

CASELOAD & DATA

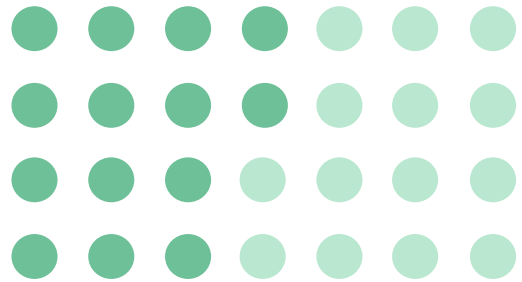
This year, CAO handled 55 cases in 32 countries, of which 14 were new eligible complaints. At the end of the fiscal year, 7 cases were in assessment, 17 were in dispute resolution, 24 were in compliance, and 7 were closed. Full details on these cases are available on [CAO's website](#).

CAO and company representatives tour the community area of Kintinian, which neighbors the Siguri gold mine expansion site in Guinea, October 2017 (CAO).

NEW COMPLAINTS

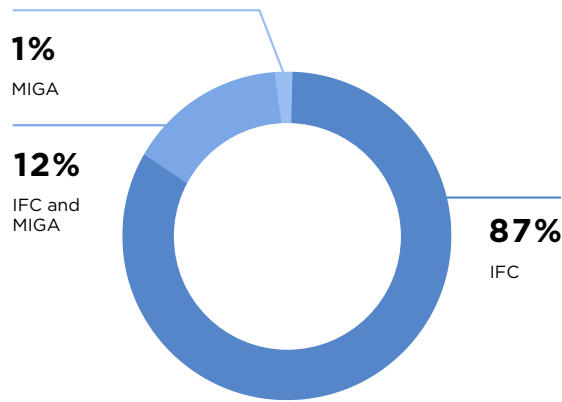
CAO received 28 new complaints this year, of which 14 were eligible for assessment. CAO found 14 complaints ineligible because they did not relate to IFC/MIGA projects or raise environmental and social issues.

Note: This count includes 4 complaints received late in FY2017 for which an eligibility decision was made in FY2018.



14 Eligible cases

14 Ineligible cases



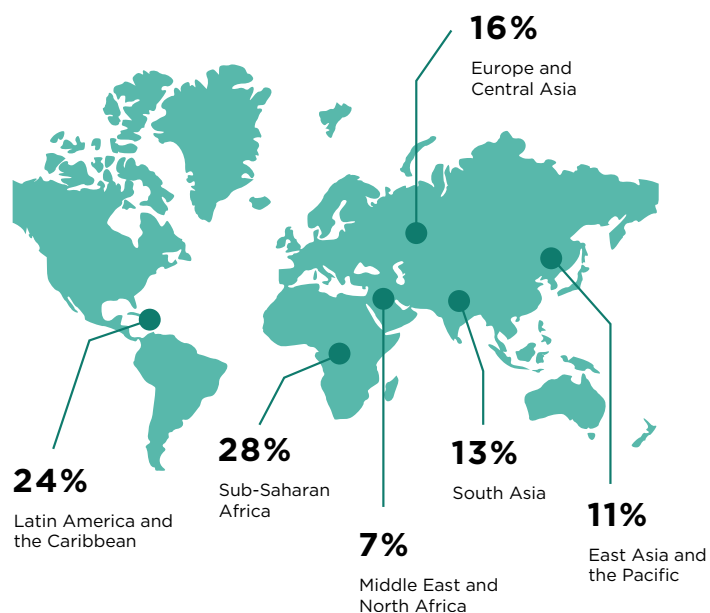
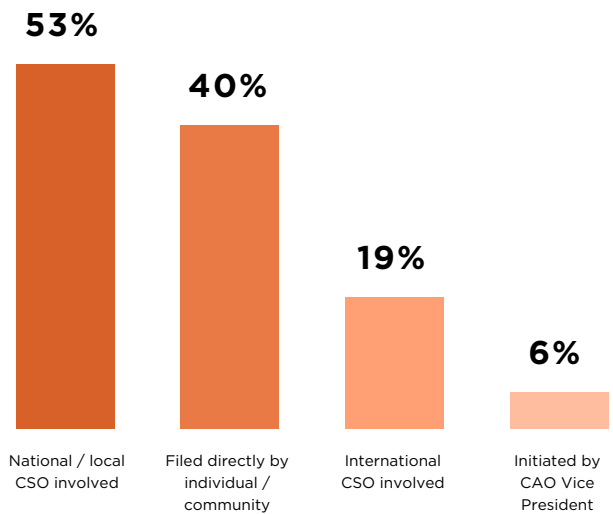
CASES BY INSTITUTION

IFC projects account for the majority of CAO's caseload, with a small percentage pertaining to high profile IFC/MIGA projects, such as the Bujagali hydropower plant in Uganda and Oyu Tolgoi mine in Mongolia.

PROFILE OF COMPLAINANTS

A significant share of complainants access CAO without the assistance of civil society organizations (CSOs). Of FY18 cases, 40 percent were filed directly by individuals and community members.

Note: Chart shows frequency that each stakeholder group is a complainant in FY18 cases. The numbers do not add up to 100 percent because some complaints involve multiple different complainant groups.



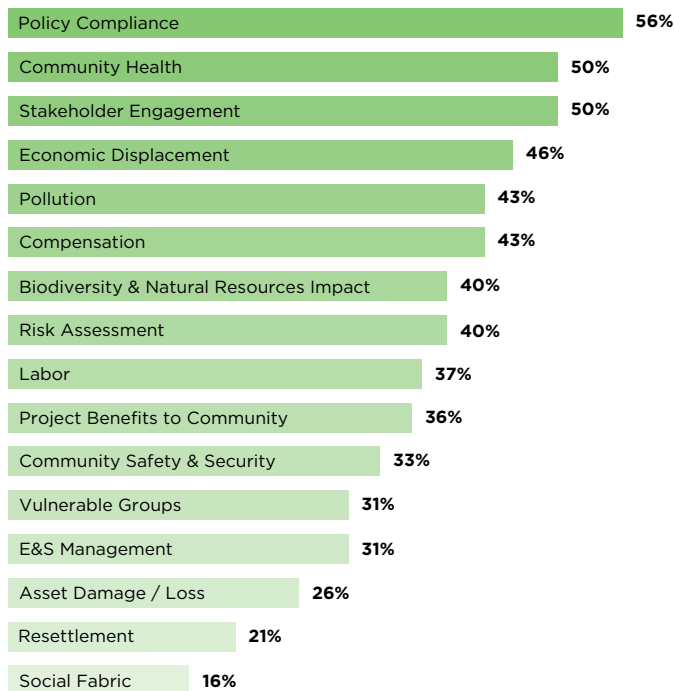
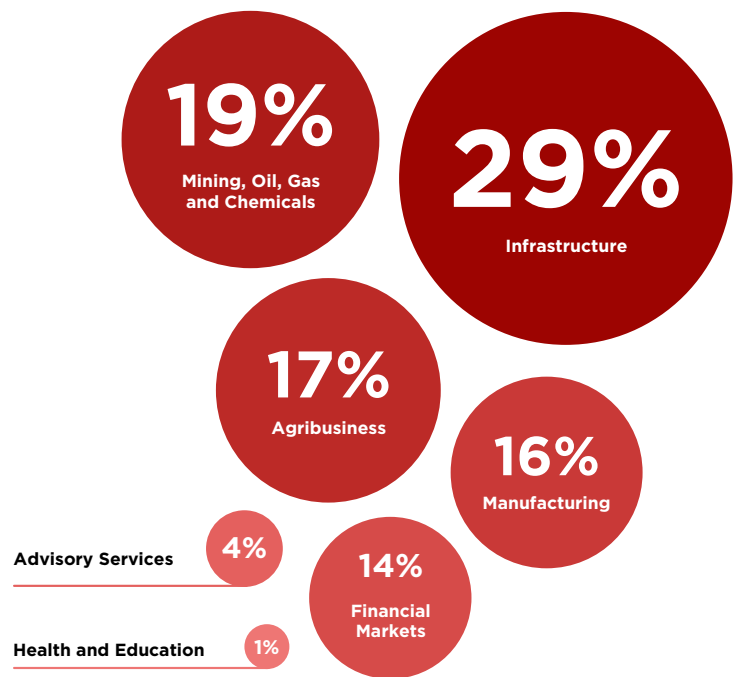
CASES BY REGION

For the first time, cases in Sub-Saharan Africa accounted for the largest share of CAO's caseload at 28 percent, superseding Latin America, which has traditionally generated the majority of CAO cases.



CASES BY SECTOR

Infrastructure projects account for the largest share of CAO's caseload at 29 percent. Together with extractives and agribusiness, these sectors are also dominant in cases related to IFC financial intermediary sub-projects.



ENVIRONMENTAL & SOCIAL ISSUES IN COMPLAINTS

In over half of all cases, complainants raise concerns about environmental and social policy compliance, followed by community health and stakeholder engagement in 50 percent of cases.

Note: Complaints typically include multiple environmental and social (E&S) issues. Percentages therefore denote the frequency that each issue was raised in the FY2018 caseload.

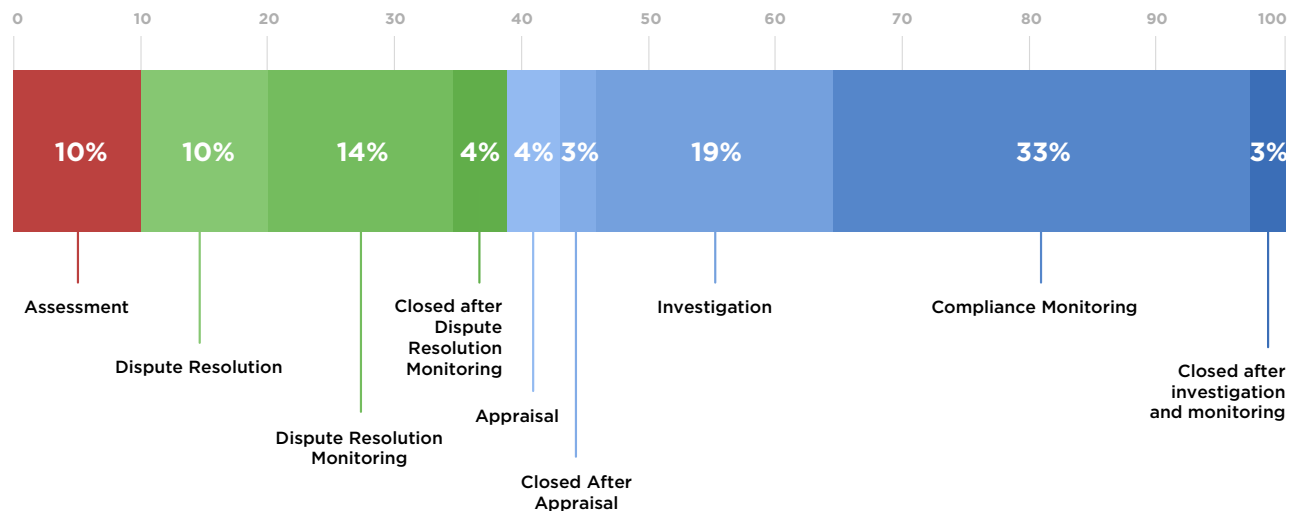
CASE HANDLING

After a complaint is found eligible, the assessment phase helps CAO gain a better understanding of the issues and enables the parties to determine whether to pursue a dispute resolution or compliance process to address the complaint. If dispute resolution is selected, CAO helps the parties to address the issues collaboratively through dialogue. If a case goes to compliance and an investigation is merited, CAO independently verifies IFC/MIGA due diligence at the project level.

More information about [how CAO works](#) and case outcomes this year are summarized below. A complete list of CAO's FY2018 cases is available [here](#).

CASE STATUS, END OF FY2018

At the end of the fiscal year, 57 percent of CAO cases were in monitoring or closed, and 43 percent were in active assessment, dispute resolution, or compliance processes.

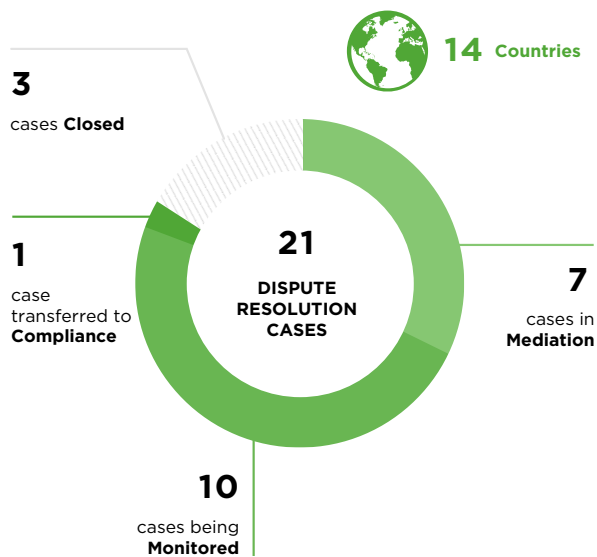
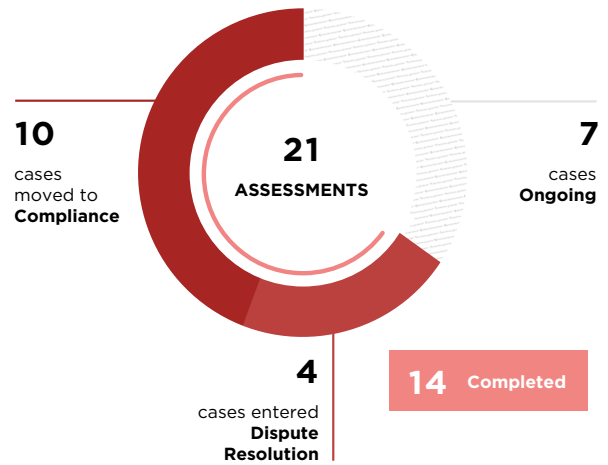


CASES IN ASSESSMENT

 14 Countries

Exploring options for redress

CAO conducted 21 assessments in 14 countries this year. Of these, 14 were completed, with 4 cases referred to dispute resolution and 10 cases referred to compliance. Seven assessments were ongoing at the end of the fiscal year. CAO assessed a complaint for the first time from Myanmar (see highlight).



CASES IN DISPUTE RESOLUTION

Finding solutions through community-company dialogue

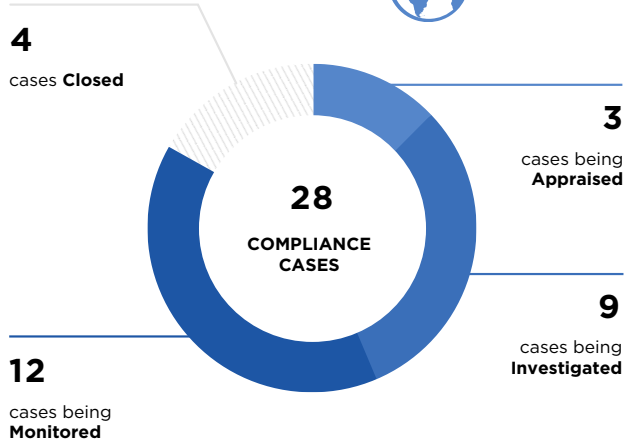
CAO handled 21 dispute resolution cases, for which full or partial agreements have been reached in 76 percent of cases. This includes new settlements reached in FY18 and settlements reached in previous fiscal years. At the end of the year, 7 cases were in active mediation and 10 were in monitoring. CAO closed 3 cases after implementation of agreements and 1 case was transferred to compliance as the parties did not reach resolution.

CASES IN COMPLIANCE

 19 Countries

Providing accountability for environmental and social performance

CAO handled 28 compliance cases, publishing 6 new investigations of IFC investments and closing 4 cases after monitoring outcomes. At the end of the year, 3 appraisals and 9 investigations were ongoing.



Note: Chart status as of June 30, 2018

CASELOAD & BUDGET FY18

CAO had an operational budget of \$5,178,883 and drew down \$175,000 of its non-conditional supplemental allocation of \$475,000. In addition, CAO received \$150,000 to hold a biennial Mediator Summit. CAO's Environmental/Social Mediation and Conflict Resolution Contingency Fund helps CAO budget for extraordinary dispute resolution activities that extend over several years. Contributions of \$800,000 from IFC and \$200,000 from MIGA have remained unchanged since 2003. CAO drew down \$83,382 of MIGA's assigned contribution to the Fund this year. In total, CAO drew \$859,424 or 97 percent of the total Contingency Fund.

