Materiality: The World Bank sets its sustainability reporting priorities annually, based on the corporate priorities outlined by the institutions’ Boards and President, and based on queries by stakeholders.

Boundary: The World Bank consists of two agencies: IBRD and IDA. Except for the eligibility of support and terms of lending to member countries, the agencies are tightly integrated and work as a single unit. The annual GRI update encompasses global World Bank lending operations as well as its corporate operations. In terms of its lending operations, the World Bank responds to the GRI with reference to its entire portfolio of activities, but does not include the performance of individual investments in its portfolio. Descriptions of individual investments can be found on the projects website. Corporate operations refers to IBRD, IDA, MIGA, and GEF secretariat staff as well as the buildings that house those staff members. GRI indicators for environment, apply primarily to performance of Washington, DC facilities (which house 60 percent of World Bank staff) with country office data noted, when relevant. Indicators related to Labor Practices apply to global staff policies and practices.

Completeness: The response attempts to be comprehensive, and provide links to further information in the Annual Report and throughout the Bank's website, where up-to-date information may be found. Some GRI indicators are not applicable to our operations and have been noted as such.

Reporting period: The World Bank reports on a fiscal year basis, which extends from July 1 through June 30. This report covers FY13 (July 1, 2012 - June 30, 2013).
### G4-1 Statement from the most senior decision-maker of the organization

The President of the World Bank and the Bank's Boards of Directors discuss the progress we have made and the work ahead of us in this year's Annual Report.

**Message from President and Board of Executive Directors**

### G4-2 Description of key impacts, risks, and opportunities

Global developments this year plus a review of risks and opportunities are set forth by the World Bank Group Development Committee Communique. Key impacts of priority areas for the Bank are also reviewed in the Annual Report. The most recent Development Committee Communique can be found through the link provided below.

**Development Community Communique**

### G4-3 Name of the organization.

The World Bank consists of the International Bank of Reconstruction and Development (IBRD) and the International Development Association (IDA).

**About the World Bank**

### G4-4 Primary brands, products, and services.

The World Bank is a global development institution owned by 188 countries. It works with members to achieve equitable and sustainable economic growth in their national economies and to find solutions to the pressing regional and global problems in economic development as well as other important issues, such as environmental sustainability. It pursues its central goals - to overcome poverty and improve standards of living - primarily by providing loans, risk management products, and expertise on development-related disciplines and by coordinating responses to regional and global challenges.

**World Bank products and services**

### G4-5 Location of the organization's headquarters.

The World Bank is a global organization with more than 130 country offices. Its headquarters is located in Washington, DC, in the United States. Satellite offices are also located in Paris, Brussels, Berlin, Geneva, London, Rome, and Tokyo. A complete list of locations is provided below.

**Global Locations**

### G4-6 Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.

The World Bank is a global organization with more than 130 country offices. Its headquarters is located in Washington, D.C., in the United States. Satellite offices are also located in Paris, Brussels, Berlin, Geneva, London, Rome, and Tokyo. For details on the Bank's work by sector, region, or country, see the link below.

**Global Locations**

### G4-7 Nature of ownership and legal form.

The World Bank is not a bank in the traditional sense; it is an independent, specialized UN agency governed by 188 member countries. The legal framework includes the Articles of Agreement signed by all country members; the By-laws, issued by the Board of Governors; and the Rules of Procedures for Meetings, issued by the Executive Directors.

**World Bank Articles of Agreement and By-Laws**

### G4-8 Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).

The World Bank works with developing countries around the world to achieve equitable and sustainable economic growth in their national economies and to find solutions to the pressing regional and global problems in economic development. For details on the Bank's work by sector, region, or country, see the link below.

**Browse World Bank projects by countries**
### GRI Index FY13

#### G4-9 Scale of the organization

A truly global community, the World Bank's staff comprises more than 10,000 people from 173 countries. About 39 percent of the Bank's total staff works in the Bank's 133 countries. New lending committed in FY13 by IBRD was $15.2 billion for 92 operations, while IDA commitments amounted to $16.3 billion. Further information is provided in the Annual Report. See the link below.

[World Bank Annual Report](https://www.worldbank.org)

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#### G4-10 Total number of employees by employment contract and gender.

A truly global community, the World Bank's staff comprises more than 10,000 people from 173 countries. About 39 percent of the Bank's total staff works in the Bank's 133 countries, including satellite offices in Europe and Japan. The increased presence in the field helps the Bank better understand, work more closely with, and provide faster service to its partners in client countries. The World Bank continues to make progress on its five-year Diversity and Inclusion Strategy, adopted in 2007. Nationals of developing countries now account for 62% of all staff and hold 42% of managerial positions. Women account for 52% of all staff and hold 38% of managerial positions. Sub-Saharan African and Caribbean nationals represent 16% of all staff and hold 13% of managerial positions. Among the Bank's 30 senior managers, 12 are women and 1 is a Sub-Saharan African national.

[More about WB staff](https://www.worldbank.org)

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#### G4-11 Percentage of total employees covered by collective bargaining agreements

All (that is, 100 percent) of staff are represented by the Staff Association in its efforts; while more than 9,500 World Bank Group staff are members of the Staff Association, and some 80 country offices have established Country Office Staff Associations, or COSAs. Founded in 1972, the World Bank Group Staff Association (SA) is a member-supported organization that works with Human Resources, senior management, line management, and the Board to represent and protect the rights and interests of all staff. The SA is not a union and does not engage in collective bargaining. It does, however, serve a critical role by representing the rights of all Bank Group staff, as provided in World Bank Group Staff Rule 10.01.

[More About Staff](https://www.worldbank.org)

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#### G4-12 The organization’s supply chain.

As a service/financial institution, the World Bank does not produce or manufacture any products. In our offices, materials we use regularly include office supplies and electronics. As a development institution, the Bank-funded project procurement is carried out in accordance to the borrowing country's laws, and emphasizes local sourcing, while also meeting World Bank procurement standards.

[Corporate procurement, Operational Procurement](https://www.worldbank.org)

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#### G4-13 Any significant changes during the reporting period regarding the organization’s size, structure, ownership, or its supply chain.

No significant changes occurred during the reporting period.

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#### G4-14 How the precautionary approach or principle is addressed by the organization.

The World Bank applies the precautionary approach through its safeguard policies. The Bank's environmental and social safeguard policies are a cornerstone of its support to sustainable poverty reduction. The objective of these policies is to prevent and mitigate harm to people and their environment in the development process. These policies provide guidelines for bank and borrower staff in the identification, preparation, and implementation of programs and projects. The effectiveness and development impact of projects and programs supported by the Bank has substantially increased as a result of
attention to these policies. Safeguard policies often have provided a platform for the participation of stakeholders in project design, and have been an important instrument for building ownership among local populations.

More about safeguards

(Strategy and Analysis)
G4-15 Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.

The World Bank is committed to achieving the Millennium Development Goals (MDG), which call for the elimination of poverty and sustained development. The goals provide us with targets and yardsticks for measuring results. As a UN-specialized agency, the World Bank also supports the mission of the United Nations and the multilateral agreements for which the Bank acts as an implementing agency, including the Global Environment Facility (GEF), the Multilateral Fund for the Montreal Protocol, and the Convention to Combat Desertification. These facilities have enabled the institution to become the largest funder of projects in support of the Biodiversity Convention and the Stockholm Convention on Persistent Organic Pollutants (POPs).

MDG website, Partners

(Strategy and Analysis)
G4-16 Memberships of associations (such as industry associations) and national or international advocacy organizations

The World Bank is not a member of industry or business associations or national/international advocacy organizations but is working with a wide range of partners across a broad spectrum of global issues, including financial inclusion, education, health, and climate change, in order to operate more effectively.

Partners

(Identified material Aspects and Boundaries)
G4-17 Entities included in the organization’s consolidated financial statements or equivalent documents; and whether any entity included in the organization’s consolidated financial statements or equivalent documents is not covered by the report.

The World Bank consists of the International Bank of Reconstruction and Development (IBRD) and the International Development Association (IDA).

Fully Reported

(Identified material Aspects and Boundaries)
G4-18 The process for defining the report content and the Aspect Boundaries; and explain how the organization has implemented the Reporting Principles for Defining Report Content.

World Bank sets its sustainability reporting priorities annually based on the corporate priorities, as outlined by the institutions’ Boards and President, as well as queries by stakeholders. Stakeholder feedback is gained through three key channels: the Country Opinion Survey, civil society feedback, and queries from investor research groups. To determine if a GRI aspect is material for the World Bank to report on, an assessment is carried out based on the potential impact on the Bank's business and sustainability impacts stemming from its business. The business case category evaluates potential financial and reputational risks to the organization, the importance to stakeholders (based on the above sources), and the linkages with the Bank's mission/goals. The sustainability impact refers to environmenta, and social criteria, as outlined by the Natural Step, namely - material extracted from earth's crust; accumulation of persistent or toxic emissions; extractive industry or destructive processes; and the extent to which people's ability to meet their needs are undermined. To ensure representation of sustainable development, an additional criterion was added to give preference for impact on local economy. Each criterion above is given a point and a threshold is set to prioritize GRI aspects to include in the report.

Fully Reported

(PROCESS FOR DEFINING REPORTING CONTENT)

Based on the methodology adopted, the following aspects were deemed material: Economic: Economic Performance, Market Presence, Indirect

Fully Reported
G4-19 All the material Aspects identified in the process for defining report content.


(PROPERTY FOR DEFINING REPORTING CONTENT)
G4-20 For each material Aspect, report the Aspect Boundary within the organization

| Indicators within the Bank's corporate operations, refers to IBRD, IDA, MIGA, and GEF secretariat staff as well as the buildings that house those staff. GRI indicators for environment, apply primarily to performance of Washington, DC, facilities (which house 60 percent of World Bank staff) with country office data noted, when relevant. Indicators related to Labor Practices apply to global staff policies and practices. |

(PROPERTY FOR DEFINING REPORTING CONTENT)
G4-21 For each material Aspect, report the Aspect Boundary outside the organization

| Aspect Boundary outside the Bank operations refers to its global portfolio of lending and analytical activities, but does not include the performance of individual investments. Descriptions of individual investments can be found on the projects website. |

(PROPERTY FOR DEFINING REPORTING CONTENT)
G4-22 The effect of any restatements of information provided in previous reports, and the reasons for such restatements

| Any restatements are reflected in the response to applicable indicators. |

(PROPERTY FOR DEFINING REPORTING CONTENT)
G4-23 Significant changes from previous reporting periods in the Scope and Aspect Boundaries.

| No significant changes from previous reporting periods in the Scope and Aspect Boundaries. |

(Stakeholder Engagement )
G4-24 Stakeholder groups engaged by the organization

| As a global citizen and a global employer, the World Bank consults and collaborates with thousands of stakeholders throughout the world. We group the stakeholders into two main categories: internal and external. Internal stakeholders include our owners (shareholder governments) and Bank employees (internal staff). Civil society, private sector (especially socially responsible investors), academics, donor agencies, and media are considered external stakeholders. Learn more about how we engage with stakeholders |

(Stakeholder Engagement )
G4-25 Basis for identification and

| In the context of World Bank-supported activities, stakeholders are considered those who are affected, whether positively or negatively, by a |
selection of stakeholders with whom to engage. proposed intervention. Who the stakeholders are for any given project or issue depends on the situation. Getting the necessary stakeholders involved is essential, but it is not always easy, because our stakeholders range from donor and client governments to the poorest and most marginalized communities. Learn more about how we engage with stakeholders

### Stakeholder Engagement

- **G4-26** The organization’s approach to stakeholder engagement
  
  Stakeholders are considered those who are affected, whether positively or negatively, by a proposed activity. Who the stakeholders are for any given project or issue depends on the situation. Getting the necessary stakeholders involved is essential, but it is not always easy, because our stakeholders range from donors and client governments to the poorest and most marginalized communities. Approaches to engaging these stakeholders therefore differ and are tailor-made to both the issues and the stakeholder group to ensure effective engagement. At the global and regional levels, civil society organizations (CSOs) have been formally consulted on the major policies introduced or updated by World Bank staff in recent years in such areas as access to information, social accountability, and environmental/social safeguards. Consultations have also become common based on reports such as the annual World Development Report (WDR) and evaluations carried out by the independent Operations and Evaluation Department (OED). At the country level, the World Bank is consulting with a broad spectrum of CSOs on Country Assistance Strategy (CAS), sector studies, and individual Bank-funded development projects. Often these consultations are multi-stakeholder and involve CSOs, governments, businesses, and other donor agencies. With the advent of the PRSPs, governments are being encouraged to take the lead in convening consultations on macro-economic and poverty-reduction policies. The breadth and scope of these consultations vary depending on the nature of the project, expressed interest on the part of civil society, and the openness of the local government. Details on the Bank’s engagement with stakeholders can be found on the Civil Society website and the Corporate Responsibility website.

  Learn more about how we engage with stakeholders, Civil Society webpage

- **G4-27** Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns
  
  Most recent outcomes from stakeholder engagements can be found on the Civil Society website. There are a number of consultations taking place this year, including the review of the procurement, and safeguards policies.

  Civil Society webpage, WBG Consultation Hub

- **G4-28** Reporting period (such as fiscal or calendar year) for information provided.
  
  The World Bank reports on a fiscal year basis that extends from July 1 through June 30. This report covers FY2013 (July 1, 2012-June 30, 2013), unless otherwise noted.

- **G4-29** Date of most recent previous report (if any).
  
  The Sustainability Review, along with a comprehensive GRI index with responses to specific indicators, is updated annually. FY2012 Sustainability Review can be found in the performance section of crinfo.worldbank.org

  World Bank Sustainability Review 2012

- **G4-30** Reporting cycle (such as annual, biennial).
  
  The World Bank provides an annual update of its sustainability practices.

- **G4-31** Provide the contact point for information.
  
  For more information, contact the Corporate Responsibility Program via e-mail: crinfo@worldbank.org
questions regarding the report or its contents.

(Report profile)  
G4-32 State the "in accordance" option the organization has chosen.

This Sustainability Review has been developed in accordance to core GRI G4 Guidelines. The index is available in the Performance section of this website. Fully Reported

FY2013 index of sustainability indicators (GRI)

(Report profile)  
G4-33 The organization's policy and current practice with regard to seeking external assurance for the report.

The World Bank has not set a policy on gaining external assurance for its Sustainability Review. Fully Reported

(Governance)  
G4-34 The governance structure of the organization, including committees of the highest governance body.

The World Bank is a development institution in which its 188 member countries are shareholders. The Bank works with its members to achieve equitable and sustainable economic growth in their national economies and to find solutions to pressing regional and global problems in economic development and in other important areas such as environmental sustainability. It pursues its overriding goal to overcome poverty and improve standards of living primarily by providing loans, risk management products, and expertise on development-related disciplines and by coordinating responses to regional and global challenges. Member countries govern the World Bank Group through the Boards of Governors and the Board of Executive Directors (EDs). The Boards of Governors consist of one governor and one alternate governor appointed by each member country. The office is usually held by the country's minister of finance, governor of its central bank, or a senior official of similar rank. The governors and alternates serve for terms of five years and can be reappointed. The Boards of Governors and the Board of Executive Directors make all major decisions for the organizations, including policy, financial, or membership issues. In addition to representing their own countries and others they are elected to represent, each ED also serves on one or more of five standing committees: Audit Committee, Budget Committee, Committee on Development Effectiveness (CODE), Human Resources Committee, and Committee on Governance and Executive Directors' Administrative Matters. The committees help the Board execute its oversight responsibilities through in-depth examinations of policies and practices. These committees assist the board in overseeing and making decisions about the World Bank Group's policies and procedures, financial condition, risk-management and assessment processes, adequacy of governance and controls, and effectiveness of development and poverty reduction activities. In addition, an ethics committee provides guidance on matters covered by the code of conduct for board officials. These committees function independently of all World Bank executive officers. Fully Reported

World Bank's Governance structure

(Governance)  
G4-36 The organization's highest appointed executive-level position or positions with responsibility for economic, environmental and social topics, and reporting order

The Vice President of Sustainable Development at the World has overall responsibilities for the organization's global work in agriculture, environment, energy, infrastructure, urban, and social development, along with global public goods issues in those areas. The VP of Sustainable Development, currently Rachel Kyte, reports to the President of the World Bank. Fully Reported

Rachel Kyte bio, More about Sustainable Development at the World Bank

(Governance)  
G4-37 Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to

The World Bank's shareholders (188 member countries) provide recommendations and direction to the organization through their government's representatives on the two World Bank governing bodies, the Board of Governors and the Board of Executive Directors. A growing number of civil society organizations (CSOs) have been invited to attend the Opening Plenary, the most important event of the Annual Meetings. The presence of Fully Reported
CSOs in this session alongside official government delegations exemplifies the important new role of CSOs at the Annual Meetings. During the Annual and Spring Meetings, CSOs participate in the Civil Society Program, which encompasses high-level meetings with the Bank President and Executive Directors, orientation sessions on the World Bank, and a Civil Society Policy Forum with numerous policy dialogue sessions. From a mere handful 10 years ago, these sessions numbered 50 in 2011. They covered a broad range of issues, including global issues (aid effectiveness, energy policy); specific countries (re-engagement in Myanmar, extractive industries in Nigeria); and individual projects (the Chad-Cameroon Pipeline, the Russkiy Mir Oil Terminal). Although many Bank and IMF departments organized sessions, the majority of the sessions were organized by the CSOs, which selected the topics, format, and panelists. Some of the most effective and well-attended sessions were co-convened by the Bank, the IMF, and CSOs on major issues such as the global economic crisis, food security, and safeguards. Several hundred panelists, including senior government, Bank, and IMF managers; CSO and youth leaders; members of parliaments; donor agency representatives; and academics participated in the Policy Forum sessions. Employees are periodically invited to the Board of Executive Directors’ meetings to present and provide input on relevant Bank business. Employees also can provide input to their home-country representative on the Board and provide recommendations through the Staff Association.

Learn more about how we engage with stakeholders, More about the World Bank’s leadership

(Governance )
G4-38 Composition of the highest governance body and its committees
The World Bank has two Boards: the Boards of Governors and the Board of Executive Directors. The Boards of Governors comprise 188 non-executive governors representing the 188 shareholder countries; each governor serves a five-year term. The Board of Executive Directors consists of 25 executive directors (EDs). As provided in the Articles of Agreement, five EDs are appointed by the single countries having the largest number of shares. The five largest of IBRD’s 188 shareholders are the United States (with 15.19% of the total voting power), Japan (8.48%), China (5.47%), Germany (4.50%), and France and the United Kingdom (with 4.01% each). The rest are elected by the other member countries, which form constituencies in an election process conducted every two years. The EDs have the dual responsibility of (a) representing the interests and concerns of their country and the countries they represent to the Boards and the Bank management and (b) representing the interests and concerns of the Bank to the country or group of countries that appointed or elected them.
More about the Bank’s Boards of Governors, Boards of Directors

(Governance )
G4-39 Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization’s management and the reasons for this arrangement).
The highest governance body at the World Bank Group is the Boards of Governors, consisting of member countries’ ministers of finance, ministers of development, or central bank governors. They meet once a year at the Annual Meetings. Their meetings are chaired by a member country governor, selected at the previous Annual Meetings (per IBRD By-laws). Lebanon chaired the meeting in 2012, Luc Friedem, minister of Finance of Luxembourg will chair this year’s Board of Governors, and Papua New Guinea will chair next year. The chair of the Boards of Governors is not a Bank executive officer. The President of the World Bank, Jim Yong Kim, is the chair of the Bank’s Board of Directors and is responsible for overall management of the Bank. He is a non-voting member of the Board of Executive Directors.
More about the Bank’s Boards of Governors, Office of the President of World Bank

(Governance )
G4-40 Nomination and selection
The World Bank is owned by its member countries. The shareholders are represented by a Board of Governors, the ultimate policy maker at the World Bank.
processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members

Bank. Generally, the governors are ministers of finance or ministers of development. They meet once a year at the Annual Meetings of the Boards of Governors of the World Bank Group and the International Monetary Fund. Because the governors only meet annually, they delegate specific duties to a resident Board composed of 25 executive directors (EDs), who make up the Board of Executive Directors of the World Bank and work on-site at the Bank. As provided in the Articles of Agreement, five of the 25 EDs are appointed by the single countries having the largest number of shares. The rest are elected by the other member countries, which form constituencies in an election process conducted every two years. The resident Board of Executive Directors represents the evolving perspectives of member countries on the global role of the Bank as well as clients’ experience with the Bank’s operations on the ground. The EDs do not require any specific prior experience or qualifications. The EDs and their staff undergo an "on-boarding" program upon joining and are provided ad hoc training upon request on issues that are of interest to them and might help them perform their duties (particularly, their fiduciary role).

Meet our Board, More about the Bank's Boards of Governors

(Governance )
G4-41 Processes for the highest governance body to ensure conflicts of interest are avoided and managed.

The World Bank’s Articles of Agreement lay out processes and standards of behavior to avoid conflicts of interest. The Bank's Board of Executive Directors also has to comply by the Code of Conduct for Board officials, which highlights that "neither the organizations nor their officers interfere in the political affairs of member countries and, with respect to the Bank, the Corporation, and the Association, that they be influenced in their decisions by economic considerations only, as well as the requirement that all member countries of the organizations respect the international character of the duty of the President, officers, and staff of the organizations." The complete Code of Conduct can be found through the link below. In addition, Board officials are required to submit yearly financial disclosure statements to ensure that financial conflicts of interest are avoided.

World Bank Articles of Agreements, More about the Boards of Directors

(Governance )
G4-42 Highest governance body? is and senior executives? roles in the development, approval, and updating of the organization? s purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.

The Bank's the Boards of Governors, with officials from all the member countries, maintain the power to admit and suspend members; determine the distribution of the Bank's net income; increase or decrease its authorized capital; make arrangements to cooperate with other international organizations; and, ultimately, to suspend permanently the operations of the Bank. The Bank's Board of Executive Directors meets at least twice a week to oversee the Bank's business, including approval of loans and guarantees, new policies, the administrative budget, country assistance strategies, and borrowing and financial decisions. The Development Committee, a committee of the Boards of Governors, is mandated to advise the Boards of Governors on critical development issues and on the financial resources required to promote economic development in developing countries. For example, the Development Committee recently endorsed the Bank Group's newly stated twin goals of ending extreme poverty and pursuing shared prosperity, and members discussed "A Common Vision for the World Bank Group." For fiscal year 2013, the Bank's Boards of Governors and Executive Directors prioritized the themes of jobs, disaster and food security risk, and gender. Fragile and conflict-affected economies also were at the forefront of discussions about strategies and operation.

World Bank’s Governance structure

(Governance )
G4-44 Processes for evaluation of the highest governance body? s performance with respect to Each governor and each alternate serves for five years, subject to the member country appointing him/her, and may be reappointed. Executive directors (EDs) are either appointed (one by each of the five members having the largest number of shares) or elected by all the governors other than those

Fully Reported
Code of Conduct for Executive Directors

(Governance )
G4-45 The highest governance body’s role in the identification and management of economic, environmental and social impacts, risks, and opportunities.

The World Bank’s shareholders (188 member countries) provide recommendations and direction to the organization through their government’s representatives on the World Bank governing bodies, the Board of Governors, and the Board of Executive Directors. The Boards of Governors meet twice a year at the Annual and Spring Meetings of the Boards of Governors of the World Bank Group and the International Monetary Fund. The Board of Executive Directors meets at least twice a week to oversee the Bank’s business, including approval of loans and guarantees, new policies, the administrative budget, Country Assistance Strategies, and borrowing and financial decisions. Each project documentation package that is reviewed by the Board for approval includes a summary of the environmental assessment of projects and the negotiated environmental-related loan conditions. These documents have to be disclosed in the project country in the appropriate manner [See World Bank Operational Policy 4.01 and the disclosure policy]. Some of the internal Oversight and Accountability mechanisms, such as the Inspection Panel and or the Office of Ethics and Business Conduct report to the Board.

Boards at work, OP 4.01

(Governance )
G4-49 The process for communicating critical concerns to the highest governance body.

The World Bank’s shareholders (188 member countries) provide recommendations and direction to the organization through their government’s representatives on the two World Bank governing bodies, the Board of Governors and the Board of Executive Directors. Employees are periodically invited to the Board of Executive Directors meetings to present and provide input on relevant Bank business. Employees also can provide input to their home-country representative on the Board and provide recommendations through the Staff Association.

Executive Directors websites

(Governance )
G4-51 Remuneration policies for the highest governance body and senior executives

There is no linkage between compensation for Board members and organizational performance. The salary increase budget for executives and staff is based on overall market movement for the year and the amount needed to align average salaries with these new levels. Individual salary increases of executives, however, are performance-based. They are determined based on the achievement of both the individual and unit/organizational objectives. The salary levels of Executive Directors and alternate Executive Directors are reported in the Annual Report of the World Bank Group. The Bank Group does not provide any other compensation plan (variable or fixed) to its Executive Directors.

Remuneration of Executive Management, Executive Directors, Staff

(Ethics and Integrity )
G4-56 Values, principles, standards and norms of behavior such as codes of conduct and codes of ethics

The World Bank’s mission is to fight poverty with passion and professionalism for lasting results. To help people help themselves and their environment by providing resources, sharing knowledge, building capacity, and forging partnerships in the public and private sectors. To be an excellent institution able to attract, excite, and nurture diverse and committed staff with exceptional skills who know how to listen and learn. The Bank’s Core Values are personal honesty, integrity, and commitment; working together in teams - with openness and trust; empowering others and respecting differences; encouraging risk-taking and responsibility; and enjoying our work and our
families. The Bank's Code of Conduct, titled Living Our Values, provides guidance on how to exercise good judgment and apply the Bank Group's core values in practice. It influences the principles of staff employment, staff rules, and policies by articulating in one document the responsibilities and commitments that staff have to each other, to the institution, and to other key stakeholders. All staff members are required to take a course on ethics and the Code of Conduct. Two goals -- ending extreme poverty and promoting shared prosperity -- guide our mission. In order to achieve the two goals for the welfare of future generations, we look to promote environmental and social sustainability at the country and global levels, and to pursue a fiscally responsible development path.

**WB Code of Conduct, What We Do**

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<th>(Ethics and Integrity )</th>
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<td>World Bank loans are made to borrowing member countries and are typically accompanied by non-lending services to ensure more-effective use of funds. For information about economic value generated and distributed by the operations of the World Bank, please see the most recent Annual Report and Financial Statements. In addition, WB works to strengthen its host communities through funding efforts, employee volunteerism, and community collaborations. In FY13, Community Outreach grants totaled $660,000 and the Community Connections Campaign raised $4 million. In fiscal 2012, Community Outreach grants equaled $546,785, while the Community Connections Campaign raised more than $3.2 million. World Bank Annual Report</td>
</tr>
</tbody>
</table>

**World Bank Annual Report**
### GRI Index FY13

**G4-EC2 Financial implications and other risks and opportunities for the organization’s activities due to climate change**

The World Bank Group has, under the leadership of President Jim Kim, set in motion a profound reform process for the Bank, affecting all aspects of management and operations and bringing climate change front and center as one of three top priorities of the Bank. As a result, we are scaling up our mitigation, adaptation and disaster risk management work, and will look at all aspects of our business through a climate lens. These efforts build on the 2008 Strategic Framework on Development and Climate Change, increasing demands for support by our clients to help enable climate resilient and low carbon development, and a full recognition that we cannot eradicate poverty and ensure shared prosperity by 2030 if we do not tackle climate challenge effectively. The Bank is therefore developing a new climate action plan that will integrate climate risk assessments in investment decisions across our portfolio. We have also established a “Task Force to Catalyze Climate Action” to help spur further global action in areas of low carbon, as well as climate-resilient cities, climate-smart agriculture, networked carbon markets, energy, and fossil fuel subsidy reform -- all aiming to establish strong global action coalitions to drive ambition and scale. Systems have been developed to track climate co-benefits across the Bank's portfolio, and work is under way to define climate change safeguards. In addition, a new "Energy Directions Paper" has set new and very strict parameters for exceptional cases for financing of fossil fuel. All of the WB's Country Assistance Strategies now include climate change as a priority issue. The Bank is therefore developing a new climate action plan that will integrate climate risk assessments in investment decisions across our portfolio. The tracking of climate benefits within the Bank's portfolio showed for FY12 that over $11 billion was channeled to clients' actions, of which $7.1 billion was directed toward mitigation, and $4.6 billion toward adaptation (a doubling since FY11). The Bank supports its climate change-related efforts on the basis of a combination of annual core budgets, and dedicated trust funds financed by a combination of donor countries. Additional information about the Bank's work on climate change, as well as the SFDCC completion report can be found through the links below. The Bank also responds to the Carbon Disclosure Project (CDP); for details, visit the CDP website.

**Climate Change website, Carbon Disclosure Project**

### Fully Reported

**G4-EC3 Coverage of the organization’s defined benefit plan obligations**

The World Bank offers its staff defined benefit plans, substantially met through pension assets that are held in a separate trust and maintained separately from the resources of the organization. Certain additional benefits are paid directly. Participants of the gross plan (closed plan) contribute 7 percent of the pensionable gross salary. Participants of the net plan (open to new entrants) contribute 5 percent of their net salary to the mandatory cash balance component. Furthermore, the participant may choose to contribute an additional 15 percent of net salary to the voluntary savings component, subject to certain limitations. The employer contribution is based on a specified funding methodology and varies from year to year in response to changes in plan financial position. Participation in the pension plan is mandatory. The only optional component is the voluntary savings component of the net plan, in which approximately 20 percent of eligible members participate. As of June 30, 2013, the value of accrued pension liabilities for IBRD/IDA was $13.99 billion, supported by assets held in trust of $13.26 billion. Last year (ended June 30, 2012), the value of accrued pension liabilities for IBRD/IDA was $14.01 billion, supported by assets held in trust of $12.6 billion. Plan assets are measured at fair value and apportioned between participating employers. Liabilities have been calculated in accordance with the relevant U.S. accounting standard (ASC 715). Details are provided in the MD&A.

**World Bank Budget FY14, Working at the World Bank**

### Fully Reported

**G4-EC4 Financial assistance received**

IBRD has a diversified shareholder base that supports IBRD's financial strength through both paid-in and callable capital. Callable capital can only be
from government used in order to satisfy debtholder claims. Members are responsible for the full amount of their callable capital subscriptions, regardless of others' ability to fulfill their obligations. IBRD's financial policies are designed to minimize the need for a call on capital -- no such call has ever been made. IDA is financed largely by contributions from partner governments. Additional financing comes from transfers from IBRD's net income, grants from IFC, and borrowers' repayments of earlier IDA credits. Accounted for separately from the Bank's own resources, trust funds are financial and administrative arrangements with an external donor that lead to grant funding of high-priority development needs, such as technical assistance, advisory services, debt relief, post-conflict transition, and co-financing. In addition, as an organization established by international treaty, the World Bank receives tax-exempt status from its member countries. Details are provided in the IBRD Statement of Subscriptions to Capital Stock and Voting Power Statement and IDA Statement of Voting Power and Subscriptions and Contributions.

Financial Statements, World Bank Treasury

<table>
<thead>
<tr>
<th>Economic</th>
<th>G4-EC5 Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation</th>
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<tr>
<td>The World Bank Group's job-grading system covers all staff worldwide (consultants and temporary staff are covered under separate but parallel systems). It is designed to ensure equal pay for equal work and grading consistency across the organization as well as consistency in job posting, selection/recruitment, promotion, and career development. See the Annual Report for staff salary scale. Pay ranges are based on the relative hierarchy of jobs in the organization and the market reference points align the pay scales with the relative value of these jobs in the local market.   Remuneration of Executive Management, Executive Directors, Staff</td>
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<table>
<thead>
<tr>
<th>Economic</th>
<th>G4-EC6 Proportion of senior management hired from the local community at significant locations of operation</th>
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<tbody>
<tr>
<td>A truly global community, the World Bank's staff comprises more than 10,000 people from 173 countries. As of end of FY13, 83% of IBRD staff based in the field were locally recruited. Nationals of developing countries now account for 62% of all staff and hold 42% of managerial positions. In FY12, 82% of IBRD staff based in the field were locally recruited, while nationals of developing countries accounted for 62% of all staff and held 44% of managerial positions. Senior managers are not typically assigned to work in their own country because of the unique client relationship we have with our member nations.   More about WB staff</td>
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<table>
<thead>
<tr>
<th>Economic</th>
<th>G4-EC7 Development and impact of infrastructure investments and services supported</th>
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<tr>
<td>Improving infrastructure in developing countries is key to reducing poverty, increasing economic growth, and achieving the Millennium Development Goals. To address the infrastructure deficit, a new strategy will guide the Bank's engagement in infrastructure through 2015. The Bank will maintain support of infrastructure to meet basic needs. It also will enhance its focus on transformational projects, and mobilize further private sector financing. Such support, which accounted for almost 37% of total Bank lending in FY2013, included $5.14 billion for Transportation; $3.3 billion for Energy and Mining; $2.2 billion for Water, Sanitation, and Flood Protection; and $228 million for Information and Communications in FY13. Further information about the portfolio of projects financed by the World Bank is available in the Annual Report, and in the infrastructure website.   Our Work on Infrastructure, World Bank Annual Report</td>
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<tr>
<th>Economic</th>
<th>G4-EC8 Significant indirect economic impacts, including the extent of impacts</th>
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<tbody>
<tr>
<td>The World Bank works with its borrowing country members to achieve equitable and sustainable economic growth in their national economies and to find solutions to pressing regional and global problems in economic development and in other important areas such as environmental sustainability. It pursues its principal goals -- to overcome poverty and improve standards of living -- primarily by providing loans, risk management Fully Reported</td>
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Fully Reported
problems, and expertise on development-related disciplines and by coordinating responses to regional and global challenges. Our financial resources are significant – but they are finite. Our knowledge is also a valuable commodity: The more it is shared and, the more new ideas germinate, the greater the potential for delivering solutions to the challenging and intractable development problems more improvement is possible. The Bank’s scale, range, and diversity lie at the core of its specialized role as a key contributor to global development knowledge. The interaction of the Bank’s broad knowledge base with its lending operations is unique. For a complete breakdown of the Bank’s portfolio by theme and sector, please see the most recent Annual Report and Financial Statements.

World Bank Annual Report, Results

<table>
<thead>
<tr>
<th>(Economic)</th>
<th>Proportion of spending on local suppliers at significant locations of operation</th>
<th>Fully Reported</th>
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<tbody>
<tr>
<td>G4-EC9</td>
<td>Proportion of spending on local suppliers is not available; Procurement is implemented in accordance with the borrowing country’s laws, and emphasizes local sourcing, while also meeting World Bank procurement standards. While in practice the specific procurement rules and procedures to be followed in the implementation of a project depend on the circumstances of the particular case, four considerations generally guide the Bank’s procurement activities: (1) the need for economy and efficiency in the implementation of the project, including the procurement of the goods and works involved; (2) giving all eligible bidders from developed and developing countries the same information and equal opportunity to compete in providing goods and works financed by the Bank; (3) encouraging the development of domestic contracting and manufacturing industries in the borrowing country; and (4) the importance of transparency in the procurement process. Procurement procedures, including specifying what procurement actions are carried out based on national shopping of, or national competition for, bids versus international procurement, are set out in the project's procurement plan. Operational Procurement</td>
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<table>
<thead>
<tr>
<th>(Environmental)</th>
<th>Materials used by weight or volume</th>
<th>Partially Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-EN1</td>
<td>As a service-based organization, the World Bank does not produce or manufacture any products. The materials we use regularly include office supplies and electronics. The Bank has worked to reduce the amount of waste sent to landfills through a combination of source reduction, reuse, and recycling. See discussion about sustainable facilities for details. The World Bank tracks office electronic purchases for any device that qualifies for the US Environmental Protection Agency’s (EPA) Energy Star Program, as well as any battery purchases. In FY13, the Bank purchased 136 metric tons of such electronics and batteries, compared with 88 metric tons in FY12 and 24.5 metric tons in FY11. The major reason for the increase is the replacement of most computers and monitors during FY13. In addition, the World Bank tracks purchases from its office supplier. In FY13, the Bank purchased 141 tons of office supplies, compared with 201.7 tons of office supplies in FY12, and 209 tons of office supplies in FY11. One of the largest classes of materials used by the Bank is paper. In FY13, the Bank used 475 tons of paper, a 13% reduction from 549 metric tons in FY12, and continued the reduction from FY11 (632 metric tons) and FY 10 (767 metric tons). Additionally, the World Bank purchases diesel fuel and natural gas for use in powering our buildings. These materials are reported on in EN03. More information about WB's facilities</td>
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<thead>
<tr>
<th>(Environmental)</th>
<th>Percentage of materials used that are recycled input materials</th>
<th>Partially Reported</th>
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<tbody>
<tr>
<td>G4-EN2</td>
<td>The World Bank is committed to using resources that are made from recycled or rapidly renewable materials for its internal operations. World Bank standard copier and printer paper is 100% post-consumer waste recycled content and FSC-certified. Overall, in FY13, 76% of all paper used at the World Bank was made of recycled content, the same as in FY12 and a slight reduction from 84% in FY11. In FY12, 100% recycled content paper</td>
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accounted for 73% of all paper used at the World Bank's Washington, DC offices, a reduction from 76% in FY12, mostly due to a decrease in Board documents, which used 100% recycled content paper. In our food services, all cafeteria napkins are made from 100% post-consumer recycled paper and by a 100% bleach-free process. In FY13, 24% by volume of all items purchased from our office supply vendor contained at least 30% post-consumer recycled content, compared with 21% in FY12. Over 40% of our office furniture contains a minimum of 10% post-consumer recycled content, and the majority of furniture in use at the World Bank has been refurbished or reupholstered. We also include sustainability criteria within our IT purchases that ensure components of our computers, laptops and monitors are made of recycled input materials.

More information about WB's facilities

(Environmental) G4-EN3 Energy consumption within the organization

The World Bank purchases natural gas, propane and diesel fuel for combustion on-site. In FY13, our Washington, DC, offices used 24,442 GJ of direct energy, compared with 30,995 gigajoules (GJ) in FY 12. In FY11, the Bank used 38,767 GJ in our DC offices, and in FY10, the WB used 29,622 GJ of direct energy in its buildings. In FY12, the Bank's 122 offices consumed a total of 87,114 GJ of direct energy, a slight increase from 83,938 GJ in FY 11, and 60,453 GJ of the same fuels in FY10. Data from country offices lag by one year.

More on WB's Corporate Climate Commitment

(Environmental) G4-EN4 Energy consumption outside of the organization

In FY13, the World Bank Washington, DC, offices used 289,477 gigajoules (GJ) of purchased electricity, compared with 364,666 GJ in FY12, 342,640 GJ in FY11, 322,629 GJ in FY10, 337,970 GJ in FY09. The main reason for the reduction is that the Bank gave up control of one of its Washington, DC, facilities beginning in FY13.

More on WB's Corporate Climate Commitment

(Environmental) G4-EN5 Energy intensity

The World Bank's 122 country offices consumed a total of 112,282 GJ of purchased electricity, steam, and chilled water in FY12, compared with 99,167 GJ in FY 11, 103,144 GJ in FY10, and 90,616 GJ in FY09. Data from country offices lag by one year.

More on WB's Corporate Climate Commitment

(Environmental) G4-EN6 Reduction of energy consumption

In FY12, overall energy consumption increased nearly 6% as compared with FY11 - from 560,000 GJ in FY11 to 595,000 GJ in FY12 as better data collection continued from our country offices (over 80% of offices responded to the annual data survey). However, data from Washington, DC-based offices show a significant decrease in both direct and indirect energy consumption, in FY13. This can be attributed to the release of one facility from the Bank's portfolio in Washington, DC, as well as efficiency upgrades such as the installation of LED lights in bathrooms, garages, and elevators, the purchase of more energy efficient computer monitors, and staff behavioral changes.

More on WB's Corporate Climate Commitment

(Environmental) G4-EN8 Total water withdrawal by source

Water used in the WB Washington, DC, offices for drinking, sanitation and other purposes is supplied by the DC Water and Sewer Authority and comes from the Potomac River Watershed. In FY13, the World Bank, which is located in an urban setting, consumed 185,703 cubic meters of water, an increase of 24% over FY12 when the World Bank consumed 140,389 cubic meters of water. The increase may likely be due to metering inconsistency. In FY11 the World Bank consumed 164,679 cubic meters of water, 151,929 cubic meters in FY10, 184,299 cubic meters in FY09, 202,751 cubic meters in
Through lending and grant support to client countries, the World Bank Group is one of the largest international funding sources for biodiversity worldwide. World Bank support in the area of biodiversity involves, but is not limited to, the establishment and strengthening of terrestrial, freshwater, and marine protected areas (including activities in buffer zones); the sustainable management and use of biodiversity outside protected areas; the eradication of invasive alien species; and improved biodiversity management planning in the production landscape. The overall Bank biodiversity portfolio of 245 projects in the 10 years from FY2004 to 2013 included direct biodiversity commitments worth $1.06 billion. These projects have taken place in 74 countries in all of the Bank’s regions. In FY13, 16 new biodiversity operations were approved worth over $40 million.

The World Bank measures direct GHG emissions for its internal operations based on site-specific data for facilities and using the GHG Protocol. Estimates are made for those facilities with missing data. For World Bank’s Washington, DC, facilities, Scope 1 GHG emissions were 1,997 metric tons CO2e in FY13 compared with 2,586 mtCO2e in FY12; 2,400 metric tons CO2eq in FY11; 2,241 mtCO2e in FY10 and 1,510 in FY09. Scope 1 GHG emissions from country office facilities and vehicles were estimated to be 8,522 mtCO2e in FY12, 7,325 mtCO2e in FY11, 4,278 mtCO2e in FY10, and 4,492 mtCO2e in FY09. Data from country offices lags by one year. Increases in FY12 country office scope 1 emissions can be attributed to improved data completeness from our country offices.

The World Bank measures indirect GHG emissions for its internal operations based on site-specific data for facilities and using the GHG Protocol. Estimates are made for those facilities with missing data. In FY13, electricity emissions from our Washington, DC, facilities totaled 34,845 mtCO2e, compared with 43,923 mtCO2e in FY12, 44,353 mtCO2e in FY11, 48,082 mtCO2e in FY10, and 49,985 mtCO2e in FY09. Scope 2 emissions from our country offices include emissions from purchased steam and chilled water in addition to purchased electricity. In FY12, these emissions totaled 14,518 mtCO2e, compared with 13,437 in FY11, 10,818 in FY10, and 10,256 mtCO2e in FY09.

The World Bank measures indirect GHG emissions from air travel taken by World Bank employees, as well as delegate air travel and other indirect emissions associated with major meetings that we organize. In FY12 we began measuring GHG emissions from contractor-owned vehicles. In FY13, these emissions totaled around 115,000 mtCO2e, compared with 104,671 mtCO2e in FY12, 95,469 mtCO2e in FY11, 115,545 mtCO2e in FY10, and 109,973 mtCO2e in FY09.
### GRI Index FY13

| G4-EN18 Greenhouse gas (GHG) emissions intensity | categories. Scope 1 and Scope 2 emissions are normalized per square meter, while Scope 3 emissions, mostly pertaining to employee air travel, are normalized per full-time employee (FTE). In FY12, global Scope 1 and 2 emissions per square meter were 0.111, compared with 0.106 mtCO2e/sqm in FY11, 0.107 mtCO2e/sqm in FY10, and 0.115 mtCO2e/sqm in FY09. Scope 3 emissions per FTE were 8.8 in FY12, compared with 8.1 mtCO2e per FTE in FY11, 9.9 mtCO2e/FTE in FY10, and 9.8 mtCO2e/FTE in FY09. |
| (Environmental) G4-EN19 Reduction of greenhouse gas (GHG) emissions | Global GHG Emissions for the World Bank have stayed relatively constant since collection of data began in FY07. There was a modest 4% increase in total emissions from FY07 to FY12 despite greater data accuracy and completeness. In FY11, the World Bank met its first voluntary emissions reduction goal, reducing Scope 1 and Scope 2 Emissions from its Washington, DC, facilities by over 7% from a FY06 baseline. In FY12, a new emissions reduction goal was created, with the World Bank committing to reduce emissions from its nearly 20 owned and managed facilities globally by 10% by FY17. These facilities account for nearly 80% of the Scope 1 and 2 emissions of the Bank worldwide. Currently, emissions reductions from these facilities are at over 11%, thanks in part to technological upgrades in our DC facilities, as well as the removal of one facility in Washington, DC, from our portfolio. |
| (Environmental) G4-EN20 Emissions of ozone-depleting substances (ODS) | The World Bank currently uses ozone-depleting substances (ODS) in a few of its older chillers. These chillers are scheduled for replacement in the next year, and the related ODS will be captured and destroyed properly. In FY13, 200 pounds of CFCs were emitted from the regular use of chillers in our buildings in Washington, DC. In FY07, FY08, FY10, and FY12, the Bank emitted 300 pounds of chlorofluorocarbons (CFCs) from the regular use of chillers in its buildings in Washington, DC. There were no emissions of ODS in FY09 or FY11. In addition, the Bank has had a strong partnership with the Multilateral Fund (MLF) for the Implementation of the Montreal Protocol since its establishment in 1987. The Bank continues to assist the MLF to preserve human health and the environment by protecting the Earth’s stratospheric ozone layer, and recently celebrated the 25th anniversary of the Montreal Protocol. |
| (Environmental) G4-EN23 Total weight of waste by type and disposal method | The Bank has worked to reduce the amount of waste sent to landfills through a combination of source reduction, reuse, and recycling. See discussion about sustainable facilities for details. Total waste produced by the World Bank's Washington, DC, offices in FY13 was 1,766 metric tons, a nearly 50% decrease from 3,272 metric tons in FY12. This is mostly because of different calculation methodologies used by a new waste vendor in estimating the weight of each waste container. In FY12, the Bank diverted nearly 48% of its waste from landfills, which includes the recycling of cardboard, paper, bottles and cans, carpet tiles, and electronics; as well as the composting of food waste. This is a slight decrease from 2012, when just over 57% of waste was diverted from the landfill. In FY13, 292 metric tons of paper, 18 metric tons of bottles and cans, 251 metric tons of cardboard, 6 metric tons of toner cartridges, 39 metric tons of carpet tiles, and 120 metric tons of electronics were recycled. Additionally, 140 tons of compostable food waste was diverted from the landfill in FY13. The World Bank also has an extensive office supplies donation program: nearly 1,500 items were donated to local charities in FY13, including printers, conference tables, desk chairs, sofas and other office materials. |
In FY12 the active portfolio of World Bank projects with client members, which includes environmental and natural resource management components amounted to approximately $2.5 billion -- representing about 7% of the total active IBRD/IDA portfolio. In addition, the Bank is currently working with 130 countries to take action on climate change -- helping cities to adopt green growth strategies and develop resilience to climate change, developing climate-smart agricultural practices, finding innovative ways to improve both energy efficiency and the performance of renewable energies, and assisting governments to reduce fossil fuel subsidies and put in place policies that will eventually lead to a stable price on carbon. Details can be found in the Annual Report and the Climate Change website. The World Bank’s internal operations are managed by the General Services Department (GSD), which provides a wide range of integrated services to make the Bank's internal operations efficient, comfortable, and environmentally sound. The business managers of the Global Real Estate, Travel, Food Services, Printing and Multimedia, and other units are responsible for incorporating environmental concerns into the management of their offices. The Corporate Responsibility Program supports Bankwide efforts to integrate environmental and social concerns into the management of day-to-day activities, and communicates with staff, clients, and partners regarding these concerns. Efficiencies gained by implementing select initiatives are highlighted in the Corporate Responsibility website. In addition, the Bank offsets its emissions in two different ways. We purchase Renewable Energy Certificates (RECs) in equal amounts (MWh) to the electricity we consume globally. In addition, we offset other emissions (Scope 1 and Scope 3) through the purchase of Verified Emission Reductions (VERs). In FY13, the Bank maintained carbon neutrality by the purchase of Verified Emissions Reductions from a run-of-the-river hydropower project in Chile, a wind-power project in Gujarat, India, and a reforestation project in the Democratic Republic of Congo. Total expenditures related to our carbon-neutral commitment were nearly $700,000 in FY13.

World Bank Annual Report, WB's Environmental portfolio and results

<table>
<thead>
<tr>
<th>G4-EN31 Total environmental protection expenditures and investments by type</th>
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<tr>
<td>In FY12 the active portfolio of World Bank projects with client members, which includes environmental and natural resource management components amounted to approximately $2.5 billion -- representing about 7% of the total active IBRD/IDA portfolio. In addition, the Bank is currently working with 130 countries to take action on climate change -- helping cities to adopt green growth strategies and develop resilience to climate change, developing climate-smart agricultural practices, finding innovative ways to improve both energy efficiency and the performance of renewable energies, and assisting governments to reduce fossil fuel subsidies and put in place policies that will eventually lead to a stable price on carbon. Details can be found in the Annual Report and the Climate Change website. The World Bank’s internal operations are managed by the General Services Department (GSD), which provides a wide range of integrated services to make the Bank's internal operations efficient, comfortable, and environmentally sound. The business managers of the Global Real Estate, Travel, Food Services, Printing and Multimedia, and other units are responsible for incorporating environmental concerns into the management of their offices. The Corporate Responsibility Program supports Bankwide efforts to integrate environmental and social concerns into the management of day-to-day activities, and communicates with staff, clients, and partners regarding these concerns. Efficiencies gained by implementing select initiatives are highlighted in the Corporate Responsibility website. In addition, the Bank offsets its emissions in two different ways. We purchase Renewable Energy Certificates (RECs) in equal amounts (MWh) to the electricity we consume globally. In addition, we offset other emissions (Scope 1 and Scope 3) through the purchase of Verified Emission Reductions (VERs). In FY13, the Bank maintained carbon neutrality by the purchase of Verified Emissions Reductions from a run-of-the-river hydropower project in Chile, a wind-power project in Gujarat, India, and a reforestation project in the Democratic Republic of Congo. Total expenditures related to our carbon-neutral commitment were nearly $700,000 in FY13.</td>
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<tr>
<th>G4-EN32 Percentage of new suppliers that were screened using environmental criteria</th>
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<tr>
<td>Total number of suppliers and those screened using environmental criteria is not yet available, but we will endeavor to answer this indicator going forward. The Bank does use mandatory specification and evaluation criteria related to environmental and social issues in its major procurements. This includes the requirement that the newest PCs and laptops purchased were EPEAT Gold-certified, ensuring not only the energy efficiency of the devices but also that they were manufactured, shipped and will be disposed of with a complete product life-cycle in mind. Sustainable corporate procurement</td>
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<tr>
<th>G4-EN34 Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms</th>
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<td>The following complaints about Bank-supported projects which specifically raise environmental issues have been sent to the Inspection Panel (see list below). The Inspection Panel, however, only reviews compliance with Bank policy. Any grievance redress is provided by Management based on the Boards’ consideration of the Panel’s Investigation findings. FY13: - Egypt - Giza North Power Project (closed) - India - Vishnugad Pipalkoti Hydro Electric Project (still under review) FY12: - Republic of Kosovo: Kosovo Power Project (Proposed) (closed) FY11: - Argentina: Second Norte Grande Water Infrastructure Project (closed) - Kazakhstan: South-West Roads: Western Europe-Western China International Transit Corridor (closed) - West Bank/Gaza: Red Sea - Dead Sea Water Conveyance Study Program (closed) - India: Madhya Pradesh Water Sector Restructuring Project (closed)</td>
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WB Safeguard Policies
Although its policies, programs, and projects generally do not expressly incorporate human rights, the World Bank significantly promotes human rights in a range of important areas: for example, improving poor people's access to health, education, food, and water; promoting the participation of Indigenous Peoples in decision making, strengthening the accountability and transparency of governments to their citizens; supporting justice reform, and fighting corruption. Thus, the Bank's role is a facilitative one, helping its members realize their human rights obligations. As part of Bank project design, and depending on the type of project and its safeguards category, issues such as public consultation, environmental and social assessment social action plans, Indigenous Peoples' action plans, and resettlement frameworks and action plans are incorporated into project development, and their compliance forms part of the legal agreements for grants and loans.

The World Bank contributes to the realization of human rights in different areas, for example, improving poor people's access to health, education, food and water; promoting the participation of Indigenous Peoples in decision-making and the accountability of governments to their citizens; supporting justice reforms, fighting corruption and increasing transparency of governments. A program was launched in 2009 to help Bank staff understand how human rights relates to the Bank's core work and mission of promoting economic growth and poverty reduction. It is being supported by a $17.5-million multiyear and multidonor Nordic Trust Fund. This program offers staff learning events that share knowledge about how human rights relates to the Bank's analytical and operational work. It also features an internal grant program in which Bank teams receive technical and financial support to explore the role of human rights in their particular project or task. Since its inception, some 1,200 Bank staff members have participated directly in about 150 learning events, around 100 papers and studies have been prepared, and 55 teams across the World Bank Group have received grants to study the role of human rights in their respective tasks and learn about human rights on the job. In addition, Bank environmental and social safeguard policies are a cornerstone of its support to sustainable poverty reduction. The objective of these policies is to prevent and mitigate undue harm to people and their environment in the development process. In FY13, the Operations Policy and Country Services (OPCS) safeguards unit delivered 26 sessions on Bank safeguard policies to 632 Bank staff. In addition, trainings were hosted by the various regional units that were not included in the total. In FY12, 31 sessions on Bank safeguard policies were delivered to 650 Bank staff, as well as some in various regional units.

The Office of Ethics and Business Conduct (EBC) promotes the development and application of high ethical standards by staff members in the performance of their duties. The office has four strategic business lines to ensure that staff members are aware of and uphold their ethical and business conduct obligations to the Bank Group. Those obligations are: providing training, outreach, and communication on business conduct; managing programs to promote transparency and trust, including conflict of interest and financial disclosure; responding to and investigating certain allegations of staff misconduct; and tracking trends and providing insights to senior management. The office is accessible to all staff members, their families, and World Bank Group clients and vendors. It can be contacted anonymously through the Ethics Helpline (ethics_helpline@worldbank.org) any time, anywhere. In FY13, EBC handled 11 allegations of discrimination. (This statistic includes all alleged cases, whether the allegation was found to be substantiated or not.) Two cases of discrimination were brought to the attention of management at
### The World Bank in fiscal 2012.

**Office of Ethics & Business Conduct, Addressing Staff Concerns**

<table>
<thead>
<tr>
<th>(Social: Human Rights)</th>
<th>G4-HR7 Percentage of security personnel trained in the organization’s human rights policies or procedures that are relevant to operations</th>
<th>Partially Reported</th>
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<td></td>
<td>The World Bank guard force in Washington, DC, is offered trainings that include civil treatment, preventing discrimination and harassment, ethics and conduct, and preventing workplace violence. These trainings touch on knowledge and skills that equip the guards with the ability to conduct ethical, humane responses as they perform their work. Global security staff receive UN SSafe (Safe and Secure Approaches in Field Environments) training in their home countries and are former military law enforcement officers who have been trained on human rights approaches to security management.</td>
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<table>
<thead>
<tr>
<th>(Social: Human Rights)</th>
<th>G4-HR8 Total number of incidents of violations involving rights of indigenous peoples and actions taken</th>
<th>Partially Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The World Bank policy on Indigenous Peoples, OP/BP 4.10, Indigenous Peoples, underscores the need for borrowers and Bank staff to identify Indigenous Peoples, consult with them, ensure that they participate in, and benefit from Bank-funded operations in a culturally appropriate way. It also emphasizes that adverse impacts on them are avoided or, where not feasible, minimized or mitigated. The Bank cannot proceed on projects unless Indigenous Peoples have given their &quot;broad community support.&quot; As stated in OP 4.01, &quot;This policy contributes to the Bank's mission of poverty reduction and sustainable development by ensuring that the development process fully respects the dignity, human rights, economies, and cultures of Indigenous Peoples. For all projects that are proposed for Bank financing and affect Indigenous Peoples, the Bank requires the borrower to engage in a process of free, prior, and informed consultation.&quot;</td>
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<tr>
<th>(Social: Human Rights)</th>
<th>G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms</th>
<th>Fully Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Bank does not have a specific operational policy on human rights. In its support to various projects and programs, the Bank gives high priority to relevant social and environmental factors, and may assist in pursuing development objectives that support the realization of a borrower's human rights obligations. However, the Bank's responsibilities in this regard must be understood in accordance with the mandate vested in the Bank by its shareholders through the Articles of Agreement. As has been recognized by the International Court of Justice, international organizations such as the Bank are fundamentally &quot;unlike states&quot; in that they &quot;do not possess a general competence&quot; and are established by the agreement of member states for the specific purposes set out in their constitutive instruments. As such, their powers and responsibilities must be assessed primarily against the provisions of their respective constitutive instruments, and in the case of the Bank, its Articles of Agreement. Nonetheless, several complaints about Bank-supported projects have been sent to the Inspection Panel, including some which specifically raise human rights issues (see list below). The Inspection Panel can, however, only review compliance with Bank policy. Moreover, any grievance redress is provided by management based on the Boards' consideration of the Panel's findings. The complaints below pertain to several Bank Policies which the complainants feel are related to human rights (e.g. involuntary resettlement, Indigenous Peoples). In FY11-13 the following complaints about Bank-supported projects that specifically raise human rights impacts have been sent to the Inspection Panel (see list below). FY14: - Uzbekistan: Second Rural Enterprise Support Project (still under review) - Nepal: Power Development Project (still under review) FY13: - Ethiopia: Protection of Basic Services Program Phase II Additional Financing and Promoting Basic Services Phase III Project (still under review) - Kenya: Natural Resources Management Project (still under review)</td>
<td></td>
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</table>

**Inspection Panel**
Over the course of fiscal 2013, 12 percent of total World Bank Salaried staff exited. The exit rate decreased slightly compared with the last two years, when approximately 14 percent of salaried staff left. This indicator captures staff exits for all exit reasons, including retirement and end of contract.

Corporate Responsibility Website - Meet the staff

The Bank's benefits package includes medical insurance, life/disability insurance, leave policies, pension programs, and relocation/resettlement policies. These benefits vary with appointment type (whether open-ended or term staff or consultants) or whether based in headquarters or country office. The Bank's compensation and benefits policy is to balance between providing rates to attract and retain diverse and highly talented staff and responding to the external market situation and our shareholders. Salary is set based on market reference points consisting of other public and private organizations, and salary increase of individual staff are determined by his or her performance and contributions to the Bank's objectives. Overall performance evaluation that affects individual staff salary increases is conducted annually, and assesses staff's competence, commitment, contribution, and team work, with input from peers. All these policies are specified in the internal Staff Manual and available for all staff. The Human Resource Committee of the Board meets every year to review compensation and determines the overall Bankwide pay increase ratio. In addition to health insurance coverage, staff receives between 26 and 30 days of paid annual leave and 15 days of sick leave per year as well as paid leave for various specific circumstances such as adoption and paternity/maternity leave. There are also services to support staff and their families, such as the Work-Life Services and the World Bank Family Network (WBFN), which provides assistance to staff, spouses, and domestic partners. Short-term consultants and short-term temporaries are paid on a daily/hourly rate and are not eligible for leave, medical, life insurance, or pension.

WB Staff Benefits, Corporate Responsibility Website - Staff Benefits and Salaries

WBG Staff Rule 10 requires that management consult with representative members of the staff when considering material changes in personnel policies or conditions of employment.

Staff Manual

The World Bank Health and Safety Working Group meets quarterly to discuss health and safety issues related to staff. The group includes occupational health specialists, environmental consultants, and representatives from the General Services, Security, Fire, Legal, Procurement, Human Resources, Staff Association and other departments from both the Bank Group and IMF. In addition, the Bank's Staff Association has a dedicated working group to address staff health issues.

More information about the WB Health Services, Corporate Responsibility Website - Staff Health and Safety discussion

The Joint Bank Group/Fund Health Services Department (HSD) uses an integrated medical database system to evaluate trends in medical and pharmacy insurance costs in comparison with disease profiles. Third-party partner programs (REED Group) monitor the effectiveness of return-to-work programs and minimize absenteeism through active participation in return-to-work management for staff. Data analysis and interpretation is limited to ad
hoc reports at present but will continue to contribute to a future annual report of major health and cost indicators for the Bank. According to worker’s compensation claims for FY2012, the most recent year for which data is available, the rate of work-related injuries and work-related fatalities remained at 0.4 of population (based on all staff, including extended-term consultants), with 55 incidences reported, down slightly from fiscal 2010’s incidence rate of 0.5, when 77 incidences were reported. In FY2012, fractures (18%), sprains and strains (14%), and musculoskeletal (11%) accounted for 43% of all cases reported. The total cost of worker’s compensation in FY2012 equaled $133,000, considerably lower than in FY2011 totaling $400,000, about half the amount claimed in fiscal 2010 (over $800,000). Overall, main location of claims was in Washington, DC.

More information about the WB Health Services, Corporate Responsibility Website - Staff Health and Safety discussion

<table>
<thead>
<tr>
<th>(Social: Labor Practices &amp; Decent Work)</th>
<th>G4-LA9 Average hours of training per year per employee by gender, and by employee category</th>
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<td></td>
<td>The aim of the Bank’s investment in staff learning is to ensure that learning is a strategic tool for the organization, so that staff has the cutting-edge knowledge and skills to carry out the Bank’s mission. Bank Senior Management endorsed the Staff Learning Strategy in April 2010, which outlines three complementary and mutually reinforcing pillars: Corporate Core Curriculum (includes on-boarding of new staff, operational learning, and management and leadership development), Professional and Technical Learning, and Unit and Individual Learning (such as languages for business purposes, mentoring, behavioral skills, etc). Cross-cutting principles underpinning the Learning Strategy are: ensuring geographically neutral access to learning, more on-the-job learning and less formal classroom learning, common quality assurance processes, and linkage with competencies. The Bank offers a broad range of learning resources via online and face-to-face sessions through its internal learning program. Funding support for external training or education is made possible based on annual discussions between staff and managers on individual yearly learning plans. In FY13, the Bank staff averaged about 4.6 participant training days per employee (salaried workforce excludes short-term consultants). This compared with 4.5 average training days in FY12, and 3.6 in FY11. This indicator excludes mandatory training programs that all staff are required to take, such as courses on the Bank's Code of Conduct, Security, and Access to Information policy. Corporate Responsibility Website - Staff Learning</td>
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<tr>
<th>(Social: Labor Practices &amp; Decent Work)</th>
<th>G4-LA11 Percentage of employees receiving regular performance and career development reviews, by gender and by employee category</th>
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<tr>
<td></td>
<td>All staff members with open and term appointments (excludes short-term and long-term consultants) are provided a written evaluation at least once a year. A discussion and summary of ongoing feedback (which takes place throughout the performance year about the staff member’s work program), progress toward meeting agreed objectives, development actions, as well as an assessment on behavior occurs at the end of the business year. The conversation also touches upon plans for the upcoming performance cycle and training needs. The Performance Management Process is outlined in the Staff Manual 5.03. Staff Manual</td>
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<tr>
<th>(Social: Labor Practices &amp; Decent Work)</th>
<th>G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity</th>
</tr>
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<tr>
<td></td>
<td>World Bank Boards of Governors and Directors: - Representatives to the World Bank Boards are determined by member countries. World Bank management and staff: - Nationals of developing countries account for 61 percent of all staff and 42 percent of managerial positions. - Thirty-one senior managers include 9 developing-country nationals, 11 women, and 1 Sub-Saharan African national. - Sub-Saharan African and Caribbean nationals account for 15 percent of all staff and 9 percent of management and senior technical positions. - Women account for 51 percent of all staff and 33</td>
</tr>
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Partially Reported
percent of management and senior technical positions.

More about the Boards of Directors

Information on total number of suppliers and the percentage of those screened using labor practices is not yet available, but we will endeavor to collect this information going forward. The Bank aspires to integrate socially responsible suppliers into its supply chain. To this end, for contracts where labor services are provided directly to the Bank Group, Bank Group procurement policy addresses supplier activities under the categories of diversity, wages and benefits, health and safety, and accessibility (equipment and facilities). In addition, each vendor also has to adhere to the terms and conditions that mandate fair labor standards and safeguards for children in workplaces. The Corporate Procurement Unit is responsible for coordinating and overseeing the sourcing strategy, selection, and contract execution for more than 122 Bank offices around the globe, including the adherence to the policies on socially and environmentally responsible corporate procurement.

Corporate procurement, Operational Procurement

The World Bank Group's Conflict Resolution System is based on the principle that conflicts should be resolved as early, as informally, and as constructively as possible. The usage statistics bear this out, as the majority of staff seek advice and redress through the informal systems (Ombuds Office, Respectful Workplace Advisors, and Mediation Services). In FY13, there was a significant increase in staff using these services. There also has been an increase in staff filing cases with Peer Review; however, the number of cases going to the Administrative Tribunal has fallen slightly. A concerted outreach effort to staff in country offices has resulted in more field-based staff using the CRS services. Respectful Workplace Advisors: Respectful Workplace Advisors saw 535 visitors. Ombuds Services: Saw 552 visitors Mediation Services: 129 cases were opened in fiscal 2013: 57 were resolved through mediation; 40 were referred to other services; 22 either did not go forward or were withdrawn; four were settled before mediation; and six are still pending. Peer Review Services: Total number of cases reviewed, 58 (14 brought forward from fiscal 2012 plus 44 new cases filed in fiscal 2013). Number of cases closed: 41, of which 23 were adjudicated, 13 were withdrawn, and five were dismissed for lack of jurisdiction. World Bank Administrative Tribunal: Seventeen cases were filed in fiscal 2013. Thirteen cases were adjudicated in fiscal 2013, of which 10 were brought forward from fiscal 2012 and three were new cases filed in fiscal 2013. Because the Administrative Tribunal has only two or three sessions a year, the timing of when cases are adjudicated depends on when they were filed within a fiscal year. Those filed late in the fiscal year most likely will be carried over to the next fiscal year. Going forward, we will be providing trend analysis.

Addressing Staff Concerns, Conflict Resolution System

The very nature of the World Bank's mission is to affect communities positively, particularly the poor in developing countries, through investments in education, health, public administration, infrastructure, financial and private sector development, agriculture, and environmental and natural resource management. Public consultation, social assessment (questionnaires, site visits), social action plans, Indigenous Peoples' action plans, and displaced peoples' action plans are incorporated into the legal agreements for grants and loans as part of project design. In addition, the Bank finances many Community-Driven Development (CDD) programs. CDD is an approach to development that supports participatory decision making, local capacity building, and community control of resources. Many CDD programs directly finance small community-managed projects and allow poor people to become actively involved in the development of their communities. This allows
communities to identify their own development priorities, hire contractors, manage project funds, and on completion of construction, manage and sustain the project. In FY13, the total amount of financing going to communities and local governments as grants or loans through this program equaled around $3.9 billion, a slight decrease from FY12, with $4.6 billion. In FY12, there were some later-generation CDD projects that were expanded to a national level. Despite the high levels of CDD lending, the number of new CDD projects or projects with CDD components fell to 41 in fiscal 2013, partly due to a stricter definition for CDD that excluded projects with only some elements of CDD. A growing body of CDD program impact evaluations generally finds positive evidence of poverty reduction, targeting of the poor, and increased access to services; evidence is limited or mixed, however, on these programs’ effect on governance, social capital spillovers (such as local collective action, trust among members, etc.), and conflict impact. More long-term evaluations are required on this front.

Community-Driven Development, Social Development at the World Bank

<table>
<thead>
<tr>
<th>G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms</th>
<th>Partially Reported</th>
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<tr>
<td>The following complaints about Bank-supported projects that specifically raise social issues have been sent to the Inspection Panel (see list below). The Inspection Panel, however, only reviews compliance with Bank policy. Any grievance redress is provided by Management, based on the Boards’ consideration of the Panel's investigation findings. FY14: - Nepal: Power Development Project FY13: - Afghanistan: Sustainable Development of Natural Resources - Additional Financing, and Sustainable Development of Natural Resources II FY12: - India - Improving Rural Livelihoods through Carbon Sequestration Project (closed) FY11: - Kazakhstan: South-West Roads: Western Europe-Western China International Transit Corridor: (closed)</td>
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<tr>
<th>G4-SO2 Operations with significant actual or potential negative impacts on local communities</th>
<th>Fully Reported</th>
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<tr>
<td>The Bank undertakes screening of each proposed project to determine the appropriate extent and type of environmental and social analysis, including the use of Environmental Assessment, to be undertaken during project preparation and whether the project may involve the use of application of other safeguard policies. The Bank classifies the proposed project into one of four categories (A, B, C, and FI) depending on the type, location, sensitivity, and scale of the project and the nature and magnitude of its potential environmental impacts. Category A and B projects are required to disclose an Environmental Assessment. Category A projects are those that are likely to have significant adverse environmental impacts that are sensitive, diverse, or unprecedented. These impacts may affect an area broader than the specific sites or facilities subject to physical works; Category B projects may have adverse environmental impacts on human populations or environmentally important areas, including wetlands, forests, grasslands, and other natural habitats, but these effects are not expected to be severe; Category C projects are those likely to have minimal or no adverse environmental impacts; Category FI projects involve investment of Bank funds through a financial intermediary in subprojects that may or may not have adverse environmental impacts. The borrowing-country government is responsible for any assessments required by the safeguard policies; World Bank staff provide general advice. The Legal Department monitors compliance with policies that involve international law, such as those for international waterways and disputed areas. Compliance with all other safeguard policies is monitored by the Quality Assurance and Compliance Unit. In FY13, 32 projects were classified as category A; 226 as category B; 12 as category C; and 11 as category FI.</td>
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WB Project Cycle
The World Bank is a development institution in which its 188 member countries are shareholders. The Bank works with its members to achieve equitable and sustainable economic growth in their national economies and to find solutions to pressing regional and global problems in economic development and in other important areas such as environmental sustainability. It pursues its overriding goal -- to overcome poverty and improve standards of living -- primarily by providing loans, risk management products, and expertise on development-related disciplines and by coordinating responses to regional and global challenges. Member countries govern the World Bank Group through the Boards of Governors and the Board of Executive Directors. The Boards of Governors consist of one governor and one alternate governor appointed by each member country. The office is usually held by the country's minister of finance, governor of its central bank, or a senior official of similar rank. The governors and alternates serve for terms of five years and can be reappointed. The Boards of Governors and the Board of Executive Directors make all major decisions for the organizations, including policy, financial, or membership issues.

**World Bank's Governance structure**

The World Bank works to ensure that actions taken today to promote development and reduce poverty do not result in environmental degradation or social exclusion tomorrow. To promote this goal, the Bank has adopted a suite of sector strategies on energy, environment, agriculture, rural development, forest services, water resources, and social development. The strategies all have a common denominator: they are anchored in the three dimensions of development -- economy, society and the environment -- because economic growth must be rooted in social balance and environmental sustainability. The Bank's focus on achieving the Millennium Development Goals that call for the elimination of poverty and sustained development provide it with targets and yardsticks for measuring results.

**WB's Sustainable Development Network**

Much of the World Bank's work in sustainable development is directed through the Sustainable Development Network, handling issues related to agriculture, rural development, climate change, water resources, infrastructure, energy, transport, forestry, and biodiversity. In addition, the World Bank's environmental and social safeguard policies are a cornerstone of its support of sustainable poverty reduction. These policies seek to prevent and mitigate undue harm done to people and their environments as part of the development process.

**WB's Sustainable Development Network**

Strategic priorities in each sector, and plans for implementing the strategies through regional and country assistance strategies and work programs, are available through the link below.

**WB's Sustainable Development Network**

Due to the diversity of the World Bank's development activities, details on the broad-based consultations with governments, international agencies, civil society, and other stakeholders are outlined in the individual sector strategies. See the strategies page for further information.

**WB's Sustainable Development Network**

See specific sector strategies for details on the implementation steps and the measures of effectiveness, including key indicators. The results frameworks of the sector strategies aggregate activities across Bank-financed activities in the sector. Note that individual projects and programs specify implementation

**Fully Reported**
relevant assessments of the effectiveness of those measures before they are implemented; State targets and key indicators used to monitor progress, with a focus on outcomes; Description of progress with respect to goals and targets in the reporting periods, including results of key indicators; Actions to ensure continuous improvement towards reaching the public agency's goals and targets; and Post-implementation assessment and targets for next time period. Describe the role of and engagement with stakeholders with respect to the items disclosed in PA6.

Steps and performance measures in much greater granularity. In addition, see the Independent Evaluation Group (IEG) for its assessments of the effectiveness of strategies and development activities.

WB's Sustainable Development Network, WB Independent Evaluation Group

(Public Agency)
PA07 Describe the role of and engagement with stakeholders with respect to the items disclosed in PA6

Strategic priorities in each sector, and plans for implementing the strategies through regional and country assistance strategies and work programs, are available through the link below.
Project Documents, Civil Society website

(Public Agency)
PA08 Gross expenditures broken down by type of payment

See information statements in the most current WB Annual Report.
World Bank Annual Report

Fully Reported

(Public Agency)
PA11 Describe procurement policy of the public agency as it relates to sustainable development

While the responsibility for the implementation of Bank-financed projects and programs, and therefore for the award and administration of contracts under the project, rests with the borrower, the Bank's Procurement Policy and Services Group works to ensure that procurement is conducted in accordance with its Articles of Agreement, which require that loan proceeds are used only for the purposes for which the loan, grant, or credit was granted. Each project is governed by a legal agreement between the World Bank and the government that receives the funds. One of the key obligations in the "Loan Agreement" is that governments abide by the relevant Bank's procurement policies as detailed in the "Guidelines: Procurement under IBRD Loans and IDA Credits"; the "Guidelines: Selection and Employment of Consultants by World Bank Borrowers"; and the "Guidelines: Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits & Grants."
More about WB Operational Procurement

(Public Agency)
PA12 Describe economic, environmental, and social criteria that apply to expenditures and financial commitments

All operations of the World Bank are guided by a comprehensive set of policies and procedures dealing with the Bank's core development objectives and goals, the instruments for pursuing them, and specific requirements for Bank-financed operations. These policies and procedures can be found in the World Bank Operational Manual (link provided below). Within the overall set of Operational Policies, there are 10 key policies that are critical to ensuring that potentially adverse environmental and social consequences are identified, minimized, and mitigated. These safeguard policies receive particular attention during the project preparation and approval process. The safeguard policies deal with Environmental Assessment, Natural Habitats, Forests, Pest Management, Physical Cultural Resources, Dam Safety, Indigenous Peoples, Involuntary Resettlement, International Waterways, and Disputed Areas, and are complemented by a detailed disclosure policy to assure public transparency and review of operations. A multidisciplinary unit monitors the application of safeguards throughout the Bank, along with regional safeguard units. Fiduciary policies include rules governing financial management, procurement, and disbursement. There are also detailed guidelines for the
Most procurement within Bank-financed activities occurs in connection with specific development projects. Bank-financed projects give importance to enhancing the management and reform of public procurement systems in borrower countries, alongside carrying out the primary objectives of the specific loan/grant. Increasing the efficiency, fairness, and transparency of the expenditure of public resources is critical to sustainable development and the reduction of poverty. More information on public procurement is available on the World Bank Procurement website.

More about WB Operational Procurement

<table>
<thead>
<tr>
<th>Financial Institution</th>
<th>FS1 Policies with specific environmental and social components applied to business lines.</th>
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<tbody>
<tr>
<td></td>
<td>The World Bank's environmental and social safeguard policies are a cornerstone of its support to sustainable development and poverty reduction. There are 10 safeguard policies: Environmental Assessment, Natural Habitats, Forests, Pest Management, Physical Cultural Resources, Dam Safety, Indigenous Peoples, Involuntary Resettlement, International Waterways, and Disputed Areas. The objective of these policies is to prevent and mitigate impacts and risks to people and their environment in the development process. These policies provide mandatory guidelines for Bank and borrower staffs in the identification, preparation, and implementation of investment programs and projects.</td>
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<td></td>
<td>WB Safeguard Policies</td>
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<tr>
<td>Financial Institution</td>
<td>FS2 Procedures for assessing and screening environmental and social risks in business lines.</td>
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<tr>
<td></td>
<td>The Bank undertakes screening of each proposed project to determine the appropriate extent and type of environmental and social analysis, including the use of Environmental Assessment, to be undertaken during project preparation and whether the project may involve the use or application of other safeguard policies. The Bank classifies the proposed project into one of four categories (A, B, C, and FI) depending on the type, location, sensitivity, and scale of the project and the nature and magnitude of its potential environmental impacts. The borrower is responsible for any assessment required by the safeguard policies, with general advice provided by Bank staff.</td>
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<tr>
<td></td>
<td>WB Safeguard Policies</td>
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<tr>
<td>Financial Institution</td>
<td>FS3 Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements</td>
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<td>Monitoring of clients' compliance with implementing the environmental and social requirements included in the loan agreement of a specific project is part of regular project supervision. Supervision missions of projects are carried out twice a year and include staff with appropriate environmental and social expertise. For more complex projects there are staff members from the</td>
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<td>WB Safeguard Policies</td>
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or transactions.

regional safeguards units. The Bank’s Operations Risk Management Department (OPSOR), housed within the Operations Policy and Country Services (OPCS) Vice Presidency, supports the regions and assures that the Bank’s safeguards are applied in a uniform manner across regions. Environmental and social management frameworks include provisions for grievance mechanisms by which stakeholders can bring concerns forward and settle arising disputes. In addition, stakeholders can bring concerns to the independent Inspection Panel, a permanent body reporting to the Board of Executive Directors, to ensure accountability of the World Bank and investigate complaints about harm stemming from policy violations.

Project cycle

(Financial Institution)
FS4 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.

The World Bank is carrying out a range of regular programs as well as tailored trainings for staff and borrowers on the application of its safeguards policies, best practices, case studies, and lessons learned. Workshops on applying safeguard policies are offered weekly by the safeguards team and each regional vice presidency offers trainings on safeguard policies. In addition, an accreditation course has been established for environment specialists advising teams on environmental safeguards during project preparation and supervision. The purpose of accreditation is to ensure that the Bank’s environmental safeguard policies are consistently applied during project preparation and supervision, and to confirm broader environmental expertise by the accredited staff. A similar accreditation course has been established for social safeguard staff.

(Financial Institution)
FS5 Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.

The World Bank is a development institution, providing low- or no-interest loans (credits) and grants to low-income countries, middle-income countries, and small and fragile states. Working closely with country government counterparts and their stakeholders, Bank staff shapes its role, financial products, and technical and advisory services to the unique development needs and capacities of each country client. Thus, interactions with clients/investees/business partners regarding environmental and social risks and opportunities form the foundation of the Bank’s advisory and loan services.

Project cycle

(Financial Institution)
FS6 Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.

New lending commitments by IBRD were $15.2 billion in FY13 for 92 operations. This volume was higher than the pre-crisis historical average ($13.5 billion in fiscal 2005-08) but lower than the $20.6 billion in FY12. Public Administration, Law, and Justice received the largest commitment ($4.4 billion), followed by Transportation ($2.6 billion), Health and Other Social Services ($1.8 billion), and Finance ($1.6 billion). The theme receiving the highest share of commitments was Financial and Private Sector Development (18 percent), followed by Public Sector Governance (14 percent) and Social Protection and Risk Management (13 percent). IDA commitments amounted to $16.3 billion in fiscal 2013, including $13.8 billion in credits, $2.5 billion in grants, and $60 million in guarantees. Commitments for infrastructure, including the Energy and Mining sector; Transportation; Water, Sanitation, and Flood Protection; and Information and Communications reached $6.1 billion. Significant support was also committed to the Education sector and Health and Other Social Services (combined $4.2 billion); Administration, Law, and Justice ($3.6 billion); and Agriculture ($1.3 billion). The themes receiving the highest share of commitments were Rural Development ($2.9 billion), Human Development ($2.8 billion), and Social Protection and Risk Management ($1.9 billion). Overall, Africa had the largest share of lending from both IBRD and IDA, with 26 percent; Latin America and the Caribbean, East Asia and the Pacific received 20 percent of
the share of lending. See the Annual Report for the complete breakdown.

World Bank Annual Report

(Financial Institution)
FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.

The World Bank works with its borrowing country members to achieve equitable and sustainable economic growth in their national economies and to find solutions to pressing regional and global problems in economic development and in other important areas such as environmental sustainability. It pursues its principal goals -- to overcome poverty and improve standards of living -- primarily by providing loans, risk management products, and expertise on development-related disciplines and by coordinating responses to regional and global challenges. For a complete breakdown of the Bank's portfolio by social benefit, see the most recent Annual Report and Financial Statements.

World Bank Annual Report

(Financial Institution)
FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.

The World Bank works with its borrowing country members to achieve equitable and sustainable economic growth in their national economies and to find solutions to pressing regional and global problems in economic development and in other important areas such as environmental sustainability. It pursues its principal goals -- to overcome poverty and improve standards of living -- primarily by providing loans, risk management products, and expertise on development-related disciplines and by coordinating responses to regional and global challenges. For a complete breakdown of the Bank's portfolio by theme and sector (including environmental and natural resource management) please see the most recent Annual Report and Financial Statements.

World Bank Annual Report

(Financial Institution)
FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.

All Bank projects rely on monitoring and results frameworks to assess the projects under implementation and make midcourse corrections as needed, to measure project impacts, and inform lessons learned as the projects progress and are finalized. Mandatory twice-yearly supervision missions of Bank projects include the supervision of environmental and social issues and the implementation of measures agreed in the project documentation, such as the environmental and social management plans and frameworks, resettlement plans and frameworks, Indigenous Peoples plans and frameworks, and so forth.

Project cycle