

ENVIRONMENTAL AND SOCIAL GRIEVANCE REDRESS MECHANISM

Exclusions

Complaints that fall into any of the following scenarios will not be eligible for ESGRM:

- a. Related to alleged non-compliance with CAF's Ethical Conduct Guidelines by officials, employees, or service providers of the Organization. Such complaints or allegations should be submitted via email to the Labor Integrity Committee (CIL, for its acronym in Spanish) at cil@caf.com.
- b. Related to the alleged commission of Prohibited Practices in the Operations financed by CAF. Such complaints or allegations should be submitted via email to the Committee on Prohibited Practices (CPP) at cpp@caf.com.
- c. Addressed anonymously.
- d. When the Complaint may have political or economic or ideological purposes, or which are entirely the responsibility of actors other than the Borrower.
- e. When the issues or subject matter of the complaint are/is being analyzed in an arbitration, administrative or judicial proceeding 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 within the documentation sent by the Complainant, there is 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. That are presented after twelve (12) months after the end of the disbursements of the financing granted by CAF to the Operation.
- h. That are filed after twelve (12) months from the date on which the complainants became aware of the alleged adverse impacts on which the Complaint is based.
- i. On matters already dealt with by ESGRM, unless new evidence or evidence or reports on the Complaint are provided.
- j. That it refers only to the suggestion for the adequacy of CAF's policies and procedures or that it refers to questions, requests for information and suggestions regarding any aspect of an Operation. Such requests must be submitted through the CAF's Petitions, Complaints, Claims, Suggestions Mechanism (PCCSM).
- k. Pertain to programs, projects, works, activities, or initiatives not financed by CAF.