

Outreach Strategy Office of Accountability



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1. Introduction

The U.S. International Development Finance Corporation (DFC) is America's development finance institution. DFC partners with the private sector to finance solutions to the most critical challenges facing the developing world today.

On September 9, 2020, the DFC Board of Directors (Board) approved the implementation document: [Independent Accountability Mechanism \(IAM\) for the U.S. International Development Finance Corporation](#). The IAM – also referred to as the Office of Accountability (OOA) - is an independent office within DFC and reports to the Board.

The OOA's core functions comprise (a) providing a forum for resolving concerns, complaints, or conflicts about environmental or social issues that may arise around DFC-supported projects, (b) offering advice regarding DFC's projects, policies, and practices when invited to do so by the Board or senior Corporation management, and (c) annual reporting to the Board and Congress.

2. Purpose

The OOA's mandate includes outreach to ensure project-affected stakeholders, DFC clients and sub-clients (such as financial intermediaries) have information about how to access the OOA's services and complaints procedures. This Outreach Strategy is designed to guide OOA's efforts to engage with internal and external stakeholders, and complements DFC's other stakeholder engagement and outreach efforts.

This Outreach Strategy does not incorporate a bespoke stakeholder engagement plan which will be developed, disclosed and implemented for the planned revision of OOA's 2014 Operational Guidelines Handbook for Problem Solving and Compliance Review.

3. Target Audience

OOA's primary target audience includes project-affected people and workers. The OOA will also engage with civil society organizations (CSOs), DFC management and clients, as well as the community of practice engaged in the accountability functions of development finance institutions.

4. Approach

The OOA will maximize transparency and information disclosure as these are critical to the credibility and public confidence of an accountability mechanism. OOA's efforts will be subject to DFC's Transparency Policy, as well as statutory responsibilities, including the provisions of both the Trade Secrets Act and the Freedom of Information Act.

OOA's outreach is designed to raise awareness about its services. This outreach will be inclusive, utilize both in-person and digital platforms. OOA will also participate in and contribute to relevant training, events and conferences.

The OOA maintains a digital presence through DFC's website. These will display OOA's operational policies, a Public Registry of Cases, and other materials. OOA's social media presence and messaging will be aligned with DFC's Social Media Guideline.

The OOA will also attend quarterly meetings of the Board, DFC's semi-annual public hearings, and other relevant events.

5. IAMnet

The OOA is a member of and participates in events organized by the Independent Accountability Mechanisms Network (IAMnet). This is a partnership of dedicated practitioners who build institutional capacity on accountability and compliance for improved corporate governance and development impact. IAMnet events include engagement opportunities with diverse national, regional and international Civil Society Organizations (CSO).

6. Resourcing

A new Director of OOA was appointed on February 26, 2024. His responsibilities include outreach. The Director of OOA is authorized to hire consultants, participate in outreach events, and incur other expenses as needed for both case-specific and other functions.

7. Reporting

The Director or OOA will engage with and submit reports to the Board, the U.S. Congress Committees on Appropriations. These reports will also be disclosed on OOA's webpages. The OOA's cases and their status, advisory notes or other relevant materials will also be disclosed on OOA's webpages.

8. Contact

Comments about this Outreach Strategy can be directed to the attention of Mr. Mehrdad Nazari, Director, Office of Accountability, via accountability@DFC.gov.