

# CAO QUARTERLY

COMPLIANCE  
ADVISOR  
OMBUDSMAN

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## CAO Concludes Involvement in a Case in Brazil After Monitoring Agreement

CAO concluded a dispute resolution process related to the Tembici project in Brazil in September 2022. The mediation addressed grievances voiced by a group of Sao Paulo residents about Tembici's operations, a bike-sharing company and client of the investment fund Valor, an IFC client. The complainants raised a concern about a support point operated by Tembici and iFood. Support points are a space that iFood delivery partners who use Tembici's services use to check in and return bikes, rest, and recharge their devices. Residents near a Sao Paolo-based support point filed a complaint, alleging that its operations caused disruptions to neighbors and endangered residents' health and safety.

**The mediation was successful and led to an agreement detailing several logistics and health and safety measures, which resolved all the issues raised in the complaint.**

Between September 2021 and January 2022, CAO convened several bilateral and two joint meetings to discuss the issues of concern and search for mutually acceptable solutions. The mediation was successful and led to an agreement detailing several

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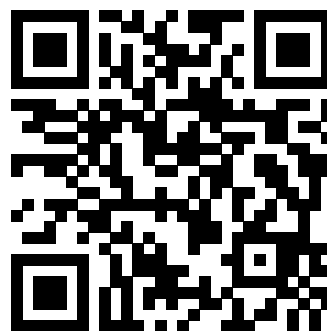
**CAO Concludes Involvement in a Case in Brazil After Monitoring Agreements**

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logistics and health and safety measures, which resolved all the issues raised in the complaint. This process occurred entirely through online platforms (emails, Zoom, and WhatsApp). As CAO began monitoring the agreement in February 2022, Tembici announced its decision to move the location that was the subject of the dispute resolution process to a larger facility as part of its growth strategy. After the effective relocation of the support point, CAO released a public conclusion report on October 7, 2022, and closed the case.



A residential street in Sao Paulo, Brazil. Photo Credit: © Sergio Souza / Pexels

Learn more about the Brazil Valor-01/Sao Paulo on CAO's website here: [www.cao-ombudsman.org/cases/brazil-valor-01sao-paulo](https://www.cao-ombudsman.org/cases/brazil-valor-01sao-paulo)

**For more on CAO's Dispute Resolution work**

**CLICK HERE**

## CAO Mediators Participate in a Webinar to Reflect on Practice

CAO's Dispute Resolution team hosted an online webinar in September with a focus on mediation practice in the international development context. The two-hour webinar brought together participants from CAO's global network of mediators as part of CAO's efforts to provide continuous learning.

During the session, mediators worked in small groups to discuss and reflect on recent challenges they faced in their work, opportunities for improvement, and cases where their impartiality was challenged, among other topics. Participants also reflected on core values that mediators should develop and the benefits of exchanging experiences with their peers.

As part of CAO's capacity-building strategy, the Dispute Resolution team organizes online webinars for CAO mediators every quarter to hone expertise, skills, and knowledge and to share experiences about their work. Past webinar topics include conflict analysis tools, gender-inclusive dispute resolution processes, how to use CAO's mediator toolkit, and the new CAO Policy. In addition to webinars, since 2016, CAO has hosted biannual Mediator Summits, during which mediators participate in training and peer-learning sessions.

To become part of CAO's mediator network, please check CAO's website, where we regularly publish calls for expressions of interest. See [www.cao-ombudsman.org](https://www.cao-ombudsman.org).



## COMPLIANCE

# New Monitoring Report Related to Bujagali Hydropower Cases in Uganda

In September 2022, CAO issued a third compliance monitoring report related to the Bujagali Energy Project, a 250-megawatt (MW) hydropower plant on the Nile River in Uganda (Bujagali Energy 04, 06, 07, and 08 ). The report examines whether IFC has sufficiently addressed CAO's non-compliance findings in relation to complaints about workplace injuries, wages and benefits, and land compensation. It builds on CAO's two earlier monitoring reports issued in February 2019 and May 2020.

This third monitoring report establishes that IFC is initiating an Advisory Services program to support skills and capacity development for some workers injured during project construction. Once implemented, this action should partially address CAO's findings concerning the impacts of the project on injured workers. However, remaining non-compliances identified by CAO related

to wages and benefits owed to construction workers and compensation for farmers who lost land and crops due to construction of the transmission line for the project, remain substantively unaddressed. This includes compensation for dependents of workers who were killed.

CAO will continue to monitor IFC's actions to ensure that IFC is addressing the non-compliances.

Learn more about the Bujagali Energy cases 04, 06, 07, and 08 on CAO's website here: [www.cao-ombudsman.org/cases/uganda-bujagali-energy-04bujagali](http://www.cao-ombudsman.org/cases/uganda-bujagali-energy-04bujagali)

**For more on CAO's Compliance work**

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Attendees of the CAO's outreach workshop in Lebanon.  
Photo Credit: CAO.

## Engaging With Civil Society in the Middle East

In July 2022, CAO visited Beirut, Lebanon, for a two-day outreach workshop with civil society organizations from the Middle East and North Africa region.

Together with Arab Watch Coalition, CAO coordinated the outreach activity with the Independent Accountability Mechanisms of the World Bank, European Investment Bank (EIB), Asian Infrastructure Investment Bank (AIIB), and UN Development Programme (UNDP).

Participants from Egypt, Iraq, Jordan, Lebanon, Morocco, Tunisia, and Yemen shared their experiences working with the mechanisms. They discussed ways to enhance the effectiveness of the accountability process and transparency around development finance in the region.

**For more on CAO's outreach initiatives**

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# Complaints Related to the Benbar Solar Park Infrastructure Project in Egypt Found Eligible

In July 2022, CAO accepted four new complaints related to the Benbar Solar Park infrastructure project in Egypt, which is supported by IFC. The complainants raised labor concerns associated with hiring, compensation, and working conditions, as well as lack of consultation and information to nearby communities. CAO is now conducting an assessment of the complaints.

## What does an assessment involve?

After finding a complaint eligible, CAO's team conducts an assessment to develop a better

understanding of the issues and concerns raised in the complaint, engage with IFC, the complainants, the client, and other relevant stakeholders, and determine whether the parties wish to initiate a Dispute Resolution or Compliance process to address the complaint.

**At the end of the assessment, a report is published on CAO's website, which includes the information gathered, the parties' perspectives, and the next phase in the case. The assessment does not entail any judgment on the merits of the complaint.**

### How do we determine eligibility?

For a complaint to be eligible, it should meet the following three criteria:

1

The complaint relates to an active IFC or MIGA project.

2

The issues raised in the complaint pertain to CAO's mandate to address environmental and social project impacts.

3

The complaint is, or may be, affected by the harm raised in the complaint.

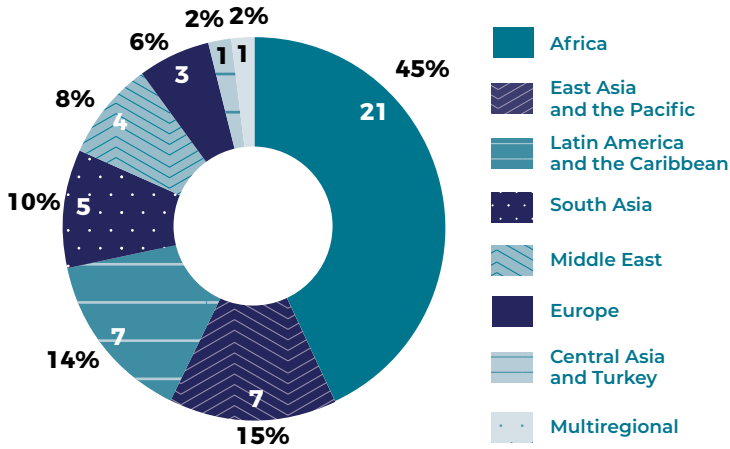
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For more on CAO's intake and assessment process

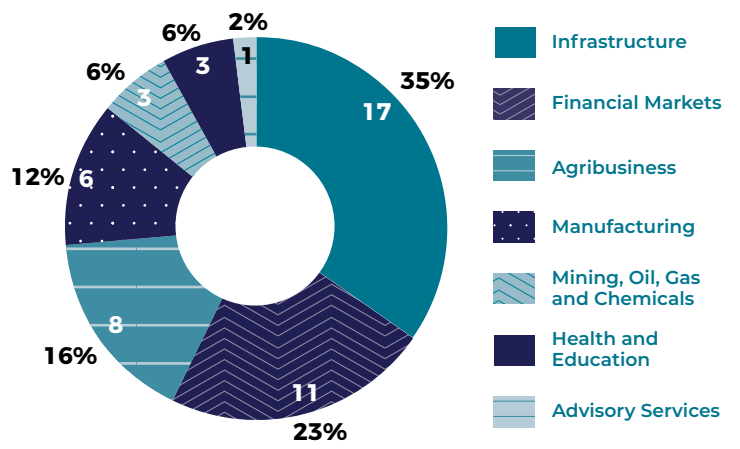
**CASE TRACKER**

Status as of June 30, 2022.

**Cases by Region**



**Cases by Sector**



Visit our [Data Center](#) for more case statistics and information.

**DATA CENTER**



A boy raises his hand in class. Burundi.  
Photo: UNICEF Burundi/Colf

**FOR MORE INFORMATION**

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