

Wind Energy Case in Jordan Closes After Compliance Appraisal

CAO released a compliance appraisal report in November 2021 regarding a wind energy project in [Jordan](#) financed by IFC. The appraisal was initiated in April 2021 to assess concerns raised about noise from Al Rajef wind farm, a project developed by Alcazar Energy in Jordan. [IFC](#) has an equity investment in Alcazar Energy to support the development, acquisition, and operations of renewable energy projects in the Middle East. The project was classified by IFC as a [Category A](#) — which denotes business activities with potential substantial negative environmental or social risks.

The appraisal found that IFC's pre-investment review may not have been sufficient to provide assurance that the client could implement IFC's

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Al Rajef Wind Farm, Jordan Photo Credit: Alcazar Energy

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environmental and social requirements in a reasonable timeframe. However, CAO noted that IFC undertook steps to supervise the project after CAO received the complaint and worked with the client to manage the noise emanating from the project. IFC also followed up with the client regarding its handling of community grievances concerning negative impacts from the noise.

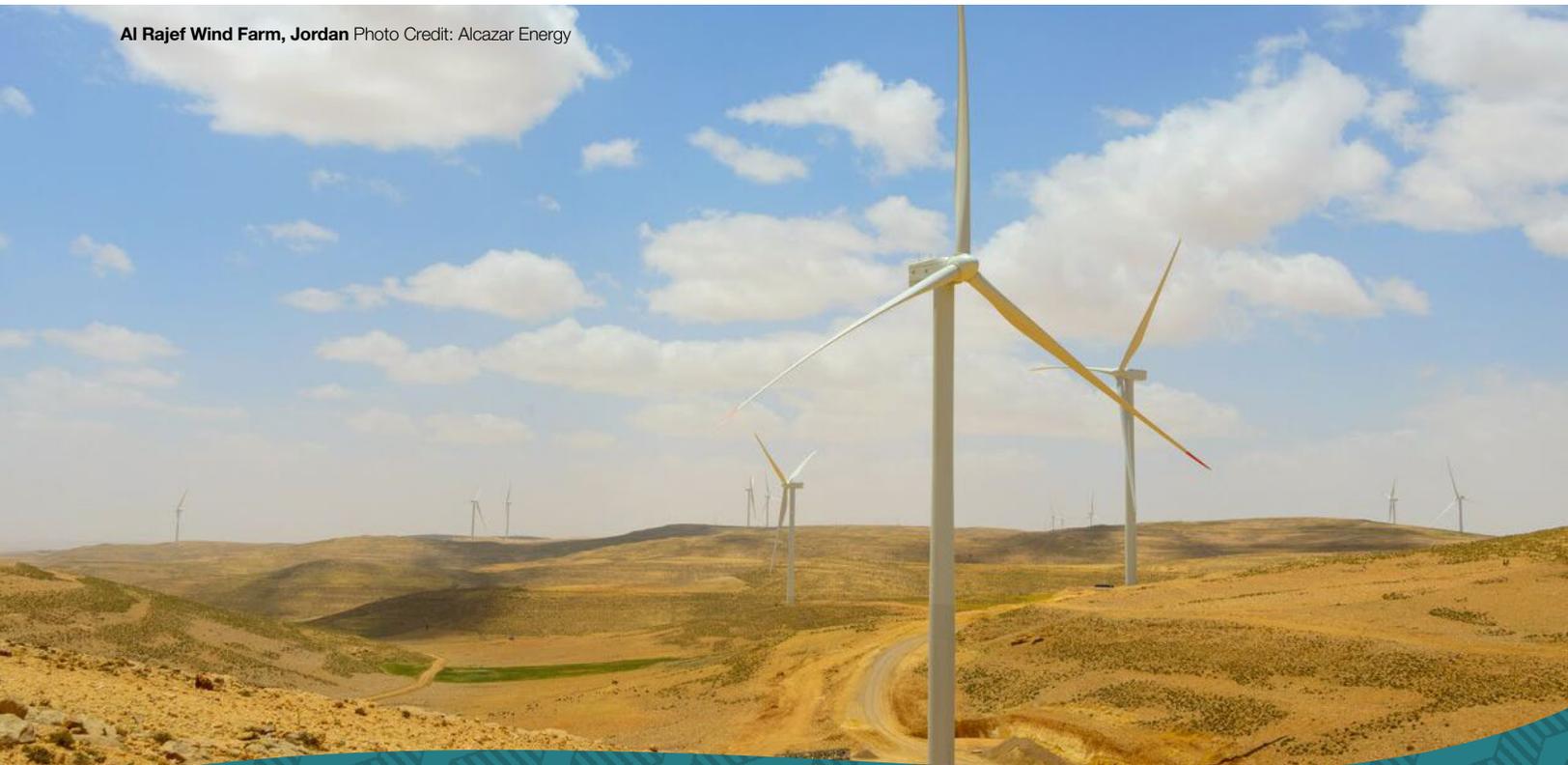
CAO was not able to establish contact with the complainant during the appraisal process. Since information from the complainant was limited, and since IFC supervised their client to address the noise impacts and grievances raised, CAO found that the complaint did not warrant a compliance investigation and closed the case after the appraisal process. The appraisal report is available in [Arabic](#) and [English](#), and the complete case details are available [here](#).

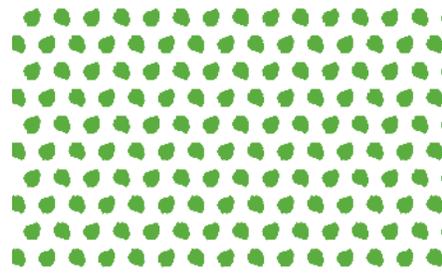
As CAO had limited information from the complainant, and since IFC supervised their client to address the noise impacts and grievances, CAO found that the complaint did not warrant a compliance investigation and closed the case.

For more on CAO's compliance work

CLICK HERE

Al Rajef Wind Farm, Jordan Photo Credit: Alcazar Energy





Assessment of Sugar Refining Project in Yemen Completed

In November, CAO completed the assessment of a [complaint](#) from Yemen regarding IFC’s investment in Hayel Saaed Anam (HSA) Group’s sugar refining operations and the case has been referred to CAO’s Dispute Resolution function.

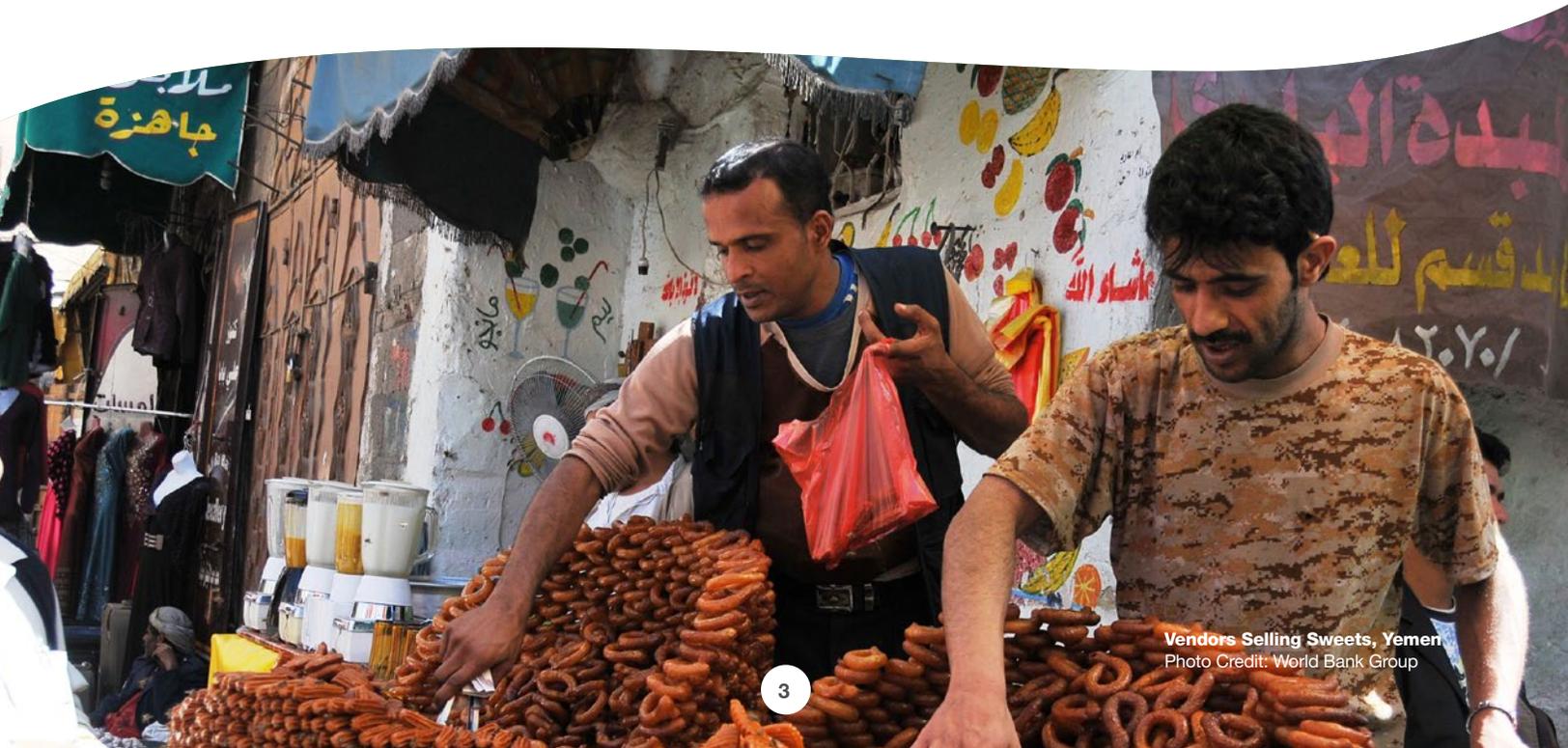
The complaint raised various environmental and social concerns including issues regarding marine water and air pollution, risk of land subsidence, and impacts on the complainant’s professional reputation. During the assessment, both parties—the complainant and the company—agreed to engage in a voluntary dispute resolution process to resolve the issues raised in the complaint. CAO formally referred the complaint to its Dispute Resolution function in November 2021. Due to the current security situation and COVID-19-related travel restrictions to Yemen, the process is being conducted remotely. Additional details about the case are available in CAO’s assessment report, available in [English](#) and [Arabic](#). Learn more [here](#).

“CAO teams operate as independent neutrals, which means they must at all times act in an impartial manner, avoid conduct that gives the appearance of partiality, and be committed to serve all parties equally in the dispute resolution process.”

“Reflections from Practice I: Getting Started”

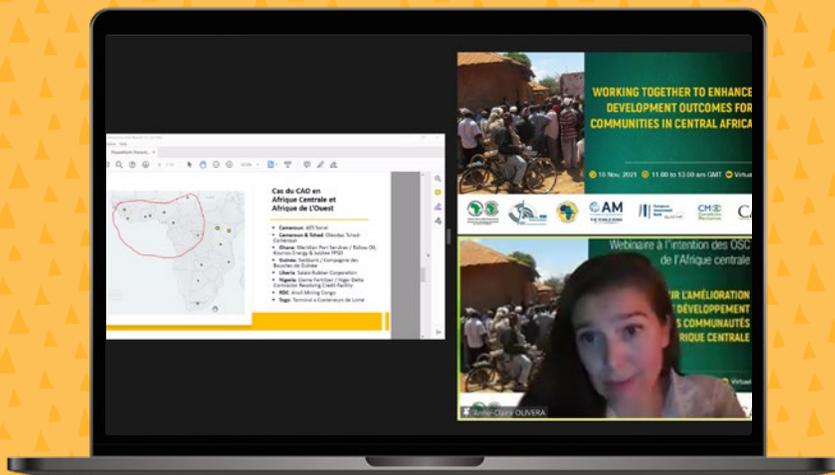
For more on CAO’s Dispute Resolution work

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Vendors Selling Sweets, Yemen
Photo Credit: World Bank Group

INDEPENDENT ACCOUNTABILITY MECHANISMS (IAMS) VIRTUAL OUTREACH EVENT FOR CENTRAL AFRICA



Central Africa Outreach Webinar Photo Credit: CAO

20+
non-governmental
organizations

6
participants from
six francophone
countries

OUTREACH

Boosting Civil Society Engagement in Central Africa

More than 20 non-governmental organizations (NGOs) from six francophone countries engaged with CAO and other independent accountability mechanisms (IAMS) in a virtual outreach event for the Central Africa region in November 2021.

The event aimed to raise awareness about accountability and access to recourse for communities around development projects in the region and was co-hosted by CAO and the mechanisms of the [African Development Bank](#), [European Investment Bank](#), and [World Bank](#), in partnership with the [REPONGAC](#)—network of national platforms of NGOs in Central Africa.

Civil society participants from Cameroon, Central African Republic, Chad, the Democratic Republic of Congo, Gabon, and the Republic of Congo engaged with the mechanisms to learn about their functions and casework, as well as how to find information on projects funded by the multilateral development banks. The webinar also dedicated a segment to how IAMS respond to concerns of threats and reprisals against civil society and community members.

The presentations were followed by lively discussions about how IAMS and civil society groups can work together to better assist project-affected communities throughout the region.

Fostering Accountability in the Caribbean through Civil Society Outreach

In November 2021, CAO participated with other IAMs in an outreach webinar for the Caribbean region. Over 30 civil society participants from 10 Caribbean countries joined the event representing a diverse group of organizations working on indigenous heritage, environmental conservation, women’s rights, poverty reduction, governance and justice, amongst others.

Representatives from CAO explained CAO’s mandate, functions, complaint handling process and eligibility criteria for complaints. Participants were also given concrete examples of how CAO works with complainants, with case studies from Guatemala, Honduras, and Nicaragua. Question and answer sessions provided opportunities for in-depth conversation and knowledge sharing.

The webinar was jointly hosted by the accountability mechanisms of the [Caribbean Development Bank](#), [Inter-American Development Bank](#), [UN Development Programme](#), [World Bank](#), and [CAO](#). The Barbados-based [Caribbean Policy Development Centre \(CPDC\)](#) also played a key role in supporting the event and convening participants from its network of organizations.

For more on CAO’s outreach and events,

[CLICK HERE](#)



CAO in Numbers

A look through CAO's history using data

ADVISORY

Introducing: CAO in Numbers

Since CAO opened its doors in 2000, the office has responded to over 200 complaints from communities in 58 countries. These complaints have raised concerns ranging from labor disputes to land resettlement, and from pollution to the loss of livelihoods. As we begin a new chapter—marked by a new policy governing CAO’s work—we have conducted an in-depth review of our caseload and data, which will be presented in an interactive digital report, [CAO in Numbers](#).

The report presents interesting facts and trends from over 20 years of CAO’s work. We look at the complaints we have received and outcomes that have been generated through CAO processes. Insights gathered from CAO in Numbers will inform CAO’s work as we implement our new policy and as we work to strengthen our effectiveness in facilitating peoples’ access to remedy.

[CAO in Numbers](#) launches January 2022.

CAO in Numbers illuminates systemic environmental and social trends from 20 years of CAO’s work as we enter a new phase with the implementation of the new CAO policy and focus on enhancing our effectiveness.

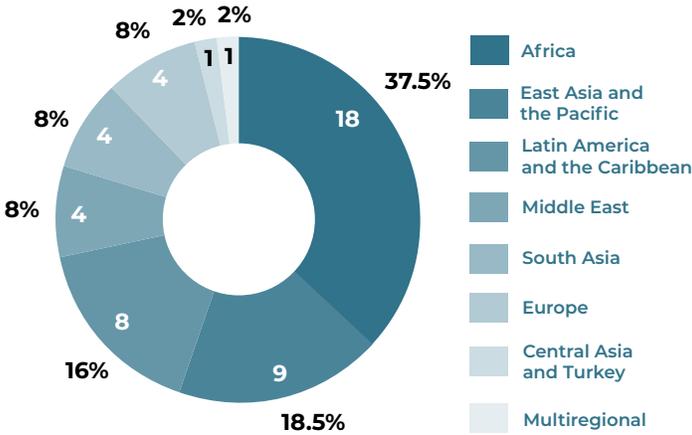
For more on CAO’s advisory work,

CLICK HERE

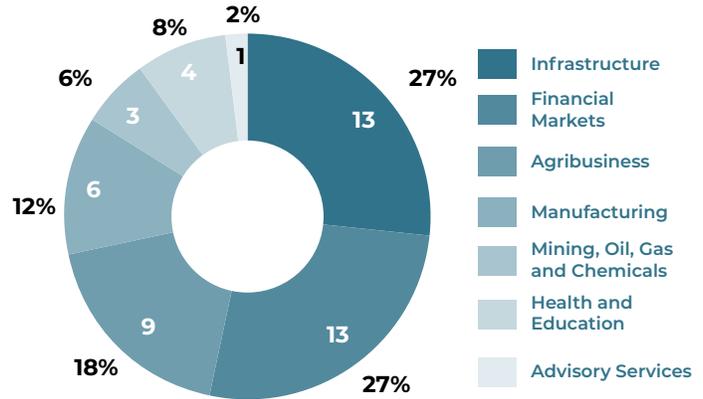
CASE TRACKER

Status as of December 31, 2021.

Cases by Region



Cases by Sector



[Click here for more case statistics and details.](#)

DATA CENTER



Desert with mountains in the distance, Jordan
Photo Credit: © Francis Dobbs World Bank

FOR MORE INFORMATION

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