

Terms of Reference for the Independent Accountability Mechanism of the U.S. International Development Finance Corporation

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CONTENTS

GLOSSARY.....2

SECTION I - BACKGROUND5

SECTION II - PURPOSE.....5

SECTION III - MANDATE AND FUNCTIONS7

SECTION IV - CORE PRINCIPLES7

SECTION V - GOVERNANCE.....8

SECTION VI - ACCESS TO INFORMATION AND DISCLOSURE10

SECTION VII - SUBMITTING A REQUEST, SCREENING FOR ELIGIBILITY11

SECTION VIII - ASSESSMENT16

SECTION IX - PROBLEM SOLVING18

SECTION X - COMPLIANCE REVIEW21

SECTION XI - ADVISORY29

SECTION XII - THREATS AND REPRISALS30

SECTION XIII - OUTREACH AND COMMUNICATION31

SECTION XIV - COOPERATION WITH OTHER INDEPENDENT ACCOUNTABILITY MECHANISMS32

SECTION XV - REVIEW OF POLICY33

SECTION XVI - MISCELLANEOUS33

GLOSSARY

Capitalized terms used in this Policy have the following meanings:

Affected Stakeholders: Members of project-affected communities or workers at DFC-supported Projects who believe they are or could be harmed by the environmental or social (including human and labor rights) effects of a Project or Sub-Project. This term does not include commercial competitors to the Project or Sub-Project.

Applicable Standards: As defined on a project-by-project basis, including the IFC Performance Standards, applicable EHS Guidelines, and Labor Rights.

Board: DFC Board of Directors.

Build Act of 2018: Better Utilization of Investments Leading to Development Act of 2018. The BUILD Act, Div. F of P.L. 115-254, 22 U.S.C. §9612 *et seq.*¹ is the governing legislation for DFC.

Business Days: Any day that is not a Saturday, Sunday, U.S. Federal holiday, or other day on which the DFC headquarters remain closed.

CEO: Chief Executive Officer of DFC.

Client: The direct recipient or prospective recipient of DFC support, including FIs.

DFC Exit: With respect to any Project, the earlier of (i) the termination of negotiations or contracts with the Client for such Project; or (ii) when the Project ceases to exist, or the Project has fully repaid or been written off, the equity investment has been redeemed, sold or otherwise transferred or divested, insurance/guarantee coverage has lapsed, and technical assistance has been fully utilized.

Environmental and Social (E&S) Requirements: The Applicable Standards and the applicable provisions of the ESPP.

Environmental and Social Policy and Procedures (ESPP):² DFC's commitments for environmental and social screening, review, risk mitigation, and monitoring that will help ensure the environmental and social sustainability of DFC-supported projects (or predecessors or any amendments or successor documents, as applicable).

Environmental, Health, and Safety (EHS) Guidelines: Technical reference documents with general and industry-specific examples of Good International Industry Practice with regard to environment and occupational health and safety and are referred to in the Performance Standards. The EHS Guidelines contain the performance levels and measures that are normally acceptable to the World Bank Group, and that are generally considered to be achievable in new facilities at reasonable costs by existing technology.

FI: Financial Intermediaries, which are vehicles or entities that provide debt to, make equity investments in, or provide financial services to eligible Sub-projects.

FOIA: Freedom of Information Act.³

¹ [CHAPTER 103—BETTER UTILIZATION OF INVESTMENTS LEADING TO DEVELOPMENT](#)

² [DFC Investment Policies](#)

³ [DFC Freedom of Information Act](#)

Harm: Any material adverse environmental and social effect on people or the environment resulting directly or indirectly from a Project or Sub-Project. Harm may be actual or reasonably likely to occur in the future.

IAM: DFC's independent accountability mechanism, known also as the Office of Accountability.

IFC: International Finance Corporation.

Implementation Document: DFC's Board approved implementation document establishing DFC's IAM (2020)⁴ or any amendments or successor documents.

Internationally Recognized Worker Rights: The term, as specified in the Trade Act of 1974 (as amended), includes: (1) the right of association; (2) the right to organize and collective bargaining; (3) prohibition on forced labor and the worst forms of child labor; (4) a minimum age for the employment of children; and (5) acceptable conditions of work with respect to minimum wages, hours of work, and occupational health and safety.

Labor Rights: Rights of Workers, which includes Internationally Recognized Worker Rights, and protection from discrimination with respect to employment and occupation on the basis of personal characteristics that are unrelated to inherent job requirements such as: race; color; social, indigenous, ethnic, or national origin; migrant status; health status (including HIV status or genetic background); marital, family, or social status; sex or gender (including gender identity or expression and sexual orientation); political opinion; affiliation or non-affiliation to a workers' organization; disability (including physical or mental disability); religion or belief; age; or other disadvantaged or vulnerable status. Special measures of protection or assistance taken in order to remedy past discrimination will not be deemed discrimination for purposes of this definition.

Management: The management of DFC.

MAP: DFC Management Action Plan developed in response to IAM findings.

OPIC: The U.S. Overseas Private Investment Corporation, DFC's predecessor.

Parties: The Affected Stakeholder(s) and the Client(s) and/or Sub-Client(s).

Performance Standards: IFC Performance Standards on Environmental and Social Sustainability.

Project: A DFC-supported Project approved by the Board, including delegated approval, to include Sub-Projects, as applicable. Such Projects or Sub-Projects include insurance, reinsurance, direct loans, loan guaranties, equity investments, financial intermediaries, or technical assistance.

Public Registry of Cases: A case management system maintained by the IAM providing searchable, user-friendly, publicly accessible, web-based register of cases made accessible through the IAM's webpages.

Representative: Any individual(s) or organization(s) who Requesters elect, as demonstrated with written proof provided to the IAM (such as a letter signed by the Requester), to represent them for a case handled under this TOR.

⁴ [BDR\(20\)45 Independent Accountability Mechanism](#) pdf

Requester: Either the Affected Stakeholder(s) or the Client identified in a request to the IAM. Requester may be represented by a Representative. Many other independent accountability mechanisms refer to “requests” or “Requesters” as “Complaints” or “Complainants,” respectively.

Sub-Client: A business directly supported by an FI Client that is within the use of proceeds requirements in DFC’s finance or investment documents, or contract of guarantee.

Sub-Project: A project or enterprise that receives financing, investment, insurance, guarantee or technical assistance from a DFC-supported FI.

Technical Assistance: DFC’s Technical Assistance (TA) Program funding for technical assistance, feasibility studies, and training used to support specific transactions, projects, programs or due diligence. For the purpose of this TOR, TAs are considered Projects.

Terms of Reference (TOR): IAM’s Terms of Reference, approved by DFC Board of Directors, that establishes the IAM’s mandate and operational procedures.

Threats and Reprisals: In connection with IAM pursuing its purposes, any detrimental act suggested, threatened, or taken, directly or indirectly, against a person to silence or punish him or her, prevent interaction with IAM or prevent the submission or continued processing of a request. Forms of Threats and Reprisals include attempts at intimidation, harassment, discriminatory treatment, withholding of entitlement, risks to livelihood or reputation, and threats of employment termination or retaliatory subcontracting, physical violence, criminalization, or incarceration.

Transparency Policy: DFC’s Transparency Policy outlines the principles that guide proactive public disclosure of programmatic and project-related information, as well as the scope and type of information and data that are routinely disclosed⁵.

Vulnerable Groups: Individuals or groups who, by virtue of, for example, their age, gender, race, ethnicity, religion, disability, social, civic or health status, sexual orientation, gender identity, gender expression, sex characteristics, economic disadvantages or indigenous status, human rights defender or environmental defender status, refugee status, head of household status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a Project’s benefits. Such an individual/group is also more likely to be excluded from or unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. Vulnerability is not an inherent characteristic of people. Vulnerability is context-specific and should be understood through the interplay of three factors: (i) exposure to risk and adverse impacts; (ii) sensitivity to those risks and impacts; and (iii) adaptive capacity.

⁵ [DFC Transparency](#)

SECTION I - BACKGROUND

1. In 2020, the U.S. International Development Finance Corporation (DFC or Corporation) established an Independent Accountability Mechanism (IAM)⁶ to implement the requirements of 22 U.S.C. § 9614. In accordance with that law and Article VI of the Bylaws adopted by the DFC Board of Directors (Board), the functions of the IAM will be to:

- (1) annually evaluate and report to the Board and Congress regarding compliance with environmental, social, labor, human rights, and transparency standards, consistent with Corporation statutory mandates;
- (2) provide a forum for resolving concerns regarding the impacts of specific DFC-supported projects with respect to such standards; and
- (3) provide advice regarding DFC projects, policies, and practices.

In establishing an IAM, DFC has reflected on its commitment to adhere to high standards and best practices among numerous international financial institutions (IFIs) and bilateral investment and export assistance organizations to provide an effective mechanism for addressing concerns regarding the social and environmental impacts of proposed projects.

SECTION II - PURPOSE

2. Purposes and Objectives. The DFC has identified several broad goals it hopes to achieve through its IAM. An IAM will improve DFC's effectiveness in fulfilling its mission by ensuring compliance with DFC requirements and enhancing information flow between locally impacted communities and their representatives, project sponsors and decision-makers. The DFC also expects to benefit from the independent advice that an IAM will be able to provide.
3. Access to the IAM. In light of the experiences at other IFIs and its own structure within the U.S. Government, the DFC has identified four primary categories of users of the mechanism: (1) impacted communities and people in the host country; (2) their representatives; (3) project sponsors; and (4) Board, DFC Management, and IAM Director. Access to the mechanism is different for each of the IAM's core functions (compliance review, problem-solving, and advisory).
4. In general, locally impacted communities and their representatives are the primary categories of potential users for both the compliance review and problem-solving functions. Locally impacted communities are often the group with the least effective means for being heard at IFIs, and the projects impact their lives the most. Project sponsors may also benefit from a neutral problem-solving mechanism available to them on a voluntary basis.
5. Outreach to Eligible Stakeholders. The IAM's outreach will be designed such that project-affected stakeholders have information about how to access its services. The DFC will assist the IAM in carrying out its outreach efforts, including requiring Clients and Sub-Clients (for financial intermediary projects) to disclose the existence of the IAM to project-affected communities in a culturally appropriate, gender sensitive, and accessible manner, including in a local language (in written and non-written forms). The existence of the IAM and how to contact it will be included in appropriate project documents.

⁶ [BDR\(20\)45 Independent Accountability Mechanism](#) pdf

6. Threats and Reprisals. The IAM will not tolerate retaliation against Requesters or any other individuals involved in an IAM process or outreach activity and will reject any form of threat, intimidation, harassment, violence or discrimination based on the fact that they have exercised their right to raise concerns.
7. Scope of the Mechanism. The Compliance Review function is aimed at ensuring that the DFC has complied with applicable statutes, rules, policies, and procedures, particularly those meant to protect the interests of affected communities including, for example, environmental, human rights, labor, transparency, and other development-related policies or rules. The Advisory function is intended to be less request-driven and more derived from the IAM's experiences and lessons learned. In this respect, the most effective triggers will be those from the Board or senior DFC Management. Other stakeholders could raise suggestions for policy reviews or advisory processes through a simple letter to the Board and/or DFC CEO.
8. Exclusions. Some types of claims may need to be specifically excluded, including for example: claims that do not involve the DFC's responsibilities; claims raising issues already decided in previous claims; claims relating to procurement decisions or the selection of consultants; claims meant primarily to harass a business competitor or to otherwise gain competitive advantage; claims based on allegations that the existing policy framework is inadequate; and, claims under the jurisdiction of the DFC Inspector General (including claims of fraud, corruption, etc.).
9. Employment Status, Selection, and Lines of Reporting. The DFC is subject to the relevant rules and regulations governing hiring in the U.S. government. Within those rules, the DFC must balance several factors, including the need to: ensure the IAM's independence; attract high-level applicants; provide sufficient status at the agency; and, fit within the DFC's budget and employment practices. The IAM shall have full ability to employ consultants and bring in expertise, including legal advisers, as needed to respond to specific requests or operational activities. As set out in Article VI of the Bylaws of the DFC, the head of the office responsible for fulfilling the functions of the IAM shall be appointed by the Board, report directly to the Board, and be removable only by a majority vote of the Board.
10. Authorities and Remedies. The IAM is empowered to receive and investigate claims from stakeholders regarding all of DFC's Projects, including activities co-financed with development finance institutions, to draw independent conclusions and undertake conflict resolution and mediation, as appropriate, and, to make recommendations regarding the DFC's compliance or future steps to resolve the conflict, including remedial actions to address non-compliance and Harm where appropriate. The IAM has the necessary authorities to perform its work, including the ability to review all documents relating to the project, to interview staff that worked on the project, and to conduct site visits.
11. Reporting and Transparency. Maximizing transparency and information disclosure of the compliance review process is critical for the IAM's credibility and public confidence in the process. The DFC thus expects that, wherever possible, findings of the IAM will be made public during the process, subject to the DFC statutory responsibilities, including provisions of the Trade Secrets Act, the Freedom of Information Act (FOIA), and the Privacy Act.

SECTION III - MANDATE AND FUNCTIONS

12. The IAM's mandate is to:

- a. Facilitate the resolution of requests from people who may be affected by Projects or Sub-Projects in a manner that is fair, objective, and constructive;
- b. Enhance the environmental and social outcomes of Projects or Sub-Projects; and
- c. Foster public accountability and learning to enhance the environmental and social performance of DFC, and reduce the risk of harm to people and the environment

13. IAM operates through three complementary functions, which all contribute to delivering on this mandate:

- a. **Problem-solving function:** IAM helps resolve issues raised about the environmental and/or social impacts of Projects and/or Sub-Projects through a neutral, collaborative, problem-solving approach and contributes to improved outcomes on the ground.
- b. **Compliance function:** IAM carries out reviews of DFC's compliance with the ESPP and its related regulatory framework, assesses related Harm, and recommends remedial actions to address non-compliance and Harm where appropriate.
- c. **Advisory function:** IAM provides advice to DFC and the Board with the purpose of improving DFC's systemic performance on environmental and social sustainability and reducing the risk of harm.

IAM's authority does not extend to review of any entity other than DFC, such as Clients and public authorities. Nor does compliance review authority extend to allocating responsibility for harm among DFC, the Client, or others. IAM has no authority with respect to judicial processes. IAM is not a judicial or legal enforcement mechanism, nor is IAM a substitute for courts or regulatory processes, and IAM's analyses, conclusions, and reports are not intended or designed to be used in judicial or regulatory proceedings or for purposes of attributing legal fault or liability.

SECTION IV - CORE PRINCIPLES

14. The IAM carries out its work guided by the following core principles:

- a. **Independence and impartiality:** As independence and impartiality are prerequisites to encourage stakeholders' trust and confidence in the IAM: not being identified with or beholden to any sector or interest and operating independently of Management, reporting directly to the Board; conducting work without undue influence and ensuring the fair and objective conduct of staff; and making provisions to avoid conflicts of interest.
- b. **Transparency:** Making every effort to keep Parties informed about processes and the progress of a request, and ensuring transparency and disclosure of IAM reports, including findings and outcomes.
- c. **Accessibility:** Being known, accessible, and available to all stakeholders; mitigating

barriers of access and promoting safe access through confidentiality and reprisal risk provisions; providing a process inclusive and responsive to Vulnerable Groups; and communicating effectively with stakeholders to enhance their understanding of the IAM.

- d. **Responsiveness:** Being flexible, timely, and solutions-driven while considering disparities in power and resources between Parties.
- e. **Fairness and equitability:** Carrying out IAM processes so that all relevant stakeholders are able to participate and be heard; have reasonable access to information, advice, and expertise; and are treated respectfully on fair, equitable, and informed terms.
- f. **Predictability:** Offering clear and consistent processes and procedures with relevant timeframes and providing clarity with respect to the types of available outcomes and means of monitoring implementation to facilitate stakeholders' understanding and expectations of such processes and procedures.
- g. **Consistency with good practice:** Following international good practice standards consistent with this TOR, including the responsibility of business to respect human rights.
- h. **Continuous learning:** Consistently enhance IAM's effectiveness based on feedback from stakeholders, foster systemic improvements in the environmental and social performance of DFC, and reduce the risk of harm to people and the environment.

SECTION V - GOVERNANCE

Director, Independent Accountability Mechanism

15. The IAM will be led by a Director, as follows:

Roles and responsibilities

16. The DFC is subject to the relevant rules and regulations governing hiring in the U.S. government. As set out in Article VI of the Bylaws of the DFC, the head of the office responsible for fulfilling the functions of the IAM shall be appointed by the Board, report directly to the Board, and be removable only by a majority vote of the Board. The Director is responsible for the implementation of the TOR, managing IAM's operations, and making decisions pursuant to this TOR. The IAM shall have full ability to employ consultants, including legal advisors, and bring in expertise as needed to respond to specific requests and/or in support of the IAM's other operational activities.

Pre-employment conditions

17. To preserve IAM's independence, credibility, and integrity, candidates for the IAM Director position will be external to the DFC, with the exception of any IAM staff who may apply for the IAM Director position. Current or former DFC Management and staff (other than IAM staff) may not be candidates for the IAM Director position or serve as IAM Director until five years have elapsed since the end of their service with the DFC.

Experience and credentials

18. The IAM Director will be a person of integrity and credibility, strong interpersonal skills, empathy, sound judgment, and a proven record of respected international leadership. The Director will possess highly developed diplomatic, negotiating, and communication skills. S/he will have significant experience in institutional oversight, recourse and accountability functions, including grievance mechanisms, applying the multidisciplinary principles and practices of environmental and social impact assessment, safeguard policies and best practices of international financial institutions, compliance review and assurance, and mediation. The Director will also have experience in developing countries and/or emerging markets.

Selection process

19. The selection process will be determined by the Board and supported by Management, in line with relevant rules and regulations governing hiring in the U.S. government.

Term and renewal

20. The IAM Director will be appointed for a five-year term initially, renewable for one three-year term at the discretion of the Board. The IAM Director will be barred from seeking employment for other positions at DFC for a period of five years.

Status, compensation, and performance reviews

21. The IAM Director is an administratively determined, senior-level employee, and compensated accordingly. The performance review of the IAM Director is managed under the oversight of the Board.

Conflict of Interest

22. If the IAM Director has a conflict of interest about a particular case, he/she will propose to the Board and Management how to manage such conflicts or withdraw from involvement in that case.

Removal

23. The IAM Director is removable only by a majority vote of the Board.

Budget

24. The IAM will be adequately resourced to carry out its activities. The IAM Director will prepare an annual itemized budget identifying a sufficient level of resources to ensure that IAM can carry out all of the roles, responsibilities, and activities set out in this TOR in an effective way. The IAM Director will be responsible for determining the allocation of resources within IAM, including appropriate staffing and recruitment of consultants and experts, including legal advisers.

Staffing

25. The IAM Director manages any IAM staff, to whom applicable DFC Human Resources policies and procedures apply. The credibility of IAM staff and consultants is critical to IAM's

work. If staff or consultants have a conflict of interest about a particular case, the IAM Director will manage such conflicts in keeping with federal policies and requirements and in consultation, as appropriate, with DFC ethics counsel, which may include that conflicted person withdrawing from involvement in that case. In exceptional circumstances, contractual arrangements for IAM consultants may impose time-bound restrictions on their future involvement with DFC.

Accountability and Reporting

26. IAM is accountable to and reports directly to the Board and the U.S. Congress.
27. IAM provides regular updates regarding activities to the Board and the U.S. Congress. IAM case reports, advisory work, and annual reports are all made publicly available. Although IAM reports to the Board, IAM communicates with the CEO and Management as relevant or requested.

SECTION VI - ACCESS TO INFORMATION AND DISCLOSURE

Access to Information

28. DFC will cooperate to provide IAM with full and timely access to Project-related information held by them, including access to their staff, consultants, and files (including electronic and hard copy files), as the IAM Director reasonably considers relevant for carrying out IAM's role under this TOR.
29. Financing, investment or technical assistance agreements, and insurance contracts between DFC and its Clients will include obligations for the Clients to permit DFC, and by extension, IAM to (i) have reasonable access to the Clients' records relating to the Project, and in the case of FI Clients, such FI Clients' records relating to relevant Sub-Clients and relevant Sub-Projects, and (ii) visit and inspect the Project, for the purpose of carrying out the IAM's role under this TOR, upon reasonable prior notice to the Clients, and subject to any applicable laws and regulations.

Disclosure

30. In carrying out its work, IAM will apply a presumption in favor of disclosure of environmental and social information, and at the same time, maintain the confidentiality of sensitive commercial information, to the extent permitted by applicable law and regulation.
31. The IAM may disclose information gathered during its activities, subject to applicable laws, and other applicable requirements. If necessary and unavailable through other sources, an IAM report may, subject to the escalation procedure in paragraph 32 below, summarize relevant non-public environmental or social information following consultation with Management.
32. Any issue of access or disclosure should be discussed between the IAM Director and DFC Office of General Counsel with a view to prompt resolution. If the issue is not resolved, including whether any information is confidential and whether and how it can be disclosed or protected, it will be referred to the Board, DFC General Counsel (in his/her institutional capacity), and the IAM Director for resolution (within 15 Business Days).

SECTION VII - SUBMITTING A REQUEST, SCREENING FOR ELIGIBILITY

Submitting a Request

Who may submit a request

33. Affected Stakeholders, comprising one or more members of project-affected communities and workers at DFC-supported Projects who believe they are or could be harmed by the environmental or social (including human and labor rights) effects of a Project or Sub-Project. Affected Stakeholders can select and be represented by a Representative. This term does not include commercial competitors to the Project or Sub-Project.
34. DFC CEO, Management, Board or the IAM Director can also submit a request for IAM services.

How to submit a request

35. Requests should be submitted in writing, preferably via electronic mail to accountability@dfc.gov, and may be presented in any language. Requests may also be sent or delivered to the IAM office in Washington, D.C. The IAM does not accept anonymous requests. However, a Requester may demand confidentiality in writing. Generally, the IAM will maintain this confidentiality unless the IAM determines that disclosure is unavoidable during the course of an investigation, or as otherwise required by applicable law or regulation. The IAM cannot guarantee confidentiality due to, for example, the non-secure nature of electronic mail systems.

What to include in a request

36. Requests may relate to environmental and social harm regarding any aspect of the planning, implementation, or impact of a Project or Sub-Project. While Requesters are encouraged to provide as much of the information requested as possible to facilitate IAM understanding, lack of information will not prevent IAM from reviewing a request.
37. Although there are no formal requirements for submitting a request to the IAM, Requesters are encouraged to provide the following information:
 - a. The Requester's name(s), address, and other contact information.
 - b. If the party submitting a request is doing so on behalf of a Project-affected person(s), such party should identify on whose behalf the request is made. Such party should also present evidence that it has been asked to present the request on behalf of the Project-affected person(s).
 - c. If the Requester wishes that IAM keep their identity, or any information communicated as part of the request confidential.
 - d. The identity and nature of DFC's Project or Sub-Project.
 - e. A statement of how the Requester believes they have been, or may be, harmed by the Project or Sub-Project.

38. In addition, the Requester may wish to provide information on the following:
- a. Whether anything has been done by the Requester to attempt to resolve the issue of concern, including any contact with DFC staff, the Client, Sub-Client, or the host government, and what aspects have been resolved and which remain unresolved.
 - b. How the Requester thinks noncompliance with DFC's Environmental and Social Policies and Procedures, may have occurred, without the need to specify particular policies, guidelines, or procedures.
 - c. A clear statement of results that the Requester views as the most desirable outcome of the process.
 - d. Any other relevant facts, supporting documents, or other relevant materials.
39. On request, IAM will provide guidance on how to submit a request without providing advice regarding the substance of the request. The IAM website includes a model request letter and/or similar other guidance. Potential requesters may also contact IAM for clarification before submitting a request.

Screening a Request for Eligibility

Eligibility criteria and considerations

40. The first step that the IAM takes after receiving a request is to acknowledge its receipt within five (5) Business Days. Requests submitted by DFC's Board, CEO, Management or the IAM Director are deemed eligible upon receipt by IAM, subject to limitations linked to IAM's overall mandate and approach. After acknowledgment of the request or submission received from Affected Stakeholders or Clients, including through their duly appointed representatives, IAM will screen the request against the eligibility criteria listed in paragraph 41. If the request is not clear, the IAM will seek additional information or clarification from the Requester. The IAM's eligibility decision does not constitute a judgment on the merits of the request.
41. The IAM will deem the request eligible if:
- a. The request relates to a Project (see also paragraph 53);
 - b. The issues raised in the request pertain to IAM's mandate to address environmental and social impacts of Projects; and
 - c. The Requester is or may be affected by the harm raised in the request.
42. Requesters and Clients/Sub-Clients are encouraged to make good faith efforts to resolve concerns in the most effective and efficient manner, at the Project-level where possible. Within the scope of their respective mandates, IAM and DFC are committed to facilitating the early resolution of requests.
43. After determining a request to be eligible, IAM will enquire (a) whether good faith efforts have been made by the Requesters with DFC and/or the Client or Sub-Client to address the issues raised in the request or (b) if such efforts were not undertaken, why.

In the event the IAM understands that the Requester has not made any good faith efforts with DFC or the Client or Sub-Client, IAM will establish whether the Requester wishes to refer the request to DFC or the Client or Sub-Client. In the event the Requester does, the IAM will refer such request to DFC and/or the Client or Sub-Client, and the IAM will continue to track the case. Requesters who have decided to pursue their request with DFC and/or the Client or Sub-Client may notify IAM at any time of their desire to resume the processing of the request by IAM in accordance with this TOR. In the event no such good faith efforts were made, and the Requester still wishes to pursue a request with IAM, IAM will record the Requester's response that no such good faith efforts were made to address the issues raised in the request.

If the IAM decides to reject the request on the basis of its eligibility criteria, the IAM will close the file on the request and inform the Requester in writing of this decision within 20 Business Days.

44. Requesters are permitted to refile a previously ineligible request where they present new information.

Additional eligibility criteria for specific request types

45. In addition to the eligibility criteria in paragraphs 41-44 above, the criteria below will apply to the following types of requests:
 - a. For requests pertaining to FI Sub-Projects, whether: (1) the request pertains to a Sub-Project within the scope of the financial product being offered to an FI or insured under the applicable financing agreement or insurance contract (e.g., if DFC is providing equity or financial support of a general-purpose or is providing non-commercial risk insurance in relation to an investment in the FI, or the Sub-Project is within any ringfence that DFC contractually established with the FI or its insured); (2) there is a material link between the FI Client and its active Sub-Client that is the subject of the request (considering factors including the nature of the financing or insurance, the share, type, and tenor of the FI investment/debt exposure to the Sub-Project); and (3) there are indications of a plausible link to harm or risk of harm to the Requester related to the Sub-Project.
 - b. For requests pertaining to primary suppliers or high-risk supply chains (as such term or any successor terms are understood under the ESPP and its related regulatory framework, including the IFC Performance Standards), whether: (1) the request pertains to the supplier's activities and impacts directly related to its role in supplying the Client/Sub-Client, and (2) the activities and impacts in question are linked to the Client's environmental and social responsibilities.
 - c. Requests relating to subcontractors of the primary supplier will only be eligible to the extent they meet the two conditions set forth in b) above, and, in addition, the Client/Sub-Client had a responsibility to ensure that its primary suppliers managed the subcontractor's environmental and social risks raised in the request.

Exclusions

46. The IAM will deem the following requests ineligible:

- a. Requests that are clearly fraudulent, frivolous, malicious, or generated to gain competitive advantage;
 - b. Allegations of fraud and/or corruption. The IAM will refer these allegations to DFC's Office of Inspector General;
 - c. Requests relating exclusively to DFC procurement decisions. IAM will refer these requests to Management;
 - d. Requests alleging, in a general way, DFC's existing policy framework, including ESPP and its regulatory framework, is inadequate. The IAM will refer these requests to Management;
 - e. Requests related to Projects which are pending Board or Board-delegated approval (see paragraphs 51-52 below). IAM will refer these requests to Management and inform the Board;
 - f. Requests related to Projects where DFC Exit has occurred, except as provided in paragraph 53 below;
 - g. Requests that focus exclusively on global impacts of a global public good. IAM will refer these requests to Management;
 - h. Requests from an individual related to terms of employment, where there is no reason to believe that the issues relate to Labor Rights. IAM will refer these requests to Management; and
 - i. Requests that are the same in all material respects as a request that has previously been submitted to IAM, unless IAM determines there has been a material change in circumstances.
47. When the IAM refers a request to Management or another mechanism, IAM will seek the prior consent of the Requesters, after discussing the rationale for and implications of such referral, to ensure that no confidential information is shared.

Timeline for eligibility decisions

48. Eligibility screening and determination will take no more than 15 Business Days from the IAM's acknowledgment of receipt of the request. However, where IAM needs to receive clarification from the Requester, or from DFC to make an eligibility determination, IAM may extend this period for an additional period of up to 20 Business Days, after which IAM will make an eligibility decision on the basis of the best available information. IAM will update its Public Registry of Cases and/or case management dashboard accordingly and notify the Requester, Management, and the Board of any extension.

Informing Management and the Board

49. The IAM Director will inform Management and the Board about Requests which were determined to be eligible for IAM services.

Registry of Requests

50. The IAM will publish information on requests in a Public Registry of Cases on its website. For submissions in the eligibility stage, the registry will contain the information described below, which will be updated from time to time if needed, and will remain publicly available, subject to applicable U.S Government records management practices.

Eligible requests:

- a. A brief summary of the issues raised in the request;
- b. Date of receipt;
- c. The name, sector, and location (country or countries) of the Project and/or Sub-Project that is the subject of the request;
- d. Information about DFC's exposure to a Project and/or Sub-Project that is derived from public information disclosed by DFC;
- e. With regard to complex cases, succinct reasoning for the eligibility decision; and
- f. Information on the status of IAM's case management related to the request. This information will include deferrals or referrals.

Ineligible requests:

- a. The subject matter of the request (e.g., labor, resettlement, etc.);
- b. Date of receipt;
- c. The location (country or countries) and sector of the Project or Sub-Project operates. The identify of the Client or Sub-Client will not be included; and
- d. The basis for the ineligibility determination (including succinct reasoning in complex cases).

Requests received before Board approval of a Project

51. If a request is received on a Project under active consideration by DFC but not yet approved by the Board or Board-delegated authority, the IAM will inform the Board about the subject Project, refer the request to Management, and deem the request ineligible. This determination does not bar submission of an updated request after approval by the Board or Board-delegated authority of the same Project.

52. IAM will disclose information about an ineligible pre-Board or pre-Board delegated request following the provisions of ineligible requests in paragraph 50 above.

Request received after DFC Exit

53. IAM may deem eligible a request submitted up to 24 months after DFC Exit, where: (a) there are compelling reasons why the request could not be made before the DFC Exit; (b) all of

IAM's other eligibility criteria are met; (c) after consultation with Management; and (d) if the IAM considers that accepting the request would be consistent with IAM's mandate. The IAM acknowledges that DFC's options for remedy may be limited after DFC Exit.

SECTION VIII - ASSESSMENT

Purpose of assessment

54. Once the IAM determines a request to be eligible, it will conduct an assessment to:
- a. Develop a thorough understanding of the issues and concerns raised in the request;
 - b. Engage with the DFC Project team;
 - c. Engage with the Requester and the Client and, to the extent possible, Sub-Client;
 - d. Identify the local communities and any additional stakeholders relevant to the request;
 - e. Explain IAM's different functions, their scope, and possible outcomes to the Parties and other stakeholders, including a detailed briefing on the different processes and timelines related to compliance investigations and problem solving;
 - f. Starting with the Requester, determine whether the Parties seek to initiate the IAM's problem solving or compliance review function; and
 - g. Consider the status of other grievance resolution efforts.
55. The IAM's assessment of the request does not entail any judgment on the merits of the request.

Assessment process

Assessment approach

56. In carrying out its assessment, IAM will give Requesters, Clients, Sub-Clients, and DFC an opportunity to ask questions and consult with IAM staff to facilitate informed decision-making and understanding of IAM's mandate, services, and procedures. IAM will consider any Project-specific or relevant information provided by, or through, engaging with Requester, Clients, Sub-Clients, DFC, and other relevant stakeholders.
57. The IAM will approach assessments in a flexible manner. The IAM will typically conduct the following activities during its assessment of the request:
- a. Review DFC Project- or Sub-Project-related files.
 - b. Meet with the Requester, Client, Sub-Client, DFC staff and, where relevant, government officials of the country where the Project or Sub-Project is located, representatives of local and international civil society organizations, and other stakeholders. The IAM may consider private and off-site meetings to help mitigate the risk of Threats and Reprisals. The IAM will seek to facilitate and provide access to such meetings by paying for reasonable transportation, lodging, and subsistence for invitational travelers, subject to relevant U.S. Government restrictions or exemptions.

- c. Visit Project and, to the extent possible, Sub-Project sites.
 - d. Where necessary, subject to concerns about risk of Threats and Reprisals, hold public meetings in the Project or Sub-Project area.
 - e. Where deemed necessary by any Party, consider the relevance of concluded, pending or ongoing judicial or non-judicial proceedings.
58. When planning a visit, the IAM will notify DFC, the Client, Sub-Client, Requester, and other relevant stakeholders of its plans.
59. If the Parties consent, they may engage directly with one another during the assessment process to resolve the issues raised in the request. Such engagement may take place without the direct involvement of the IAM. The IAM's assessment report will summarize the outcomes of such engagement. Where appropriate, and within the scope of their respective mandates and with the Parties' consent, DFC may support the constructive resolution of issues related to the request. Where such issues are resolved, and subject to the Requester's consent, IAM will issue an assessment and conclusion report to close the case.

Timeframe

60. IAM will complete the assessment within 90 Business Days of the date it determines a request to be eligible. The IAM Director may extend the assessment timeframe by a period not exceeding 30 Business Days if after the 90 Business Day period: (1) the Requester asks for an extension; (2) the Parties confirm that resolution of the request is likely; or (3) either Party expresses interest in problem solving, and there is potential that the other Party will agree. IAM will notify the Parties and DFC Management, and the Board of the decision to extend the assessment and update the IAM Public Registry of Cases.

Staffing

61. IAM staff will carry out the assessment of a request, supported by external consultants and legal advisers if deemed necessary by the IAM Director.

DFC role

62. In connection with any request, DFC staff may engage with the Client/Sub-Client, other stakeholders, and the IAM during the assessment process. DFC may continue to support its Clients in their responsiveness to the issues raised in the request. To the extent possible, DFC will inform the IAM of such engagements with its Clients.

Outcomes of assessment

Parties' decision

63. During the assessment process, the Parties decide whether they would like to initiate IAM's problem solving or compliance review function. If both Parties agree to undertake problem solving, the IAM will facilitate this process. This may include covering reasonable and directly related costs, including those for invitational travelers, subject to relevant U.S. Government restrictions or exemptions, for ensuring the meaningful participation of the Requesters and

their Representatives in problem solving, compliance review or monitoring. If there is no agreement by the Parties to pursue problem-solving, the IAM will refer the request to the IAM's compliance review function.

Assessment reports

64. At the conclusion of the assessment process, the IAM will produce an assessment report that includes:
 - a. A broad summary of the information gathered and the Parties' perspectives of the issues raised in the request during the assessment, including views from other stakeholders as deemed relevant; and
 - b. The decision of the Parties to pursue a problem-solving process or if the request will proceed to the compliance review function.
65. The IAM will provide a summary of findings or draft assessment report to the Parties and DFC for factual review and comment for 15 Business Days prior to finalizing the report. Project, process or commercial summary information presented by the IAM will be sourced from materials which have been previously published by DFC and its Client or is readily available in the public domain. IAM will share the final assessment report with the Parties, Management, and the Board and publish it on the IAM's website.

SECTION IX - PROBLEM SOLVING

Purpose

66. The purpose of the IAM's problem-solving function is to help resolve issues raised about the environmental and/or social impacts of Projects or Sub-Projects through a neutral, collaborative, problem-solving approach and to contribute to improved outcomes on the ground.

Principles and Approach to Problem Solving

67. Engaging in a problem-solving process is a voluntary decision and requires agreement between the Requester and the Client and/or Sub-Client, at a minimum. As a nonjudicial, non-adversarial, neutral forum, the IAM's problem-solving approach provides a process through which Parties may find mutually satisfactory solutions to the issues raised in the request and any other significant issues identified during the assessment. The IAM conducts the process in a manner acceptable to the Parties and treats all participants in a problem-solving process fairly and equitably.
68. The IAM seeks to work directly with the Project-affected people, recognizing that local communities, minorities, and vulnerable groups often have much to gain or lose from a Project or Sub-Project. IAM recognizes that these groups of people typically live with the impacts and benefits of the Project or Sub-Project and have an ongoing relationship with the Project or Sub-Project.

Approaches to Problem Solving

69. The IAM, in consultation with the Parties, may use different approaches and cover directly associated costs of attempting to find a resolution of the issues, including:
- a. **Mediation:** Mediation involves the intervention by a neutral third party in a dispute or negotiation to assist the Parties in voluntarily reaching their own mutually satisfying resolution.
 - b. **Facilitation and information sharing:** In many cases, the request will raise questions regarding the current or anticipated impacts of a Project or Sub-Project. The IAM problem solving team, including consultants or experts appointed by the IAM, may help the Parties obtain information or clarifications that may result in resolution.
 - c. **Joint fact-finding:** Joint fact-finding is an approach that encourages the Parties to agree on the issues to be examined; the methods, resources, and people that will be used to conduct the examination; and the way that the Parties will use the information generated from the joint fact-finding process.
 - d. **Dialogue and negotiation:** Where communication among Parties has been limited or disrupted, the IAM problem-solving team, including any IAM-appointed consultants or experts, may encourage the Parties to engage directly in dialogue and negotiation to address and resolve the issues raised in the request. The IAM problem-solving team, including any IAM-appointed consultants or experts, may offer training and/or expertise to assist the Parties in this process.

Reaching and Documenting Agreements

70. Any agreement reached should be specific in terms of objective, nature, and requirements and, at the discretion of the Parties, documented in written form.
71. Subject to agreement of all the Parties, the terms of the agreement or a summary thereof will be published by the IAM on its website.
72. In pursuit of a resolution, IAM will not knowingly support agreements that would coerce one or more Parties, be contrary to DFC policies, or violate applicable domestic laws or international law.

Monitoring Implementation of Agreements

73. Where the Parties have reached an agreement through the IAM problem-solving process, IAM will monitor the implementation of the agreement. The IAM will inform the Parties, DFC Management, and the Board when the case has formally moved to the monitoring phase. IAM will share interim updates with Management and will publish such updates on the IAM's website every six months during the monitoring phase. Outcomes and Conclusion of the Problem-Solving

Full resolution

74. If the Parties reach an agreement and inform the IAM that the agreed terms have been implemented to the Parties' mutual satisfaction, the IAM will conclude the problem-solving

process and close the case.

Partial agreement or absence of agreement

75. The IAM will conclude the problem-solving process if:
- a. One or more Parties wishes to exit at any point in the process;
 - b. The Parties fail to reach an agreement;
 - c. The Parties fail to implement the material terms of an agreement; or
 - d. The Parties reach a partial agreement but are unable to reach an agreement on other material issues related to the case.
76. Upon conclusion of the problem-solving process with partial or no agreement, IAM will inquire whether the Requester wishes to withdraw (close) or transfer the case to IAM's compliance review function. IAM will transfer the request to the compliance function where one (or more) Requester provides explicit approval, or otherwise will close the case. In situations where IAM is aware of concerns regarding Threats and Reprisals, to protect the Requester, IAM may transfer the request to the compliance function without the need for a Requester's explicit approval.
77. IAM will provide a summary of findings or draft conclusion report to the Parties and DFC for factual review and comment for 15 Business Days prior to finalizing the report. IAM will release a conclusion report that summarizes core process steps and outcomes and the rationale for concluding the problem-solving process. The conclusion report will be circulated to the Parties, the Board, and Management, and, promptly thereafter, publicly disclosed on IAM's website.

Role of Mediators

78. In managing the problem-solving process, the IAM will determine the knowledge and skills required in each case and engage a third-party mediator who:
- a. Possesses the appropriate expertise;
 - b. Has the ability to understand the cultural context; and
 - c. Is considered acceptable as independent and impartial by the Parties.
79. IAM will include specific confidentiality requirements in mediator contracts in addition to the general confidentiality provisions provided by DFC contracts.

DFC Engagement in the Problem-Solving Process

80. Where appropriate and agreed by the Parties, DFC may be invited to participate in a IAM problem-solving process. DFC will consider its participation on a case-by-case basis.

Informing Management and the Board

81. The IAM Director will update Management and the Board on the progress of problem-solving processes from time to time.

SECTION X - COMPLIANCE REVIEW

Purpose

82. The purpose of the IAM compliance function is to carry out reviews of DFC's compliance with the ESPP and its related regulatory framework; assess related Harm; and recommend remedial actions where appropriate and/or steps needed to prevent future non-compliance, as relevant in the circumstances.
83. IAM's compliance function does not evaluate the adequacy or suitability of the ESPP and its related regulatory framework and does not make findings in relation to compliance of a Project, Sub-Project, Client, or Sub-Client with the IFC Performance Standards or other Applicable Standards. However, in making findings regarding Harm and whether any Harm is related to DFC non-compliance with the ESPP and its related regulatory framework, IAM will assess, as relevant, DFC's review and supervision of the Environmental and Social Requirements at the Project- or Sub-Project-level and consider Project- or Sub-Project-level ESPP-related performance.
84. The IAM compliance function follows a three-step approach: (1) compliance appraisal, which determines whether further investigation is warranted. If warranted, the appraisal is followed by (2) compliance investigation and (3) compliance monitoring, as described below.

Compliance Appraisal Process

85. The purpose of the appraisal process is to determine whether a request or internal request merits a compliance investigation based on the criteria set out below.

Initiating a compliance appraisal

86. Compliance appraisal in response to a request IAM will commence a compliance appraisal in response to a case transferred to the compliance function following an IAM assessment process or an IAM problem-solving process.
87. IAM may initiate a compliance appraisal of one or more Projects or Sub-Projects in response to an internal request from the IAM Director, the CEO, the Board, or Management.
88. Such internal requests may be made in circumstances where: (i) an appraisal is deemed necessary to review environmental and social compliance issues of systemic importance to DFC; (ii) concerns exist regarding particularly severe Harm; or (iii) Project-affected people may be subject to, or fear, reprisals, preventing them from submitting a request to IAM.
89. Requests initiated by the IAM Director, CEO, the Board or Management will include a written rationale for the compliance appraisal request, and the IAM will notify the Board.

90. For compliance appraisals of more than one Project or Sub-Project, the IAM will consult with Management before commencing the appraisal.

Management and/or Client response

91. IAM will notify Management in writing of the transfer of a case to IAM's compliance function for appraisal. Management will have 15 Business Days from the date of transfer to respond to the issues raised in the request. Upon request from Management, this timeframe can be extended for up to 10 Business Days in exceptional circumstances. In such a case, the 45-Business Day period in paragraph 101 would be extended by the same number of days.

92. In its response, DFC will outline the steps DFC and/or its Client or Sub-Client have already taken, or intend to take, to facilitate compliance with relevant policies, procedures, and ESPP Requirements, to address the allegations of Harm raised by the Requesters, or raised in an internal request, and indicate whether a deferral of any compliance investigation is requested.

93. The Client may respond in writing to the issues raised in the request within the same timeframe above. IAM will take into account the DFC and Client responses during the appraisal.

Scope of compliance appraisal

94. A compliance appraisal in response to a request will consider issues raised in the request, or identified during the IAM assessment phase, but not those resolved during an IAM problem-solving process.

95. A compliance appraisal in response to an internal request will consider issues raised in the request.

Appraisal approach

96. In preparing its appraisal report, IAM will review the request, assessment report, Management and/or Client response, and any other documents that IAM may request and receive from the Requester, Management, the Client, and other parties.

97. IAM will apply the following appraisal criteria in determining whether a compliance investigation is necessary:

- a. Whether there are preliminary indications of Harm or potential Harm;
- b. Whether there are preliminary indications that DFC may not have complied with its E&S Requirements; and
- c. Whether the alleged Harm is plausibly linked to the potential non-compliance.

98. During a compliance appraisal, IAM will also consider the following:

- a. For any Project or Sub-Project where an DFC Exit has occurred at the time IAM completes its compliance appraisal, whether an investigation would provide particular value in terms of accountability, learning (construed broadly), or remedial action despite a DFC Exit.

- b. The relevance of any concluded, pending or ongoing judicial or non-judicial proceeding regarding the subject matter of the request.
 - c. Whether Management has clearly demonstrated that it dealt appropriately with the issues raised by the Requester, or in the internal request and followed the ESPP and its related regulatory framework, or whether Management acknowledged that it did not comply with the ESPP and its related regulatory framework.
 - d. Whether Management has provided a statement of specific remedial actions, and whether, in IAM's judgment after considering the Requester's views, these proposed remedial actions substantively address the matters raised by the Requester.
99. In relation to a Project or Sub-Project that is or already has been the subject of a compliance investigation, IAM may: (a) close the request; (b) merge it with the earlier compliance process, if still open, and the request is substantially related to the same issues as the earlier compliance process; or (c) initiate a new compliance investigation only where the request raises new issues or new evidence is available.
100. The appraisal process does not lead to a definitive assessment of DFC's compliance with the ESPP and its related regulatory framework, or related Harm. IAM may make these assessments only in the context of an investigation.
101. IAM will complete the compliance appraisal process within 45 Business Days of the transfer of the case to IAM's compliance function and may extend the appraisal process by up to an additional 20 Business Days in exceptional circumstances, in which case IAM will notify the Requester and Management, and update its Public Registry of Cases, and the Board of the extension.

Appraisal decision

102. At the conclusion of the appraisal process, IAM will prepare an appraisal report stating its reasoning and decision on whether to investigate, merge, defer, or close the case. When the appraisal outcome is a decision to investigate, IAM's appraisal report will also include terms of reference (see paragraph 118 below), indicating the scope of the compliance investigation.
103. Every appraisal decision, whether to investigate, close, or defer, will be made at the discretion of the IAM Director, applying the criteria set out in this section (see paragraphs 97-98 above).

Deferral of a decision to investigate

104. In specific cases that meet the criteria for a compliance investigation (see paragraphs 97-98 above) as well as the criteria below, the IAM Director may decide to defer the decision to investigate to allow DFC, the Client, and the Requester to resolve issues directly:

Criteria for decision to defer

- a. The severity of alleged Harm and potential compliance issues raised by the Requester, including whether the issues of alleged Harm are clearly defined, limited in scope, and appear to be amenable to early resolution;

- b. Whether the Management response includes specific commitments that are commensurate with the issues raised in the request or during the assessment, and consistent with DFC policy requirements;
- c. The views of the Requester as to the impact (positive and negative) of a decision to defer, including the Requester's support for or objection to a deferral; and
- d. Other information deemed relevant by IAM.

105. In order to consult with the Requester on deferral, IAM may share the Management and Client responses (or any portions thereof) with the Requestor, on the condition that appropriate measures are in place to safeguard the confidentiality of such responses prior to public disclosure.

Framework for deferral

106. In cases in which IAM decides to defer the decision to investigate, IAM should establish and make public as part of its appraisal report:

- a. IAM's analysis of the criteria for deferral as set out above;
- b. The conditions of the deferral as agreed by Management;
- c. A framework for monitoring during the deferral period, including a schedule for DFC reporting on the progress made on commitments by Management to address the issues raised by the Requesters; and
- d. A timeline for the deferral period, typically no longer than six (6) months, including for IAM to issue a report on DFC implementation of commitments in the Management response and whether these have addressed the issues raised in the request, or during the assessment phase.

Conclusion of deferral period

107. During the deferral period, if IAM assesses that the conditions have materially changed, or making progress is unlikely or unfeasible, including due to Requester's demand to end the deferral period, the IAM may end the deferral and commence a compliance investigation.

108. Upon the conclusion of the deferral period, IAM Director may decide to:

- a. Close the case if the issues raised in the request have been substantially addressed and there is no material value for accountability, institutional learning, or remedial action from conducting an investigation;
- b. Extend the deferral period if considerations above remain (see paragraph 104 above), and there is, in IAM's analysis, a high likelihood of the issues being resolved within a defined extension period; or
- c. Proceed to a compliance investigation if issues have not been substantially addressed or if there is otherwise material value for accountability, institutional learning, or

further remedial action.

109. In any case, IAM will issue, and circulate for information, a report summarizing the actions taken and outcomes of the deferral to the Board, Management, and the Requester. IAM will also publish this report on its website.

Circulation and disclosure of the appraisal report

110. Once IAM concludes an appraisal, it will circulate, for information, the appraisal report to the Board, Management, and the Client. In cases where IAM is responding to a request, IAM will also circulate the report to the Requester.

111. Promptly following the circulation of the appraisal report, IAM will publish the appraisal report. IAM will also publish the Management response and a response from the Client (if any).

Compliance Investigation Process

Definitions and approach to compliance investigations

112. A compliance investigation determines whether DFC has complied with the ESPP and its related regulatory framework, and whether there is Harm related to any DFC non-compliance, following a systematic and objective process of obtaining and evaluating evidence. In determining whether DFC has complied with the ESPP and its related regulatory framework, IAM will include, where appropriate, an assessment of whether DFC has deviated in a material way from relevant directives and procedures.

113. Where IAM finds non-compliance and related Harm, IAM makes recommendations for DFC to consider when developing a Management Action Plan (MAP). Recommendations may relate to the remediation of Project- or Sub-Project-level non-compliance and related Harm, and/or steps needed to prevent future non-compliance, as relevant in the circumstances.

114. A compliance investigation does not make non-compliance findings in relation to a Project or Sub-Project. However, in making findings regarding Harm and whether any Harm is related to DFC non-compliance with the ESPP and its related regulatory framework, IAM will assess, as relevant, DFC's review and supervision of the Environmental and Social Requirements at the Project or Sub-Project level and consider Project- or Sub-Project-level ESPP-related performance. Where relevant in accordance with applicable DFC Environmental and Social Requirements that refer to national law, IAM will also consider how DFC reviewed and supervised the Project's compliance with applicable national law.

115. IAM will base the compliance investigation on a review of documents, interviews, observation of activities and conditions, and other appropriate means.

116. IAM will assess whether there is evidence that DFC applied relevant Environmental and Social Requirements considering the sources of information available at the time the decisions were made. IAM will not make findings and conclusions with the benefit of hindsight.

117. IAM follows a non-adversarial model. In undertaking analyses and making conclusions, IAM will systematically and objectively consider such facts, circumstances, information, and

evidence as may be available to it from documents, interviews, statements, reports, correspondence, and other sources as IAM determines relevant. Sufficient, relevant evidence is required to afford a reasonable basis for IAM's compliance findings and conclusions.

Terms of reference for compliance investigations

118. IAM will publicly disclose terms of reference for the compliance investigation. The terms of reference will specify:

- a. The objectives and scope of the investigation;
- b. Any limitations on the scope of the investigation that may be appropriate, considering, among others, issues closed at the appraisal stage, the presence of concurrent judicial proceedings, or a DFC Exit;
- c. The approach and method of investigation, and specific consultant qualifications; and
- d. A schedule for the investigation tasks, timeframe, and reporting requirements. This schedule will include deadlines for the submission of information by DFC to inform the compliance investigation process.

119. In preparing the terms of reference for any compliance investigation involving more than one Project, IAM will consult with DFC.

Compliance investigation report

120. IAM will prepare the compliance investigation report, which will at a minimum include:

- a. The investigation findings with respect to compliance, non-compliance, and any related Harm.
- b. Context, evidence, and reasoning to support IAM's findings and conclusions regarding the underlying causes of any non-compliance identified.
- c. Recommendations for DFC to consider in the development of a MAP relating to the remediation of Project- or Sub-Project-level non-compliance and related Harm, and/or steps needed to prevent future non-compliance, as relevant in the circumstances. In case of a Project where the DFC Exit has occurred, recommendations will take into account the implications of such a DFC Exit.

121. IAM will circulate a draft investigation report within one year of the disclosure of the appraisal report.

Factual review and comment

122. IAM will circulate the draft report to Management for factual review and comment, including satisfying DFC's statutory requirements related to FOIA, Trade Secrets Act and Privacy Act.

123. Management will have 20 Business Days from the receipt of the draft report to provide written comments. Management shall not share the contents of the draft report with the Client, unless

the same content is concurrently shared with the Requester. DFC may take into account feedback from the Client or Sub-Client when preparing written comments.

124. After Management satisfies DFC's statutory requirements related to FOIA, Trade Secrets Act and Privacy Act (within five business days of receiving the draft report), the IAM will provide the relevant Parties with the opportunity to undertake factual review and comment on the draft investigation report, on the condition that appropriate measures are in place to safeguard the confidentiality of the draft report prior to public disclosure. If requested, IAM can provide a translation.
125. At a minimum, the relevant Parties will be provided a draft table of findings for factual review and comment and as a basis for information to inform subsequent consultation on any MAP.
126. Upon completion of the factual review and comment phase, no new information or arguments will be introduced in relation to the IAM compliance review process.

Finalizing an investigation report

127. After considering the comments from DFC and the Requester on the consultation draft, IAM will finalize the compliance investigation report in 20 Business Days.
128. The final investigation report will be submitted to Management and, promptly thereafter, circulated to the Board for information. In liaison with the IAM, DFC Management may simultaneously share either a summary of findings or the final investigation report with the Requester, and Client or Sub-Client for the purpose of consultation while preparing the MAP, on the condition that appropriate measures are in place to safeguard confidentiality of the findings prior to public disclosure.
129. A notice will be posted on IAM's website informing the public that the IAM has completed its compliance investigation.

Management response, action plan, and clearance for disclosure

130. Within 50 Business Days of receiving IAM's compliance investigation report and findings, Management will be required to submit a report (Management Report) to the Board for consideration, stating the actions proposed in response to IAM's findings.
131. For the purpose of addressing IAM findings of non-compliance and related Harm, if any, the Management Report will include, for Board approval, a MAP comprising time-bound remedial actions proposed by Management and/or steps needed to prevent future non-compliance, as relevant in the circumstances.
132. The Management Report should also include a reasoned response to IAM's findings or recommendations regarding non-compliance or related Harm that DFC is unable to address in the MAP.
133. While the MAP is the responsibility of Management, Management may incorporate input from relevant Parties.
134. During the preparation of the MAP, Management will be required to consult the Requester and the Client. Actions that involve the Client or Sub-Client will be agreed with the Client prior to

inclusion in the MAP.

135. IAM will submit comments on the proposed MAP to the Board. The Requester may submit to IAM a statement on the proposed MAP and the adequacy of consultations for circulation to the Board.
136. To support institutional learning, Management may provide measures in the MAP to avoid recurrence of non-compliance and improve institutional performance in other Projects.
137. The Board will not have any editorial input regarding the content of a compliance investigation report but may take the opportunity to discuss the investigation findings with IAM and Management.
138. Once the Board approves the MAP, the IAM's investigation report, the Management Report, and the MAP will be published on IAM's website.

Compliance Monitoring

Approach to monitoring

139. After the Board has approved a MAP, IAM will monitor its implementation.
140. The scope of IAM's compliance monitoring will be the corrective actions approved as part of the MAP. Monitoring will verify the effective implementation of the actions set out in the MAP.
141. IAM compliance monitoring will not consider non-compliance findings for which there is no corresponding corrective action in the MAP.

Reporting during monitoring

142. Management will be responsible for supervising implementation of the MAP and will submit progress reports to the IAM and the Board on the implementation of the MAP at such intervals as proposed by Management or otherwise approved by the Board. Every progress report will summarize the implementation status of the MAP in the period covered by the report, including actions completed, actions in ongoing implementation, and upcoming actions based on timelines included in the MAP. It also may include information on engagements undertaken during the reported period. IAM will inform the Requester and Client, and publish Management's progress reports on its website, and incorporate these reports into the IAM's annual public monitoring report.
143. As requested by Management, IAM, or the Board, IAM and Management will provide a briefing in the format requested by the CEO or the Board on progress made in the implementation of remedial measures in MAPs, including Project- or Sub-Project-level actions and DFC systemic responses to IAM compliance findings. The Board may consider options on how to strengthen the implementation of measures in the MAP, if necessary, taking into account Management progress reports and IAM monitoring reports.

Closure of compliance investigations

144. IAM will close the compliance monitoring process when:

- a. IAM determines that substantive commitments as set out in the MAP have been effectively fulfilled; or
- b. following engagement with Management and/or the Board, not all substantive commitments in the MAP have been effectively fulfilled, and IAM determines that there is no reasonable expectation of further action to address its Project or Sub-Project-level non-compliance findings.

145. In either case, IAM will prepare a final monitoring and closure report and circulate it for information to the Board and Management, the Requester, and the Client before making it public.

SECTION XI - ADVISORY

Purpose

146. IAM's advisory function provides advice to Management and the Board with the purpose of improving DFC's systemic performance on environmental and social sustainability and reducing the risk of harm to people and the environment. IAM's advisory work provides insights and recommendations on broader environmental and social issues relevant to DFC's work by drawing on IAM's experience with cases in progress or closed, and good international practice.

Approach

147. IAM's advisory function is guided by the following principles:

- a. IAM preserves its independence and impartiality by not giving advice on specific Projects or Sub-Projects.
- b. IAM provides advice on broader DFC environmental and social policies, processes and approaches, guidance documents, strategic issues, trends, and systemic concerns.
- c. IAM advice draws from experience gained through its problem solving and compliance review work.
- d. IAM seeks to carry out its advisory work in a collaborative manner with DFC and other actors as appropriate.

Advisory Process

Requests for advice

148. The IAM Director, the Board or Management can request IAM advice. IAM will review any request for advice to ensure it only undertakes advisory work consistent with its mandate and principles.

Developing advisory work

149. To enhance the impact of its advisory work, IAM will seek to identify ways of working collaboratively with Management and other actors as appropriate when developing advisory

work, while maintaining its independence. At a minimum, IAM informs Management when it initiates advisory work and when it responds to a request for advice and consults Management on the scope of advice and proposed process.

150. IAM delivers advisory work through various formats, including written reports, interactive tools, and in-person learning. IAM will not provide Project-specific advice.

Information disclosure

151. While IAM seeks to maximize disclosure of its advisory work, it may provide non-public advice to maximize uptake of advice on issues that are part of internal DFC deliberative processes.

Monitoring and follow-up

152. IAM will systematically assess the impact of its advisory work as part of its monitoring and evaluation activities and include advisory work in its reporting to the Board as part of its management action tracking record.

153. IAM may carry out periodic external reviews of its advisory work.

SECTION XII - THREATS AND REPRISALS

154. DFC and IAM take Threats and Reprisals against Requesters or any other persons involved in a IAM process or activity seriously. IAM recognizes that the concerns any such persons may have for their safety and wellbeing, and that of their families, can prevent them from submitting a request or otherwise engaging fully with IAM.

155. The following principles guide IAM in its approach to Threats and Reprisals:

- a. Disputes should be resolved through non-violent and peaceful means that promote the dignity of people and respect the rights of all;
- b. IAM should safeguard individual identities where requested, including by keeping information confidential that could, directly or indirectly, reveal identities;
- c. IAM should obtain the informed consent of the concerned person before taking action in relation to Threats and Reprisals, and any such action should be developed in a participatory manner; and
- d. IAM should act with the intent that people are not harmed due to cooperating in the IAM process or activities.

156. To address concerns and risks arising from Threats and Reprisals related to its processes or activities, IAM will: (i) regularly assess the risk context of any request throughout a IAM process or activity; (ii) if requested by any person who raises concerns regarding Threats and Reprisals, work closely with the concerned person to identify preventive measures adapted to the specific circumstances, particularly where security concerns exist, and plan possible responses with the concerned person; and (iii) if security threats or incidents occur or IAM becomes aware of such a threat in the context of a IAM process or activity, IAM will make every effort to support the safety and wellbeing of any concerned person by following an

appropriate course of action discussed and agreed upon with the concerned person.

157. While IAM will seek to fulfill its mandate under this TOR in a manner that maximizes its ability to respond appropriately to Threats and Reprisals, IAM is not an enforcement body or entity. It does not have the direct ability to physically protect or otherwise safeguard Requesters or any other concerned persons from the possible consequences of engaging in an IAM process or activity or cooperating with the IAM.

158. IAM and Management will coordinate, as appropriate and within the scope of their respective roles and mandates as described in their respective then-current position statement or policy, on measures to assess, prevent, and respond to concerns of Threats and Reprisals stemming from IAM processes and activities.

SECTION XIII - OUTREACH AND COMMUNICATION

159. IAM's accessibility and the effective implementation of its mandate under this TOR depend on the ability of IAM to engage effectively with its stakeholders. The IAM takes a proactive approach to promote awareness and understanding of this TOR and the purpose, mandate, functions, and activities of IAM as the independent recourse and accountability mechanism of DFC. IAM's outreach activities and communications are guided by confidentiality considerations relevant to Requesters and other stakeholders, including measures designed to address the risk of Threats and Reprisals.

Outreach and Training

160. The IAM's outreach and communications will be designed such that project-affected stakeholders have information about how to request its services and the associated process. DFC Management will assist the IAM in carrying out its outreach efforts, including requiring clients and sub-clients (for financial intermediary projects) to disclose the existence of the IAM to project-affected communities and workers in a culturally appropriate, gender sensitive, and accessible manner. The existence of the IAM and how to contact it will be included in appropriate DFC project documents.

161. IAM conducts outreach to external stakeholders to enhance its accessibility, including cooperation with the independent accountability mechanisms of other organizations, as relevant. IAM disseminates information about its mandate and work, including through DFC's offices or regional hubs. IAM also engages with Project-affected people and their representatives upon request. Through these efforts, IAM aims to respond to local constraints that may impede people's ability to access IAM services or participate in a IAM process.

162. IAM will provide awareness raising or training to DFC staff and external stakeholders on the implementation of this TOR. IAM will tailor the awareness raising or training to specific needs, based on direct requests or feedback, or in relation to cases.

Public Reports and Information Materials

163. While IAM's working language is English, the IAM seeks to make reports and communication materials available in relevant local languages to promote accessibility. IAM issues public information materials in different languages (English, French, Spanish, and Portuguese), and additional languages where deemed necessary. IAM makes available these

the request and English, if requested.

165. IAM publishes all IAM reports in English, including case reports, advisory reports, and annual reports. All publicly disclosed reports on casework — including assessment reports, problem solving reports, and compliance reports — will be translated, at least as a summary, into the Requester’s language. When deemed necessary, IAM will translate its reports, at least in summary, into additional local languages and present them in a culturally appropriate manner.
166. IAM may post a public statement on its website or social media channels at different stages of the case handling process to clarify its mandate and process. IAM may issue joint statements agreed by the Parties, and joint statements by IAM and Management, as appropriate.
167. IAM will submit an annual report to the Board and Congress concerning its activities. IAM publishes the annual report and other materials on its webpages.
168. IAM will maintain a Public Registry of Cases and disclose status updates from time to time.

DFC Information Disclosures about IAM

169. To help make IAM known to DFC staff, Clients, and Project-affected people, DFC will:
 - a. Provide accessible information about IAM on DFC’s websites and in annual reports;
 - b. Include in the relevant DFC Project disclosure reference to any applicable grievance mechanisms, including IAM;
 - c. Require clients and sub-clients (for financial intermediary projects) to disclose the existence of the IAM to project-affected communities and workers in a culturally appropriate, gender sensitive and accessible manner;
 - d. Include information pertaining to IAM as relevant in the appropriate DFC Project documentation; and
 - e. Include information about IAM in the induction and training of DFC staff.

SECTION XIV - COOPERATION WITH OTHER INDEPENDENT ACCOUNTABILITY MECHANISMS

If IAM is aware that other organizations with independent accountability mechanisms have financed or guaranteed a Project that is the subject of a request to IAM, IAM will notify those mechanisms of the existence of the request, subject to the Requester’s consent to this notice and applicable provisions to protect confidentiality.

170. If IAM engages with a request that overlaps with the jurisdiction of other organizations’ independent accountability mechanisms and where the request involves the same or substantially similar issues, IAM will use best efforts to collaborate with such other mechanisms to ensure that the request is handled fairly and efficiently, avoiding duplication of efforts, consistent with this TOR. At all times, the cooperation will be conducted in accordance with the mechanisms’ respective mandates, policies, and procedures, including requirements of confidentiality and disclosure of information.

efforts, consistent with this TOR. At all times, the cooperation will be conducted in accordance with the mechanisms' respective mandates, policies, and procedures, including requirements of confidentiality and disclosure of information.

171. IAM may also cooperate, including sharing reasonable costs, with other independent accountability mechanisms on other relevant activities, including outreach, communication, advisory, and training.

172. The IAM Director may adjust timelines for IAM processes to enable collaboration with other organizations' independent accountability mechanisms. Such adjustments shall be at the IAM Director's discretion.

SECTION XV - REVIEW OF POLICY

173. The IAM will initiate a review of this TOR for Board approval no later than five (5) years after it becomes effective, and periodically every five (5) years thereafter. These reviews will include public consultations.

SECTION XVI - MISCELLANEOUS

174. This TOR will become effective on December 4, 2024.

175. This TOR will apply to any request submitted to and deemed eligible by IAM on or after the date on which this TOR became effective and supersedes and replaces in its entirety the OPIC Office of Accountability's Operational Guidelines Handbook for Problem-Solving and Compliance Review Services, dated 2014.