

PCM COVID-19 Announcement

Changes to PCM's Work due to COVID-19 (Coronavirus)

PCM is deeply committed to health and safety in all of its operations. As part of our adherence to global health guidance, and as part of our commitment to take a precautionary, 'do no harm' approach, the rapidly evolving COVID-19 health crisis requires that PCM make the following adjustments to its operations **until further notice**:

Remote Working: PCM - and EBRD HQ more generally - will be conducting home-based work until further notice. **All PCM travel is suspended worldwide.** These restrictions apply to all PCM staff, PCM Experts, and consultants. PCM strongly encourages its stakeholders to undertake similar remote working and social distancing measures in alignment with current guidance.

Case Handling: Due to this unprecedented situation and related travel restrictions, PCM is adjusting case handling as needed and in discussion with case parties. PCM will employ a flexible approach and continue to manage cases remotely, wherever feasible, guided by the availability, capacity, and unique circumstances of case parties. While the PCM team remains dedicated to continued case processing, there may be cases that are subject to extended timeframes, delays or postponement of activities, to promote the health and safety of all parties, and in adherence to local and international guidance. Due to technological limitations at EBRD during this time, updates to the PCM Register may face some delay, although all efforts will be made to avoid extended delays. **PCM will continue to communicate regularly with case parties around any such anticipated delays in case processing.**

PCM will continue to review new cases submitted to the Mechanism through email and online channels. Please note that without access to EBRD HQ, PCM has delayed access to EBRD posted mail facilities at this time.

PCM will continue to engage, both directly and through its consultants with all case stakeholders on the most effective way to reach them, to promote accessibility, and to proceed with our eligibility assessment, mediation, compliance and monitoring efforts to the extent feasible during this difficult time.

PCM Policy Transition: The formal transition from PCM to IPAM under the 2019 Project Accountability Policy is anticipated in July 2020, and is not anticipated to be affected by the outbreak as of 27 March 2020. However, we ask for your patience and understanding in the finalisation of some PCM/IPAM transition deliverables, which may face delays due to operational impacts resulting from Covid-19 that remain outside of PCM's control.

Outreach: All PCM and joint IAMs Network outreach events have been postponed until further notice. Any questions regarding PCM outreach can be sent to pcm@ebrd.com.

Questions and Concerns: PCM staff remains available to you and dedicated to our casework. If you have questions or concerns related to the status of a PCM case or a complaint that you are planning to submit to the PCM, please contact the relevant staff member or email us pcm@ebrd.com and we look forward to responding and finding a suitable path forward.