1. **Overview of the CAO**
   - Confidentiality and Information disclosure has been captured in one section rather than throughout the entire document (1.4, p. 6).

2. **Complaints Process**
   - Language surrounding who can make a complaint has been clarified to stress project affected communities (2.1.2, p. 8).
   - CAO complaint process chart has been revised to reflect changes to the assessment phase of a compliant and to better reflect the interaction between the Dispute Resolution and Compliance roles (p. 9).
   - Assessment is no longer housed under the Dispute Resolution role, but is a part of the CAO office as a whole. The goal of a CAO assessment has also been clarified (2.3, p. 12).

3. **Dispute Resolution Role**
   - The function and goals of the Dispute Resolution role have been clarified (3.1, p. 14).

4. **Compliance Role**
   - The process of assessment → appraisal → investigation has been clarified and the order of their appearance in the OG made to reflect the practice of the Compliance role (4, p. 16).
   - Investigations in accordance with a program have been clarified and wording included to reflect the CAO’s Terms of Reference (4.2.1, p. 16).

5. **Advisory Role**
   - Language has been included to highlight the relevance of Advisory work to both internal and external parties (5.1.1, p. 20).
   - The interaction of the Advisory role with the Dispute Resolution and Compliance roles has been clarified (5.2.1, p. 20).

**Terminology Changes**
- Ombudsman changed to Dispute Resolution
- Compliance Audit to Compliance Investigation