

# Central African Republic COVID-19 Preparedness & Response Additional Financing

## ENVIRONMENTAL and SOCIAL COMMITMENT PLAN (ESCP)

January 21, 2022

## ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Central African Republic (hereinafter referred to as the Recipient) shall implement Central African Republic COVID-19 Preparedness & Response Additional Financing (hereinafter the Project) through the Ministry of Health and Population (MOH). The International Development Association (hereinafter the Association) has agreed to provide additional financing for the Project.
2. The Recipient shall implement material measures and actions so that the Project is implemented in accordance with the World Bank's Environmental and Social Standards (ESS). This Environmental and Social Commitment Plan (ESCP) defines material measures and actions, to be carried out or caused to be carried out by the Recipient, including the timeframes of the actions and measures, institutional, staffing, training, monitoring and reporting arrangements, grievance management and the environmental and social assessments and instruments to be prepared or updated, disclosed, consulted, adopted and implemented under the ESCP and the ESSs, all in a manner acceptable to the Association
3. Implementation of the material measures and actions set out in this ESCP shall be monitored and reported to the Association by the Recipient, as required by the ESCP and the conditions of the legal agreement, and the Association shall monitor and assess progress and completion of the material measures and actions throughout the implementation of the Project.
4. As agreed by the Association and the Recipient, this ESCP may be revised from time to time during Project implementation, to reflect adaptive management of changes in the Project and unforeseen circumstances or in response to assessment of the performance of the Project conducted under the ESCP itself. In such circumstances, the Recipient shall agree to these changes with the Association and shall update the ESCP to reflect the agreed-upon changes. Agreement on changes to the ESCP shall be documented through the exchange of letters signed between the Association and the Recipient. The Recipient shall promptly disclose the updated ESCP.
5. Where the changes in the Project, unforeseen circumstances, or the performance of the Project result in changes to the risks and impacts during the implementation of the Project, the Recipient shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts, which may include environmental, health and safety impacts, labor influx, and Gender-Based Violence (GBV).

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
<b>MONITORING AND REPORTING</b>			
A	<b>REGULAR REPORTING:</b> Prepare and submit to the Association regular monitoring reports on the Environmental, Social, Health and Safety (ESHS) performance of the Project, including, but not limited to, stakeholder engagement activities, incident reports and grievance register.	15 days after each quarter, starting from Effective Date, and throughout the Project implementation period.	Ministry of Health and Population/ PIU
B	<p><b>INCIDENTS AND ACCIDENTS:</b> The Recipient shall promptly notify, without delay, the Association of any incident or accident related to the Project that has or is likely to have a significant negative impact on the environment, affected communities, the public or workers including those related to occupational accidents that could result in death or serious injury, gender-based violence (GBV), particularly sexual exploitation, abuse and sexual harassment (SEA/SH), and any COVID outbreak in the Project area. The Recipient shall, in a manner acceptable to the Association, provide sufficient details of the incident or accident, indicating the immediate measures taken or planned to deal with it, as well as any information provided by any contractor or service provider and any supervisory entity, if applicable. Subsequently, the Recipient shall systematically prepare a report on the incident or accident and propose any measures to prevent its recurrence.</p> <p>For incidents related to SEA/SH, the survivor should be referred to relevant GBV services within 48 hours consistent with survivor’s informed consent and according to a survivor-centered protocol that shall be developed as part of the Grievance Mechanism (GM) adapted to be able to facilitate the resolution of the above-mentioned SEA/SH risks.</p> <p>Borrower shall ensure that adequate funding arrangements are in place to address GBV incidents including health and psychosocial care services to survivors.</p>	<p>As soon as possible after learning about the incident or accident and latest within 24 hours for those related to GBV and within 48 hours for all other incidents/accidents. A subsequent detailed report shall be provided not later than seven (7) working days containing a root cause analysis and proposals for response/mitigation measures.</p> <p>The final closure report shall be provided within a period of 1 month.</p>	Ministry of Health and Population (MOH)

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	Note that for SEA/SH incidents, confidentiality must be ensured for both the survivor and the accused without providing any identifying information (i.e. include the date of the incident, the SEA/SH form, a general and anonymized description of the survivor such as age/gender, a general and anonymized description of the accused/perpetrator such as age/gender/location of work, whether the incident is related to the AF in the survivor's own words, the services the survivor was referred to/accepted, whether the alleged perpetrator has signed a Code of Conduct and the sanctions taken against him/her). A report of the incident should be submitted by the Recipient, detailing the summary findings and the root cause analysis. A record of incidents is kept at the PIU, all in accordance with the principle of confidentiality.		
<b>ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS</b>			
1.1	<b>ORGANIZATIONAL STRUCTURE:</b> The Recipient shall manage the ESHS arrangements for the Project through the National Technical Committee (CTN) retained as the Project Implementation Unit (PIU) set up under the Parent Project. The PIU shall maintain existing qualified Environmental and Social staff and resources that have been recruited to support management of ESHS risks and impacts of the Project, in a manner acceptable to the Association. Existing qualified E&S staff includes one Environmental specialist, one social specialist and two GBV/SEA/SH specialists who are already hired by the SENI-REDISSE4 coordination unit.	The PIU and E&S specialists shall be maintained throughout Project implementation.	Ministry of Health and Population/ PIU

	MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
1.2	<p><b>ENVIRONMENTAL AND SOCIAL ASSESSMENT/MANAGEMENT PLANS AND INSTRUMENTS/ CONTRACTORS</b></p> <p>a. Assess the environmental and social risks and impacts, including SEA/SH risks, of proposed AF activities, in accordance with the Environmental and Social Management Framework (ESMF), the ESSs, the Environmental, Health and Safety Guidelines (EHSGs), and other relevant Good International Industry Practice (GIIP), including relevant WHO guidelines. The ESMF shall be updated, disclosed, consulted upon, and adopted to address the activities under the AF and to ensure that individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable, have access to the development benefits resulting from the Project. A Biomedical Waste Management Plan (BWMP) which includes the Infection Control and Waste Management Plan (ICWMP) shall be developed for relevant activities, such as rehabilitation and/or construction of cold room storages for vaccines in addition to the installation and operation of incinerators for the elimination of medical waste.</p> <p>b. Prepare, disclose, adopt, and implement any environmental and social management plan (ESMP) or other instrument required for each Project activity based on the assessment process, in compliance with the ESS, the ESMF, the EHSGs, and other relevant GIIPs, including WHO guidelines on COVID-19 response (screening diagnosis and immunization), and in a manner acceptable to the Association.</p> <p>c. Incorporate the relevant aspects of this ESCP, including, inter alia, any environmental and social management plans, or other instruments, ESS2 requirements and any other required ESHS measures, into the Environmental, Social, Health and Safety (ESHS) specifications of the procurement documents and contracts with contractors and supervising firms. Thereafter ensure that the contractors and supervising firms comply with the ESHS specifications of their respective contracts.</p> <p>d. Update environmental and social management plans or other instruments based on updated guidance by WHO on COVID19 Vaccine.</p>	<p>a. The ESMF under the Parent Project was adopted and disclosed on Nov 22, 2021. Assessment shall be conducted before carrying out relevant Project activities. ESMF shall be updated based on the results of the E&amp;S audit that was conducted in December 2021 and be disclosed, consulted upon, and adopted by the Effective Date.</p> <p>Biomedical Waste Management Plan (BWMP) which includes Infection Control and Waste Management plan (ICWMP) shall be developed, disclosed, consulted, and adopted not later than one (1) month after the Effective Date.</p> <p>b. ESMP and any other site-specific plans shall be prepared as necessary for any specific activity that warrants such instruments, disclosed, consulted upon, and adopted before the carrying out of the relevant Project activities.</p> <p>c. Before launching the procurement process for the relevant Project activities, and thereafter throughout</p>	<p>Ministry of Health and Population/ PIU</p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
<p>e. Adopt procedures, protocols and/or other measures to ensure Project beneficiaries that receive vaccines under the Project do so under a program that does not include forced vaccination and is acceptable to the Association, as set out in the ESMF.</p>	<p>the implementation of such activities.</p> <p>d. Throughout the Project implementation</p> <p>e. Before the carrying out of the relevant Project activities</p> <p>f. All the above-mentioned plans shall be implemented throughout the duration of the relevant Project activities.</p>	
<p>1.3 <b>EXCLUSIONS:</b> Exclude the following type of activities as ineligible for financing under the Project:</p> <ul style="list-style-type: none"> <li>• Activities that may cause long term, permanent and/or irreversible (e.g., loss of major natural habitat) adverse impacts</li> <li>• Activities that have high probability of causing serious adverse effects to human health and/or the environment</li> <li>• Activities that may have significant adverse social impacts and may give rise to significant social conflict</li> <li>• Activities that may affect lands or rights of indigenous people or other vulnerable minorities or people including women and girls, and refugees/internally displaced persons.</li> <li>• Activities that may involve permanent resettlement or land acquisition or adverse impacts on cultural heritage</li> <li>• All the other excluded activities set out in the ESMF of the Project</li> </ul>	<p>During and upon the conclusion of the assessment process conducted under action 1.2.a. above.</p>	<p>Ministry of Health and Population/ PIU</p>
<p><b>MANAGING SUPPLIERS AND SERVICE PROVIDERS:</b> The Recipient through the PIU shall establish and implement management procedures for suppliers, service providers and their subcontractors. The Recipient shall ensure that ToRs for suppliers and Project bidding documents include environmental and social requirements</p>	<p>The requested procedures shall be established before preparing bidding documents and shall be Implemented and maintained throughout the Project implementation period.</p>	<p>Ministry of Health and Population/ PIU</p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
	in a manner acceptable to the Association. Incorporating relevant aspects of this ESCP, including relevant E&S instruments and labor management procedures (LMPs) into the ESHS specifications for Project procurement documents and contracts. Subsequently, ensure that contractors comply with the ESHS specifications in their respective supplies and service providers. For example, janitors, cleaning, waste collection and disposal service providers and surveillance and rapid response teams, laboratory personnel and health workers to use personal protective equipment (PPE) (medical masks, gloves, eye protection glasses, blouses, safety shoes), and COVID-19 protective equipment to be used in laboratories.		
<b>ESS 2: LABOR AND WORKING CONDITIONS</b>			
2.1	<p><b>LABOR MANAGEMENT:</b></p> <p>The AF shall be carried out in accordance with all relevant ESS2 requirements including, inter alia: appropriate employment conditions, non-discrimination and equal opportunity (which includes a safe working environment free of violence and sexual harassment), worker organization, prohibition of child and forced labor, and occupational health and safety (including personal protective equipment, and emergency preparedness and response measures). These requirements and measures shall be reflected in the updated the Labor Management Procedure (LMP), including measures to operationalize the workers GRM in accordance with ESS 2 and applicable national law. The principles of the LMP shall apply to potential contractors, their subcontractors, and primary suppliers in accordance with the relevant requirements of ESS2. Similarly, any technical consultants hired by the Project shall also be subject to these standards in a manner acceptable to the Association.</p>	LMP covering AF activities have been updated and disclosed on Nov 22, 2021 prior to Appraisal. The LMP shall be implemented throughout AF implementation and shall be revised/ updated as needed.	Ministry of Health and Population/ PIU
2.2	<p><b>GRIEVANCE REDRESS MECHANISM FOR PROJECT WORKERS:</b></p> <p>The Recipient shall establish and maintain a Grievance Redress Mechanism (GRM) for Project workers. This mechanism shall be well defined in the LMP and SEP. It shall comply with ESS 2 as well as applicable national laws. The GRM shall be available to all direct and contracted workers and shall address all issues related to the labor and working conditions, including conditions of employment; nondiscrimination and equal opportunities; workers' organizations/unions; child labor; forced labor; harassment (sexual or else) and other complaint relating behaviors.</p>	The project worker GRM which is included in the LMP for AF shall be operational before the recruitment of workers for the Project. The GRM shall be maintained throughout Project implementation.	Ministry of Health and Population/ PIU
<b>ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>			

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
3.1	<p><b>WASTE AND HAZARDOUS MATERIALS MANAGEMENT:</b>                      Relevant aspects of this standard shall be considered, as needed, under action 1.2 above, including, inter alia, measures to: carry out the purchase, storage, transportation and handling of vaccines (including, ultra-cold chain management) in a safe manner and in accordance with the EHSs, and other relevant GIIP including relevant WHO guidelines; and adequately manage and dispose of health care wastes (including, vaccines) and other types of hazardous and non-hazardous wastes.</p> <p>Accordingly, the Recipient shall develop and implement measures and actions to manage waste and hazardous materials and ensure that these are clearly defined in environmental and social instruments such as: the ESMF according to ESS 3 and applicable national laws, measure relating to packaging, transportation, disposal/destruction of sanitary and biomedical waste in compliance with ESS3 and regulatory provisions.</p>	<p>Biomedical waste management plan shall be prepared, consulted upon, disclosed, and adopted not later than one month after Effective Date, before commissioning any project acquired incinerators and shall be implemented throughout the AF implementation.</p>	<p>Ministry of Health and Population/ PIU</p>
<b>ESS 4: COMMUNITY HEALTH AND SAFETY</b>			
4.1	<p><b>COMMUNITY HEALTH AND SAFETY:</b>                      Relevant aspects of this standard shall be considered, as needed, under action 1.2 above including, inter alia, measures to: minimize the potential for community exposure to communicable diseases; establish and implement appropriate quality management systems to manage the risks and the impacts that services provided and activities carried out under the Project may have on community health and safety; manage the risks of the use of security personnel; manage the risks of labor influx; and prevent and respond to sexual exploitation and abuse, and sexual harassment.</p> <p>The Recipient shall manage vaccination centers against COVID-19, quarantine and isolation centers, as well as screening/testing stations while taking into account the existing conflict context, thus avoiding any aggravation of local community conflicts.</p>	<p>These measures and actions (outlined in the ESMF shall be implemented and maintained throughout the Project implementation cycle.</p>	<p>Ministry of Health and Population/ PIU</p>



MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
<p>These measures are specified under the ESMF to:</p> <ul style="list-style-type: none"> <li>• Minimize the potential for population exposure to communicable diseases.</li> <li>• Ensure that vulnerable individuals or groups whose particular circumstances may be a disadvantage, have access to development benefits resulting from the Project.</li> <li>• Mitigate relevant risks so that AF-related impacts do not fall disproportionately on individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable.</li> <li>• Manage environmental and community health related risks from inadequate storage, transportation and disposal of infected medical waste.</li> <li>• Mitigate risks related to COVID-19 spread and other risk related to Vaccine.</li> <li>• Prevent and respond to sexual exploitation, abuse and sexual harassment (SEA/SH).</li> </ul> <p>A site-specific risks assessment shall be completed prior to installing any incinerator to ensure that community exposure to emissions is captured and adequate mitigation measures put in place. Transport related risks are included in the generic risks and impacts in the ESMF.</p>	<p>ESMF annexes shall be prepared/updated, disclosed, consulted, adopted, and implemented in accordance with the ESMF timeframe indicated in Section 1.2 above.</p>	
<p>4.2 <b>RISKS OF GENDER-BASED VIOLENCE (GBV), SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARRASSMENT (SEA/SH):</b></p> <p>The Recipient has developed a risk assessment and management measures and actions for GBV and SEA/SH. To mitigate the assessed risks, an SEA/SH Action Plan with mandatory mitigating measures was developed, disclosed, and adopted including an accountability and response plan (Grievance mechanism sensitive to SEA/SH, Code of Conduct, GBV services mapping, SOPs for referrals to GBV services) and a capacity buildign and community sensitisation strategy in accordance with ESS4.</p>	<p>The SEA/SH Action Plan was developed and disclosed on Nov 22, 2021. These measures and actions shall be maintained and implemented throughout Project implementation.</p>	<p>Ministry of Health and Population/ PIU</p>
<p>4.3 <b>SECURITY MANAGEMENT:</b></p> <p>The Recipient shall prepare, disclose, consult upon, adopt and implement a Security Management Plan (SMP) acceptable to the Association.</p> <p>The following measures shall be adopted, to ensure that the engagement of security or military personnel or UN Peacekeeping forces (in this case, the UN Peacekeeping Operations) in case they are needed for transporting goods to far and hard-to-reach areas, is carried out in accordance with the ESSs:</p>	<p>SMP shall be prepared, consulted upon, disclosed, and adopted no later than 60 days after the Effective Date and implemented thereafter throughout Project implementation.</p>	<p>Ministry of Health and Population/ PIU</p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
	<p>a. Assess the risks and impacts of engagement of the security or military personnel, as part of the assessment referred to in action 1.2 a) above, and implement measures to manage such risks and impacts, including a stand-alone Security Management Plan, guided by the principles of proportionality and GIIP, and by applicable law, in relation to hiring, rules of conduct, training, equipping, and monitoring of such security or military personnel.</p> <p>b. Adopt and enforce standards, protocols and codes of conduct for the selection and use of security or military personnel and screen such personnel to verify that they have not engaged in past unlawful or abusive behavior, including sexual exploitation and abuse (SEA), sexual harassment (SH) or excessive use of force.</p> <p>c. Ensure that such personnel is adequately instructed and trained, prior to deployment and on a regular basis, on the use of force and appropriate conduct (including in relation to civilian-military engagement, SEA and SH, and other relevant areas), as set out in the Security Management Plan.</p> <p>d. Ensure that the stakeholder engagement activities under the Stakeholder Engagement Plan (SEP) include a communication strategy on the involvement of security or military personnel under the Project.</p> <p>e. Ensure that any concerns or grievances regarding the conduct of security or military personnel are received, monitored, documented (taking into account the need to protect confidentiality), resolved through the Project's grievance mechanism (see action 10.2 below) and reported to the Association no later than 48 hours after being received.</p>		
4.4	<p><b>TRAINING FOR THE POPULATION:</b>                      Conduct awareness raising sessions for local populations to increase risk awareness and mitigate the effects described in this section (see 4.1, 4.2 and 4.3 for these risks). These sessions shall cover all populations located in the project influence area, including those receiving or not receiving the vaccine and other Project benefits as relevant</p>	Preferably before the carrying out of relevant activities and regularly throughout the Project implementation.	Ministry of Health and Population/ PIU
<b>ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</b>			
5	Not currently relevant to the AF. All eventual construction will be undertaken within existing facilities. No adverse impacts relating to land acquisition, restrictions on land use or involuntary resettlement are anticipated as a result of proposed AF activities. In an unlikely event of an intervention where land acquisition would be necessary, resettlement action plans would be developed consistent with ESS5 requirements and to the satisfaction of the Association prior to the commencement of any land acquisition and other related activities.		

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<b>ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES</b>			
6	Not currently relevant to the AF. No adverse impacts on natural resources or biodiversity are anticipated as a result of Project activities.		
<b>ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES (SSHUTLC)</b>			
7.1	<p><b>INDIGENOUS PEOPLES/SSHUTLC RISKS MANAGEMENT:</b></p> <p>As AF supported sites and activities also concern locations (prefectures) where there is presence of IPs/SSHUTLC, the Recipient shall prepare, disclose, consult upon and adopt an Indigenous Peoples Plan (IPP) acceptable to the Association that sets out measures through which the AF shall ensure that: (i) IPs affected by the AF receive culturally appropriate social and economic benefits, and are able to participate in AF benefits in an fair, equitable, inclusive and culturally appropriate manner, including, as relevant, with regards to vaccines; and (iii) if potential adverse effects on IPs are identified, those adverse effects are avoided, minimized, mitigated or compensated, all in accordance with ESS7 and in a manner acceptable to the Association.</p> <p>Preliminary audit has raised among others findings that there is insufficient of communication awareness about COVID-19 prevention measures among indigenous populations. Therefore, the Recipient shall prepare IPP which includes a communication plan on COVID-19 for this purpose.</p>	IPP including communication plan specific to COVID-19 shall be prepared, consulted upon, disclosed, and adopted not later than 60 days after the Effective Date	Ministry of Health and Population/ PIU
7.2	<p><b>GRIEVANCE REDRESS MECHANISM (GRM):</b></p> <p>Any grievances that may subsequently arise during AF implementation among IPs/SSHUTLC shall be addressed through the overall project GM described in the SEP and ESMF . The Recipient shall ensure that indigenous peoples are able to access the Project’s grievance mechanism in a culturally appropriate manner. The SEP shall also contain outreach measures to ensure IPs receive information in timely and culturally appropriate ways to ensure they are aware of AF opportunities and risks linked to human capital activities.</p>	Outreach to IPs included in the SEP and detailed in the GM (including SEA/SH specific GM), and the IPP.	Ministry of Health and Population/ PIU
<b>ESS 8: CULTURAL HERITAGE</b>			
8	Not relevant to the Project at this time as the limited civil works (rehabilitation) are unlikely to affect cultural assets. In the unlikely event of construction or the movement of earth in connection with any AF activities that have not yet been identified, the ESMF will include measures for “Chance Finds” of archaeological or other cultural heritage, consistent with ESS8 and in a manner acceptable to the Association.		
<b>ESS 9: FINANCIAL INTERMEDIARIES</b>			
9	Not relevant.		

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
<b>ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE</b>			
10.1	<p><b>STAKEHOLDER ENGAGEMENT PLAN:</b>                      Prepare, disclose, consult upon, adopt, and thereafter implement a Stakeholder Engagement Plan (SEP) 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 shall be updated to include the Risk communication and community engagement (RCCE) strategy, to be prepared under the Project in line with WHO provisions “Risk communication and community engagement (RCCE) readiness and response to the 2019 novel coronavirus (2019-nCoV)” (January 26, 2020).</p>	<p>SEP has been prepared and disclosed on January 7, 2022. The SEP shall be implemented, maintained and updated throughout the Project implementation period.</p>	<p>Ministry of Health and Population/ PIU</p>
10.2	<p><b>GRIEVANCE MECHANISM:</b>                      Accessible grievance arrangements will use an existing GM, which shall be further publicized, maintained and operated to receive and facilitate resolution of concerns and grievances in relation to the Project, including SEA/SH complaints, 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 consistent with ESS10, in a manner acceptable to the Association.                      The grievance mechanism shall also receive, register and address concerns and grievances related to SEA/SH in a safe and confidential manner, including through the referral of survivors to GBV service providers.                        Without limitation to the foregoing, the Recipient has already established a project-wide grievance redress mechanism (GRM), with assignment of properly trained focal points to handle and address these grievances within MOP. This functional GRM system includes a toll-free call line established within MOP as of June 2019.                        In order to be effective, the Recipient shall strengthen that toll-free call line through the organization of a national grievance redress mechanism (GRM) workshop by effectiveness to ensure adequate operationalization of the GRM. For areas without electricity and telecommunication systems, the Recipient shall set up and equip a grievance management committee and train the members.</p>	<p>A national GM is already in place. A national GRM workshop to brainstorm to ensure its adequate operationalization shall be conducted by the Effective Date.                        The GRM manual for 1212 shall be developed after the workshop. Staff shall be trained on the manual, and the GRM shall be implemented and maintained throughout the Project implementation period.</p>	<p>Ministry of Health and Population/ PIU</p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY/ AUTHORITY
<b>CAPACITY SUPPORT (TRAINING)</b>		
<p><b>CAPACITY SUPPORT (TRAINING):</b>                      An inventory of training for different Project stakeholders, PIU, suppliers, contractors and workers need should be prepared. Based on inventory and other action plans, seminars or workshops, training courses, training sessions will be organized under the Project.                      Trainings provided should include:</p> <ul style="list-style-type: none"> <li>• Training on the use of Personal Protective Equipment (PPE) for workers involved in immunization (medical masks, N95/FFP2 "respirators", "examination, surgery and decontamination" gloves, "eye protection" glasses and face shields, medical gowns).</li> <li>• Training on sanitary and biomedical waste management.</li> <li>• Training on GBV and SEA/SH prevention and child protection protocols awareness, sexually transmitted diseases (STDs) and other communicable diseases.</li> <li>• Training on occupational health and safety.</li> <li>• Training on proper management (segregation at source, placement in adequate bins, temporary storage, transportation, incineration, record keeping/manifest, operating an incinerator etc.) of biomedical waste.</li> <li>• Training on management of complaints and data from 1212 green line (noted in ESS 10.2)</li> </ul> <p>Other training topics for staff involved in Project implementation will include, but will not be limited to:</p> <ul style="list-style-type: none"> <li>• Risk management associated with vaccination for infection prevention and control.</li> <li>• Clinical Adverse Reaction Management.</li> <li>• Management (storage, handling, etc.) of vaccines.</li> <li>• Immunization Information and Awareness Techniques.</li> <li>• Risk communication and community engagement; WHO guidelines on COVID-19 management, including vaccination.</li> </ul>	<p>Training plans will be prepared and implemented throughout Project implementation</p>	<p>Ministry of Health and Population/ PIU</p>