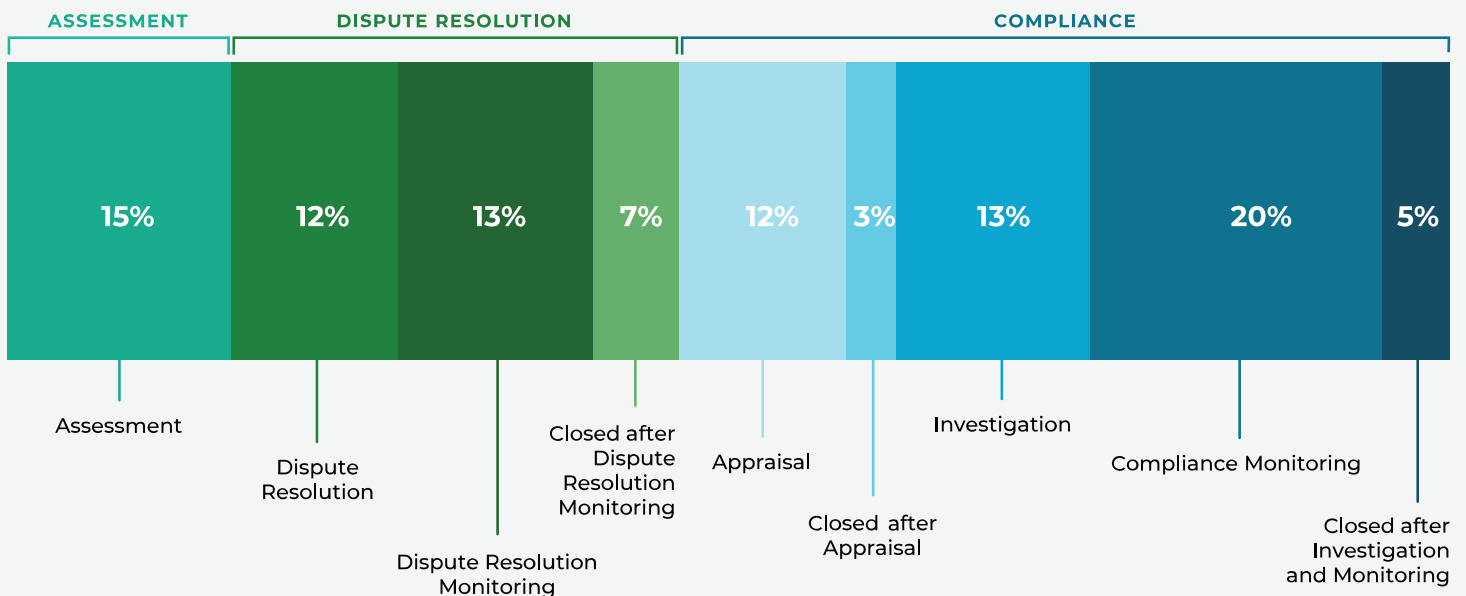


FY2019 Snapshot

We handled 60 cases in 35 countries this year, including 12 new eligible complaints and 48 cases where we continued to assess, mediate, investigate, and monitor issues and outcomes. Since our caseload includes many multi-year, complex engagements, CAO continues to work hard to develop local mediation capacity, enhance our responsiveness, deliver timely reports, and provide effective redress for communities within the constraints of our resources and team.

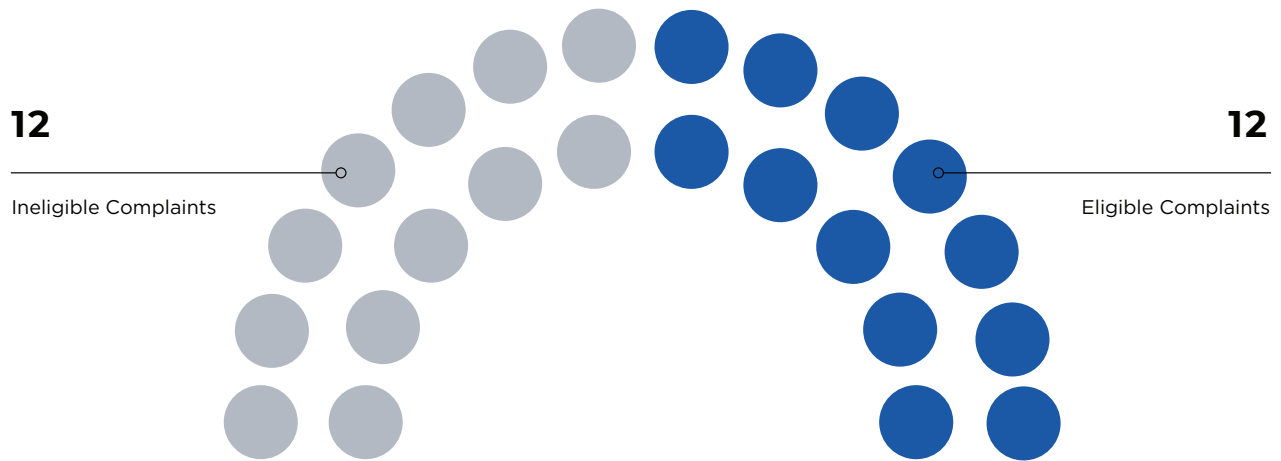
Case Status, End Of FY2019

This year, we closed 9 cases, including the Dinant investigation in Honduras, landmark settlements in Uganda and Albania after monitoring, and a labor dispute in Egypt after online mediation. We also concluded long-term cases in Mongolia and Chad, which will close early in FY2020.



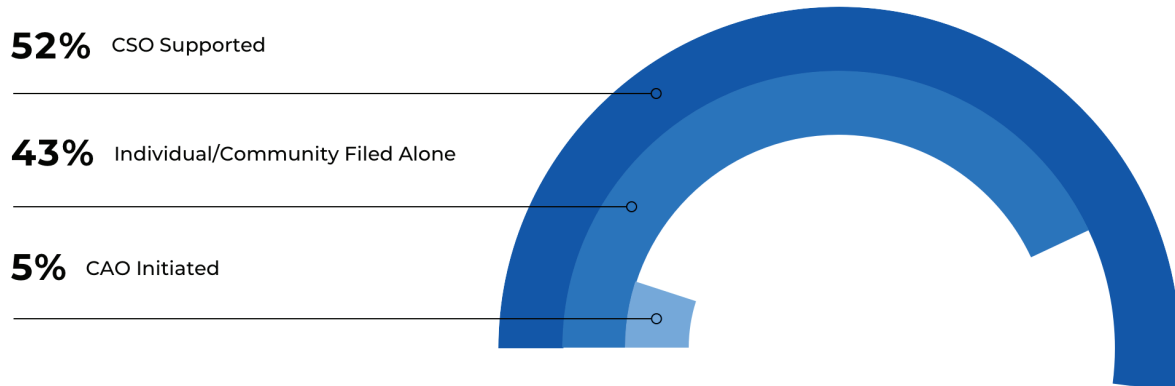
New Complaints

We accepted 12 new complaints this year including CAO's first from Azerbaijan related to the Trans-Anatolian Natural Gas Pipeline project, and from Liberia regarding a rubber plantation. Most of these new cases raise concerns about land and livelihoods, among other issues.



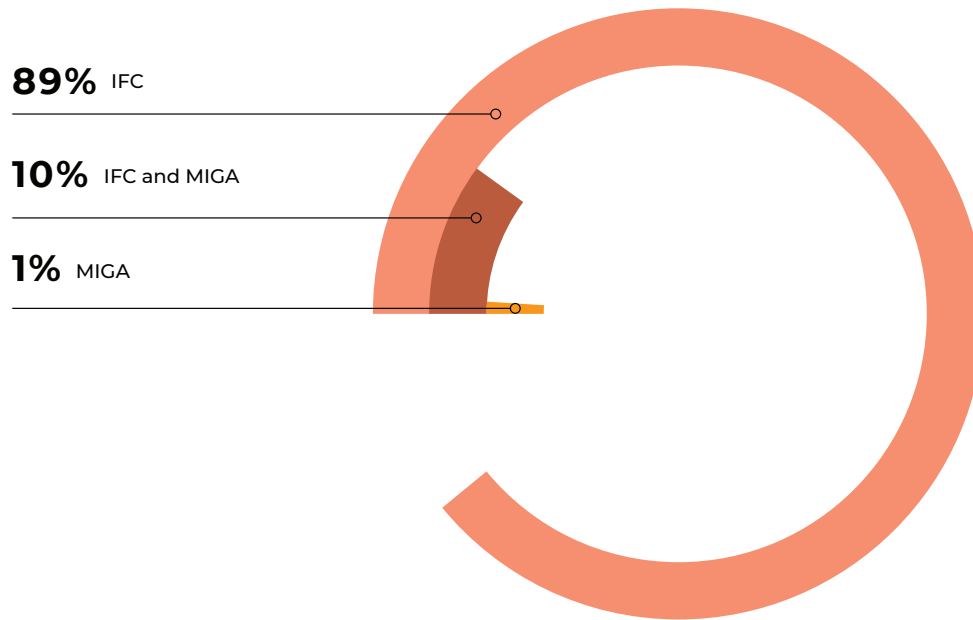
Complainant Profile

Just over half of complaints are filed by communities supported by civil society groups, but 43 percent are filed by communities on their own, without support. While it is encouraging that people are finding CAO, raising awareness and improving access remains a challenge.



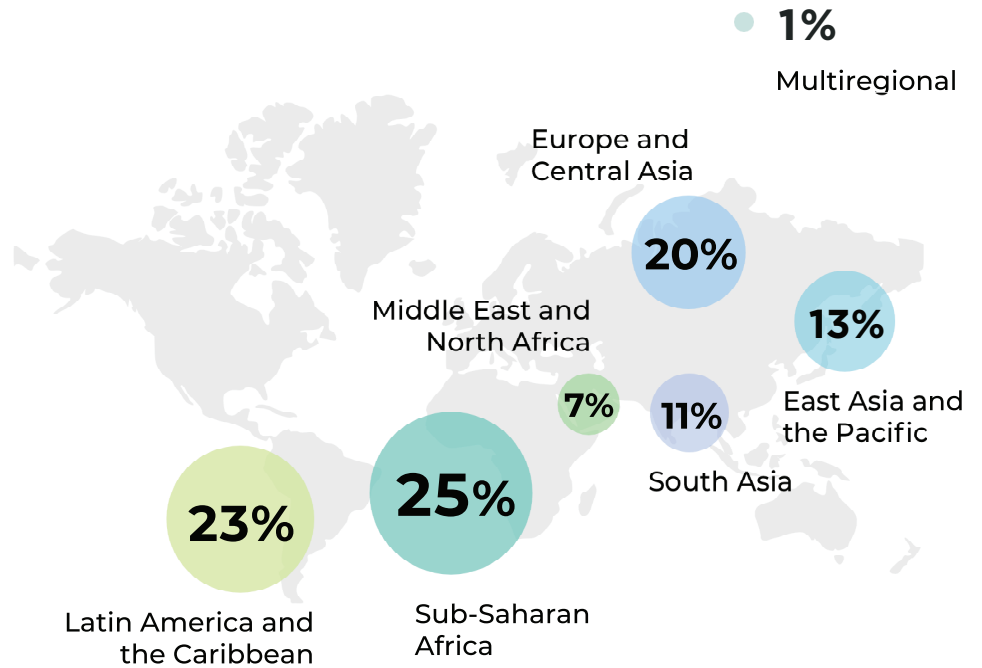
Cases By Institution

Most CAO cases relate to IFC projects, with 10 percent regarding high-profile IFC/MIGA projects, including the Oyu Tolgoi mine in Mongolia, Bujagali hydropower plant in Uganda, and the Shuakhevi hydropower scheme in Georgia — all subject to complaints at other development finance institutions.



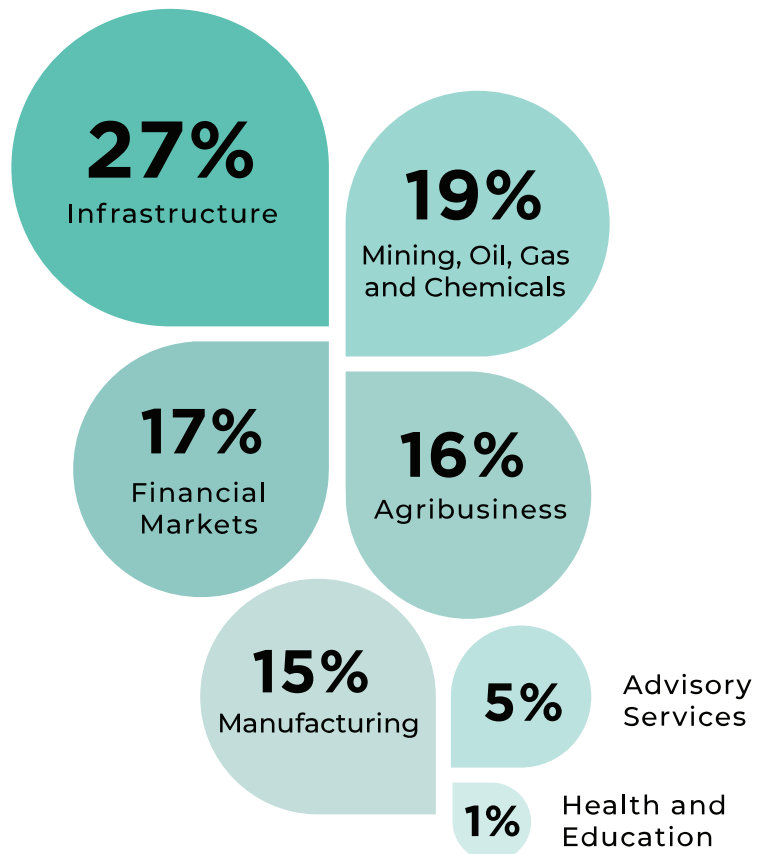
Cases By Region

We saw an increase in cases from Europe and East Asia this year, with two-thirds of new cases from these two regions. For the second year, cases from Sub-Saharan Africa comprised the largest share of our caseload, followed by Latin America.



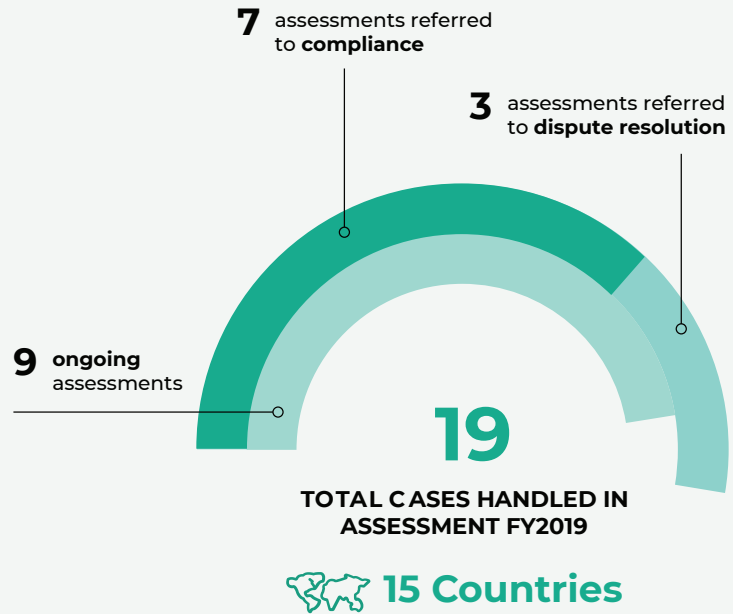
Cases By Sector

The majority of our cases relate to large infrastructure projects, such as hydropower and port developments, and extractives projects, such as mines and pipelines. These high-risk sectors are also reflected in our cases related to IFC financial intermediary investments.



Cases in Assessment

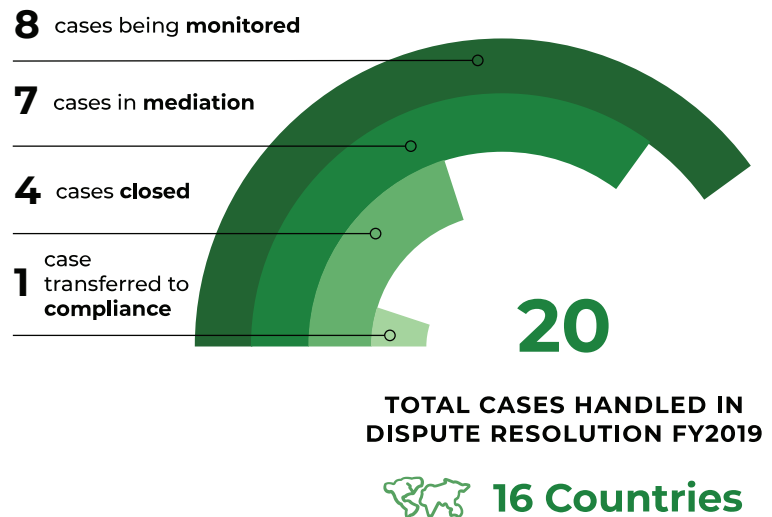
We completed 10 assessments this year, referring 3 cases to dispute resolution and 7 to compliance. Nine cases were still in assessment at the end of the fiscal year.



Note: Chart status as of June 30, 2019

Cases in Dispute Resolution

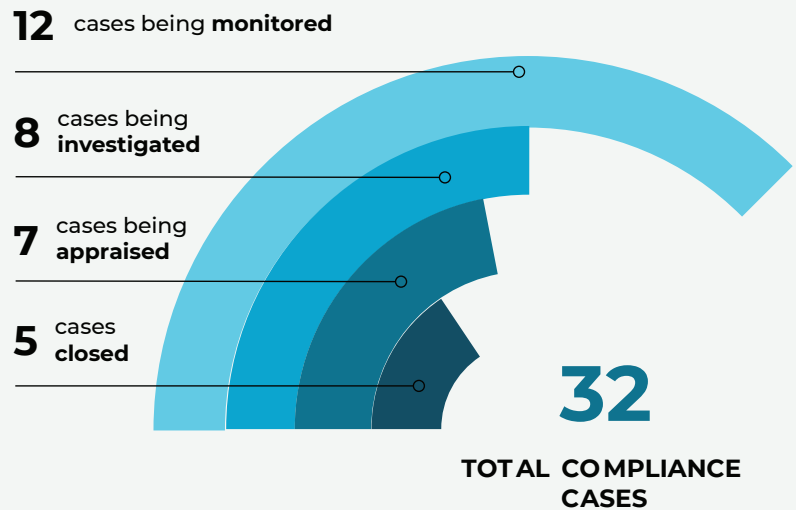
In dispute resolution, 70 percent of our current cases are in full or partial settlement. This includes new settlements reached this year, and cases where we are monitoring implementation of agreements.



Note: Chart status as of June 30, 2019

Cases in Compliance

In FY2019, our compliance caseload comprised 32 cases in 22 countries. We issued 3 appraisals, 2 new investigation reports, and 7 monitoring reports regarding IFC projects in the agribusiness, mining, financial intermediary, infrastructure, and manufacturing sectors.



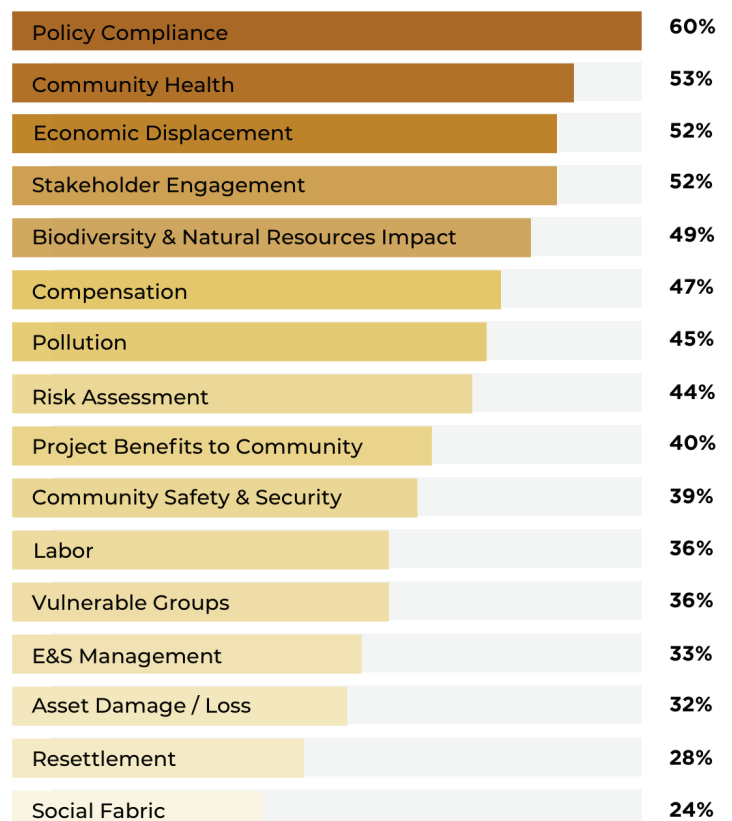
Note: Chart status as of June 30, 2019

 **22 Countries**

Environmental & Social Issues

Environmental and social policy compliance continues to be the leading concern raised by complainants in 60 percent of our cases. Community health, displacement, and stakeholder engagement also feature in over 50 percent of all cases.

Complaints typically include multiple environmental and social (E&S) issues. Percentages therefore denote the frequency that each issue was raised in the FY2019 caseload.



Budget

CAO operations are funded by an administrative budget, which is approved by the President and provided by IFC and MIGA on a cost-sharing basis. CAO also has available a non-conditional supplemental budget allocation and a Mediation/Conflict Resolution Contingency Fund. CAO manages its budget independently. In FY2019, a new procedure was introduced whereby the President will share CAO's budget request for review, advice and direction with the IFC and MIGA Boards of Executive Directors.

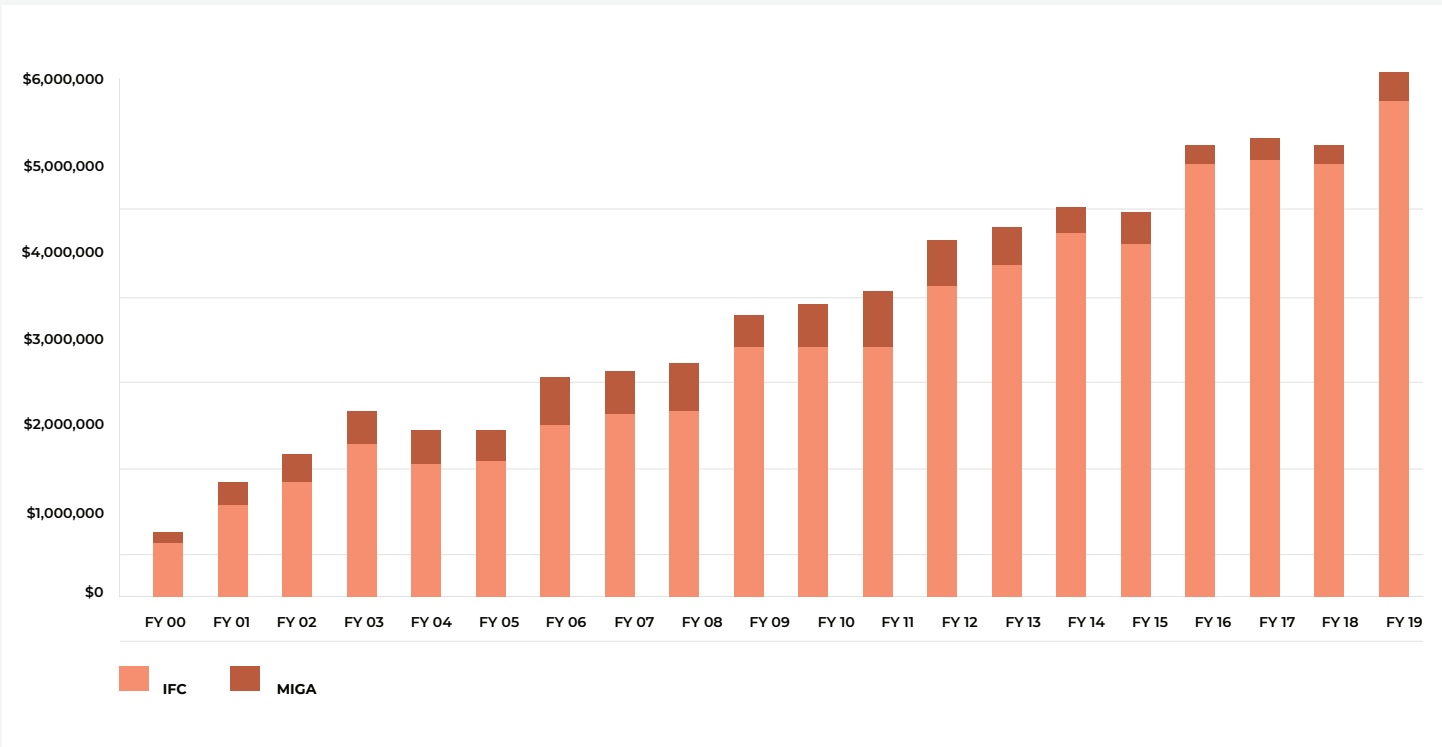
CAO's Administrative Budget

In FY2019, CAO had a total administrative budget of \$6,127,715, of which we expensed 99 percent (\$6,064,618). IFC and MIGA contributions were of \$5,778,652 and \$349,063 respectively. This includes \$310,000 provided by IFC as part of CAO's "non-conditional supplemental allocation" from \$475,000 available. CAO's administrative budget covers the costs of staff salaries, consultants, travel, communications, contractual services, and other administrative expenses. CAO's administrative budget is funded by IFC and MIGA on a cost-sharing basis (see Table 2).

SALARIES	\$2,668,021
BENEFITS	\$1,812,092
CONSULTANTS	\$669,773
TRAVEL	\$492,967
CONTRACTUAL SERVICES	\$167,438
PUBLICATIONS	\$106,165
TEMPORARIES	\$100,465
COMMUNICATIONS AND IT SERVICES	\$31,256
REPRESENTATION AND HOSPITALITY	\$16,128
EQUIPMENT AND BUILDING SERVICES	\$313
TOTAL EXPENSES	\$6,064,618
BASE ADMINISTRATIVE BUDGET	\$5,817,715
NON-CONDITIONAL SUPPLEMENTAL BUDGET	\$310,000
TOTAL ADMINISTRATIVE BUDGET	\$6,127,715

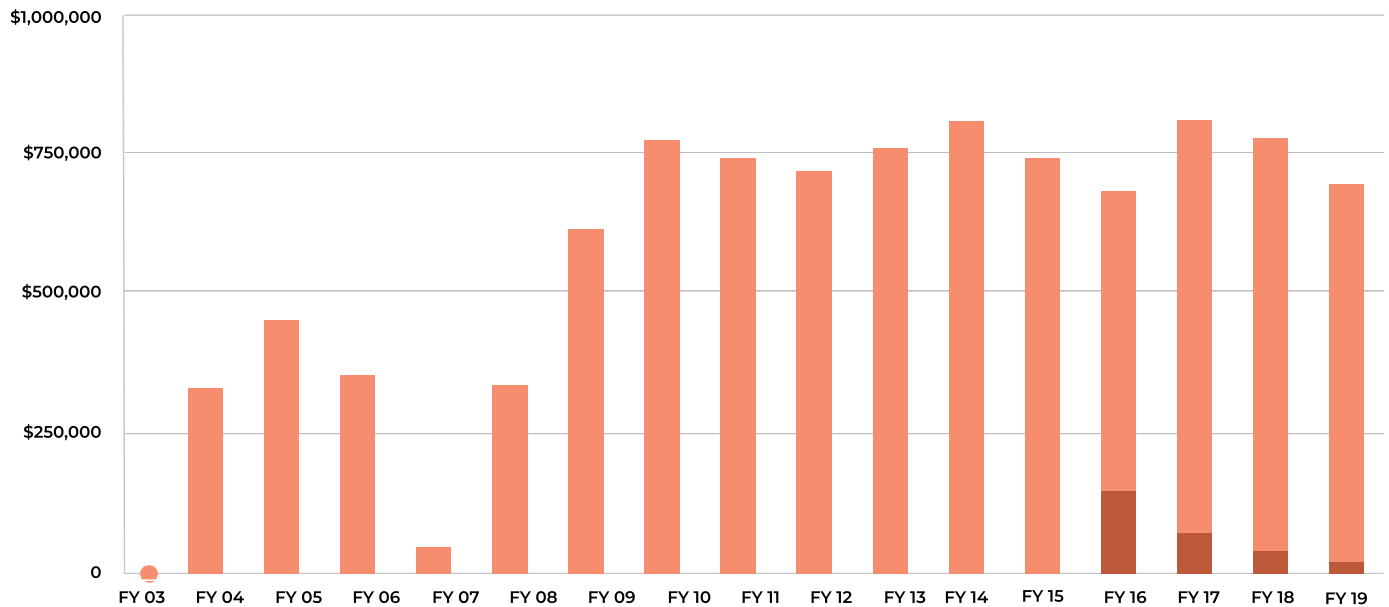
IFC/MIGA's Contribution to CAO's Administrative Budget

The determination of the cost sharing is based on the percentage of time spent by CAO staff on each institution's business matters in the prior closed fiscal year. CAO also has an agreement with IFC and MIGA whereby additional funds from a Contingency Fund will be made available, on request, to support extraordinary or multi-year activities related to dispute resolution (see Table 3).



CAO Contingency Fund

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 FY2003. Contingency Funds are not available for assessment, compliance, advisory or outreach activities, which are funded from CAO's administrative budget. In total, CAO expended \$750,000 in Contingency Funds this year.



OTHER CONTRIBUTIONS FROM IFC SPONSORS, FY2019

Contribution from Oyu Tolgoi LLC **\$470,510**

DIRECT CONTRIBUTIONS FROM IFC FY2003 - FY2019

The Contingency Fund was established FY2003

DIRECT CONTRIBUTIONS FROM MIGA FY2016 - FY2019

CAO accessed MIGA's contribution for the first time in FY2016