



## Overview of the Methodology

At the office of the Compliance Advisor Ombudsman (CAO), we're enhancing the way we capture data from cases to support our analysis. Our goal is to boost transparency and improve the performance and outcomes of our work. Our internal case categorization system—which tracks concerns reported in complaints from project-affected people—was redesigned to align more closely to the eight [Performance Standards](#) of [IFC](#) and [MIGA](#) on environmental and social sustainability. This new way of categorizing information from cases allows us to “speak the language” of our institutional counterparts and to use this language to effectively identify issues and trends from complaints received.

Data highlighted in the [Environmental & Social Issues page](#) features only eligible complaints. Most complaints are received from project-affected communities and at times, these communities are supported by international or local non-governmental organizations and civil society organizations. As a response to systemic concerns or requests from IFC and MIGA senior management, the CAO director-general can also trigger complaints, although these make up a small share of our caseload. Data from cases triggered by the CAO director-general is often excluded from our general analytics, which mostly capture complaints CAO receives.

## Extracting Data and Information from Complaints

To analyze data from complaints, we have identified and coded text from publicly disclosed complaints and CAO reporting—at the discretion of complainants.

When a complaint is published in case page documents, publicly available text from the complaint is identified to tag relevant indicators. If this information is not available, the complaint summary on the case page or the assessment report is used as an alternative. For this reason, it is important to note that the data may be underrepresented here and should not be interpreted representatively.

Using different indicators, or issues, the information contained in case information is coded, tracking the frequency of the environmental and social issues reported. These issues align thematically with the requirements of the performance standards. The table below contains the list of indicators. When an indicator is determined relevant to a complaint, it is then tagged. Only the language and content included in documents and texts made publicly available on our website are used in this process, to ensure that confidentiality is preserved.



A complaint can be tagged with any combination of the eight performance standards or none of them. Therefore, when looking across these standards, an individual complaint can be counted multiple times and consequently, the total number of performance standards will add up to more than the total number of complaints tagged.

### Current Dataset - Fiscal Year 2021

The dataset currently published in the CAO environmental and social issues data dashboard includes data for 213 complaints received and triggered since CAO's inception from the fiscal years 2000 to 2021 (from July 1 to June 30 of each year).

#### Overview of Performance Standard Indicators

Performance Standard (PS)	Categories and Sub-indicators from 2012 E&S Policy
<b>PS1 – <a href="#">Risk Management</a></b>	<ol style="list-style-type: none"> <li>1. Environmental and Social Assessment and Management Systems</li> <li>2. Stakeholder Engagement</li> <li>3. External Communications and Grievance Mechanisms</li> <li>4. Ongoing Reporting to Affected Communities</li> </ol>
<b>PS2 – <a href="#">Labor</a></b>	<ol style="list-style-type: none"> <li>1. Working Conditions and Management of Worker Relationships</li> <li>2. Protecting the Work Force</li> <li>3. Occupational Health &amp; Safety</li> <li>4. Workers Engaged by Third Parties</li> <li>5. Supply Chain</li> </ol>
<b>PS3 – <a href="#">Resource Efficiency</a></b>	<ol style="list-style-type: none"> <li>1. Resource Efficiency (Greenhouse Gases &amp; Water Consumption)</li> <li>2. Pollution Prevention</li> </ol>
<b>PS4 – <a href="#">Community Health &amp; Safety</a></b>	<ol style="list-style-type: none"> <li>1. Community Health &amp; Safety</li> <li>2. Security Personnel</li> </ol>
<b>PS5 – <a href="#">Land Resettlement</a></b>	<ol style="list-style-type: none"> <li>1. Displacement (Physical &amp; Economic Displacement)</li> <li>2. Private Sector Responsibilities</li> </ol>
<b>PS6 – <a href="#">Biodiversity</a></b>	<ol style="list-style-type: none"> <li>1. Protection &amp; Conservation of Biodiversity</li> <li>2. Management of Ecosystem Services</li> <li>3. Sustainable Management of Living Resources</li> <li>4. Supply Chain</li> </ol>
<b>PS7 – <a href="#">Indigenous People</a></b>	<ol style="list-style-type: none"> <li>1. Circumstances Requiring Free, Prior and Informed Consent</li> <li>2. Mitigation and Development Benefits</li> <li>3. Private Sector Responsibilities</li> </ol>
<b>PS8 – <a href="#">Cultural Heritage</a></b>	<ol style="list-style-type: none"> <li>1. Protection of Cultural Heritage</li> <li>2. Project's Use of Cultural Heritage</li> </ol>

For more information, please visit our [Data Center](#).