



ENVIRONMENTAL AND SOCIAL GRIEVANCE REDRESS MECHANISM (ESGRM)

TABLE OF CONTENTS

- I.** ESGRM AND CAF'S COMMITMENT TO INSTITUTIONAL TRANSPARENCY 2

- II.** ABOUT ESGRM 4
 - II.1.** What is our goal with ESGRM? 5
 - II.2.** What is its scope? 5
 - II.3.** Key concepts 6
 - II.4.** Guiding principles 7
 - II.5.** General considerations 7

- III.** PROCESS FOR FILING A COMPLAINT 8
 - III.1.** Who can submit a complaint 9
 - III.2.** Channels for filing a complaint 9
 - III.3.** Prerequisites for filing a complaint 9
 - III.4.** Minimum content required for a complaint 10
 - III.5.** Exclusions 11

- IV.** COMPLAINT MANAGEMENT 12
 - IV.1.** First stage 13
 - IV.2.** Second stage 13
 - IV.3.** Third stage 14
 - IV.4.** Considerations related to gender-based violence (GBV) and discrimination complaints 20

- V.** PROTECTION AND PROCESSING OF PERSONAL DATA 21

- VI.** GLOSSARY 23

- VII.** ANNEXES 25
 - VII.1.** Channels for filing a complaint 26
 - VII.2.** Recommended format for filing a complaint 27

1

ESGRM AND CAF'S COMMITMENT TO INSTITUTIONAL TRANSPARENCY



ESGRM AND CAF'S COMMITMENT TO INSTITUTIONAL TRANSPARENCY

ESGRM AND CAF'S COMMITMENT TO INSTITUTIONAL TRANSPARENCY

With the publication of the Access to Information and Institutional Transparency Policy (PAITI, for its acronym in Spanish), CAF ratifies its commitment to making suitable channels for accessing public information available to citizens and stakeholders who interact with the Institution and using those channels to manage its communications in an accessible and transparent manner for everyone.

Guided by PAITI's principles and guidelines, CAF adopted the ESGRM as a key tool for managing environmental and social risks linked to its operations.

The ESGRM handles and addresses complaints or concerns from individuals or communities regarding potential adverse impacts of CAF's operations on them or the environment. It also helps to ensure that these operations perform well environmentally and socially, fostering harmonious and constructive relationships with communities and stakeholders. Furthermore, it serves as a tool to protect the rights of those affected by an investment initiative, as well as to prevent or promptly mitigate any potential escalation of social tensions or conflicts arising from the operations.

2

ABOUT
THE ESGRM

WHAT IS OUR GOAL WITH THE ESGRM?

We aim to:

- Receive, assess, manage, and respond to complaints related to potential adverse environmental and social impacts on individuals, communities, or the environment during the implementation of an operation financed by the institution.
- Detect, prevent, and promptly mitigate social tensions that may arise around such complaints, potentially affecting the development objectives outlined in the operations or CAF's reputation, thereby promoting socially responsible development.
- Enhance the management of environmental, social, and gender risks in CAF's operations. This involves applying the lessons learned from ESGRM implementation to improve the conceptual and regulatory framework, internal processes, and decision-making.

WHAT IS ITS SCOPE?

- The ESGRM covers complaints submitted to the institution related to potential adverse environmental and social impacts on individuals, communities, or the environment during the implementation of an operation financed by CAF.

CAF will not impose fees or other associated costs on the complainant(s) using the ESGRM.

- Complaints related to gender, inclusion, and diversity issues will be addressed by the ESGRM, with guidance and ongoing involvement of experts in these fields. These complaints will be treated confidentially unless the complainant(s) explicitly waive this right.
- Filing a complaint with the ESGRM does not halt the processing, execution, and disbursements related to the operation referred to in the complaint. This exception applies only if, during the complaint evaluation stage, the proposed response or intervention aligns with this direction and is endorsed and recommended by the person responsible for the Vice-Presidency or Management of the respective business area.



KEY CONCEPTS

01

Referral

This refers to guiding, providing information, and offering support for complaints related to Gender-Based Violence (GBV) or any form of discrimination.

02

Complaints and Grievances Mechanism (CGM)

A system for handling complaints and grievances that each borrower in CAF-funded operations must directly implement. It's tailored to the scope and level of environmental and social risks of the operation.

03

Environmental and Social Grievance Redress Mechanism (ESGRM)

A set of guidelines and procedures for receiving, channeling, evaluating, managing, and responding to complaints directly submitted to CAF. These complaints relate to the environmental and social aspects of an operation financed by the institution.

04

Petitions, Complaints, Claims, Suggestions Mechanism (PCCSM)

These are convenient access points provided on our corporate website (www.caf.com) and other suitable channels for addressing petitions, complaints, claims, and suggestions. Moreover, this mechanism offers general project information for ongoing projects and approved operations—provided they are not classified as confidential—and other relevant matters of general interest.

05

Country-Specific Environmental and Social Standards

These encompass all the current national, local, or sectoral regulations, such as laws, decrees, and ordinances, applicable to operations in the respective country. They cover various environmental and social aspects, including occupational health and safety, gender inclusion, equity, and the handling of GBV situations. They also address labor matters, human rights, and international environmental agreements or treaties ratified by the country.

06

Operation

This term encompasses programs, projects, activities, or investment initiatives funded in full or in part by CAF and properly executed.

07

Borrower

Any recipient of financing from CAF for an operation's development. This category includes clients, executing or co-executing agencies, etc.

08

Complaint

Any statement made by one or more persons regarding potential adverse environmental and social impacts on individuals, communities, or the environment, either caused or anticipated during an operation's implementation. It's important to note that questions, information requests, and suggestions unrelated to environmental or social management aren't considered complaints.

09

Complainant

Any group of two or more individuals living within an operation's sphere of influence, who may be affected by the operation and have an interest in it. In cases related to GBV or any form of discrimination, a complainant can also be a single person, such as the victim, a representative, a witness, or anyone informed about the matter.

10

Environmental and Social Safeguards

The set of principles, standards, guidelines, and requirements meant to ensure the timely and adequate identification, assessment, mitigation, or compensation of the most relevant environmental and social risks associated with a CAF-financed operation

GUIDING PRINCIPLES



Transparency

Relevant documentation, procedure progress, and potential outcomes regarding complaints to ESGRM will be shared with complainants unless they request confidentiality or it's necessary to maintain confidentiality during the complaint review process to ensure a fair outcome.



Legitimacy and Independence

ESGRM operates under clear rules and standards to ensure fair, impartial, and independent activities separate from other areas of the organization. CAF ensures that ESGRM's ability to gather evidence and interact with complainants remains unaffected to provide a fair and effective response to complaints related to operations.



Accessibility

ESGRM ensures stakeholders have multiple avenues to file complaints, accommodating language preferences and cultural nuances. CAF disseminates information about ESGRM access through various communication channels.



Timeliness

While complaint review processes may take time, ESGRM strives for the swiftest response to minimize risks to complainants, the environment, stakeholders, and CAF. Continuous improvement includes optimizing response times in each review and audit cycle.



Equity

ESGRM is committed to providing complainants with reasonable access to reliable sources of information and proper guidance for undertaking the complaint process in a well-founded and technically sound manner. It also includes cost coverage for such services if needed. ESGRM will ensure access and support in a manner that prevents any form of discrimination based on age, sex, gender, sexual orientation, beliefs, disability, or ethnicity. It will also ensure culturally appropriate care, recognizing the specific cultural nuances and differences of the individuals involved in each case.



GENERAL CONSIDERATIONS

The ESGRM operates independently of the operational and service activities carried out by the parties involved in the activities challenged by the complainant. The ESGRM is committed to handling each complaint with the highest standards of objectivity and dedication while also safeguarding the interests of CAF's internal and external stakeholders.

Under no circumstances will a complaint submitted to the ESGRM lead to the determination of compensation for damages or any other similar benefits.

The ESGRM is not authorized to investigate or provide opinions on the actions or statements of governments, public entities, local authorities, other co-financing entities, or any external entity or institution unrelated to the operation.

The Complainant has the right to request that their complaint be treated confidentially. Additionally, CAF may, at its discretion, handle the complaint confidentially during the evaluation process to ensure an appropriate resolution.

3

PROCESS FOR FILING A COMPLAINT

PROCESS FOR FILING A COMPLAINT

Who can submit a complaint:

- The complainant, two **(2)** or more individuals who believe they have been or may be adversely affected by environmental and social impacts allegedly caused or likely to be caused by a CAF-financed operation.
- One **(1)** organization or individual on behalf of the complainants
- One **(1)** or more persons, including the victim, a representative, a witness, or any informed individual when the complaints pertain to Gender-Based Violence (GBV) or any form of discrimination.

Channels for submitting a complaint

- Complaints can be submitted in writing, via email, postal mail, or in person at any of CAF's Country Offices (COs). Addresses, phone numbers, email addresses, and other contact information for submitting a complaint can be found in Annex VII.1, "Channels for filing a complaint."
- If the complainant speaks a language or dialect of an indigenous or native community, they have the option to submit the complaint in that language or dialect. In such cases, ESGRM will make its best effort to provide a translation or interpretation of the complaint to respond appropriately.
- The ESGRM will ensure that complainants have reasonable access to the channels and information related to the subject matter of the complaint and proper guidance to undertake the complaint process on a sound and technically sound basis, in accordance with the provisions of the PAITI.

Prerequisites for filing a complaint:

Before submitting a complaint to the ESGRM, the complainant must provide evidence of having sought resolution through the specific CGM of the operation and not finding a satisfactory response. Alternatively, they should have exhausted opportunities for dialogue and extrajudicial channels with the parties responsible for the operation.

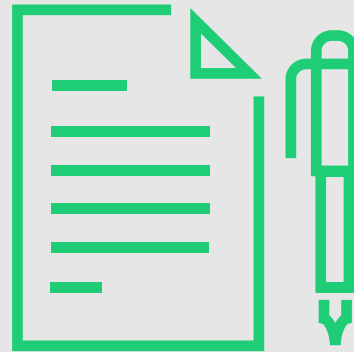
Notably, complaints related to allegations of GBV or any type of discrimination do not need to be preceded by seeking attention from the operation's CGM.



Minimum content required for a complaint

Any Complaint must cover at least, but without limitation, the following aspects:

- The identity of the complainants, including their physical addresses, email contacts, and any other information facilitating communication.
- If an organization or an individual is submitting a complaint on behalf of the purportedly affected parties, the representative should clearly state the identity and contact details of those on whose behalf the complaint is being filed. They must also provide explicit evidence of their authority to do so, along with any applicable organization bylaws. The ESGRM reserves the right to verify the validity of the delegation or representation and may confirm that the affected parties have granted such authority.
- The name and the specific location of the operation to which the complaint pertains.
- Evidence of the efforts made by the complainant to resolve the issue, including a detailed account of the approach taken and the outcomes achieved with the operation's CGM. Additionally, the details of any unresolved aspects of the issue.
- Any pertinent aspect or fact that the complainant deems relevant and can provide documentary evidence for.
- Exceptions to the above requirements apply to complaints related to GBV or any type of discrimination. For these cases, it will suffice to provide the complainant's identification and contact details, which will be treated per the confidentiality criteria governing the ESGRM from the moment they are received. The name and the specific location of the operation to which the complaint refers and any other fact or information



that the complainant considers relevant for the analysis process.

- A complaint is not required to follow a specific format; however, Annex VII.2, "Recommended format for submitting a complaint," serves as a model or template that complainants may utilize.

Exclusions

The ESGRM will not consider complaints falling into any of the following scenarios:

- a. Related to the alleged violation of CAF's Code of Ethics by officials, employees, or service providers of the organization. Such claims or reports should be submitted to the Labor Integrity Committee (CIL for its acronym in Spanish) at the email cil@caf.com.
- b. Related to the alleged commission of Prohibited Practices in Operations financed by CAF. Such complaints or reports should be submitted to the Prohibited Practices Committee (CPP, for its acronym in Spanish) at the email cpp@caf.com.
- c. Submitted anonymously.
- d. When the complaint may have political, economic, or ideological motives or motives entirely the responsibility of other actors, different from the borrower.
- e. When the matters or subject of the complaint are under review in an arbitration, administrative, or judicial process in the country of the operation or any CAF shareholder country.
- f. Related to operations that have not yet been approved by CAF's credit authorities and duly executed; however, if the documentation provided by the complainant contains information or indications of a possible omission or deficiency in the environmental, social, and gender management of the operation, the ESGRM Coordination will inform the internal areas related to the operation.
- g. Submitted more than twelve (12) months after the final disbursement of the CAF financing to the operation.
- h. Submitted more than twelve (12) months from the date when the complainants became aware of the alleged adverse impacts on which the complaint is based.
- i. On matters already addressed by the ESGRM unless new evidence, information, or reports about the complaint are provided.
- j. Referring solely to suggestions for the adjustment of CAF's policies and procedures or related to questions, requests for information, and suggestions regarding any aspect of an operation. These requests should be submitted to CAF's PCCSM.
- k. Concerning programs, projects, works, activities, or initiatives not financed by CAF.

4

COMPLAINT MANAGEMENT

Complaint management

Complaints filed with ESGRM will be handled in three **(3)** stages.

01

First stage: Reception and registration



Complaints will be received through the different channels listed in Annex 1.



Once received, the complaints will be registered by the ESGRM Coordination within ten (10) calendar days after their receipt.



Any Organizational Unit (OU) or department of CAF, including the Country Offices (OP), that receives any type of communication related to a complaint regarding environmental and social matters of a CAF-financed operation must forward such complaint to the ESGRM within five (5) calendar days following its receipt.



Complaints that are received by the ESGRM and are not within its competence will be forwarded by the ESGRM Coordination to the PCCSM within ten (10) calendar days after their receipt.

02

Second stage: determining eligibility

The ESGRM Coordination will evaluate the eligibility of the complaint within twenty (20) calendar days after the complaint is registered. The eligibility analysis will be limited to verifying that:

- The complaint meets the criteria for filing complaints, particularly the prerequisites for filing a complaint and the minimum content of a complaint.
- And the complaint does not fall within any of the exclusions.
- If the complaint lacks the minimum content required for a complaint, Coordination will inform the complainant, who will have fifteen (15) calendar days to rectify the omission.



If the requested information is not received, or partial or inaccurate information is received, Coordination will terminate the process. In this case, Coordination will draft a notice indicating that the process has been closed, outlining the reasons for its decision, and notify the complainant.

However, if the partial documentation provided by the complainant contains information or indications of a possible omission or deficiency in the environmental, social, and gender management of the operation, Coordination will inform the relevant internal areas associated with that operation.

If the complainant provides the requested information and it meets the established requirements, Coordination will notify the complainant of the complaint's eligibility and proceed with the evaluation.

- If Coordination determines that the complaint is not eligible due to falling within any of the exclusions listed on page 10 of this Manual, it will be rejected outright, with a statement explaining the reasons for this decision. Coordination will notify the complainant of this decision.
- **If the complaint is eligible and contains the required information, Coordination will admit the complaint and prepare the respective eligibility notification, which will be sent to the complainant.**

03

Third stage: Evaluation and resolution approaches

Excepted from the considerations outlined in this section are complaints related to GBV and discrimination. The assessment and resolution approaches to these complaints are described in the section "Considerations related to Gender-Based Violence and discrimination complaints."



Evaluation

From the date of notification to the complainant of the declaration of eligibility of the complaint, Coordination will have up to ninety (90) calendar days to conduct a detailed evaluation of the complaint and define a settlement approach.

In order to carry out the evaluation, Coordination shall:

- Collect and review in detail all the documents of the operation, including the information provided by the complainant ;
- Clarify ambiguous aspects of the complaint, through direct contact with the complainant, if necessary;
- Request opinions from the different internal technical bodies relevant to the case;
- Directly request information from the borrower regarding the operation's environmental and social management. Each time new information is provided, the deadlines originally established for the evaluation will be automatically

Likewise, Coordination may:

- Consider hiring independent external experts for the analysis of the critical aspects of the complaint;
- To carry out consultations with institutions and organizations, public or private, related to the subject;
- Conduct a field visit to the operation's facilities, in particular to the sites where the alleged adverse impacts alleged in the complaint are manifested; as well as conduct meetings with the complainant, the local authorities, and/or the borrower

- Once Coordination has carried out its assessment, and as a product of this has understood and contextualized the substantive issues of the complaint, it should develop an intervention proposal, based on the resolution approaches set forth below, for the resolution of the issues referred to in the complaint.
- As a result of the evaluation, or at any time during the process, a complaint may be declared ineligible, notifying the complainant of the closure of the process, with the arguments that motivate such a decision.



The issues raised in a complaint can be approached from two perspectives: conflict resolution or compliance verification:

First approach: Conflict resolution

Objective. To promote a process of rapprochement and voluntary dialogue. This requires, at a minimum, that the complainant and the borrower agree to do so, in order to help resolve, to the satisfaction of the parties, the issues raised regarding the environmental and social impacts of the operation in question.

Appropriateness. This approach is appropriate for complaints where Coordination identifies that the issues raised are related to the borrower's non-compliance with the requirements of CAF's Environmental and Social Safeguards or the country's environmental and social standards in the operation that is the subject of the complaint; deficiencies in the

borrower's environmental and social management; noncompliance with agreements with communities, or difficulties in communication between the parties due to differences in understanding of the operation and its activities, or with the interpretation of environmental and social requirements or the complainant's lack of knowledge or accurate information.

Scope. The conflict resolution approach requires the search for agreements and solutions based on various procedures, in consultation with the parties, and may include the following:

- **Facilitation and information sharing.** ESGRM can assist the complainant in obtaining information or clarification related to their concerns, which may prove to be a solution from their perspective.
- **Joint fact-finding.** This approach is intended to encourage the parties to determine, by mutual agreement, the issues to be analyzed, as well as the methods, resources, and persons to be used for this purpose and how the information obtained during the process will be used, to move toward a consensual resolution of the concerns raised in the complaint.
- **Dialogue and negotiation.** In cases where communication between the parties is limited or has broken down, ESGRM can suggest and support communication and consensus-building dynamics to address

and resolve the issues raised in the complaint. It may also offer to provide training or technical expertise to assist the parties in this process.

- **Mediation and conciliation.** Mediation involves the intervention of a neutral third party in a dispute or negotiation to help the parties voluntarily reach a mutually satisfactory agreement. In conciliation, the neutral third party may make recommendations to the participants in the process.



Expected results. The primary objective of this dispute resolution approach is to address the issues raised in the complaint, and any other significant issues that may have been identified during the assessment or during the dispute resolution process that are relevant to the complaint, in a manner that is acceptable to all parties. Specific agreements are then expected to be reached which may or may not include incentives or disincentives, time-bound or otherwise.

The agreements reached may include specific requirements of CAF for the borrower to improve or correct its environmental or social management of the operation, within the framework of the respective contract.

ESGRM will not promote or accept agreements that contravene the country's environmental and social standards, the borrower's contractual obligations, its internal policies, or CAF's policies.

If, as a result of the agreements reached between the parties, any type of compensation, indemnification, retribution, or similar benefit is agreed upon, CAF will not participate in this determination, nor will it be a guarantor of such compensation, indemnification, retribution or similar benefit.

Once the use of this approach has been defined, Coordination will prepare a preliminary report, which will contain the background, the information reviewed, and the proposed actions and recommendations to be carried out. Then, Coordination will notify the complainant and the relevant internal bodies.



Once the evaluation is completed and the actions outlined in the preliminary report are taken, the Coordination will prepare the final report with the results and conclusions, and notify the complainant and the relevant internal bodies.





Second approach: Compliance verification

Objective. The objective is to carry out a process of verification of compliance with the requirements established in CAF's Environmental and Social Safeguards, and in the country's environmental and social standards, in the operation that is the subject of the complaint, when these generate significant concern or present issues of systemic or strategic importance for CAF or when there is an evident presumption of harm, due to CAF's alleged action or omission regarding its environmental and social management of the operation.

Appropriateness. This approach is appropriate for claims where the review has identified shortcomings, harmful actions, or omissions in the operation's environmental and social performance that pose significant risks or involve issues of systemic or strategic importance to CAF. In assessing the operation's performance and the

Manner in which CAF has put in place measures to mitigate the risks identified, it will also be necessary to review the borrower's performance and verify the results obtained on the ground.

If there is evidence of shortcomings due to CAF's action or inaction, there may also be noncompliance by the borrower with the country's environmental and social standards and/or CAF's Environmental and Social Safeguards.

Expected results. Given the scope of this approach, the expected results will focus primarily on defining actions to control, mitigate and/or compensate for the negative impacts on the complainants or the environment and, secondly, on generating recommendations to improve CAF's environmental and social risk management process from the logic of preventive action.

Scope. The compliance verification process of a complaint filed with CAF's ESGRM is not a judicial process and is not designed to attribute fault or responsibility to the various parties involved. In this case, the ESGRM assumes the mandate to investigate allegations of alleged noncompliance with the requirements outlined in CAF's Environmental and Social Safeguards applicable to the operation in question, by CAF's act or omission. This evaluation approach will be activated with the express indication of the Head of Risk Management.

The assessment will seek to determine:

- Potentially significant adverse environmental or social impacts, whether current or future;
- The reasons or indications as to why CAF has not complied with or has not properly applied its environmental and social standards and policies; or despite the application of such standards and policies, the expected results have not been obtained; and
- The decisions and procedures to be taken to remedy them, both at the level of the operation and internally at CAF.

Once the use of this approach has been defined, Coordination will prepare a preliminary report, which will contain the background, the information reviewed, and the proposed actions and recommendations to be carried out. Then, Coordination will notify the complainant and the relevant internal bodies.

Once the evaluation is completed and the actions outlined in the preliminary report are taken, the Coordination will prepare the final report with the results and conclusions, and notify the complainant and the relevant internal bodies.

WAYS OF ENDING THE PROCEDURE

The ESGRM procedure may be terminated for any of the following reasons:

- Timely and substantiated response to the complainant;
- Accompanying the complainants and the borrower for a voluntary rapprochement of the parties, in order to resolve the issues raised by the former in the most pertinent manner;
- Issuance of recommendations or requests for corrective measures to the borrower's environmental and social management;
- In case of GBV situations, have provided information on specialized national or local response mechanisms or services, and have made a responsible referral to them;
- Issuance of recommendations for the improvement of CAF's internal rules or processes related to the management of environmental and social risks of operations;
- No issues were detected that are the subject of any action by CAF; and/or
- Cessation of the complaint, because it has been resolved during the process of processing the same.

CONSIDERATIONS RELATED TO GENDER-BASED VIOLENCE (GBV) AND DISCRIMINATION COMPLAINTS

General considerations

The fundamental principle for dealing with complaints of gender-based violence and any other type of discrimination is the protection of personal integrity, both physical and psychological, and the reputation of the alleged victim, as well as the prevention of non-repetition and non-revictimization.

Given the nature, characteristics, and sensitivity of allegations related to situations of GBV and discrimination, these will receive special treatment within the ESGRM, which will be led and advised at all times by specialists in the field.

All officials involved in the investigation process shall preserve and protect the confidentiality of the complainant(s), the accused or potential aggressor(s), the witness(es), the institutions, and any other interested parties, as well as of the information accompanying the complaint, and of the process arising therefrom, unless any of the parties involved expressly waives this privilege.



In no case shall the borrower involved be informed until the documentation or evidence-gathering process on the complaint has been completed, except when there are indications that the evidence can only be gathered by involving the borrower.

All information that is collected or made available to those involved as evidence of the complaint (e-mails, electronic messages, videos, etc.), should be protected, unaltered, and preserved according to recommended practices, especially that which CAF or the complainant may qualify and/or classify as confidential information.

Evaluation and resolution approaches

Once Coordination has carried out the evaluation process, and as a result of this, has understood and contextualized the issues at the heart of the complaint, Coordination shall prepare a Roadmap for the responsible referral and accompaniment of the complainant(s) that considers, among other actions, the guidelines for them to be assisted by the relevant agencies or institutions in terms of:

Attention and care in the event of a medical emergency; psychological or psychosocial assistance; and legal assistance or sponsorship to file complaints, if the complainant(s) so decides.

If a case of violation of the rights of women and children to a life free of violence and non-discrimination by the borrower is found, the ESGRM shall establish the appropriate measures to be taken.

5

PROTECTION AND PROCESSING OF PERSONAL DATA



PROTECTION AND PROCESSING OF PERSONAL DATA

Privacy in CAF refers to the appropriate management of the processing of personal data of the Institution's stakeholders, which must comply with the provisions of CAF's internal regulations in force, in particular the "Guidelines for the Protection and Processing of Personal Data", as well as the regulations applicable to CAF's Shareholder Countries and the General Data Protection Regulation of the European Union (GDPR).

The receipt, storage, and any processing of complaints containing basic or sensitive personal data will be under consideration of "processing of personal data managed by CAF," and therefore must be carried out under the principles established in the internal regulations in force, which are: Lawfulness, Fairness and Transparency, Purpose Limitation, Data Minimization, Data Accuracy, Retention Limitation, Integrity, and Confidentiality.

6

GLOSSARY

Term	Concept/Description
CAF	Andean Development Corporation
CIL	Labor Integrity Committee (CIL, for its acronym in Spanish)
Labor Integrity Committee	Comité de Integridad Laboral. CAF collegiate body (Resolutions P.E. No 0356/2022 and No 0637/2023).
Prohibited Practices Committee	Comité de Prácticas Prohibidas. CAF collegiate body (P.E. Resolutions No 0356/2022).
Coordination	Coordination of the Environmental and Social Grievance Redress Mechanism / Coordination del Mecanismo de Reclamaciones Ambientales y Sociales
CPP	Acronym for Prohibited Practices Committee (Comité de Prácticas Prohibidas)
GDPR	General Data Protection Regulation
CGM	Complaints and Grievances Mechanism
PCCSM	Petitions, Complaints, Claims, Suggestions Mechanism
ESGRM	Environmental and Social Grievance Redress Mechanism
CO	Country Offices
PAITI	Spanish acronym for the Access to Information and Institutional Transparency Policy
UO	Organizational Unit
GBV	Gender-based Violence

7

ANNEXES

ANNEXES

Annex VII.1. Channels for filing a complaint

Complainants can file a complaint with CAF using any of the ESGRM channels listed below; however, if the complainant does not have the means or is unable for any reason to file the content solicited below, due to language, disability, or GBV restrictions, ESGRM will make its best effort to address the respective complaint with the required flexibility.

- Through electronic media:
 - By sending an email to: MRAS@caf.com
 - By filling out the ESGRM Online Form on the corporate website: www.caf.com.
- CAF Headquarters or any of the CAF country offices (CO) in person or by mail:

Country	Address	Phone
Venezuela (Headquarters)	Luis Roche Avenue, CAF Tower, Altamira	+58 212 209 21 11
Argentina	Avenida Eduardo Madero No. 900. Catalinas Plaza Building, 15th floor. Autonomous City of Buenos Aires	+54 11 4318 6400
Bolivia	Avenida Arce No. 2915, Zona San Jorge La Paz	+591 2 264 81 11
Brazil	SAF/SUL Quadra 2, Lote 4, Bloco D, Building Via Esplanada, Room 404 Brasilia DF	+55 61 2191 8600
Colombia	Carrera 9 No. 76-49, ING Building, 7th floor Bogotá D.C.	+57 1 744 9444
Ecuador	Avenida Simón Bolívar S/N and Vía Nayón, Ekopark Corporate Complex. Tower 5, 8th floor Quito	+593 239 79 400
Spain	Plaza Pablo Ruiz Picasso No. 1, Torre Picasso, 24th floor Madrid	+34 91 597 3894
Mexico	Avenida Paseo de la Reforma No. 342, 23rd floor, Edificio New York Life Seguros Monterrey, Colonia Juárez, Delegación Cuauhtémoc. Mexico City.	+52 55 1102 6911
Panama	Boulevard Pacifica, P.H Oceania Business Plaza. Torre 2000, 27th floor Punta Pacifica Panama	+507 297 5311
Paraguay	Santa Teresa Avenue No. 1827, Paseo La Galería, Tower 2, 25th floor Asunción	+595 21 919 9211
Peru	Avenida Enrique Canaval y Moreyra No. 380, Edificio Torre Siglo XXI, 13th Floor, San Isidro Lima	+51 1 710 8511

Country	Address	Phone
---------	---------	-------

Trinidad y Tobago

Albion Energy Plaza, 8th Floor, 22-24 Victoria Street
Port of Spain


+1 868 222-1540/1541

Uruguay

Citadel 1235,
Montevideo

+598 2917 3211

Anexo VII.2. Recommended format for filing a complaint

 <small>BANCO DE DESARROLLO DE AMÉRICA LATINA</small>	Environmental and Social Grievance Redress Mechanism (ESGRM)			
	Filing a complaint			
1. Complainant identification				
Is a representative filing this complaint on behalf of the complainant?			Yes	No
The complainant has the right to confidentiality Do you want to waive this right?			Yes	No
Please indicate the name(s) of the person(s), whether representative(s) or direct complainant(s), submitting the complaint.				
Name	Mailing address	Phone	E-mail address	
2. Identification of the operation				
Please indicate the name of the CAF-financed Operation for which you wish to file a claim.				
Please indicate, as precisely as possible, the location of the operation (address, city, country).				
If known, please indicate the name of the Executing Agency and/or the construction company.				
3. Subject of the complaint				
Please describe how you, those you represent, or the environment have been, or are likely to be, adversely affected by the environmental and social impacts of the operation.				
What are the results you expect to obtain as an outcome of CAF's ESGRM process?				
4. Operation's Complaint and Grievance Mechanism (CGM)				
Please describe the efforts and results obtained before the operation's Complaints and Grievance Mechanism (CGM) and the unresolved aspects of the problem.				
Please mention any other relevant aspect or fact that you consider relevant and for which documentary evidence can be provided.				
5. Support documentation				
Please list below the documentation attached to this complaint in support of your request.				
No.	Date	Name of document		

[DOWNLOAD THE FORM HERE](#)



www.caf.com

CAF DEVELOPMENT BANK
OF LATIN AMERICA
AND THE CARIBBEAN