potential Impacts to Prevent and/or Mitigate

- Alteration of water quality (surface and groundwater), noise, air and soil quality.
- Affectation and/or loss of wild flora.
- Disturbance, affectation and/or loss of wildlife.
- Affectation/loss of green areas.

Responsible for the implementation of the Program

The responsibility for the implementation of the Program will fall on the contractor company or whoever is designated through the Environmental Manager with the monitoring of the Program Executing Unit (PNSU), in the construction stage, in close coordination with the local, provincial and district municipalities.

Objectives

- Protect/conserves water, air and soil in the area of influence of the Project.
- Protect/conserves the wild fauna and flora of the Project's area of influence.

Activities

Environmental Component: Air and Sound Quality

- The schedules established in the Project for the development of the works must be respected.
- The work fronts where demolitions must be carried out must be marked and delimited with protective meshes, to control the dispersion of particles.
- Material from excavations, demolitions and earthworks must be removed immediately to prevent its dispersion due to the effect of wind and the traffic of vehicles and machinery, if this does not occur, it must be temporarily stored in situ, covered with tarpaulins or other means that minimize dispersion.
- Wetting by tanker trucks, hoses or other means is necessary for the wetting of potential particulate emission areas. The wetting of the loan material areas must also be considered (verify and demand compliance from the supplier) as well as in the areas where surplus material is deposited.
- The materials arranged in the work fronts for constructions, such as cement, concrete mixture, concrete, others; as well as trucks and/or machinery for transporting material must have wetting systems and must have hoppers with tarpaulins or other material that prevents the dispersion of the transported materials.
- To reduce noise, gases and particles emitted by truck engines, cargo vehicles and construction machinery, periodic technical inspections must be carried out. Equipment and/or vehicles, which present damage, must be removed and repaired before entering service again.
- The load capacity of the transport equipment must not be exceeded. In the same way, a maximum speed will be established within and at the accesses of the area where the Project activities are carried out.
- Any equipment or machinery that is not in operation must have the engines turned off. In the same way, the operators of this equipment must avoid making unnecessary noises, such as acceleration, honking of the horn, among others.
- In addition to the Detour Plan that the contractor company must prepare by law, signage will be installed to guide the routes to control traffic, and avoid the generation of noise due to congestion. In the same way, the fluidity of circulation must be guaranteed on the alternate routes that will receive more traffic than usual.
- The execution of the works must minimize in their work schedules the significant interference of the activities of the establishments of education, health, markets, among other public and private service centers in the city.

Measures for the protection of the component: Water

- No type of residual household waste or any liquid effluent (from washing and maintenance of equipment), greases, oils, lubricants or other products shall be discharged into watercourses or

bodies.

- Chemical toilets (portable) will be installed on the work fronts, in a number according to the work personnel who work. These must be removed and maintained in accordance with the approved protocol that must be enforced by the supplier.
- Fueling will be carried out at authorized service centers.
- The spillage of hydrocarbons or other polluting substances will be avoided, maintenance, fuel supply, vehicle washing, among other activities that generate liquid waste, must be carried out in areas established within the camp or workshop defined for this purpose, with spill containment trays and/or waterproofed areas. The maintenance of machinery and equipment and washing of vehicles will be carried out in the workshops of the service providers.
- Effluents, oils and other industrial products shall not be discharged directly into sewerage networks, watercourses or soil, avoiding the washing of equipment, materials or other implements.
- The obstruction of surface water crossings, whether temporary permanent, must be avoided, nor should it affect their margins.
- For construction purposes, the use of courses and bodies that are not approved by the technical file will not be carried out. There must be tanker trucks assigned to provide water for the work of the Project, which must have the necessary hydraulic equipment.

Measures for the protection of the component: Soil

- The space for the intervention of the works must be delimited by means of safety strips, protective meshes or others to prevent access to them and prevent alteration in the soil, as well as so as not to unnecessarily extend the effective area of soil affectation.
- The mixer equipment and the concrete equipment will be from accredited private suppliers, which will have the authorizations and permits; The cleaning, maintenance, and washing of the mixer, as well as other equipment, machinery, and tools will be carried out in authorized workshops and laundry rooms.
- All work spaces must be freed on a daily and periodic basis, as appropriate, of materials, solid and liquid waste, waste, hazardous waste, which must be disposed of in specific containers, or stored according to their potential for danger pending their transfer and final disposal. They may not be thrown, stacked or left outdoors on the ground.
- If concrete mixtures are made at the same site as the work, an insulating surface must be used to prevent direct contact with the ground. The mixture will not be made directly on the ground. Anti-spill kits must be available, both on the work fronts and on the vehicles.

Measures for the protection of the component: Green areas, wild flora and fauna

- A record of the existing green areas must be made, as well as an inventory of the species present, prior to the activities of cleaning, leveling of the land, excavation, and installation of infrastructure. If there is an essential case of removal of shrub or tree species, their replacement must be foreseen.
- In the areas compromised by the works and structures, where applicable, the top soil will be removed beforehand, temporarily disposing of it in the immediate places considering its conservation, and covering until its subsequent use.
- Effective signage and demarcation of the specific sectors where the work will be carried out will be arranged, so that the interventions in the areas in general are in accordance with the technical considerations for construction and maintenance; avoiding interfering with other areas.
- Vegetation that does not interfere with the work and in the auxiliary areas must not be pruned or removed, in order to minimize the potential impact on nesting sites and/or positioning of birds.
- Green areas may not be used for the temporary disposal of surplus materials resulting from the

construction activities of the project, except in cases where the final inventory (shrubs, trees, herbs, others) is previously carried out, proceeding to their removal, transplantation and replacement, in the previously designated sites or places; and the removal of the top soil, disposing of it temporarily in the immediate places considering its conservation, and coverage until its subsequent use.

- The unusable plant material resulting from transplant treatments will be eliminated and transported to the DMES, for which the material will be arranged in an orderly manner and chopped in such a way as to guarantee maneuverability within the DMEs authorized for this purpose.
- The monitoring and maintenance of the revegetated areas and transplanted plants will be carried out.
- Vegetation that does not interfere with the work and in the auxiliary areas must not be pruned or removed, in order to minimize the potential impact on nesting sites and/or positioning of birds, reptiles or mammals.
- All personnel will be prohibited from carrying out activities of hunting, capture, mistreatment, elimination, trafficking and commercialization of wild animals. Likewise, the domestication of wild animals, pet ownership, and the prohibition of animal husbandry.
- The food scraps generated by the workers will be kept in closed and labeled containers.
- The equipment and machinery must comply with the planned operating hours, have the proper maintenance to avoid the permanent generation of noise.

f. Program for the prevention of the impact on infrastructure and public and private services.

As part of the formulation of the technical file, there must be Interference Plans with the existing underground networks of electricity, telecommunications, and others, as well as prior coordination and agreements with the institutions in charge of these services. Under this identification and prior coordination with the companies in charge of these services before the start of the works, the real location of the existing facilities will be verified, as well as their operation.

In the same way, a Detour Plan must be prepared for the habilitation, signaling and use of alternative routes, because, due to the urban characteristics of the city of Puerto Maldonado, the existing roads are narrow, therefore, to facilitate the safe work of the construction personnel and pedestrian circulation it is necessary to have this instrument.

Objective

Avoid/minimize the impact on public, private and service infrastructure, as well as the inconvenience to the population due to the implementation of vehicular traffic diversions.

Potential Impacts to Prevent and/or Mitigate

- Economic detriment due to damage to infrastructures
- Inconvenience to the population
- Social conflicts

Responsible for the implementation of the Program

- The responsibility for the implementation of the Program will fall on the Contractor through the Environmental Officer and the Social Responsible, Community Relations and Communications, with the monitoring of the Program Executing Unit (PNSU), in the construction stage, in close coordination with the local, provincial and district municipalities.

Activities

The activities of the Programme are summarized as follows:

Preliminary steps

The Contractor shall verify, with the follow-up of the Executing Unit, that all aspects related to the management of interference from the Project to services (water, sanitary sewerage, electricity, telephone, etc.) must be defined and viable, the agreements, agreements, commitments for improvement, replacement, removal, relocation, protection of infrastructure or others.

Likewise, there must be formally documented authorizations and/or permits from third parties (neighbors) for the use of easements or others prior to the start of works. Permits, authorizations, licenses, certifications and other administrative procedures related to the use of auxiliary facilities, such as offices, camps, temporary warehouses, machine yards, surplus material deposits, among others, must be cleaned up prior to the start of the works, or in the process of sanitation, only if some technical definition on site conditions their issuance.

Delimit the work fronts to prohibit the access of the population to these areas, so as to restrict the probability of accidents to third parties as much as possible.

To prevent or reduce the impacts of the works on the neighbors present in the route of the work, prior to the opening of new work fronts, an inventory of critical points of the affected work fronts must be carried out – including businesses that require pedestrian traffic, vehicle entrances and exits, informal stalls, etc.

For these critical points, an information campaign must be carried out on the Project and the work schedule, including consultation and planning of work dates and schedules in coordination with the neighbors. Provisions must be included for the installation of pedestrian and vehicular accesses that are necessary. Likewise, the intervention must be scheduled in sections, in order to guarantee the opening and closing of trenches in a work shift for the affected fronts.

Implement existing regulatory devices, such as the placement of warnings and signs of interruption and diversion of traffic, during the daily working day.

To coordinate with the municipalities any alteration of vehicular traffic; for which the respective signs will be provided and installed, in accordance with the Manual of Automotive Traffic Control Devices for Streets and Highways of the Ministry of Transport and Communications.

Provide alternative routes so that users are not harmed during the works. The Contractor will coordinate with the Traffic Management of the Provincial Municipality of Tambopata to regulate traffic in the city of Puerto Maldonado during the construction period. The Detour Plan approved by the Municipal authorities must be in place, as described in the Transit Program of this ESMP.

Equipment during construction

Prepare crossing areas or provisional pedestrian and vehicular crossings in those sectors, where, due to the duration of the Project's activities, the pedestrian and/or vehicular crossing is temporarily obstructed. The characteristics of the structure of the crossings and/or pedestrian and vehicular paths will depend on the load that must be supported, establishing the use of structures of greater reinforcement, in the areas near entrances to commercial areas, supply centers, private businesses, public institutions, homes, among others. Areas with temporary structures (kiosks), gardens, as well as wooden dwellings must be identified to avoid any damage to third parties. Likewise, considering that vehicular circulation in the city of Puerto Maldonado is mostly composed of motorcycles and motorcycle taxis, the adaptation of crossings, accesses and parking areas should be prioritized.

Design and place preventive signs in areas where construction activities present a real or potential danger to public or private infrastructure, which can be avoided.

Inspection at the end of works

A joint inspection must be carried out with those involved to verify the delivery condition of the temporary use areas, identify possible damage to be repaired and complete pending activities and commitments. These activities must be fully documented and have the agreement of the parties.

g. Transit Program

This Program establishes guidelines for the management of vehicular and pedestrian traffic in the Project area, for the preparation of the Detour Plan that the Contractor must formulate and submit for approval to the Provincial Municipality of Tambopata in compliance with the Law that Regulates the Execution of Public Service Works Authorized by the Municipalities in the Areas of Public Domain. Article 8 states that a component of the Annual Works Plan is the Traffic Diversion Plan for works that involve the closure of roads, for the purpose of being approved by the corresponding municipality.

The safety of pedestrian and vehicular traffic is an integral element and of high priority for the prevention of social and economic impacts within the scope of the Project. The signage provided by the Third Party must allow easy identification by pedestrians and drivers of the provisional corridors arranged for their transit.

Objective

To give viability to the vehicular and pedestrian flow that will be temporarily displaced by the activities of the Project.

Potential Impacts to Prevent/Mitigate

- Risks of accidents in the population and workers.
- Damage to the population due to disruption of vehicular and pedestrian travel routes.
- Damage to daily activities (commercial, educational, recreational, health)

Responsible for the implementation of the Program

The responsibility for the implementation of the Program will fall on the Contractor through the Health and Safety Manager of the contractor company in coordination with the Social, Community Relations and

Communications Officer, under the monitoring of the Program Executing Unit (PNSU), in the construction stage, in close coordination with the local, provincial and district municipalities.

Activities

Planning

The approval of the Project Diversion Plan must be requested from the Provincial Municipality of Tambopata, prior to the execution of works.

The plan must include a schedule of works, work schedules, sketches, contingencies and means of dissemination that will be used to make this document known to the population before, during and at the closing of works. Information will be considered for shops, homes, public and private service centers, such as schools, banks, hospitals, markets, shopping centers, including ambulatory commerce.

The plan must provide for the special needs of vulnerable populations, whose state of health, age or disability may affect their movement and/or mobility. Safe and adequate passages will be included, such as ramps and accesses that facilitate circulation.

Coordinate traffic police support in order to decongest traffic, taking into account at all times the obligation to provide drivers and pedestrians with safe circulation and transit.

For the implementation of the diversion plan, the following activities will be considered:

Implementation of the Diversion Plan

Training and dissemination

Road safety talks will be given to the population adjacent to the works, explaining the nature of the works, the work schedule and the detours implemented. The diversion plan will be disseminated by radio, signs, posters, leaflets or other means that facilitate its access to the population

Signage

The signage will be implemented in such a way that both pedestrians and drivers have the necessary clarity for their movement. The safety criteria of both pedestrians and vehicles that circulate in the area of influence of the Project, will be strategically present in the work fronts guaranteeing the normal development of the inhabitants, without prejudice to their regular, economic, educational, health activities, among others.

Likewise, special sites must be identified, that is, those that, due to their characteristics of transit, use and importance, require particular treatment. Streets with greater vehicular traffic, intense commercial activity, recreation areas, educational centers, hospitals, posts, health centers, among others.

- The signs will be informative, detour and construction signs. The maintenance and permanence of the signage must be ensured to guarantee the expected fluidity of both vehicles and pedestrians. Some specific measures to consider are the following:
- Install information signs along the work areas aimed at users of the intervened roads.
- Install warning signs for the movement of vehicles used in construction activities, especially at the entrance and exit of work fronts.

- Install warning signs at those points on the road that carry some type of danger, such as pedestrian crossings.
- Signage must be visible day and night, for which reflective materials and/or adequate lighting will be used.
- The signs will be installed at a suitable height and in an appropriate position, avoiding the formation of possible obstacles for vehicular and pedestrian traffic.

Detours and new accesses

The roads considered for the detours must be enabled in advance, implementing the necessary stops, traffic lights, humps and signage.

To avoid inconvenience to the public, provisional crossings will be installed in areas with high pedestrian traffic. Prior to the start of work in the respective section of the works, homes, businesses or any establishment (shopping center, bank, hospital, school, food market, etc.) that requires the installation of pedestrian and/or vehicular access must be identified, to avoid impacts that lead to the development of a compensation plan.

Strategic areas will also be identified for the location of provisional level crossings, and ramps for the circulation of wheelchairs. For this identification, it will be coordinated with the Provincial Association of People with Disabilities and the Association of People with Visual Disabilities "Let's Look with the Heart", both organizations located in Puerto Maldonado.

h. Pest and Vector Control Program

The Program proposes to apply measures for the management and control of possible pests and the presence of vectors as a result of the development of the execution of the Project and its interventions.

The presence of rodents may occur due to the accumulation of soils, clearings, ditches that are temporarily open, waste, accumulated temporary infrastructure barriers, weed storage, among others.

Likewise, due to the rainfall conditions in the cities of Puerto Maldonado and El Triunfo, when puddles are generated, or water stagnation in containers, conditions are created for the spread of the insect *Aedes aegypti* vector of dengue (endemic disease of Puerto Maldonado).

For these controls, the provisions of D.S. No. 0022-2001-SA and R.M No. 449-2001-SA-DM will be complied with, as pertinent and in the regulations that were in force during their implementation.

Objective

This Program aims to define the guidelines for the control of pests and vectors during the execution of the work.

Potential Impacts to Prevent/Mitigate

To prevent possible effects on the health of the population and workers.

Responsible for the implementation of the Program

The responsibility for the implementation of the Program will fall on the contractor company through the Environmental Manager with the monitoring of the Program Executing Unit (PNSU), in the construction stage, in close coordination with the local, provincial and district municipalities and the Regional Health Directorate.

Activities

The Contractor must have the services of a company authorized and competent to carry out the following activities:

- Use integrated pest control methods to avoid the increase of vectors.
- Develop a Disinfection Plan, which has estimated dates of fumigation, products to be used, safety measures to be implemented, contingencies, among others.
- Carry out pest disinfection, prior to the removal of green waste and soil movement.
- Record the number of pest and vector disinfection and control applications carried out with respect to the total number of pest and vector disinfection and control applications foreseen in the Project.
- Disinfection certificates must be available, according to proof of removal and final disposal of baits.
- Coordinate with municipal authorities actions aimed at preventing the deposit of solid waste on properties adjacent to the works and to camping areas and provisional structures that do not have buildings.
- Manage the waste generated by the disinfection actions, controlling that the company responsible for the activity proceeds to remove the containers used, and proof of disposal of these.
- Anticipating the use of products with side effects and residuals, it is suggested to request and control the protocols of the products used for pest elimination.
- Ensure compliance with the prevention measures provided for the works that avoid the accumulation of debris, clearings, container materials and with it the stagnation of water (particularly in the rainy season) that favors the breeding of the vector (*Aedes aegypti*) responsible for dengue, zika and chikungunya, diseases of high incidence in the city of Puerto Maldonado.
- The permanent accumulation of water in mobile tanks (water bottles, plates, bottles, drinking fountains, materials in stored construction tanks, etc.), fixed tanks (tire tanks, channels, slabs, roofs, uneven awnings, drain grids, pieces of glass, etc.), disposable tanks (tire remains, plastic containers, bottles, cans, scrap metal and construction debris) must be controlled.
- During the operational stage of the Project, the operation of the retention areas, laminations, and all the structures and components of the proposed drainage system must be optimized, with permanent maintenance and ensuring their operation to avoid the presence of stagnant waters and the creation of breeding conditions for the mosquito vector *Aedes aegypti*.

i. Cultural Heritage Protection Program

The Program establishes a set of measures for the preservation and conservation of cultural heritage, to prevent tangible cultural heritage from being affected by the existing record of archaeological evidence or sites or by the occurrence of fortuitous findings of underlying cultural components, thus minimizing the risk of impact on heritage.

Objectives

Protect cultural resources (archaeological and historical) that interact (overlap or adjoin) with the layout, structures or any other infrastructure component of the Project for complementary works (camps, accesses, warehouses, among others).

Establish a Protocol for the management of contingencies related to the cultural, material, historical and archaeological heritage and fortuitous findings, which allow for timely and rapid responses during the construction and operation stages of the Project.

Potential Impacts to Prevent and/or Mitigate

- Damage to archaeological or historical sites, damage to archaeological materials from fortuitous finds.

Responsible for the implementation of the Program

- The responsibility for the implementation of the Program will fall on the Contractor through the Archaeology Officer of the Area of Environment, Health, Safety and Community Relations, with the monitoring of the Program Executing Unit (PNSU), in the construction stage, in coordination with the Decentralized Directorate of Culture and the Provincial Municipality of Tambopata in the operation and maintenance stages.

Activities

The activities included in the Programme are:

Induction and training

As part of the induction activities for the Project personnel, the Contractor will inform the personnel directly involved in the works, establishing the responsibilities to avoid or minimize the risk of any impact on the tangible Cultural Heritage and also to ensure that the management of any finds with archaeological value is done in accordance with the protocol.

Training activities on Cultural Heritage will be carried out for all personnel, during the execution of works, as part of the Socio-Environmental Training Program.

Fortuitous Findings Management Protocol

This protocol is oriented, in particular, to non-specialist construction personnel in the field in order to optimize the use of resources and guarantee the identification, registration and preservation of cultural evidence. The steps to follow are as follows:

- I. Personnel who come into contact with cultural evidence – superficial or underlying – must suspend work in the contact area, take the appropriate security measures and report the finding to their immediate superior.
- II. The immediate superior of the personnel who made the discovery will communicate to the Archaeologist Monitor, to establish a preliminary security perimeter in the area to protect the find. The Construction Supervisor will be notified immediately.
- III. The Monitor Archaeologist will proceed to identify and record it in order to initially confirm or rule out the archaeological nature of the find.
- IV. The Archaeologist Monitor, through excavations, will define the extent and type of evidence found

and, particularly its condition or not of "Archaeological Context" in order to proceed directly to its recovery or to notify and request the participation of the Decentralized Directorate of Culture of Madre de Dios and the Supervision of the Ministry of Culture. And then, authorize the continuation of the works in the indicated area.

- V. The material recovered during the Archaeological Monitoring of the Project will be delivered to the Decentralized Directorate of Culture of Madre de Dios, in accordance with the pertinent rules and provisions. The rescue work will be supervised by the Ministry of Culture.

Certificate of Non-Existence of Archaeological Remains (CIRA)

This document is necessarily obtained for the execution of any public (DS No. 003-2014-MC) and private investment project, except in the cases established in Title VII, Article 57, such as:

- a) Areas with previously issued CIRA.
- b) When they are executed on pre-existing infrastructure.
- c) On polygons of cadastral areas and approved by the Ministry of Culture.
- d) Consolidated urban areas, provided that they are urban areas without archaeological and historical antecedents.
- e) Underwater areas.

The Project in the city of Puerto Maldonado is located in an urban area, with pre-existing infrastructure. However, in its investment phase, new components may be included at the level of the technical file, which are not developed on pre-existing infrastructure. In this case, it will apply the CIRA's request to the Ministry of Culture.

j. Archaeological Monitoring Plan (PMA)

When the work is carried out on pre-existing infrastructure, as is the case with the Project, the Ministry of Culture or the Decentralized Directorate of Culture, according to the scope of its competence, must be requested to carry out an Ocular Inspection of the Project's intervention area in order to officially determine the pre-existence of structures in order to proceed to present and request the approval of the respective Archaeological Monitoring Plan.

The preparation and implementation of an Archaeological Monitoring Plan in the works phase aims to accredit the development of construction in authorized areas free of cultural evidence, verify compliance with procedures and protection measures of archaeological evidence or sites that could eventually be affected during the construction of the project. This Plan is supervised by the Decentralized Directorate of Culture of Madre de Dios.

Before the execution of works, the Project must have an Archaeological Monitoring Plan approved by the Decentralized Directorate of Culture that must be implemented both at the level of studies (if excavation activities are carried out) and an Archaeological Monitoring Plan for the execution phase of works, as a

precautionary measure and protection of archaeological evidence that may be found fortuitously. To this end, coordination will be established with the Ministry of Culture (DDC) regarding the Archaeological Monitoring Plan, which will be in charge of a graduate in archaeology.

k. Community Relations, Participation and Communication Program.

The Community Relations, Participation and Communication program is the Social Management instrument that will guide the performance of managers during the implementation and management of this document. In addition, it will allow social relations with stakeholders in the area of influence and will facilitate the development of efficient social relations with stakeholders during the life of the Project.

Objectives

- Apply efficient social management measures in such a way that they contribute to cementing a positive and adequate relationship with the interests of the parties, avoiding as much as possible the generation of negative impacts and in the same way those that may influence the activities of the Project.
- Comply with the standards established in national and international legislation regarding the social policies applicable to the Project.
- Promote the implementation of a social responsibility policy committed to the values of the Project.

Scope of intervention

The application of the Community Relations, Participation and Communication Program has a scope of application in the AISD and AISI of this Project, located in the city of Puerto Maldonado and El Triunfo town of the district of Tambopata and Las Piedras, Tambopata province and Madre de Dios department.

Structure

The structure of the Community Relations program is made up of the following sub-programs and mechanisms that make it possible to manage social management with stakeholders.

- Communication and Citizen Participation Sub-Program
- Complaints and Grievances Response Mechanism
- Local Labor Hiring Sub Program
- Socio-Environmental Training Sub-Program

In the following sections, the Sub-Programs and the Mechanisms are presented structured in detail that are the guidelines that will allow those responsible to carry out an adequate management with the interested parties in the area of influence of the Project.

I. Communication and Citizen Participation Sub-Program

The Sub-Program will be developed as a transversal axis to the set of activities of the Project, allowing a fluid and dynamic relationship with local interest groups: civil society actors and institutions responsible in the area of influence.

Objectives

- Generate and disseminate updated information regarding the progress of the Project, the effects on its environment, the implementation of mitigation measures and planned plans, and any other aspect of the tasks carried out that are of public interest.
- Promote the implementation of a permanent dialogue process appropriate to social and cultural circumstances, in order to improve decision-making and guarantee the right to information of the stakeholders in the area of influence of the Project.

Potential Impacts to Prevent and/or Mitigate

- Socio-environmental conflicts due to demand for information and participation.
- Paralysis and delay of Project activities.

Responsible for the implementation of the Program

The implementation of the Sub-Program will be the responsibility of the Head of Community Relations and Communications, in coordination with the UEP, contractors and subcontractors.

Activities

The activities are of a permanent nature in the life of the Project, based on this, actions are outlined for an adequate management and development of the work on site and that imply a good relationship with the interested parties. The main activities of the Sub-Program are detailed below.

- The information regarding the implementation and progress of the Project will be kept updated to provide an immediate response to all types of consultations, observations, complaints and claims, identifying the problems and adopting actions for their solution and channeling them at the request of the construction supervision.
- The sub-program will be implemented throughout the process of execution of works by the Project.
- Installation of Project information posters in all areas of intervention, whose specific design will contain: a) start and end date of each affectation and, b) information about the mechanism for dealing with complaints and claims.
- Prior to the coordination between the responsible areas, the contractor will be responsible for the dissemination of the approved schedule, highlighting the normal development of the activities in the immediate environment.
- The contractor company must implement a communication program with the sectors of citizens near the area affected by the works, informing about the progress of the work, as well as the restrictions of passage and dangers. In the aforementioned communications, the contractor will

use both door-to-door modalities and distribution of brochures, as well as advertisements in local media.

- The contractor will disseminate and make known at least three days in advance the cuts of public services scheduled as part of the work on site.
- The contractor will establish modalities of relationship with the social actors affected by the development of the work and with those who may be affected in the future. Among them:
 - a) With those responsible for the commercial, educational, and health activities of the intervened area, in order to prevent possible inconveniences that may be caused in the development of the activities on site.
 - b) With urban public service transport companies with routes in the work area, in order to inform in advance of information about partial or total closures of streets or avenues, which serves to determine an alternative circuit for the provision of their service, and can generate dissemination of the change of route to their users.
- Prior to the execution of the works, the contractor must send to the site the circulation scheme (detours, emergency exits, signals, etc.) of all the vehicles and machinery used in the construction stage. The contractor must implement adequate signage on site, in order to favor the order and cleanliness of the work sites, as well as protection and safety of the personnel on site and nearby residents.
- Establish agreements with the authorities of the district of Tambopata on possible alterations to traffic, prepare the Detour Plan that must be approved by the municipality.
- In the same way, normal and emergency exits must be marked in case they may occur, according to the corresponding standard. All vehicles used to transport material extracted on site must comply with the traffic regulations for cargo transport permits and others related to the subject.

Strategies

- Train the Community Relations team for efficient social management in the area of influence.
- Identify the topics and aspects of interest that should be the subject of communication and information.
- Outline a communication and information strategy taking into account the local social context.
- Design an instrument that facilitates the process of implementation of the Sub-Program (assemblies, focus groups, workshops, group dynamics, work meetings, etc.).
- Develop intervention strategies aimed at guaranteeing the participation of the population in the communication process. Ensure representativeness, legitimacy, number and composition.
- Systematize experiences and learning as the main references of the Sub-Program.

m. Complaints and Grievances Response Mechanism

It is propitious to implement a mechanism that allows attention to be paid to this aspect by which interested parties and any other parties that have any interest or have had any relationship with the Project can present their dissatisfaction or discomfort due to an affectation caused as a result of the activities and the execution of works. It is a good strategy to seek solutions to disagreements whose neglect can deepen controversies not visualized in a timely manner and generate unwanted conflicts.

This mechanism designed allows the operation of the management for its attention, management and resolution of complaints or claims that may be presented by external stakeholders in the area of influence.

The implementation of the same will be applied during the preliminary activities, construction, closure, operations and maintenance of the Project. At the same time, it must be disseminated and shared with the interested parties using different means: work meetings, socialization, as well as being shared with all the workers of the Project.

This mechanism is a binding part of the Communication and Citizen Participation Sub-program, therefore, it is under the leadership of the Community Relations Area. It should be noted that the managers and leaders of each area of the Project are responsible in their sectors to act and respond neatly, taking the necessary steps so that their management is timely in time and with the established deadlines.

The entire process of managing the complaints and claims mechanism will be attended to in no more than ten days. However, some criteria are established that will be taken into account, due to the type of impact they may have, these are classified as low, medium and high priority, according to which they must be addressed, this does not mean that all of them must be taken into account and responded to in a timely manner. Below are the levels of care:

Low priority. - Attention and conclusion within a period of no more than ten days.

Medium priority. - Attention and conclusion within a period of no more than five days.

High priority. - The attention and conclusion is immediate.

It has a scope for the different stages of the Project as well as for the UEP and Project Contractors.

Objectives

Efficiently manage those complaints and claims presented by local stakeholders for any impact subject to the activities of the Project in the area of influence, in order to guarantee the attention, management and resolution of those social or environmental aspects imputed by the interested party, strengthening timely communication and action of such facts, which in turn allows creating opportunities for continuous improvement in the internal processes in the Project.

▪ **Potential Impacts to Prevent and/or Mitigate**

- Prevent and mitigate socio-environmental conflicts due to the activities of the Project.
- Paralysis and delay of Project activities.

▪ **Responsible for the implementation of the Program**

The implementation of the Sub-Program is in charge of the Head of Community Relations and Communications, in coordination with the UEP, contractors and subcontractors.

▪ **Strategies**

- Involvement of the Project areas and their participation in the resolution of complaints and claims.
- Information workshops to inform interested parties and receive contributions for the improvement of the mechanism.
- Follow-up of open processes for the timely attention of complaints and claims.

▪ **Grievance and Grievance Process (AQR)**

Prior to the AQR possible to be presented, these will be implemented physically and virtually:

- The Project offices will have a space prepared and adequate for the direct attention of any complaint and claim, in addition there will be a physical and/or electronic form to be drafted, presented and registered by the personnel who attend; At all times, the staff will assist the complainant by providing detailed information on the process, as well as in the drafting and formulation of the complaint and claim.

On the other hand, there will also be mailboxes for the presentation of complaints and claims by people who cannot necessarily attend the offices. These mailboxes will be arranged at strategic points of the project, so that we can have expanded coverage to accommodate any complaint and claim. Likewise, to place posters with the addresses, responsible for the corresponding attention.

- There will be a space available on the Project's website so that the interested party can enter their claim and have the answer to the complaint and claim.
- Formal and informal meetings with stakeholders are also a way to address this mechanism.

Attention to complaints and claims

- Face-to-face attention at the reception, at all times the staff will assist the complainant by giving detailed information on the process, as well as in the drafting and formulation of the complaint and claim.
- The complaint and claim is written on the designed form and if there is any document that the claimant carries, it will be attached and accompanied to the form. Receipt is effected and a copy is delivered to the claimant.
- Internal data registration and preliminary evaluation of the complaint and claim presented, according to its nature, is coordinated and referred to the area involved for treatment.
- If the complaint and claim was submitted via web, the mechanism refers to the area involved for treatment.
- Or, if the complaint and grievance was submitted using the form via the complaint box, these are previously organized and referred to the areas involved.

The complaint and claim form is presented in Annex No. 06.

Complaint and grievance management

- The area involved in the Project analyzes and investigates the alleged act and issues an internal report with the conclusions. If feasible, it is within the power of the area involved to call on the participation of other areas for the investigation, analysis, resolution of the complaint and claim according to its complexity.
- Based on the report, the person in charge of the area involved will fill out the response form, if it needs to be supported in greater detail, the conclusions of the respective report may be attached to the response.
- Each area must adhere to and respect the deadlines established in this mechanism, so that it can respond to the claimant in a timely manner.

Closing Complaints and Claims

- Delivery of the response form with the results to the claimant, a document that will be signed by both parties as a sign of having been addressed, managed and resolved.

- If the interested party is not satisfied with the results, a second reconsideration option will be applied in which the interested party provides more evidence of the facts.

Action for reconsideration of complaints and claims

- If the interested party who filed the complaint and claim is not satisfied with the conclusions of the response to the Project, it may file an action for reconsideration of the complaint and claim by providing new evidence for review, with which the case is restarted again within the established deadlines of this procedure.
- If in a second instance of reconsideration action the plaintiff is not satisfied with the response, the Bill will promote alternative solution mechanisms such as arbitration, mediation or direct negotiations, always maintaining dialogue with the interested party.

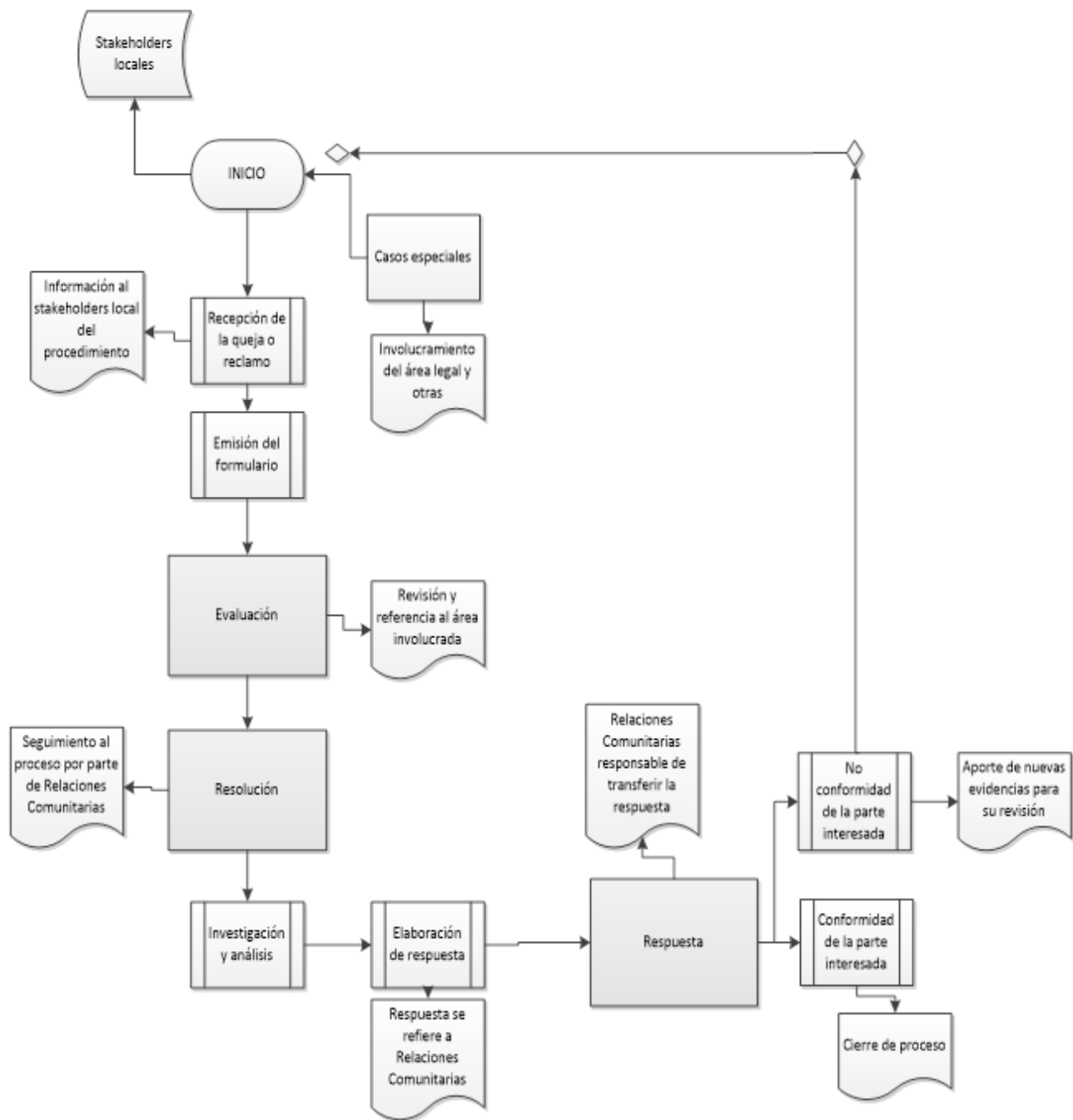
Special Cases of Complaints and Grievances

- When the complaints and claims of the interested party are presented and substantiated before a judicial authority, for their attention, they will follow the same procedure described above.
- A complaint and claim may be dismissed if it has no connection with the Project.

Annex No. 07 shows the format for the resolution of complaints and claims to be used internally by the areas involved, with which the complainant(s) will be answered.

In addition to the internal management for the resolution of complaints and claims, a record will be kept to measure the efficiency and effectiveness of the management of the complaints and claims mechanism.

Diagram No. 02 Flowchart of the Complaints and Grievances Response Mechanism



n. Local Labor Hiring Sub Program

The execution of the Project's activities will require the involvement of local stakeholders or interest groups participating directly in the work to be carried out, hence the commitment to assume and implement the Local Labor Hiring Sub-Program, as a way to enable local workers to obtain a temporary economic income. leveraging their knowledge and skills in construction work. The Sub-Program considers not only employing unqualified personnel but also the hiring of qualified and semi-qualified local personnel, but in this case the procedure is applied as to any other technician or professional who uses his knowledge and experience, which makes the procedure differentiated for these two cases.

For the hiring of local staff, the Sub-Program considers the gender approach, since the participation of both women and men will contribute to a better development and execution of the activities of the Project.

It is crucial to pay attention to the issue of employment in the area and its relationship with the Project, since there may be potential demands for access to jobs or that some type of controversy and conflicts may arise in the process of implementation of this Sub-Program.

It has a scope of compliance mandatory for all involved UEP personnel, such as contractors and subcontractors.

Objectives

- To provide employment opportunities with the hiring of local labor that is mainly unskilled, and qualified as semi-skilled, required during the execution of preliminary works, construction, abandonment, operation and maintenance of the Project.
- Regulate expectations that may be oversized with respect to employment by using adequate and permanent communication about the job offer with interested groups.
- Verify compliance with current labor legislation applicable to local workers both of the UEP and of contractors or subcontractors.

Potential Impacts to Prevent and/or Mitigate

- Possible conflicts due to a higher-than-expected demand for employment
- Minimize conflicts due to an inadequate implementation of the hiring of local labor.
- Minimize labor disputes with contracted workers.
- Unwanted migration for work

Responsible for the implementation of the Sub-Program

The implementation of the Sub-Program is in charge of the Head of Community Relations and Communications, in coordination with the UEP, contractors and subcontractors.

Activities

The activities determined below are considered for both the preliminary, construction and closure work phases.

- *Stakeholder participation and compliance with the Sub-Program.* - Ensure participation in the hiring of Local Labor, this implies maintaining levels of internal coordination at the Project level, as well as external ones to maintain a communicative and participatory relationship with the

interested parties.

Contractors and subcontractors must comply with the policies of this Sub-Program, having the need to have local personnel, they must coordinate with the responsible area who will articulate the processes both with the executor and with the contractors and interested parties.

- *Requirements, selection and training of local personnel for their incorporation.* – Guarantee the suitability of the hiring process and the job training of local labor, the selection criteria must contemplate local labor policies. Any personnel requirement will be made with the person in charge of the Community Relations and Communications Program who will make the call for the selection of personnel, once the lists have been obtained, the selection will correspond to the applicant with the supervision of Community Relations. The inductions on social issues, the code of conduct, environmental and safety issues correspond to the areas involved both at the level of the executor and the contractors themselves.
- *Supervision of local labor performance in compliance with labor conditions.* – This activity identifies discriminatory behaviors and prevents them from affecting the rights of workers, especially local ones. In the same way, the modalities of contracting, the working conditions of work, the agreed number of local contracts and everything that is within the policies of the Project are supervised.
- *Information to local workers about their labor rights and working conditions.* – The area responsible for contracts of the executor and/or contractors will inform the details about the labor rights and the conditions of employment to which local workers will be subject. Local staff must be duly instructed on their remuneration, additional payments, legal deductions and everything concerning labor rights and obligations. An appropriate use of local language is relevant in this type of activity, the understanding of these aspects by the local worker will substantially reduce possible controversies and labor claims related to the Project.

Protocol for the Hiring of Local Labor

For the hiring of local labor, the Project will have an adequate protocol, a procedure that will set the guidelines for the requirement, the call, selection of personnel and the hiring process.

Process of incorporating local staff into the Project

- The Project and the technical engineering areas will have an estimate of personnel with which the requirement of personnel for hiring at the local level will be made. In the case of contractors, they must also have their projected estimates to be contracted locally.
- Prior to taking some actions, the area of Environment, Health, Safety and Community Relations (construction stage) through the Head of Community Relations identifies the actors and interest groups legitimized in meetings to determine the regular channel for the hiring of local workers, once this procedure is established and socialized, the implementation is promoted and the requirements are applied.
- The technical areas and contractors will send their requirements to the person in charge of Community Relations who, with the specifications reached, will coordinate with local stakeholders. The requirement must have a technical sheet that specifies at least the number of people to be hired, the conditions of the contract, estimated time of the contract, remuneration to be received and dates of start of work.
- The Head of Community Relations will promote permanent meetings with the different

stakeholders in which the contractual conditions for employment are communicated, informed and explained in detail with the support of the areas involved, especially Human Resources. This medium will be a way to collect demands, concerns and any other claim related to hiring, from there, analyze the relevant issues and seek strategies to manage expectations.

- With the requirement of personnel requested internally, the Environment, Health, Safety and Community Relations area, with the technical support of the relevant areas and Human Resources of the Project and/or the contractors, formally requests in a timely manner the required personnel from the interested parties, for this, they should have already been established and legitimized in permanent meetings.
- The Community Relations Manager receives the list of potential applicants to be hired, transfers it to the applicant areas of the Project for the technical evaluations corresponding to their subject according to the requested profile.
- The areas involved and applicants of the Project will coordinate and carry out the procedures with the certified clinics for the pre-employment evaluations of potential local workers, a process that will be communicated to the local applicant.
- The results of the pre-occupational medical examinations applied to the applicant are offered by the pre-occupational doctor of the clinic and the clinic only passes a list of Pass/Fail to the applicant areas of the Project, with the knowledge of the area of the Environment, Health, Safety and Community Relations. In the event that the applicant is unfit, he or she will not be hired, but this must be clearly informed to the applicant before the beginning of the process with which his or her participation is terminated.
- With the medically fit applicant personnel, they are hired prior to induction and training regarding the Project, the code of conduct, labor conditions and rights and those related to environmental issues, occupational safety and the specialty of the area for which they have been hired. In the case of missing personnel, the request is made again to the interested parties to initiate a new selection process.

Scope and precision

- The local staff hired will be subject to periodic evaluations by the immediate supervisor, the results of which will be communicated to the Community Relations Manager.
- Some certification mechanisms will be implemented to ensure that they are local residents and avoid displacement of foreigners in search of work.
- The possibility of a rotating work is feasible, which will be defined internally in the Project and then with the interested parties. This will only be applied as a result of a consensual agreement with the parties concerned, as it is an appropriate way to benefit a greater number of local people.
- In the hiring of personnel, all the principles of rights, labor benefits and wages in accordance with the law will be complied with, since the Bill is subordinate to national laws, regulations and those referred to ILO Convention 169.

Strategies

- Information, communication and stakeholder engagement for good implementation for local labour recruitment.
- Clear and transparent process for the fulfillment of commitments assumed for the incorporation and hiring of local personnel.
- Supervision of the performance of the executors in relation to the labor contracts according to the law with the local staff.

o. Socio-Environmental Training Sub-Program.

The purpose of this Sub-Program is twofold, one is to train the Project's personnel with environmental protection measures and programs to ensure awareness of the role that the Project's workers have in the environmental and social context in which the works are executed. And, on the other hand, it has the purpose of contributing to a climate focused on gender equality, tolerance and the practice of intercultural relations, where respect for citizen rights is promoted in all workers and respect for the surrounding population.

Likewise, it promotes the practice of ethical behavior that promotes above all the values in each worker, regardless of the position and responsibility assumed or delegated in the Project. The Sub-Program has a scope for all UEP workers as well as involves the workers of contractors and subcontractors.

In addition to the induction talks on topics such as the Code of Conduct, Community Relations, Environment, Health and Safety and technical aspects of the Project, the activities of this Sub-Program are focused on knowing and deepening issues of utmost importance that every worker must understand and discern in a context greater than that of their work for which they were hired; within this, those socio-environmental, gender, cultural and intercultural issues, ethical behavior, values and social responsibility and those concerning the Project in its different phases and components are foreseen.

Objectives

- Train construction personnel in order to make them aware of their role in the prevention, protection and conservation of the environment and its adequate interrelation with the population in the exercise of their functions. This is based on training in the procedures, methodologies and requirements contemplated in the Programs, Sub-programs and Plans of the ESMP.
- Instruct on the potential negative impacts that the work may generate on the physical, biological, social, economic and cultural environment, as well as the mitigation measures provided for by the Project.
- Train personnel regarding their responsibilities in environmental and social matters that allow them to know and carry out the mitigation and control measures that correspond to them and, particularly, to deal with the contingencies that may arise.
- Prevent behaviors and attitudes that may affect social, cultural, and gender rights in workers and collaborators with different realities.

Responsible for the implementation of the Sub-Program

The implementation of the Sub-Program will be the responsibility of the professional Responsible for Community Relations of the Environment, Health, Safety and Community Relations Area, in coordination with the UEP, contractors and subcontractors.

Strategies

- Raise awareness among collaborating personnel about the role they have for the implementation of environmental protection measures and programs and everything related to the management of the project's Environmental Management Plan.
- Sensitize the Project staff on intercultural issues, socio-environmental responsibility, gender and operational policies of the Project.
- Active and permanent training of workers using methodologies appropriate to each segment of

workers.

- Identify workers according to their level of interaction with natural resources, with the population of the Project area, and in work components, in order to influence the thematic aspects that

Activities

The following activities must be scheduled under a schedule that involves both UEP workers, contractor company and subcontractors.

- *Training workshops on environmental and social policies of the Project:* Modules are developed articulated to the applicable regulations in the different aspects of the Code of Conduct that are of vital importance for the knowledge of all workers. The guidelines and norms established in the Code of Conduct are reinforced.
- *Training workshops on environmental management issues:* Training activities are developed on environmental issues (flora, fauna, water, soil, landscape, environmental quality, among others) as a process of awareness of shared commitments not only as workers but also in daily practice.
- *Training workshops on intercultural issues:* Modules with an intercultural approach are developed to reflect on the social and intercultural processes within which the Project and the worker as part of it develop.
- *Training workshops on material cultural heritage issues:* Modules related to archaeological heritage and fortuitous finds are developed.
- *Training workshops on gender and vulnerable population:* Dynamics are developed with topics of daily practice for reflection, promoting changes in behavior.
- *Contingency training workshops:* All contractor and subcontractor personnel must receive basic instruction on the ESMP Contingency Program.

p. Contingency Program

This Program includes a set of procedures and measures to deal with internal or external events that may arise, providing a rapid response to the occurrence of eventualities. The proposed actions will be implemented if contingencies occur that cannot be controlled by the mitigation measures proposed and that may interfere with the normal development of the Project in its construction phase and represent risks to workers, the population and the environment.

Contingencies refer to the occurrence of events that generate adverse effects on the environment, personnel, infrastructure and operations due to situations of natural or anthropic origin that are directly related to the potential for risk and vulnerability of the area and the Project. In this regard, the Disaster Risk and Climate Change Narrative for the Project (IDB 2021) recommends that a Disaster Risk Management Plan (DRMP) be developed for the entire drainage system, which indicates which structural and non-structural measures to implement to mitigate disaster risk and those responsible for them once the final engineering designs are in place. It also indicates that the PGRD must be accompanied by the Contingency Plan and the Emergency Response Plan, and must be related to and implemented together with the Operation and Maintenance Plan that is part of the Project, as both are closely related.

Objectives

The general objective of this program is to prevent and manage unplanned events during the construction stage, so that emergency response actions are quickly activated, through procedures, instructions and actions. The specific objectives are:

- Define a procedure that indicates the actions to be taken to successfully deal with an accident, incident or emergency, in such a way that it causes the least impact on health and the environment.
- Minimize social, economic, and environmental losses associated with an emergency situation
- Optimize the use of human and material resources committed to emergency control.
- Generate a tool for prevention, mitigation, control and response to possible contingencies generated in the execution of the project.
- Establish control and recovery actions, during and after the occurrence of disasters.

▪ Responsible for the implementation of the Program

The implementation of the Program is in charge of the contractor company, through the environmental and social managers of the Environment, Health, Safety and Community Relations area and subcontractors and must be complied with by all its workers.

▪ Activities

Its operational application begins at the notification of a possible emergency and until its end, once the Contractor restores normal working conditions.

Emergency Identification

The main objective is to identify and assess the different emergencies that could affect the Project. The assessment of the emergency is based on qualitative criteria and includes:

Identification of risky activities

The following are considered:

- Mobilization of personnel, materials and equipment: includes land transportation.
- Operation and maintenance of machinery and equipment
- Material loading and unloading operation
- Storage, Fuel Handling, and Hazardous Materials
- Camp and temporary facility operations
- Social relationship and management with stakeholders

Identification of threats or eventualities

A threat or eventuality is understood as the possibility of the occurrence of a contingency, which may affect human lives, the environment and/or the infrastructure located and installed in the area of development of construction work or activities. Two types of threats are identified: External or exogenous: caused by natural events or by external actors, and Internal or endogenous: caused by the activities of the Project. A description of these threats is presented in the table below.

Cuadro N° 1. External and internal events

External Events		Internal Events	
Event	Description	Event	Description
Earthquakes	Earthquakes can occur whose intensity could generate physical injuries and fatal accidents; as well as damage to the different structures during the works.	Labor strikes	Failure to comply with responsibilities to workers can lead to strikes with the aim of resolving working conditions and wages.
Pluvial and river flooding	High-intensity rainfall can affect the normal development of the works, causing them to be temporarily stopped. The Madre de Dios and Tambopata rivers, in extraordinary events, may rise to levels higher than those historical, and affect some component of the Project.	Accidents in land transport	Inadequate maneuvers or damage due to lack of preventive maintenance can generate heavy and light vehicle accidents during their journey and work on site.
Social unrest	Political disturbances or social demands, either due to issues unrelated to the project or by groups of people who, by not agreeing to work, may carry out: blockades, aggressions, intimidation, damage to equipment and facilities. Also due to unresolved complaints and dissatisfaction of the population.	Fire	Fires or explosions can be generated in the work fronts, due to the presence of fuels, equipment operated with electrical energy (motors, generators, machinery, compressors, motor pumps, vehicles, among others).
Assaults and robberies	During the execution of the Project, theft and/or assault of property may occur, either in camps, warehouses, temporary structures or in land transport for the works.	Spillage of hazardous substances	Fuel and chemical spills may occur during transportation and use, due to human error, unsafe conditions, damage by third parties, or poor procedures, among other causes.
Infectious diseases	During the execution of the Project, the level of COVID-19 contagion may increase. Putting the health of workers and the population at risk. Insufficient control of COVID 19 protocol for workers.	Workplace accidents or injuries	Accidents or personal injuries such as blows, fractures, cuts, falls, among others, may occur during the execution of works of the Project.
		Occupational diseases	It is possible that it occurs during the development of the works or due to exposure to occupational risk factors.

Organization

The Contingency Unit must be established, which will be in charge of the Contractor's Responsible for the Environment, Safety and Community Relations. This technical contingency organization will maintain coordination with external support entities, such as the Volunteer Fire Department, National Police, the National Institute of Civil Defense (INDECI), Regional Health Directorate, among others.

An Emergency Brigade will be defined, which must be made up of three (03) trained and trained people (first aid, rescue, spills, fires), one of them will be the Brigade Chief. There will also be a driver of the vehicle unit, in addition to the personnel responsible for the areas with the greatest potential for risks (warehouse, electric generator, earthmoving, vehicle drivers and machinery).

All the personnel who work in the Project and take part in the construction activities will participate in the implementation of the program. An Evacuation Plan will be available to be implemented in the Project facilities.

The Brigade is responsible for ensuring that specific documents are available, such as evacuation and zoning plans and signage of safe areas in the event of events such as earthquakes and floods.

The personnel that make up the Contingency Brigade will be trained in the following aspects:

- In first aid techniques.
- In actions to control and confine spills and their mitigation.
- In the identification and signaling of vulnerable areas
- Fire control and mitigation actions.
- Flood control actions.
- Lead injured people to appropriate places, providing them with first aid.
- Train personnel in the work and/or installation fronts of the Project.
- To be constituted at the place of the accident.
- Order evacuation of personnel, if necessary.
- Establish the extent of possible damage caused by the event.
- Establish contact with support institutions in the event of emergencies.

Resources

Personnel must have knowledge of first aid and emergency care (Emergency Brigade); as well as support staff. It must have a supply of necessary medical material (first aid kit) available on each work front. Likewise, it must have a mobile unit, have communications equipment, paramedical aid equipment, supplies and materials and equipment against spills and firefighting equipment.

Procedures

The procedure includes:

Evaluate the eventuality and define the occurrence of the emergency.

Immediately communicate to the superior and to those potentially affected who are in imminent danger, to act with the available resources to save the human lives that are in danger the care and evacuation of the injured personnel. Evacuation of all personnel in case of danger to their lives (in case of earthquake, or other contingencies). Notify, if the situation warrants it, the authorities and obtain external help.

Assess the damage and restore environmental conditions or compensate those affected, if applicable:

- Prepare a damage register detailing the resources used, destroyed, lost and recovered.
- Prepare the final report of the emergency, where the events that occurred and the actions taken will be evaluated and the corrective and/or preventive measures of the case will be proposed, in order to improve response operations.

Evacuation

For the equation of the areas of work fronts and camps, the personnel must go to the nearest assembly point, following the routes indicated in the Evacuation Plan, they must remain calm, avoiding running and shouting, cut power in facilities and equipment, go to the assembly point indicated by the Brigade Chief and wait at the assembly point until further instructions.

Communication and alert procedure

Emergencies will be communicated to the immediate supervisor on all work fronts. This in turn will communicate with the Contingency Brigade, reporting the following data:

- Place of the emergency.
- Approximate date and time when the emergency occurred.
- Characteristics of the emergency.
- Type of emergency.
- Circumstances in which it occurred.
- Possible causes.
- First actions taken to control the emergency
- Name of the person who reported the emergency

Once the notification is received, the Brigade Chief together with the personnel designated for emergency attention, having the necessary equipment, will go to the place of the event for their respective attention. The brigade, after defining the message, will provide information to the media and the public during any emergency situation.

The strategy will be determined and the material and human resources necessary to deal with the emergency will be estimated, and the support agencies (National Police, INDECI, District Municipality, Provincial Municipality, Regional Health Directorate, etc.) will be notified, with whom the necessary coordination will be carried out in order to alert the population located near the areas where the emergency occurred.

Response Actions to Contingency Events

The following table presents actions in the face of the main events that could occur within the scope of the Project.

Cuadro N° 2. Actions in the event of contingencies

Event	Actions
Workplace accidents	<ul style="list-style-type: none">– Isolate the area and the zone where the affected personnel are located.– Call for contacts with external support (ambulance, firefighters, others), as the case may be

Event	Actions
	<ul style="list-style-type: none"> – Assistance must be provided to the injured personnel and contact the Contingency Unit so that they can be attended. – In more serious cases, they will be transferred to the nearest health center in the hospital travel mobility. – The report of the emergency that occurred, including causes, affected persons, management and consequences of the event, must be made by the Chief of Brigade of the Contingency Unit.
Fire	<ul style="list-style-type: none"> – Issue the fire alarm. – If it is a small fire, the appropriate extinguisher must be used to extinguish it. – If the fire cannot be controlled by a fire extinguisher, the Contingency Unit Brigade and the fire brigade must be called. – Access must be prevented for personnel who are not adequately equipped, preferably moving anyone unrelated to the emergency away from the wind. – Once the fire is controlled, the brigade chief must carry out an inspection of the area of the fire and carry out an investigation of the causes.
Spillage of hazardous substances in soils and bodies of water	<p>If a spill occurs, the immediate supervisor must be notified, informing about the location and magnitude of the spill.</p> <p>Fuel in soils:</p> <ul style="list-style-type: none"> – Alert the immediate supervisor of the occurrence of the spill. – Protect the affected area, keep personnel and third parties at a safe distance. – The situation of the spill will be evaluated to determine the cause and magnitude, if it is possible and safe to stop. – Write down information that indicates what the spilled substance is (plates, labels, etc.). – The spill must be controlled with the corresponding containment materials. – Recover the greatest amount of spilled oil using appropriate equipment and techniques. Collect soil and contaminated material in polyethylene bags for disposal as hazardous waste. – If necessary, evacuate the area to avoid damage to physical integrity and/or personal life. – In clay soils it is recommended to make dikes. – The area impacted by the spill should be cleaned up and remediated by removing the affected soil with appropriate equipment and technologies. <p>Hazardous Substances in Water:</p> <ul style="list-style-type: none"> – Record the information that indicates which substance is spilled (plates, labels, etc.). – If possible, try to stop the spill from its source. – If the spill occurs directly on a body of water, efforts should be made to contain the spill immediately through containment barriers or other similar means. – If the spill is directed to a nearby body of water, it is necessary to deploy the containment barrier so that the product does not reach the channel. – The affected area (downstream) must be isolated and delimited.
Transportation Accidents	<p>Notify the immediate supervisor of the accident.</p> <ul style="list-style-type: none"> – If the driver is able to move, people must leave the transport unit. – The Brigade will help other people to get out of the transport unit and check if there are any injured people in it. If the removal is difficult, the arrival of specialized personnel (firefighters, police, medical personnel) will be waited.

Event	Actions
	<ul style="list-style-type: none"> – If the unit obstructs the traffic path, some signaling device will be placed on both sides of the road. – Wait for medical support to receive the respective medical evaluation. He will request help from other units. – If the nearby personnel are trained, they will attend and provide first aid to the injured personnel. – Medical evacuation will be carried out.
Pluvial and river flooding	<ul style="list-style-type: none"> – In the event of extraordinary rainfall that immediately floods the works and in turn is affected by runoff flooding the work fronts, the immediate supervisor must be informed. – The works will be paralyzed and the evacuation of the affected work front will be ordered and the corresponding support will be requested, indicating the location of the emergency. – If it is known that the waters reach critical levels and the carrying of overflowing water is observed, the alert must be sounded. – All personnel will immediately evacuate the area to a safe location. – A report will be issued on the occurrence of the phenomenon and the evaluation of the response. – Meetings will be held to define personnel assembly points in the event of evacuation (taking into account stable places or areas, refuge areas).
Earthquakes	<ul style="list-style-type: none"> – In the event of a medium to high intensity earthquake, calm must be maintained and proceed to retreat to safe evacuation areas, if the personnel are in the camp, work fronts; and/or facilities. – The earthquake can trigger a series of reactions such as communication cuts, fires, infrastructure collapse, landslides, leaks and/or spills, for this reason you must remain in the area until the phenomenon ends. – Once the earthquake is over, depending on the degree of magnitude of the earthquake, the evacuation will be carried out in an orderly manner. – The situation will be reported after the event.
Disturbances	<ul style="list-style-type: none"> – In the presence of any social disturbance, the immediate superior shall be notified. – The Contingency Brigade will coordinate with the respective authorities to safeguard order and security. – Stay calm all the time. – In case you are faced with acts of violence, you should not resist, you should wait to receive instructions and help.

This Program must be updated as part of the update of the ESMP, and more aspects may be introduced to cover the risks that may arise in order to optimize responses to incidents and emergencies.

q. Socio-environmental Monitoring Plan of the Project.

The Project will have a complementary environmental instrument approved by the competent authority (FTA). As part of the commitments assumed in this instrument and in the ESMP, the environmental and social parameters must be monitored, which allow verifying the implementation of the measures of the

different programs, sub-programs and plans of the ESMP, as well as the measures provided in the FTA for the construction and operation stages of the Project.

At the level of this AAS-PGAS, reference information is presented for the Socio-Environmental Monitoring of the Project, since, with the final definitions of the technical file, the AAS – ESMP must be updated based on primary information, based on a quantitative baseline (for example, measurement of air quality, noise levels, water quality and others) and the most representative indicators of the Plans. Programs and Subprograms that will be monitored.

The generation of monitoring information must be reliable, comparable and representative. To this end, the Contractor, for environmental monitoring, must ensure that the supplier complies with the protocols, processes, analysis, use of equipment, regulations, and is accredited by the National Institute of Quality (INACAL).

The monitoring of the Project makes it possible to establish the fulfillment of the objectives, the achievement of the expected results and impacts, the use of resources, the response and satisfaction of the stakeholders with the Project, the achievements and difficulties for its implementation, as well as the improvement actions implemented.

Prior to the closing of operations, the results of the implementation of the Environmental and Social Management Plan must be socialized with the relevant stakeholders linked to the Project.

Semi-annual reports will be prepared for the IDB, which incorporate environmental and social compliance reports, based on the results of the Project's socio-environmental monitoring. Annex No. 08 attaches the biannual monitoring report model that must be implemented.

Objectives

General

Verify compliance, implementation, and efficient and timely operation of the activities proposed in the Socio-Environmental Management Plan, to ensure that the Project is developed within the framework of effective environmental and social management in the area of influence of the Project.

The monitoring will also allow, with the participation of stakeholders, to introduce new measures, apply corrective actions, and identify practical improvements to make the development of the Project more compatible in environmental and social terms.

Specific

- Verify compliance with the commitments assumed with the approval of the Project's Environmental Technical Sheet and the environmental regulations in force for the purposes of the environmental inspection of the Project and the implementation of the Environmental and Social Management Plan.
- Document and generate consolidated reports that account for the evaluation of the environmental and social management of the Project to the institutions and the IDB.
- Record and build an adjustment plan (if necessary) and plans to respond to expectations and agreements with stakeholders.

Responsible

The contractor company will be responsible for the implementation and execution of the Environmental and Social Monitoring Plan in the construction stage and PNSU and the Provincial Municipality of Tambopata during operation and maintenance. Likewise; in the construction phase, the verification of compliance with the implementation of the environmental and social measures and all the plans of the environmental and social study of the Project must be carried out by the PNSU.

Environmental and Social Baseline

The Environmental and Social Monitoring Program is based on environmental and social baseline information in the area of influence of the Project, in particular the area of direct influence. Likewise, the impact analysis converges, which allows monitoring attention to be focused on the most representative indicators of the physical and socioeconomic environment. As part of the update of the AAS and ESMP, a quantitative environmental baseline (air, water, noise levels, soil, etc.) and social baseline must be carried out, the detail of which will depend on the knowledge of the final engineering characteristics proposed by the Project in the technical file, as well as the evaluation of impacts and indicators that are established.

Physical Component Monitoring Program

This Program includes the monitoring of the air, noise, water and soil components. The objective is to avoid and control the possible deterioration of the characteristics of the physical environment of the area of direct influence of the Project, based on the Environmental Quality Standards (ECA) in force for the environmental components indicated. Two baseline monitoring of air quality, noise levels, and water quality must be carried out, prior to the construction phase, which must be representative of the climatic seasonality of the city of Puerto Maldonado and the El Triunfo Town Center.

Air Quality Monitoring

In order to evaluate the conditions of the air component, based on the construction activities of the Project, it is proposed to carry out air quality measurements. The air quality results will be compared with the national environmental air quality standards, established in Supreme Decree No. 003-2017-MINAM. See Annex No. 09.

Parameters to be monitored

The parameters considered for air quality monitoring in the monitoring stations that are defined, in the construction and operational phase will be the following: SO₂, PM₁₀, CO, NO₂, Pb and PM_{2.5}. The technical relevance of other parameters must be analyzed, according to the expected emissions of equipment and machinery to be used.

Monitoring Stations

In the construction phase, the number and location of the monitoring points will be determined according to the work fronts and auxiliary facilities and the times that the intervention in these areas will require, according to the schedule of construction activities of the Project. The location of monitoring stations will be at representative points of the work fronts and areas where the auxiliary facilities will be located.

In the operational phase, related to maintenance activities, and if required by the competent authority, since in the first instance the impact on air quality is not expected to be significantly affected by the works, the location of air quality monitoring stations in the maintenance works areas will be proposed.

Frequency

In the construction phase, until the closure of the work, and in accordance with the work schedule, air quality monitoring will be carried out on a quarterly basis, however, it will depend on the duration of the construction phase until the closure of the work. The monitoring is carried out according to the progress of the work and at critical points: near schools, health centers, among others.

During the operation stage, air quality monitoring will be carried out when maintenance work is carried out.

Noise Level Monitoring

In order to control the emission of noise levels and protect the health of workers and the population and the nuisance caused by the presence of noise, it is proposed to monitor noise levels. To this end, the limit values established in the National Environmental Quality Standards for Noise (Supreme Decree No. 085-2003-PCM) will be used. See Annex N° 10.

Parameters to be monitored

The evaluation parameter is the Equivalent Noise Level in the A-Weighted Filter, for which the values established in D.S. No. 085-2003-PCM must be taken into account, both for the construction and operational phases.

Monitoring Stations

For the measurement of noise levels, the monitoring stations must be located according to the work fronts, areas of movement of machinery, cargo vehicles, interferences, camps, and the technical criteria that allow their representativeness once defined.

During the operation stage, noise monitoring will be carried out in the areas of the maintenance works and can be located next to the air quality monitoring station.

Frequency

In the construction stage, noise quality monitoring may be carried out every three months, subject to the work schedule. The monitoring will begin at the stations, in accordance with the schedule of the work activities until the closing of the same. The monitoring is carried out according to the progress of the work and at critical points: near schools, health centers, among others.

During the operation stage, environmental noise monitoring will be carried out when maintenance work is carried out.

Water Quality Monitoring

In order to control the quality of water sources that could be affected by the discharge of any pollutant generated by construction activities, the quality of these waters will be monitored, using the values of the National Environmental Quality Standards for Water (D.S. No. 004-2017-MINAM). For the application of the ECAs for water, details about their categories must be considered, depending on the water source:

Category 1: Population and recreational, Category 2: Extraction, cultivation and other coastal and continental marine activities, Category 3: Irrigation of vegetables and animal drink and Category 4: Conservation of the aquatic environment. In relation to the Project, the ECAs for Categories 3 and 4 are presented in Annex No. 01.

Parameters to be monitored

The parameters for the evaluation of water quality will be those established by the category defined in accordance with D.S No. 004-2017-MINAM, according to the water sources with the potential to be affected. Without being limited to the specific parameters for surface water quality monitoring, the following will be: Thermotolerant Coliforms, Total Coliforms, E. Coli, Oils and Fats, DBO, COD, OD, pH, Temperature (°C), Conductivity, Total Dissolved Solids (TDS), Suspended Solids, Turbidity and Total Petroleum Hydrocarbons.

Monitoring Stations

The water quality sampling points will be established according to the permanent watercourses existing in the micro-basins of the Project, which intersect with the works such as collectors, conduction channels, etc. or receive flows from them to gullies, depending on the location of their recharge and discharge areas. which must be defined with fieldwork during the update of the AAS-PGAS. Initially, the courses that lead to the 8 gullies present in the area of intervention of the Project have been considered.

Frequency

During the construction stage of the Project, water quality monitoring must be carried out on a quarterly basis subject to the progress of the works on the different fronts and components. In the operation stage, a six-monthly monitoring must be foreseen, a frequency that must be redefined once the information of the works is updated at the level of the engineering of the Project.

Soil Quality Monitoring

In order to control soil conditions, soil quality measurements must be made. The soil quality results will be compared with the National Standards of Environmental Soil Quality, established in Supreme Decree No. 002-2013-MINAM. See Annex No. 11.

Parameters to be monitored

The parameters to be measured are related to the expected pollutants according to the use of the place. Organic parameters such as hydrocarbon fraction and inorganic parameters such as total Pb, total Hg, Total As, Total Cd will be monitored; among others that are established.

Monitoring Stations

Monitoring stations are to be located in the Project facility areas. These correspond in particular to the machine yards. Pre-construction monitoring must be carried out before the installation of provisional infrastructures or the use of these places.

During the operation (maintenance) stage, it will be carried out only in the event of the occurrence of fuel or toxic substance spills in the areas affected by them, in order to adopt corrective measures.

Frequency

The monitoring of soil quality, in the construction stage of the project, will be carried out on a quarterly basis, the same that will be done until the closure of the machine yard. In the case of hydrocarbons, monitoring should be established only in the event of an oil spill accident.

During the operation stage, monitoring will be carried out only in the event of spills of fuel and/or toxic substances.

r. Social Component Monitoring Program

It includes the monitoring of the implementation of the plans and programs of a social nature during the construction and operation of the Project. To this end, indicators are established based on the objectives of each Social Programme. The registration of these indicators and others contemplated in the Environmental and Social Management Plan of the specific environmental instrument of the Project must be reflected in the periodic reports, which must be prepared for the competent authorities and the IDB.

Communication and Engagement Monitoring

Communication and participation is fundamental and traceable to all the sub-programs and mechanisms that will be implemented, it is dynamic and bidirectional where the transmission of information between one and the other is reciprocal and complemented between the interested parties. Activities that will be developed during the life of the Project, which are subject to monitoring to improve the performance of the sub-program.

Objective

Verify compliance with the implementation process of the Communication and Citizen Participation Sub-Program to ensure that its social management is effective and efficient in its procedures stipulated in the framework of the Community Relations, Participation and Communication Plan. This monitoring will make it possible to correct the deficiencies found in social management.

Indicators

- Number of coordination meetings with stakeholders.
- Number of information workshops with stakeholder participation.
- Number of minutes and agreements established with interested parties.
- Number of interested organizations participating in the workshops and meetings.

Frequency

The monitoring will be carried out on a quarterly basis, an estimated time in which the implementation of the Sub-Program can be observed.

Monitoring Local Labor Hiring

It is a complex process that requires detailed management that involves the participation of stakeholders and the timely and neat collaboration of the internal actors of the Project. Therefore, an evaluation is necessary in order to find those aspects that may not necessarily be working as planned in the program.

Objective

To verify the quality of management with regard to the hiring of local labour in the area of influence of the Project. This will make it possible to reinforce actions based on the findings identified and implement corrective measures on the deficiencies found.

Indicators

- % of local workers hired monthly by area at the level of UEP and contractors.
- % of women workers hired monthly by area at the level of UEP and contractors.
- Number of complaints for labor disputes with workers hired at the UEP level and contractors.
- Number of complaints in the personnel selection process at UEP and Contractor level. / Resolved complaints.

Frequency

The monitoring will be carried out on a quarterly basis, an estimated time in which the implementation of the Sub-Program can be observed.

Monitoring of Complaints and Grievances

The operation of the management in the attention, management and resolution of complaints and claims that may be presented by the interested parties in the area of influence, applies the exercise of the implementation of said mechanism during the activities that will be carried out during the life of the Project. Therefore, for the improvement of management, the respective monitoring program will be implemented.

Objective

Verify the proper management of the mechanism for dealing with complaints and claims submitted by interested parties within the project's area of influence. The effectiveness and efficiency in the resolution of complaints and claims is verified.

Indicators

- Number of complaints received / number of complaints handled.
- Number of complaints received / number of complaints resolved.
- Number of complaints received / number of complaints resolved in a timely manner.

Frequency

The monitoring will be carried out on a quarterly basis, the estimated time in which the implementation of the mechanism can be observed.

Project Staff Training Monitoring

An important part of the Community Relations, Participation and Communication Program with which it is intended that all personnel have knowledge of various aspects that are inserted in the Project, as well as issues for the prevention of behaviors and attitudes that can affect the social, cultural and gender rights of workers. The implementation of monitoring for the improvement of the process is contemplated.

Objective

Corroborate that the training of the project personnel has been implemented in accordance with the objectives and activities proposed in this Sub-program.

Indicators

- Number of workers trained by gender and by area.
- Number of topics and training contents.
- Number of cases or events presented among workers.
- Number of cases or events dealt with and resolved.

▪ Frequency

The monitoring will be carried out on a quarterly basis, an estimated time in which the implementation of the Sub-Program can be observed.