

**Fostering  
greater public  
accountability  
for IFC  
and MIGA**



# CAO Releases its 2023 Annual Report

CAO Annual Report

# 2023

Discover how CAO's work continues to make a positive impact on communities around the globe in the 2023 Annual Report.



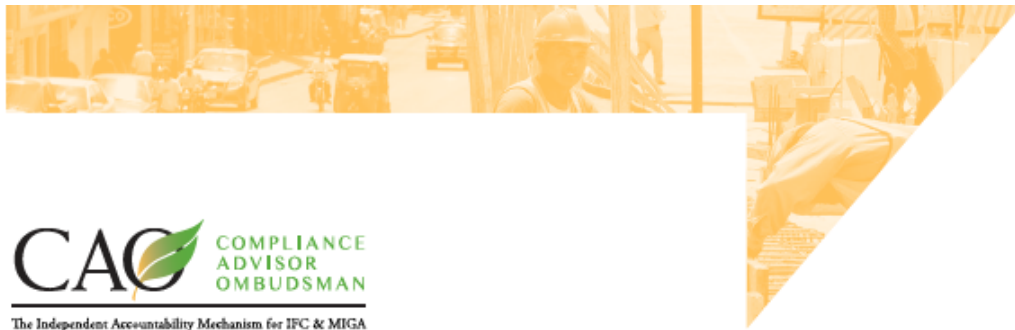
(Photo credit: CAO, 2023)

As we conclude the year, we are pleased to announce the release of our [FY23 Annual Report](#). The report features our work across 29 countries, summarizes progress towards CAO's strategic priorities, and provides data on our global caseload and operational outcomes.

CAO's 2023 Annual Report



# CAO Releases New Publication "Responsible Exit: Insights from CAO Cases"



# Responsible Exit

## Insights from CAO Cases

CAO released its latest publication titled "[Responsible Exit: Insights from CAO Cases.](#)" Exiting investments responsibly is key to good environmental and social performance, and the topic is generating growing interest among development finance institutions, impact investors, investment banks, and other investors.

The report analyzes the International Finance Corporation's (IFC) current approach to exiting investments through the lens of complaints and cases handled by CAO where an exit occurred, highlighting shortcomings in IFC's approach and identifying challenges that restricted IFC's ability to adhere to its commitments in its Sustainability Policy. This Note also finds that exits during active CAO cases are common, and explores the associated significant implications for IFC's management of risk, for CAO accountability processes, and ultimately for providing remedy to project-affected people. Finally, the report provides a summary of CAO's recommendations to IFC, based on the case data analysis.

This CAO Advisory Note is part of a [series of publications](#), that aims to inform IFC's evolving approach to responsible exit.



# Building a Community of Practice to Strengthen Capacity for Effective Dispute Resolution

**2023 Mediators' Summit Brings Together Over 20 Mediators to Share Knowledge and Experiences**



(Photo credit: Joseph Grant Ellis/WBG, 2023)

CAO hosted a weeklong gathering for its network of mediators from September 18th to 22nd in Washington, DC, to share best practices and lessons learned for effective company-community dispute resolution.

Learn more about the 2023 [Mediators' Summit](#)

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## Unlocking Private Sector and Civil Society Cooperation: Improving Labor Conditions in the Cotton Fields, a CAO Roundtable Discussion



(Photo credit: CAO, 2023)

In mid-September, CAO hosted a Roundtable Discussion titled "Unlocking Private Sector and Civil Society Cooperation: Improving Labor Conditions in the Cotton Fields" in Tashkent, Uzbekistan. Panelists, including representatives from CAO, IFC, PeaceNexus Foundation, Indorama, and Hamkor Bank, discussed collaboration between civil society and the private sector, and the role of mediators to unlock conversations.

Learn more about the [Roundtable](#)



 COMPLIANCE

## CAO Published Investigation Reports, IFC Management Responses and Management Action Plans for Cases in South Africa and Egypt

Responses and IFC Management Action Plans (MAPs) for the following cases: South Africa: [Lonmin-02](#) and Egypt: [Alex Dev Ltd-02](#) and [03](#). Further details about the IFC Board's approval of IFC's MAPs are available in joint CAO-IFC press releases for [Lonmin-02](#) and [Alex Dev Ltd-02 and 03](#). CAO will now monitor IFC's effective implementation of the actions set out in the MAPs for the cases and publish IFC's progress reports on its website and in an annual monitoring report.

Learn more about CAO's Compliance [function](#)



# Call for Expression of Interest: Dispute Resolution and Mediation Professionals from the Middle East and North Africa

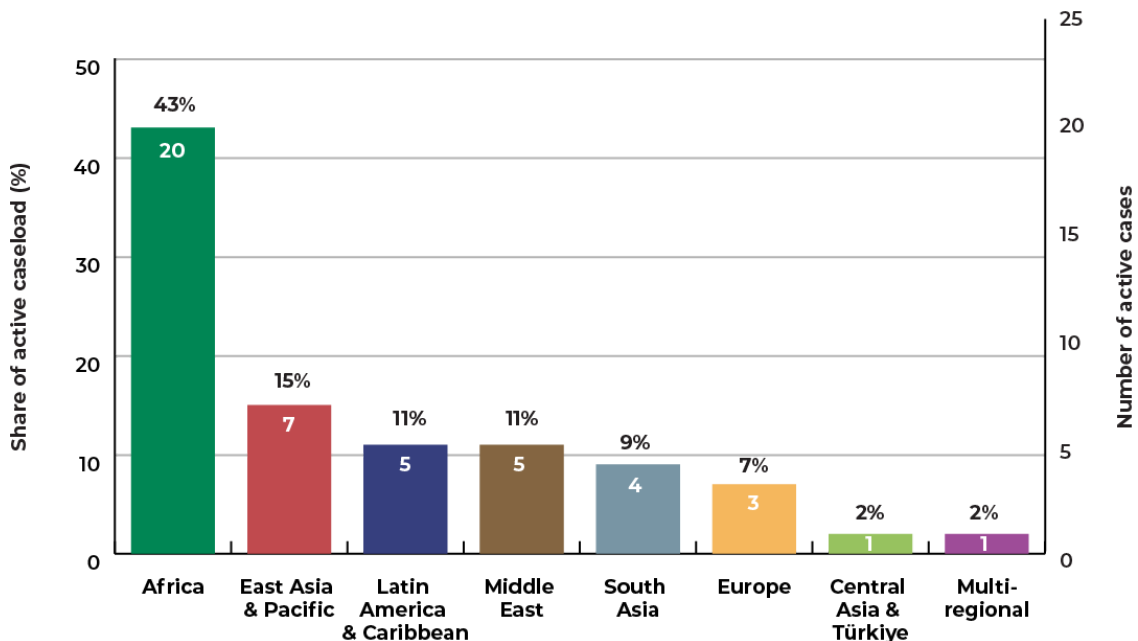
CAO, the Independent Recourse Mechanism of the African Development Bank Group, and the Complaints Mechanism of the European Investment Bank are seeking skilled dispute resolution and conflict resolution professionals for our mediation rosters to possibly support cases.

Deadline extended: January 12th, 2024

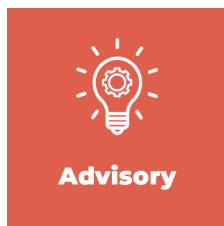
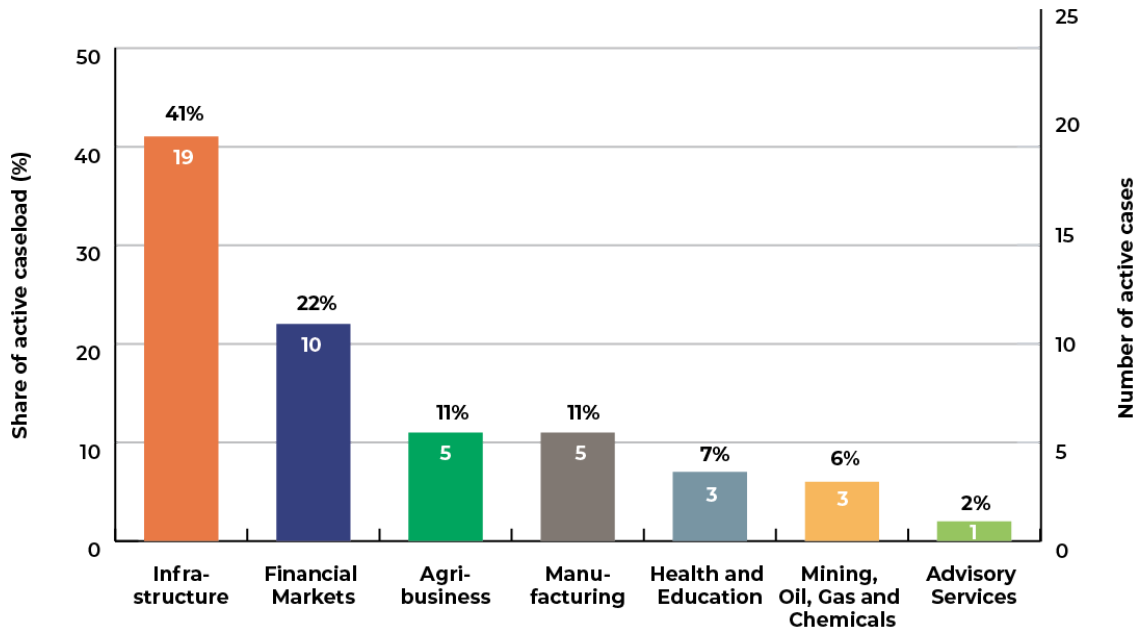
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## Case By Region



## Case By Sector



Click on the icons above to learn about CAO's functions and how we work.

OFFICE OF THE COMPLIANCE ADVISOR OMBUDSMAN



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The Office of the Compliance Advisor Ombudsman (CAO) is the Independent Accountability Mechanism for the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA), members of the World Bank Group.

**Our mailing address is:**

2121 Pennsylvania Avenue  
Washington, D.C. 20433 USA

Tel: +1 202 458 1973

Email: [cao@worldbankgroup.org](mailto:cao@worldbankgroup.org)

[www.cao-ombudsman.org](http://www.cao-ombudsman.org)

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