

Plurinational State of Bolivia

**Ministry of Productive, Rural Development and
Water**

**Vice Ministry of Water Resources Irrigation, Drinking
Water and Basic Sanitation**

*Resilient Water Management for Community and Household Irrigation
Project - P178861*

**ENVIRONMENTAL AND SOCIAL
COMMITMENT PLAN (ESCP)**

Updated

April 2026

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Plurinational State of Bolivia (the Borrower) will implement the Resilient Water Management for Community and Household Irrigation Project (the Project), with the involvement of the Vice Ministry of Water Resources, Irrigation, Drinking water and Basic Sanitation¹ (Vice ministry) of the Ministry of Productive, Rural Development and Water², UCP-PPCR, and UCEP-Mi Riego, as set out in the Loan Agreement. The International Bank for Reconstruction and Development (the Bank) has agreed to provide financing (P178861) for the Project, as set out in the referred agreement.
2. The Borrower shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESS) and this Environmental and Social Commitment Plan (ESCP), in a manner acceptable to the Bank. The ESCP is part of the Loan Agreement. Unless otherwise defined in this ESCP, capitalized terms used in this ESCP have the meanings ascribed to them in the referred agreement.
3. Without limitation to the foregoing, this ESCP sets out material measures and actions that the Borrower shall carry out or cause to be carried out, including, as applicable, the timeframes of the actions and measures, institutional, staffing, training, monitoring, and reporting arrangements, and grievance management. The ESCP also sets out the environmental and social (E&S) instruments that shall be adopted and implemented under the Project, all of which shall be subject to prior consultation and disclosure, consistent with the ESS, and in form and substance, and in a manner acceptable to the Bank. Once adopted, said E&S instruments may be revised from time to time with prior written agreement by the Bank.
4. As agreed by the Bank and the Borrower, this ESCP will be revised from time to time if necessary, during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance. In such circumstances, the Borrower, through the Vice ministry, and the Bank, agree to update the ESCP to reflect these changes through an exchange of letters signed between the Bank and the Vice Minister of the Vice ministry. The Borrower shall promptly disclose the updated ESCP.

¹ Formerly, the Vice ministry of Water Resources and Irrigation.

² Formerly, the Ministry of Environment and Water.

MATERIAL MEASURES AND ACTIONS		TIMELINE	RESPONSIBLE ENTITY
MONITORING AND REPORTING			
A	REGULAR REPORTING Prepare and submit to the Bank regular monitoring reports on the environmental, social, health and safety (E&S) performance of the Project. The reports shall include: • Progress in the implementation of the ESCP. • Status of preparation and implementation of ESHS documents required under the ESCP. • Summary of training and capacity building activities during the period. • Summary of dissemination, participation and consultation activities carried out during the period. • Record of complaints and grievances received and addressed through the Grievance Mechanism for Project workers (GMW) and the Grievance Mechanism Project beneficiaries (GMB) during the period. • Summary of activities to be implemented during the subsequent period. • Record of accidents and incidents. The Operational Manual and the Environmental and Social Management Framework (ESMF) shall include an annex specifying the minimum content and format of such reports, as well as their frequency and procedures.	Submit six-monthly reports to the Bank no later than 45 days after the end of each calendar semester (June or December) throughout Project implementation, commencing after the Effective Date of the Loan Agreement	UCP-PPCR in coordination with UCEP-Mi Riego
B	INCIDENTS AND ACCIDENTS 1. <u>Report</u>: Notify promptly to the Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, biodiversity, communities within the direct area of influence, stakeholders, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents that result in death, serious or multiple injury. Provide sufficient details regarding the scope, severity, and possible causes of the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate. 2. <u>Comprehensive report</u>: Prepare, subsequently at the Bank's request, a supplementary report on the incident or accident, including a root cause analysis and proposing corrective and preventive measures to address it and prevent its recurrence. The Operational Manual shall include an annex specifying the minimum content and format of said comprehensive reports, as well as details on the process through which both reports shall be communicated to the Bank.	1. No later than 48 hours after learning of the incident or accident (Report in digital format). 2. Provide comprehensive report on the incident/accident to the Bank within the timeframe agreed upon with the Bank.	UCEP-Mi Riego and UCP-PPCR

C	CONTRACTORS' MONTHLY REPORTS Require contractors and supervising firms to prepare monthly monitoring reports on ESHS performance in accordance with the metrics specified in the respective bidding documents and contracts; these reports shall then be submitted to UCEP-Mi Riego. The Operational Manual and the ESMF shall include an annex specifying the minimum content and format of the reports to be prepared by the supervising firms.	Submit the monthly reports to the Bank (a) as attachments to the respective six-monthly reports under Action A and/or (b) upon the Bank's request no later than 10 calendar days after the request is made.	UCP-PPCR in coordination with UCEP-Mi Riego
ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.1	ORGANIZATIONAL STRUCTURE Establish and maintain an organizational structure with qualified staff and resources to support management of ESHS aspects of the Project, both at the central and regional levels. The support shall continue throughout Project implementation and shall include the following (to be evaluated and adjusted, as required, during Project implementation): At the central level: Each PIU shall hire one (1) full-time environmental specialist, one (1) full-time social specialist and, In the case of irrigation Subprojects, Watershed Planning Strategies (EPHICs), and Pre-investment Technical Design Studies (EDTPs) is placed in protected areas, one (1) biology specialist to ensure compliance with the ESCP and proper management of the ESHS aspects of the Project. At the regional level: Hire of one (1) socio-environmental specialist for each of the regional teams to be established according to the Project design. These specialists shall be focused on preparing, implementing, coordinating, and supporting the preparation of instruments to ensure the proper management of the ESHS aspects of the Subprojects to be financed. To this end, the specialists will coordinate with the environmental and social specialists at the central level. The Operational Manual shall include an annex detailing the profiles and responsibilities, as well as the hiring procedures for these specialists, and the Terms of Reference for their hiring will be prepared on the basis of this information.	At the central level: Hire the environmental specialists, the social specialists and biology specialists for UCEP Mi Riego and UCP-PPCR within 45 days after the Effective Date of the Loan Agreement. Thereafter, maintain the organizational structure, including these positions, throughout Project implementation. Hire the respective biology specialist prior to commencing the relevant EDTP or Subproject in a protected area and thereafter maintain that specialist throughout the development of that EDTP or the implementation of that Subproject, as applicable. At the regional level: Within 90 days after the Effective Date of the Loan Agreement. Thereafter, maintain the organizational structure, including these positions, throughout Project implementation.	UCP-PPCR and UCEP-Mi Riego
1.2	ENVIRONMENTAL AND SOCIAL ASSESSMENTS AND/OR PLANS Prepare, disclose, consult, adopt, and implement an Environmental and Social Management Framework (ESMF) for the Project. The ESMF shall include as annexes (interalia): (i) Labor Management Procedures (LMP) which will include guidelines for the development of Codes of Conduct including SH/SEA provisions, (ii) Social Assessment (SA), (iii) Action Plan for Gender Mainstreaming (APGM), (iv) Environmental and Social Management Plans (ESMPs) containing guidelines for the preparation of ESMP-cs by	Adopt and disclose the final version of the ESMF no later than 90 calendar days after the Effective Date of the Loan Agreement. Once adopted, it shall be implemented throughout Project implementation.	UCP-PPCR and UCEP-MI RIEGO

	contractors, including the following ESMPs: (A) Waste Management Plan; (B) Efficient Resource Management Plan; (C) Pollution Prevention Plan; (D) Comprehensive Pest and Pesticide Plan; (E) Community Health and Safety Plan; (F) Road Safety Plan; and (G) Tangible and Intangible Cultural Heritage Management Plan; and (v) Voluntary Land Donation Protocol, prepared in accordance with the requirements of the relevant ESS, the Bank's Environment, Health, and Safety Guidelines (EHSg) and other relevant good international industry practices (GIIP). The ESMF shall also include an exclusion list of activities that shall be ineligible to receive financing under the Project, the guidelines for the field verification of Subprojects of the first and second Subproject portfolio, and studies on: (A) invasive species, (B) use of pesticides, (C) good practices for interventions in river channels, (D) management of water users, (E) ecological flow, and (F) safety measures for construction, use and maintenance of works. The final version of the ESMF shall require the Bank's no objection.		
1.3	MANAGEMENT OF CONTRACTORS 1. (a) Incorporate the relevant aspects of the ESCP (including, inter alia, the relevant the ESMF, the LMP, and the code of conduct into the ESHS specifications of the procurement documents and contracts with contractors and supervising firms. (b) Thereafter, ensure that the contractors and supervising firms comply and cause subcontractors to comply with the ESHS specifications of their respective contracts. To this end, contractors and supervising firms shall be required to have personnel to manage ESHS aspects. 2. Cause contractors to prepare, disseminate, consult, adopt, and implement Subproject-specific Environmental and Social Management Plans (ESMP-cs), as required, consistent with the content determined in the evaluation process to be carried out in accordance with the ESMF and the relevant ESS. The Subprojects described in the exclusion list of the ESMF shall not be eligible for financing under the Project.	1. (a) Prior to the launch of bidding processes and at the signing of contracts. (b) Throughout Project implementation. 2. Each ESMP-c shall be adopted prior to the commencement of works under each Subproject and thereafter implemented throughout the execution of the respective Subproject.	UCEP-MI RIEGO and UCP-PPCR
1.4	TECHNICAL ASSISTANCE Ensure that the consultancies, studies (including feasibility studies, if applicable), capacity building, training, and any other technical assistance activities under the Project, including, inter alia, the environmental and social instruments that will be supported through technical assistance, are carried out in accordance with terms of reference acceptable to the Bank and consistent with the ESS and the Project's ESHS management instruments. These shall be specified in the ESMF. Thereafter ensure that the outputs of such activities comply with what is established in the terms of reference.	The guidelines set out in the ESMF shall be included in the Terms of Reference prior to the start of the selection process for technical assistance, and thereafter, implemented throughout its implementation.	UCP-PPCR and UCEP-Mi Riego
ESS 2: LABOR AND WORKING CONDITIONS			
2.1	LABOR MANAGEMENT PROCEDURES	The LMP shall be finalized and adopted	

	Adopt and implement the LMP for the Project, including, inter alia, provisions on working conditions, management of workers relationships, occupational health and safety (including personal protective equipment, and emergency preparedness and response), code of conduct (including preventive measures and sanctions for infractions related to SEA and SH), forced labor, child labor (no hiring of minors under 18 years of age), grievance arrangements for Project workers, and applicable requirements for contractors, subcontractors, and supervising firms.	within the same timeframe as for the adoption of the ESMF, as described in action 1.2, and shall be included in the Project's bidding documents and works and supervision contracts throughout the Project. The LMP shall be implemented throughout Project implementation.	UCP-PPCR and UCEP-Mi Riego
2.2	GRIEVANCE MECHANISM FOR PROJECT WORKERS 1. Establish, maintain, and operate a multi-channel grievance mechanism for Project workers, including, inter alia, access and responsiveness to SH/ SEA cases, as described in the LMP and consistent with ESS2. 2. Ensure that each contractor establishes and maintains a grievance mechanism for workers and that the contractor's bidding documents include the obligation to ensure that similar provisions are included in their own agreements with subcontractors. 3. Compile information from the GMW and GMB and include it in the six-monthly reports mentioned in section A.	1. This mechanism shall be part of the LMP and, therefore, shall be operational before the final version of the LMP is published. 2. The mechanism shall be implemented throughout Project implementation. 3. Reporting as stipulated in section A.	UCP-PPCR and UCEP-Mi Riego
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	WASTE MANAGEMENT PLAN Prepare, adopt, and implement a Waste Management Plan for the management of hazardous and non-hazardous wastes as part of the ESMF, consistent with ESS3.	Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2.	UCP-PPCR and UCEP-Mi Riego
3.2	RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT 1. Promote efficient use of resources: water, land, energy. To this end, an Efficient Resource Management Plan shall be prepared as part of the ESMF. 2. Promote prevention and management of pollution on abiotic factors: surface and groundwater, soil, air, and noise. To this end, a Pollution Prevention Plan shall be prepared as part of the ESMF, covering the construction, operation, and maintenance phases. 3. Prepare a Comprehensive Pest and Pesticide Plan, as part of the ESMF, covering the construction, operation, and maintenance phases, in order to avoid the use of pesticides with known toxicity to the environment or human health, which may include use of approved low-toxicity pesticides, if necessary.	1. Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2. 2. Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2. 3. Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2.	UCEP-Mi Riego and UCP-PPCR
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	TRAFFIC AND ROAD SAFETY 1. Incorporate measures to manage traffic and road safety risks as required in the ESMF	1. Same timeframe as for the adoption and implementation of the ESMF, as	UCP-PPCR and UCEP-Mi

	to be prepared under ESS4. Road safety signage shall be used in the Subproject area to prevent accidents involving people in the community due to the use of machinery and/or vehicles, and such preventive measures shall be consolidated in a Road Safety Plan that will be part of the ESMF. 2. (i) Prepare an ESMP-cs, including subproject-specific traffic and road safety measures, as required, (ii) ensure contractor's contracts include the ESMP-cs; and (iii) cause contractors to implement ESMP-cs during construction.	described in section 1.2. 2. Each ESMP-c shall be adopted prior to the commencement of works under each Subproject and thereafter implemented throughout the execution of the respective Subproject.	Riego
4.2	COMMUNITY HEALTH AND SAFETY Assess and manage specific risks and impacts to the community arising from Project activities, by type of Subproject, to prevent risks due to water accumulation or diversion, soil collapse or others. There shall be standards of conduct for Subproject staff regarding their relationship with the community. These standards shall be part of all contracts and staff should be trained accordingly. These standards of conduct must consider areas where the population is vulnerable, such as food and beverage outlets, homes, and family or community work areas near the work fronts. Mitigation measures must be included in a Community Health and Safety Plan as part of the ESMF.	Same timeframe as for the adoption and implementation of the ESMF and ESMP-c, as described in sections 1.2 and 1.3.	UCP-PPCR and UCEP-Mi Riego
4.3	SEA AND SH RISKS 1. Prepare, as part of the ESMF, an SEA/SH Prevention and Response Action Plan and ensure contractors' contracts incorporate said Action Plan in their ESMP-cs to assess and manage SEA/SH risks. 2. (i) Include, under the LMP, a code of conduct for the staff of Project entities (the PIUs, contractors and supervising firms), including prohibitions and sanctions regarding (SEA/SH), and (ii) deliver training to staff about the code of conduct. 3. Ensure that SH/SEA survivors are referred to adequate services within 24 hours after the respective cases have been reported through the Projects grievance mechanisms. 4. Monitoring shall be carried out through the GMW and GMB at the above-mentioned Project entities, the construction sites, and in the community to determine whether these types of practices are occurring, while respecting the confidentiality of complainants and survivors.	1. Same timeframe as section 1.2. 2. Same timeframe as section 1.2 for preparing the LMP including code of conduct. Staff at all levels and positions must receive training before starting work. This training must be repeated every two months and whenever new staff join the project, prior to starting work. Thereafter, it should be applied throughout Project implementation. 3. Within 24 hours after an SH/SEA case has been reported. 4. Throughout Project implementation.	UCEP-MI RIEGO and UCP-PPCR
4.4	DAM SAFETY (FOR ANNEX A ESS4) As specified in the ESMF exclusion list, no large dams shall be financed, nor shall the improvement/rehabilitation of existing dams with the following characteristics: (i) 15 meters or more in height from the lowest foundation to the crest; (ii) between 8 and 15	Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2.	UCEP-Mi Riego and UCP-PPCR

	meters in height, containing more than 3 million cubic meters; (iii) small dams that could pose safety risks, such as unusually large floods, location in a highly seismic area, foundations that are complex and difficult to prepare, retention of toxic materials, or potential for significant downstream impacts; (iv) expected to become large dams during their operational life. Accordingly, only family farming reservoirs (<i>atajados</i>) will be the only type of small-scale water retention system eligible for financing. Adhere to good international industry practices (GIIP) when building family farming reservoirs (<i>atajados</i>) ensuring structural integrity, community safety, and environmental sustainability.		
ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT			
5.1	VOLUNTARY LAND DONATION PROTOCOL Adopt and implement a Voluntary Land Donation Protocol to ensure that any land proposed to be donated for Subprojects is obtained in accordance with footnote 10 of ESS 5. Proposed land donations shall be subject to prior Bank approval. The protocol will include, among other things, provisions for registration, verification, and follow-up/monitoring of any such land donations. The protocol shall constitute an annex to the ESMF but will be published as a separate document to facilitate its availability to stakeholders. Should there be any complaints and claims in relation to the land, these will be addressed by the grievance mechanism to be established under ESS10.	Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2.	Vice Ministry and UCEP-Mi Riego
ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES			
6.1	BIODIVERSITY RISKS AND IMPACTS 1. In the first Subproject portfolio, no Subprojects located within national, departmental, or municipal protected areas, or other protected areas, such as Ramsar sites or vulnerable ecosystems, shall be selected, in order to avoid negative impacts on the biodiversity or the attributes identified for the conservation and protection of these areas. This shall be specified in the ESMF. 2. In the second portfolio, Subprojects, EDTs and EPHICs located within protected areas, according to the zoning established in the General Regulations for National and Subnational Protected Areas shall be eligible. Each Subproject, EDT, and EPHIC shall be validated with a field inspection (by UCEP - Mi Riego or UCP-PPCR, as the case may be) in the intervention area in order to ensure that it will not be implemented in sensitive areas in accordance with ESS6, such as Natural Habitats or Critical Natural Habitats. The information shall be submitted to the Bank for no objection. 3. In the event that a reforestation Subproject involves alien or nonnative species, carry out a characterization to: (i) determine whether it is a species with invasive behavior; and	1. Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2. 2. The characterization and field visit must be completed and submitted to the Bank for no objection prior to the inclusion of Subprojects, EDTs and EPHICs in protected areas in the second portfolio. 3. The characterization as an invasive species or not must be completed and submitted to the Bank for no objection prior to the inclusion of alien species in reforestation Subprojects.	UCEP-Mi Riego and UCP-PPCR

	(ii) define the level of risk and measures in accordance with the mitigation hierarchy and consistent with ESS6. 4. In the event that a Subproject, EDTP, or EPHIC intends to include alien species as crops, the risk of outcompeting native species for agricultural use must be analyzed. The characterization will define the level of risk and measures in accordance with the mitigation hierarchy and consistent with ESS6. 5. Carry out, for each irrigation Subproject, EDTP, and EPHIC, a Water Balance Assessment, as part of the hydrological study, which: (i) reflects water availability; and, where applicable, (ii) identifies the percentage of streamflow necessary to maintain and not alter the aquatic habitats that may be affected by the Project.	4. The risk characterization must be completed and submitted to the Bank for no objection prior to the inclusion of the relevant Subproject, EDTP, or EPHIC to be financed under the Project. 5. In accordance with section 1.2 and throughout Project implementation.	
ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.1	INDIGENOUS PEOPLES Conduct a characterization to determine whether or not they possess certain characteristics to be considered as Indigenous Peoples, as the population in the Project's area of influence is located in rural areas. Due to its intervention in rural areas, the Project and its environmental and social management instruments shall consider an indigenous perspective. The Project shall conduct a Social Assessment (SA) on the impact of the Project on Indigenous Peoples. The SA shall be part of the ESMF, and its results will help define the ESS7 measures that will be included in the ESMF, SEP, and LMP. These measures will include mechanisms to carry out Free, Prior and Informed Consent (FPIC) in the case of Subprojects that coincide with territories of indigenous and campesino communities (TIOC) or other minority indigenous peoples, and in which the circumstances outlined below occur. The SA shall include a section on TIOCs and the possible overlap of Subprojects with them or other indigenous groups. The circumstances in which it shall be necessary to obtain the FPIC of the affected indigenous peoples are those in which the project will: i) have adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation, ii) cause relocation of indigenous peoples from land and natural resources subject to traditional ownership or under customary use or occupation, or iii) have significant impacts on indigenous peoples' cultural heritage that is material to the identity or cultural, ceremonial or spiritual aspects of the affected Indigenous Peoples' lives. All FPIC processes shall be extensively documented in accordance with ESS7. The Vice Ministry, through its implementation units, has carried out initial consultations with key stakeholders, particularly farmers and farmer organizations. However, emphasis	The SA shall be prepared and disclosed no later than 90 calendar days after the Effective Date of the Loan Agreement and the consultations of the planned measures with indigenous peoples to be developed based on the findings of the SA must begin no later than the earlier of the disclosure of the SA and 90 days after the Effective Date and implemented throughout the implementation of the Project.	UCEP-MI RIEGO and UCP-PPCR

	should be placed on consultations with potentially affected indigenous communities. consultations should begin after the Effective Date of the Loan Agreement.		
7.2	GRIEVANCE MECHANISM Use the culturally appropriate grievance mechanism described in the SEP.	Implemented, in accordance with the provisions of section 10.2.	UCEP-Mi Riego and UCP-PPCR
ESS 8: CULTURAL HERITAGE			
8.1	CULTURAL HERITAGE RISKS AND IMPACTS Prepare, adopt and implement a Tangible and Intangible Cultural Heritage Management Plan as part of the ESMF, consistent with ESS8.	Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2.	UCEP-Mi Riego and UCP-PPCR
8.2	CHANCE FINDS 1. Describe and implement the chance find procedures in the ESMPs that are part of the ESMF. 2. Conduct, if required under national regulations, the applicable archeological due diligence in areas where excavations are expected to be carried out. 3. In the event of chance finds during the execution of the works, cause the contractor to immediately suspend activities in the affected area, preserve the site, and immediately notify the competent government authorities responsible for cultural heritage. 4. Cause the contractor to hire and arrange for the intervention of an authorized professional archaeologist, who will evaluate the find and issue the corresponding technical recommendations, in accordance with the procedures established in the ESMF and current regulations.	1. Same timeframe as for the adoption and implementation of the ESMF, as described in section 1.2. 2. Prior to the commencement of works. 3. Immediately in the event of chance finds during the execution of the works. 4. Immediately in the event of chance finds during the execution of the works.	UCEP-Mi Riego and UCP-PPCR
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	STAKEHOLDER ENGAGEMENT PLAN Adopt and implement a Stakeholder Engagement Plan (SEP) for the Project, consistent with ESS10, which shall include measures to, inter alia, provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation.	The SEP finalized and published no later than 90 calendar days after the Effective Date of the Loan Agreement and implemented throughout Project implementation	Vice Ministry, UCP-PPCR and UCEP Mi Riego
10.2	PROJECT GRIEVANCE MECHANISM Establish, publicize, maintain, and operate an accessible grievance mechanism, to receive and facilitate the resolution of concerns and grievances in relation to the Project, promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all Project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with ESS10. The grievance mechanism shall be promoted, disseminated, and socialized so that the majority	Establish the grievance mechanism no later than 90 calendar days after the Effective Date of the Loan Agreement, and thereafter maintain and operate it throughout Project implementation	UCP-PPCR and UCEP-MI RIEGO

	of the population in the areas of intervention learn about it in a timely manner. The grievance mechanism shall have multiple service channels (office mailboxes, tollfree lines, or WhatsApp) and shall be equipped to receive, register, and facilitate the resolution of SEA/SH complaints, including through the referral or survivors to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centered manner.		
CAPACITY SUPPORT			
CS1	Training for the staff of the PIUs, stakeholders, communities, and Project workers, in accordance with the provisions of the ESMF and its annexes, including the LMP and SEP.	In accordance with the timeframes provided in the ESMF, and prior to the commencement of Project and Subproject activities, and periodically updated throughout Project implementation.	UCEP-Mi Riego, UCP-PPCR and Vice ministry
CS2	Training for Project workers on occupational health and safety, emergency prevention, preparedness and response mechanisms, codes of conduct set out in the LMP, and provisions for SEA/SH prevention, as indicated in the ESMF, and the Project's grievance mechanisms.	In accordance with the timeframes provided in the ESMF, and prior to the commencement of Project and Subproject activities, and periodically updated throughout Project implementation.	UCEP-Mi Riego and UCP-PPCR