

1. Definitions and Abbreviations

Asset: An asset that is productive that has the ability to generate profits and cash flow. This includes: machinery; computers and electronic products; electric equipment, appliances and components; transportation equipment; furniture and related products; and other durable goods. All construction in respect of structures (including, but not limited to, immovable property, internal and external walls whether load-bearing or otherwise, roofing and floors, columns and beams) and land is excluded.

Non-structural repair: Refers to minor repairs including, but not limited to, painting, beautification, plastering, carpeting, tiling, and basic roof repair. Excludes any internal or external load-bearing component of the building that is essential to the stability of the building or any part of it, including (but not limited to) foundations, floors, walls, installation of roofs or extensive roof repair, columns and beams. Any component (including weatherproofing) that forms part of the external walls or building roof.

Structural repair: any internal or external load-bearing component of the building that is essential to the stability of the building or any part of it, including (but not limited to) foundations, floors, walls, installation of roofs or extensive roof repair, columns and beams. Any component (including weatherproofing) that forms part of the external walls or building roof.

Working Capital: Funds available for day-to-day operations, including inventory.

Package Structure: For all registered enterprises: For Assets and non-structural Repairs (AR): structured as grant in respect of 65% of the required proceeds and loan in respect of 35% of the required proceeds. For Working Capital (WC): 100% loan with 80/20 % risk-sharing between Project (NRPB) and PFI.

This Project Operations Manual (POM) presents guidelines and procedures for the implementation of the Enterprise Support Project (ESP). The purpose of the POM is to define responsibilities, eligibility and procedures related to the implementation of the project, that are in line with all applicable World Bank policies. This will be a living document that may be adjusted from time to time upon proposal by NRPB and no-objection from the World Bank.

The Project Operations Manual provides information that pertains to MSME eligibility, Participating Financial Institution (PFI) eligibility, communication, loan and grant application process, loan and grant processing, disbursement, repayment, safeguards, procurement, Financial Management, Monitoring & Evaluation, and reporting.

Reference documents are: (i) the Grant Agreement and (ii) the Disbursement and Financial Information Letter and its annexes.

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| AR | Asset or Non-Structural Repair |
| BC | Business Continuity |
| CBCS | Central Bank of Curacao and Sint Maarten (Centrale Bank van Curacao en Sint Maarten) |
| CITES | Convention on International Trade in Endangered Species of Wild Fauna and Flora |
| DA | Designated Account |
| E&S | Environmental and Social |
| EHS | Environment, Health, and Safety |
| EIA | Environmental Impact Assessment |
| EMP | Environmental Management Plan |
| ESHS | Environmental, Social, Health and Safety |
| ESMF | Environmental and Social Management Framework |
| ESMP | Environmental and Social Management Plan |
| ESMS | Environmental and Social Management System |
| FI | Financial Institution |
| FM | Financial Management |
| GDP | Gross Domestic Product |
| GRM | Grievance Redress Mechanism |
| GRS | Grievance Redress System |
| IFR | Interim Financial Report |
| IFRS | International Financial Reporting Standards |
| IPM | Integrated Pest Management |
| M&E | Monitoring and Evaluation |
| MSME | Micro, Small, and Medium Sized Enterprise |
| NPL | Non-performing Loan |
| NRPB | National Recovery Program Bureau |
| NRRP | National Recovery and Resilience Plan |
| ODS | Ozone Depleting Substance |
| PA | Project Account |
| PAO | Portfolio and Accounting Officer |
| PCBs | Polychlorinated biphenyl compounds |
| PFI | Participating Financial Institution |

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| PIU | Project Implementation Unit |
| PM | Project Manager |
| PMP | Pest Management Plan |
| POP | Persistent Organic Pollutant |
| POM | Project Operations Manual |
| PPSD | Project Procurement Strategy for Development |
| RAP | Resettlement Action Plan |
| SDTF | Single Donor Trust Fund |
| SA | Sub-Grant and Credit Agreement |
| SMESP | Sint Maarten Enterprise Support Project |
| SMEs | Small and Medium Sized Enterprises |
| STEP | Systematic Tracking of Exchanges in Procurement |
| TA | Technical Assistance |
| WC | Working Capital |
| WIB | Windward Islands Bank |