

**Project: Emergencias Argentina**

**Environmental and Social Action Plan**

No.	Reference	Action	Output / Deliverable	Deadline
<b>PS 1: Assessment and Management of Environmental and Social Risks and Impacts</b>				
1.1	Integrated Environmental and Social Management System	Incorporate in the company's staff and to the satisfaction of IDB Invest a specialist in health and safety and the environment, who will be responsible for the development, implementation and monitoring of environmental, social and health and safety plans, programs and procedures, including the supervision of companies and third-party contractors. That professional will be able to forward reports directly to the company's General Management.	Incorporation of a Health, Safety and Environmental Specialist	90 calendar days after the first disbursement
1.2	Policy	Establish an Environmental, Social and Health and Safety Policy that reflects the company's values and at the same time explicitly ensures compliance with current legislation and applicable requirements of the IFC Performance Standards; that policy will be signed by Management and will be binding on all the company's personnel and contracted personnel.	Environmental, Social and Health and Safety Policy	90 calendar days after the first disbursement
1.3	Identification of Environmental and Social Impacts and Occupational Risks	Prepare and implement matrices to identify and evaluate environmental and social aspects and occupational hazards, considering in each case the respective degree of severity and probability of occurrence, in order to define the potential environmental and social impacts and occupational risks. Those matrices will make it possible to discern significant impacts and risks.	Matrix on Identification and Evaluation of Environmental and Social Aspects  Matrix on Identification and Evaluation of Occupational Hazards	90 calendar days after the first disbursement
1.4	Identification of Legal Aspects	Prepare and implement a Matrix on Identification of Legal Aspects	Matrix on Identification of Legal Aspects	90 calendar days after the first disbursement

1.5	Organizational Capacities and Competency	Prepare and implement an annual Training Plan for the company's own personnel and contracted personnel (if need for training contracted personnel is detected). In preparing this plan, consideration will be given to significant environmental aspects and occupational risks, identified by applying the respective matrices, as well as possible enactment of new legislation and/or the adoption of new technologies and according to the typology and seriousness of personal accidents experienced by personnel during the preceding period. The Training Plan will provide for identifying the type of courses or training to be provided (including emergency drills), those responsible for conducting the training, the individuals to be trained, the dates and sites selected for each course, and the forms provided for recording attendance.	Training Plan	Before the second disbursement
1.6	Emergency Preparedness and Response	Prepare and implement Emergency Prevention and Response Plans for the central location and for each of the operational bases, to include the following minimum components: identification of possible emergency scenarios for the specific location, definition of responsibilities for handling the emergency, composition of the fire brigade, identification of outside actors (hospital, firefighters, police, etc.), a communications flowchart (including telephone numbers), an evacuation plan with a diagram indicating meeting points and planned emergency exits, a diagram with the location of the fire suppression system, fire extinguishing equipment, power/gas cut-off valves, fire doors/firewalls, flammables storage (if applicable), fire room, and servers room. Responsibilities during weekends and holidays will be defined. Each plan will be reviewed at least once a year to verify its validity.	Emergency Prevention and Response Plans for central location and for each operating unit	Before the second disbursement
1.7	Accident Management	Prepare and implement an accident management procedure that is valid for its own and contracted personnel, that provides instructions on how to proceed in the event of an incident, and that includes at a minimum a description of responsibilities, a communications diagram, an accident reporting form, and an accident investigation form	Accident Management Procedure	Before the second disbursement

1.8	Management of Contractors	Develop and implement a documented procedure for managing contractors (including outsourced services staff), to include at least: i) the basic environmental and health and safety requirements to be met by contractors; ii) contractors' obligations and prohibitions in environmental and health and safety matters; iii) penalties, warnings or fines to be imposed in the event of non-compliance. It should be kept in mind that, as required by IFC Performance Standard 1, contractors who work for Emergencias, or act as representatives of Emergencias, will be under the direct control of the company and will not be considered contracted third parties for purpose of the standard's requirements. Thus, the environmental, social and health and safety requirements included in services or goods delivery contracts will be in accordance with the principles of the environmental, social and health and safety principles of Emergencias and the planning, implementation, monitoring and correction methods provided in the company's integrated management system	Management of Contractors Procedure	Before the second disbursement
1.9	Monitoring and Evaluation	Prepare and implement a Monitoring and Follow-up Plan on significant environmental and social aspects associated with all Emergencias activities, and occupational risks associated with the activities of its own personnel and contracted personnel. Monitoring will include an analysis of possible causes of cases in which the values measured exceed the limits accepted by current legislation or the IFC guidelines applicable to the sector's activities. <sup>4</sup> Workplace Accident rates should be calculated and recorded (minimum Frequency Rate – number of injured workers per million of hours worked – and Loss Rate – number of days lost for every thousand workers exposed-) on a monthly basis, both for the company's own personnel and contracted personnel.	Monitoring and Follow-up Plan	Before the second disbursement

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<sup>4</sup> The guidelines on the environment, health and safety are technical reference documents that contain general and specific examples of Good International Practices for the Industry. The General Environmental, Health and Safety Guidelines (IFC, April 2007) and the Guidelines for Healthcare Facilities (IFC, April 2007) are applicable to this project.

1.10	Participation of Social Stakeholders	Emergencias will expand the nature of consultation through the usual contact channels, extending it to not just potential clients but also to anyone in the community who might have questions, complaints, claims, or suggestions to make; additionally, Emergencias will prepare and implement a mechanism for receiving, resolving and responding to such concerns, establishing responsibilities and maximum resolution and communication deadlines.	Expansion of the scope of consultation using the Emergencias website	Before the second disbursement
<b>PS 2: Labor and Working Conditions</b>				
2.1	Human Resources Policies and Procedure	Prepare and implement a mechanism for receiving and resolving complaints, claims, or suggestions that direct or contracted employees might formulate, allowing for an anonymous communication method. The mechanism will include the designation of responsibilities for receiving, resolving and communicating the results of the process, and a maximum deadline for implementing corrective actions and/or providing a response when applicable to the party who made the complaint, claim or suggestion	Mechanism for Receiving and Resolving Complaints and Claims	Before the second disbursement
<b>PS3: Resource Efficiency and Pollution Prevention</b>				
3.1	Greenhouse Gases	Prepare an Inventory of Greenhouse Gases. The methodology to be adopted may be based on ISO Standard 14064-1, using the GHG Protocol Corporate Accounting and Reporting Standard (CARS) as the working guide	Inventory of Greenhouse Gases	Before the second disbursement
3.2	Consumption of Water, Electricity and Pollution Prevention	Prepare and implement measures to reduce consumption of electricity, general water consumption, specific consumption of water for washing ambulances, and use of paper for offices. There will be monthly and cumulative annual monitoring of such consumption.	Records of monthly and cumulative annual consumption	90 calendar days after the first disbursement

**PS 4: Community Health and Safety**

4.1	Community Health and Safety	Prepare and implement a specific procedure for safe operation of all types of vehicles owned by Emergencias or in outsourced service, with emphasis on operating ambulances. That procedure will specify how vehicles should be operated to increase road safety levels, as well as patient safety and comfort and to reduce any inconvenience to the community (primarily with use of the siren), under both normal and bad weather conditions	Vehicle Operation Procedure	90 calendar days after the first disbursement
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