COVID-19 (CORONAVIRUS)
Adapting CAO's Casework Due to Pandemic

The rapidly evolving global situation with COVID-19 (Coronavirus) is impacting all of us in unexpected ways. CAO sends its sympathies and support to all our teams, friends, colleagues, and partners around the world who are being adversely affected by this outbreak. World Bank Group offices in Washington DC, and the majority of country offices, are now conducting home-based work and all mission travel is suspended worldwide. These restrictions apply to all CAO staff and consultants. In light of these measures, CAO is making adjustments to its work, which are outlined below.

**Case Handling:**

Due to the unprecedented situation with COVID-19 and related travel restrictions, **CAO is adjusting case handling as needed and in discussion with the parties:**

- **CAO will adopt a flexible approach and will continue to manage cases remotely, wherever feasible, and guided by the availability and unique circumstances of the parties.**

- **There may be cases in assessment, dispute resolution, and compliance processes that are subject to extended timeframes, delays or postponement in activities.**

- **CAO will communicate proactively with the parties about any such anticipated changes in case processing.**

If you have questions or concerns related to the status of a new complaint, or cases in ongoing assessment or dispute resolution, please contact the relevant specialist or email us at **CAO@worldbankgroup.org** and we will direct your enquiry to the relevant staff member.