The Islamic Republic of Iran (IRI) and The World Health Organization (WHO) will adopt measures under COVID-19 Emergency Response Project (P173994) to ensure that the carrying out of Project activities include stakeholder engagement and information disclosure in accordance with Environmental and Social Standard 10 (ESS10). These measures are covered under Environmental and Social Commitment Plan (ESCP), given there is no standalone SEP, and included the following:

- Adopt measures to ensure a set of stakeholder engagement actions, including information disclosure and outreach on covid-19 interventions and safety protocols as part of the National Mobilization Plan Against COVID-19; and consultation process in place with selected health facilities throughout the entire project cycle, consistent with ESS10, and in a manner acceptable to the Bank.

- Establish a mechanism by which people can raise concerns, provide feedback, or make complaints at the health care facilities about the project, in consistent with ESS10.