

## **Appointment of a New Member to the Independent Expert Panel**

DEG is pleased to announce the recruitment of Mr. Mark Goldsmith as the new Independent Complaints Mechanism (ICM) Panel member. As of 1 April 2026, he will succeed to Mrs. Inbal Djalovski within the expert Panel of the ICM.

Mr. Mark Goldsmith, formerly Chair of the World Bank Inspection Panel, brings over 25 years of leadership across financial services, development, consulting and energy, with deep experience managing complex environmental, social, governance, sustainability, safety and risk issues in both emerging and developed markets. Before founding his sustainability consultancy FiveOak in 2015, he spent more than a decade as Director of Responsible Investment at Actis, where he helped shape ESG standards in emerging markets, and later served as a non-executive director of Cameroon's power utility ENEO, chairing its ESG board subcommittee. His work has included developing IFC Performance Standards training for British International Investment and advising East African private equity funds on ESG integration.

He holds a bachelor's degree in manufacturing engineering from the University of Nottingham and a distinction-level master in environmental pollution control from the University of Leeds.

### Independent Complaints Mechanism (ICM)

The ICM allows external parties to file a complaint concerning projects financed by DEG. The Mechanism ensures the right to be heard for Complainants who feel affected by an DEG-financed operation in order to enable resolution of disputes and assist DEG in drawing lessons learned for current and future operations.

The ICM is a joint initiative of DEG, FMO, and Proparco (DFIs). The DFIs are committed to regularly reviewing and, where necessary, updating the ICM Policy to ensure it remains robust, effective, aligned with good practices, accessible, and properly structured to guide the complaints process, while serving the needs of stakeholders as intended.

For more information about the ICM, please visit: [Complaint Mechanism | DEG](#)