

May 14, 2014

Ms. Meg Taylor
Compliance Advisor/Ombudsman
2121 Pennsylvania Avenue, N.W.
Washington, D.C. 20433

IFC Management's Response to the Compliance Advisor Ombudsman's (CAO) Assessment Report about IFC's Harmon Hall Project (#29753) in Mexico.

Dear Ms. Taylor:

IFC would like to thank the CAO for the assessment report regarding the eighth complaint related to IFC's client company, Harmon Hall, Project Number 29753 (Harmon Hall 08). We appreciate your team's efforts in conducting the assessment and working with the parties to establish a process for the resolution of the concerns raised by the complainants.

IFC remains committed to work closely with the CAO and the client to pursue a satisfactory outcome for the different stakeholders. We will continue following-up with the company during our supervision on its implementation of the remedial actions agreed to as an outcome of the first complaint (Harmon Hall 01), as well as any further actions needed from the additional complaints (Harmon Hall 02-07). The IFC Labour Specialist is currently completing a supervision trip to the company and visiting some of their schools.

The IFC project team will support the CAO staff as required during the compliance appraisal, the next step of the process, to ensure the achievement of the intended result.

Sincerely,



Patrick J. Leahy
Acting Director

Manufacturing, Agribusiness and Services
Latin America and the Caribbean