GRI Index FY09

The response to the GRI Indicators presents a glimpse into the World Bank's (also known as the International Bank for Reconstruction and Development or IBRD in the capital market) complex suite of activities.

**Materiality:** Topics that are of interest to sustainable investment communities, NGOs, and country clients determine materiality for the purposes of this report. Reporting priorities are determined annually based on the corporate priorities of the given year and queries by the SRI community. Stakeholders are also identified with the assistance of relevant departments throughout the Bank.

**Boundary:** This Review encompasses World Bank operations globally. The World Bank consists of two agencies: IBRD and IDA (International Development Agency). Except for the terms of lending to member countries, the agencies are tightly integrated and work as a single unit. Therefore, staff of the World Bank, are considered "IBRD" staff, even if they work on IDA funded projects or for other donor-funded initiatives, through hundreds of trust funds. Similarly, World Bank manages the buildings that house staff that work on IBRD, IDA, MIGA, and GEF projects. GRI indicators for EN apply primarily to performance of Washington, D.C. facilities (which house 60% of World Bank staff) with country office data noted, when relevant.

**Completeness:** Links to further information in the Annual Report and throughout the Bank's website are also provided. 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 June 1 through July 31st. This report covers FY2009 (July 1, 2008 - June 30, 2009).

Questions or comments about the GRI Index should be addressed to envhelpdesk [at] worldbank.org

### Strategy and Analysis

| 1.1 Statement from senior management | Attached is the message from the President of the World Bank in which he discusses the progress we have made and the work ahead of us. test Letter from the World Bank President | Fully Reported |

| 1.2 Description of key impacts, risks, opportunities | They key impacts, risks and opportunities are reviewed in the Annual Report. Further information outlined in President Zoellick's speech at the Annual Meeting and the WB Development Committee Communique. Annual Report - Chapter 1 President Zoellick's speech at the Annual Meeting WB Development Committee Communique President Zoellick's Six Strategic Themes | Partially Reported |

### Organization Profile
<table>
<thead>
<tr>
<th>Section</th>
<th>Text</th>
<th>Report Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1 Name of the organization</strong></td>
<td>The World Bank (WB) consisting of the International Bank of Reconstruction and Development (IBRD) and the International Development Association (IDA).</td>
<td>Fully Reported</td>
</tr>
<tr>
<td></td>
<td>The World Bank -- About Us</td>
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<td></td>
<td>WB Brochure</td>
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<tr>
<td><strong>2.2 Summary of our mission, functions, and responsibilities (e.g., services and regulations)</strong></td>
<td>The World Bank is not a bank in the common sense but is a development cooperative, owned and managed by its member countries. It provides financing, risk management products, and other financial services, access to experts and a pool of knowledge in development-related disciplines, so that borrowing members can pool, administer and prioritize resources they dedicate to development-related objectives.</td>
<td>Fully Reported</td>
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<td>World Bank Products and Services</td>
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<td>WB Financial Products and Services</td>
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<tr>
<td><strong>2.3 Operational structure of the organization, including main division</strong></td>
<td>The International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA) together make up the World Bank. The larger World Bank Group consists of five agencies: IBRD, IDA, the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for the Settlement of Investment Disputes (ICSID).</td>
<td>Fully Reported</td>
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<td>More about WB organization</td>
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<td></td>
<td>WB Organizational Chart</td>
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<td></td>
<td>Annual Report 2009: WB Organizational Information</td>
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<tr>
<td><strong>2.4 Location of organization’s headquarters</strong></td>
<td>The World Bank is a global organization with more than 100 country offices. Its headquarters is located in the District of Columbia (DC) in USA. It also has satellite HQ offices in Paris, Brussels, Frankfurt, Geneva, London, Rome, and Tokyo. A complete list of locations is provided below.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td></td>
<td>World Bank Locations</td>
<td></td>
</tr>
<tr>
<td><strong>2.5 Number of countries where the organization operates</strong></td>
<td>IBRD is owned by and operated for the benefit of its 186 member countries.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td></td>
<td>World Bank Members</td>
<td></td>
</tr>
<tr>
<td><strong>2.6 Nature of ownership and legal form</strong></td>
<td>The World Bank Group is not a bank in the traditional sense; it is an independent specialized UN agency governed by 186 member countries, which are jointly responsible for financing the institution and for deciding how its money is spent. The Bank is run like a cooperative, with member countries as shareholders. A country’s number of shares is based roughly on the size of its economy.</td>
<td>Fully Reported</td>
</tr>
</tbody>
</table>
2.7 Nature of markets served (including geographic breakdown, sectors served, and types of beneficiaries)

The World Bank serves developing countries around the world, focusing on sectors and with themes that contribute to sustainable development, such as health, education, gender equality, infrastructure and clean energy, financial and private sector development, strengthening governance and reducing corruption, and strategies for middle income countries.

More information on WB projects by countries and sectors

2.8 Scale of the reporting organization

The World Bank has over 11,000 World Bank staff and consultants working in Washington, DC, and in over 120 country offices worldwide.

New lending commitments by IBRD increased significantly in fiscal 2009, amounting to $32.9 billion for 126 operations. Policy-based lending represented 47 percent of total lending, up from 29 percent in fiscal 2008.

Latin America and the Caribbean received the highest share of IBRD’s new lending commitments, with $13.8 billion (42 percent of total IBRD commitments), followed by Europe and Central Asia, which received $9 billion (27 percent) in funding, and East Asia and Pacific, which received $6.9 billion (21 percent). Lending was less concentrated than in fiscal 2008. Whereas the largest five countries received roughly 53 percent of total lending in fiscal 2008, five countries, including Brazil, China, Indonesia, Mexico, and Poland, received combined commitments of 49 percent of total IBRD lending in fiscal 2009.

IDA commitments in fiscal 2009 reached $14 billion. This funding, including $11.0 billion in credits, $2.6 billion in grants, and $0.4 billion in guarantees, supported 176 operations. The largest share of IDA resources was committed to Africa, which received $7.9 billion, or 56 percent of total IDA commitments.

Detailed information about the World Bank’s financial data can be found in the annual report. See the links provided below.

Year in Review executive summary
FY 2009 Fiscal Year Summary

2.9 Significant changes from previous report regarding size, structure, and ownership

During the reporting period of Fiscal year (FY) 2009, the Republic of Kosovo became a member of IBRD, IDA, IFC, MIGA, and ICSID. Also in FY 2009, the Board of Governors’ approved a package of reforms to enhance the voice and participation of developing and transition countries in the governance of the World Bank Group. Proposed reforms included creating a Board chair for an additional Executive Director for Africa.

WB Member Countries
2.10 Awards Received  
No awards for FY2009.  

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**Report Parameters**

<table>
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<th>Section</th>
<th>Details</th>
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<tbody>
<tr>
<td>3.1 Reporting Period</td>
<td>The World Bank reports on a fiscal year basis which extends from June 1 through July 31st. This report covers FY2009 (July 1, 2008 - June 30, 2009).</td>
</tr>
</tbody>
</table>
| 3.2 Date of most recent previous report | While we have in the past published stand-alone Sustainability Reports, going forward, we are creating a library of information about the various sustainability initiatives taking place within World Bank with links to further and more current information. A comprehensive GRI index, with responses to specific indicators is updated annually. The index in addition to previous reports (2004, 2005-6) are available in the "About the CR Program" section.  
Focus on Sustainability 2004  
Corporate Responsibility Reporting website  
Focus on Sustainability 2005-2006 |
| 3.3 Reporting Cycle | A comprehensive GRI Index is updated annually. |
| 3.4 Contact information | For more information, contact the Corporate Responsibility Program via e-mail: envhelpdesk(at)worldbank.org  
Corporate Responsibility Program |
| 3.5 Process for defining report | Topics that are of interest to sustainable investment communities, NGOs, and country clients determine materiality for the purposes of this report. Reporting priorities are determined annually based on the corporate priorities of the given year and queries by the SRI community. In addition, GRI (G3) indicators guide our Review.  
Surveys were developed and distributed to external stakeholders requesting feedback on prior reports. Responses have been reviewed and incorporated, if necessary. Stakeholders have been identified with the assistance of relevant departments throughout the Bank (WB Civil Society Outreach Team, Environment |
<table>
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<th>Section</th>
<th>Description</th>
<th>Reporting Status</th>
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<tbody>
<tr>
<td>3.6</td>
<td><strong>Boundary of the report</strong></td>
<td>This Review encompasses IBRD/IDA operations globally. GRI indicators for EN apply primarily to performance of Washington, D.C. facilities with country office data noted, when relevant.</td>
</tr>
<tr>
<td>3.7</td>
<td><strong>Limitations on the scope or boundary of the report</strong></td>
<td>For any material issues not reported here, please see the Annual Report. <a href="#">Annual Report</a></td>
</tr>
<tr>
<td>3.8</td>
<td><strong>Basis for reporting on other entities that significantly affect comparability</strong></td>
<td>This review covers only IBRD and IDA, thus periods are comparable.</td>
</tr>
<tr>
<td>3.9</td>
<td><strong>Data measurement techniques and the bases of calculations</strong></td>
<td>If relevant, stated in each indicator response.</td>
</tr>
<tr>
<td>3.10</td>
<td><strong>Explanation of the effect of any re-statements of information provided in earlier reports</strong></td>
<td>No restatements</td>
</tr>
<tr>
<td>3.11</td>
<td><strong>Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report</strong></td>
<td>No significant changes</td>
</tr>
<tr>
<td>3.13</td>
<td><strong>Assurance</strong></td>
<td>In FY2008, FY 2009, KPMG was the independent auditors for the World Bank. Data covered in this report was audited under their services. Their independent auditor's report can be found in the WB's Financial Statements. <a href="#">FY2009 Financial Statements and Auditor Statement</a></td>
</tr>
</tbody>
</table>
The World Bank is like a cooperative, where its 186 member countries are shareholders. The shareholders are represented by a Board of Governors, who are the ultimate policy makers at the World Bank. Generally, the governors are member countries’ 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 24 Executive Directors (EDs), who make up the Board of Directors of the World Bank and work on-site at the Bank. The five largest shareholders, France, Germany, Japan, the United Kingdom and the United States appoint an executive director. The 19 remaining EDs are elected by the Bank’s other members.

The President of the World Bank chairs meetings of the Board of Directors. All EDs are members of the Steering Committee, which produces the Board’s work program. Each ED also serves on one or more of five standing committees: the Audit Committee, Budget Committee, Committee on Development Effectiveness (CODE), Personnel Committee, and Committee on Governance and Executive Directors’ Administrative Matters. The committees help the Board discharge its oversight responsibilities through in-depth examinations of policies and practices.

In addition, the Development Committee was established in 1974 to serve as a forum for the World Bank and the International Monetary Fund to facilitate intergovernmental consensus-building on development issues. The Committee’s mandate is to advise the Boards of Governors of the Bank and the Fund on critical development issues and on the financial resources required to promote economic development in developing countries. Over the years, the Committee has interpreted this mandate to include trade and global environmental issues in addition to traditional development matters.

The World Bank operates day-to-day under the leadership and direction of the president, management and senior staff, and the vice presidents in charge of regions, sectors, networks and functions.
4.2 Indicate whether the Chair of the highest governance body is also an executive officer

The Board of Governors are the ultimate policy makers at the World Bank, consisting of member countries’ ministers of finance or ministers of development. They meet once a year at the Annual Meetings. Their meetings are chaired by member country minister. Agustin Carstens, Minister of Finance of Mexico has held the chair of the Board of Governors. The President of the World Bank, Robert B. Zoellick, chairs meetings of the Boards of Directors and is responsible for overall management of the Bank. He is a non-voting member of the board.

More about WB Board of Governors

4.3 Number of members of the board that are independent and/or non-executive members

The World Bank has two Boards - the Board of Governors and the Executive Board. Both the boards are composed of representatives from member countries. Since each board member represents their respective country's financial interest, they are not "independent" as defined by GRI. However, the Board members do not benefit financially individually.

More about WB’s operational structure

4.4 Mechanisms for shareholders and employees to contact the board

The World Bank's shareholders (the 186 member countries) provide recommendations and direction to the organization through their government's representatives on the World Bank governing bodies, Board of Governors and Board of Directors. Employees are regularly requested to attend Board of Director meetings, which occur at least twice a week, to provide input on the Bank's business. Employees can also provide input to their home country representative to the Board and provide recommendations through the Staff Association.

Fully Reported

4.5 Linkage bewtween compensation for members of the highest governance body, senior managers, and executives, and the organization's performance

There is no linkage between compensation for Board members, senior managers, executives, and organizational performance. Salaries are fixed based on level.

To recruit and retain highly qualified staff, the World Bank Group has developed a compensation and benefits system designed to be internationally competitive, to reward performance, and to take into account the special needs of a multinational and largely expatriate staff. The Bank Group’s staff salary structure is reviewed annually by the Executive Directors and, if warranted, is adjusted on the basis of a comparison with salaries paid by private financial and industrial firms and by representative public sector agencies in the U.S. market. After analyses of updated comparator salaries, the Board approved an average increase in the salary structure of 3.5 percent for fiscal 2009, effective July 1, 2008, for Washington-appointed staff.

For a breakdown of salaries of executive management and representative jobs, see the link below.

Fully Reported
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided

The WB's Articles of Agreement lays out processes and standards of behavior to avoid conflicts of interest.

The Articles of Agreement

4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics

Each member country determines the qualifications and expertise of their representatives to the WB Boards. Generally, the governors are member countries' ministers of finance or ministers of development.

More about the World Bank's Board of Governors
More about the World Bank's Board of Directors

4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to sustainable development

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.

Our work focuses on achieving the Millennium Development Goals that call for the elimination of poverty and sustained development. The goals provide us with targets and yardsticks for measuring results.

In addition, President Zoellick outlined six strategic themes for addressing global challenges (more information below).

The World Bank’s 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. These policies provide guidelines for bank and borrower staffs in the identification, preparation, and implementation of programs and projects. WB's Safeguard Policies form the basis of the internationally accepted Equator Principles.

These policies and principles are applicable across the organization in each region and department.

Read more about our six strategic themes and the MDGs
More information about the WB’s 11 Safeguard Policies
Focus on Sustainability 2005-2006: Safeguard Policies
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<tr>
<td>4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance</td>
<td>The World Bank's purpose is to support Sustainable Development. Its governing boards are charged with overseeing this mandate. The Board of Governors meet once a year at the Annual Meetings of the Boards of Governors of the World Bank Group and the International Monetary Fund. The Board of Directors normally meet 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. Board of Directors Board of Governors</td>
</tr>
<tr>
<td>4.10 Process for evaluating the board's own performance</td>
<td>Each governor and each alternate serves for five years, subject to the pleasure of the member appointing him/her, and may be reappointed. Executive Directors shall be appointed or elected every two years. Consequently, neither the Board of Governors nor the Board of Directors performance is linked to the organization's own performance.</td>
</tr>
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<td>4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization</td>
<td>IBRD assumes various kinds of risk in the process of providing development banking services. Its activities can give rise to four major types of risk: credit risk; market risk (interest rate and exchange rate); liquidity risk; and operational risk. The major inherent risk to IBRD is country credit risk, or loan portfolio risk. A strong Risk Management governance structure supports Senior Management in their oversight function, particularly in the coordination of different aspects of risk management, and in connection with risks that cut across functional areas. Details on the governance structure in place to manage risk, including country credit risk, can be found in the Financial Statements of the Annual Report, particularly in the IBRD Management Discussion and Analysis Annual Report</td>
</tr>
<tr>
<td>4.12 External charters, principles, initiatives</td>
<td>Our work focuses on achieving the Millennium Development Goals (MDGs) that 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 WB 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). In addition, the WB provides private organizations an enabling environment to promote the Global Compact.</td>
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</table>
The World Bank was instrumental in drafting the Equator Principles which draw upon the WB’s Safeguard policies.

More information on the Global Compact
Global Environmental Facility
A few of WB’s Economic and Social partners
WB Environmental Partnerships
More information about the MDGs

4.13 Memberships in associations
The World Bank is not a member of industry or business associations or national/international advocacy organizations but often voluntarily participates in local, national, regional, and global partnerships and multi-stakeholder relationships in order to operate more effectively.
A few of WB’s Economic and Social partners

4.14 List of stakeholder groups engaged by the organization
The World Bank’s stakeholders can be grouped as follows:
Internal stakeholders: owners (governments) and employees (internal staff)
External stakeholders: NGOs, research and training institutions, civil society, and financial institutions

Focus on Sustainability 2004: Working with our Stakeholders
More information about WB’s partners
Some of the Bank’s civil society interlocutors

4.15 Basis for identification and selection of stakeholders with whom to engage
In the context of Bank-supported activities, stakeholders are considered those who are affected, whether positively or negatively, by a proposed intervention. Who the stakeholders are for any given project or issue depends on the situation. Getting the right groups involved is essential, but it is not always easy, since our stakeholders range from donor and client governments to the poorest and most marginalized communities.

Defining Civil Society

4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group
The World Bank engages civil society organizations (CSOs) in three ways:
First, it facilitates dialogue and partnership between civil society and governments by providing resources, training, technical support, and often playing a convening role. That type of engagement can be best seen in the process of formulation of the country poverty reduction strategies (PRSPs).

Second, the Bank dialogues and consults with CSOs on issues, policies and programs, by listening to their perspectives and inviting suggestions. These interactions vary from consultations on global policies, such as social safeguards and adjustment lending, to discussions on local Bank-financed projects.
Third, the Bank partners directly with CSOs through contracting technical assistance and training services, funding civil society initiatives, and managing joint programs. There are many examples of active partnerships in the areas of forest conservation, AIDS vaccines, rural poverty, micro-credit, and expanding internet usage. For more information on how the Bank engages civil society - see World Bank-Civil Society Engagement: Review of Fiscal Years 2005-2006.

In addition, the Bank's Good Practices (GP) Policy - GP 14.70 addresses the issue of "Involving Nongovernmental Organizations in Bank-Supported Activities." It was first outlined in February 2000.

More about the WB's outreach efforts
Focus on Sustainability 2004: Stakeholders
World Bank Policies

4.17 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 webpage and the DevForum links below. There are a number of consultations taking place this year, including the Education Strategy Consultations, from February - August 2010; the Energy Strategy Consultations, between January to June 2010; and the Environment Strategy 2010 Consultations, October 2009 - October 2010.

For more information, follow the links below.
- Civil Society webpage
- Get involved in the DevForum E-Discussions and Communities
- World Bank Education Strategy 2020
- Energy Strategy Consultations
- World Bank Group's Environment Strategy 2010

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Economic Disclosure

EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments (Core)

For information about economic value generated by the operations of the World Bank, please see the most recent Annual Report and Financial Statements.
- World Bank Annual Report
- WB 2009 Financial Statements
- Year in Review Executive Summary

Fully Reported

Partially Reported
Climate change impacts directly on the World Bank's mission of poverty reduction, and has the potential to hamper the achievement of many of the United Nations Millennium Development Goals, including those on poverty eradication, child mortality, combating malaria and other diseases, and environmental sustainability. Climate change is clearly not just an environmental issue but one with severe socioeconomic implications, particularly in developing countries. Accordingly, the World Bank has developed a 7-point Agenda on Addressing Climate Change:

1) Mainstream adaptation and mitigation into core development work; 2) Provide innovative and concessional financing; 3) Pioneer and advance new market mechanisms; 4) Help create a link for environment to tap the private sector; 5) Support technology development and adoption in developing countries; 6) Support applied research on climate change economics in developing countries; and 7) Contribute to an international regime based on areas 1-6 above.

Detailed information about the history of World Bank's work on Climate Change and the newly developed Strategic Framework can be found through the links below.

Climate Change Brief
Climate Change website
The World Bank receives financial assistance from governments in four forms: 1) Paid-in-capital and callable capital from each of our member countries forms the basis of our AAA status, allowing us to raise money on the capital markets.

2) IDA replenishment - Donor country contributions finance IDA lending. It is the single largest source of donor funds for basic social services in the poorest countries.

3) Trust Funds - accounted for separately from the Bank's own resources, are financial and administrative arrangements with an external donor that leads to grant funding of high-priority development needs, such as technical assistance, advisory services, debt relief, postconflict transition, and cofinancing.

4) Tax exempt status - As an organization established by international treaty, The World Bank receives tax exempt status from its member countries.

Concessional Financing and Global Partnerships
More about IDA
Share of Paid-in and Callable-capital from our member countries

See EC3 for details.

All procurement is implemented in accordance to the Borrowing country's laws, and emphasizes local sourcing. 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:

(a) the need for economy and efficiency in the implementation of the project, including the procurement of the goods and works involved;

(b) the Bank’s interest in 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;

(c) the Bank’s interest in encouraging the development of domestic contracting and manufacturing industries in the borrowing country; and

(d) the importance of transparency in the procurement process.
### EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)

<table>
<thead>
<tr>
<th>As of end FY09:</th>
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<tr>
<td>• Nationals of developing countries accounted for 62 percent of all staff and 47 percent of management and senior technical positions.</td>
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<tr>
<td>• 27 senior managers included 13 developing-country nationals, nine women, and three Sub-Saharan African nationals.</td>
</tr>
<tr>
<td>• Sub-Saharan African and Caribbean nationals were 17 percent of all staff and 11 percent of management and senior technical positions.</td>
</tr>
<tr>
<td>• Women accounted for 52 percent of all staff and 35 percent of management and senior technical positions. Our goal is to achieve gender parity in management by the end of 2012.</td>
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</table>

**Global Workforce discussion in Annual Report**

### EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement (Core)

Improving infrastructure in developing countries is key to reducing poverty, increasing growth, and achieving the MDGs. The World Bank has a development impact on all forms of public infrastructure -- specifically energy, oil, gas, and mining, urban development, transport, communications technologies, and water supply and sanitation.

Launched in April 2009, the Infrastructure Recovery and Assets (INFRA) Platform, supports counter-cyclical spending on infrastructure and protects existing assets and priority projects with the intention of providing the foundation for rapid recovery and job creation and to promote long term growth. It seeks to achieve this by

1) scaling up World Bank lending for infrastructure from $11-13 billion per year proposed under the Sustainable Infrastructure Action Plan to $15 billion per year over FY2009-2011;

2) co-coordinating a response among international financial institutions and donors to bridge infrastructure financing, project preparation, and capacity gaps resulting from the global financial crisis; and

3) raising awareness on the need to continue financing infrastructure to provide the foundation for rapid recovery and job creation and to promote long term growth

Building on the $17.5 billion of infrastructure lending committed in FY2009, the World Bank has already allocated $4.2 billion in the first quarter of FY2010.

The WB has also launched the Private Participation in Infrastructure Projects Database, a joint product of the World Bank’s Infrastructure Economics and Finance...
Department and the Public-Private Infrastructure Advisory Facility (PPIAF), to identify and disseminate information on private participation in infrastructure projects in low- and middle-income countries. The database highlights the contractual arrangements used to attract private investment, the sources and destination of investment flows, and information on the main investors. The site currently provides information on more than 4,300 infrastructure projects dating from 1984 to 2008.

Further information about the various projects the Bank is undertaking on this issue, is available through the links below.

Our work in infrastructure
More information on the Infrastructure Recovery and Assets Platform
About the Private Participation in Infrastructure Database
Case study videos on Infrastructure featured in the Annual Report 2009

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### Environmental

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<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Note</th>
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<tbody>
<tr>
<td>EN1</td>
<td>Materials used by weight or volume (Core)</td>
<td>Not material issue, not disclosed</td>
</tr>
<tr>
<td>EN2</td>
<td>Percentage of materials used that are recycled input materials (Core)</td>
<td>Not material issue, not disclosed</td>
</tr>
</tbody>
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EC9  Understanding and describing significant indirect economic impacts, including the extent of impacts
The Annual Review of Development Effectiveness 2009 presents the World Bank’s record of performance in achieving outcomes from its projects and country programs and focuses on the Bank’s contributions in supporting environmental sustainability.
Further information about ARDE

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Fully Reported
In FY 2008, World Bank's 122 country offices purchased a total of 680,715 GJ of natural gas, propane, gasoline and diesel fuel for combustion on site. Our country office data for FY 2009 is still being collected and analyzed, and will be updated shortly.

More on WB’s Corporate Environmental Responsibility

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**EN4 Indirect energy consumption by primary source (Core). It covers Scope 2 of the GHG protocol. Identify the amt of intermediate energy purchased and consumed from sources external to the reporting organization in joules or multiples, including: Electricity, Heating and Cooling, Steam, Nuclear energy, solar, wind, geothermal, hydro energy, biomass, hydrogen-based.**


In FY 2008, World Bank's 122 country offices consumed a total of 91,380 GJ of electricity. Our country office data for FY09 is still being collected and analyzed, and will be updated shortly.

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**EN5 Energy saved due to conservation and efficiency improvements**

Between FY 2008 (July 2007-June 2008) and FY 2009 (July 2008-June 2009), the World Bank saved 6281 GJ of energy, due to energy efficiency improvements at its headquarters. This information is not yet available for World Bank country offices.

More on WB’s Corporate Environmental Responsibility

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**EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives**

The World Bank Group (WBG) is leading efforts to overcome challenges in the energy sector through a wide range of investments, policy advice, capacity building, and technical assistance. During Fiscal Year 2009 (July 2008-June2009), the WBG invested US$8.2 billion in the energy sector, the highest annual amount ever. WBG financing for RE/EE remained at high levels this past fiscal year despite the turmoil in commercial lending for such projects around the world. More than 40 percent of the commitments were in low carbon projects, including new renewable energy, energy efficiency, and small hydropower.

More information on the World Bank Group’s Energy investments
Energy reduction initiatives continued in Fiscal Year 2009 (July 2008-June 2009), with computer upgrades to energy efficient ones, installation of variable speed motors on our ventilation systems, and the ongoing retrofit of lights. Such initiatives in our Washington DC offices, have resulted in a reduction of almost 9,000 GJ of electricity in FY2009. We do not currently have this information available for World Bank country offices.

More on WB's Corporate Environmental Responsibility

Water used by the WB for drinking, sanitation and other purposes is supplied by the DC Water and Sewer Authority and comes from the Potomac River Watershed. In FY 2009 (July 2008-June 2009), the world bank consumed 251,728 cubic meter of water for drinking, sanitation and other purposes. By comparison, we consumed 271,230 in FY 2006 (July 2007-June 2006), 382,635 in FY 2007 (July 2006-June 2007), and 313,648 in FY 2008 (July 2007-June 2008).

More on WB's Corporate Environmental Responsibility

This indicator is not material to our business. Since the World Bank is a service industry, no water sources are significantly affected.

This indicator is not material to our business. The World Bank does not recycle or reuse water.

No operational sites are owned, leased, managed in, adjacent to or contain protected areas or areas of high biodiversity. All operational sites are located in urban areas.
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas (Core) Report the nature of significant direct and indirect impacts on biodiversity with reference to one or more of the following: - Construction or use of manufacturing plants, mines, and transport infrastructure; - Pollution (introduction of substances that do not naturally occur in the habitat from point and non-point sources); - Introduction of invasive species, pests, and pathogens; - Reduction of species; - Habitat conversion; and - Changes in ecological processes outside the natural range of variation (e.g., salinity or changes in groundwater level). Report significant direct and indirect positive and negative impacts with reference to the following: - Species affected; - Extent of areas impacted (this may not be limited to areas that are formally protected and should include consideration of impacts on buffer zones as well as formally designated areas of special importance or sensitivity); - Duration of impacts; and - Reversibility or irreversibility of the impacts.

The World Bank is the world's largest financier of biodiversity. At the end of Fiscal Year 2009 (July 2008-June 2009), the active portfolio in biodiversity projects was $487 million, almost double the year before. World Bank support in the area of biodiversity involves: -the establishment and strengthening of protected areas (including activities in buffer zones) -sustainable use of biodiversity outside protected areas, -eradication of alien species, and -biodiversity conservation through improved management and sustainable use of natural resources in the production landscape.

Each project undergoes Environmental Impact and Natural Habitat Assessment, with oversight during implementation.

Biodiversity at the World Bank

EN13 Habitats protected or restored

In addition to its on-going project work, the World Bank supports 3 globally significant partnerships to protect, restore, and better manage key natural areas: the Critical Ecosystem Partnership Fund, the Global Invasive Species Program, and the Global Forest Alliance. We have also launched the Forest Carbon Partnership Fund, to preserve intact forest ecosystems through carbon finance. See www.worldbank.org/environment.

Biodiversity projects and databases

EN14 Strategies, current actions, and future plans for managing impacts on biodiversity

The World Bank has an active program for mainstreaming biodiversity concerns into development projects. See reports Mainstreaming Conservation in Infrastructure Projects; Biodiversity, Climate Change, and Adaptation; and Mountains to Coral Reefs: the World Bank and Biodiversity 1988-2005.
More recent publications have highlighted the role of biodiversity in addressing climate change. See the biodiversity website for more information.

Mountains to Coral Reeds: The World Bank and Biodiversity
Mainstreaming Conservation in Infrastructure Projects
Biodiversity, Climate Change and Adaptation
World Bank Biodiversity Website

EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk

No Redlist species are known to be directly affected by WB operations at this time. All World Bank projects undergo strict Environmental Impact and Natural Habitat assessments. The WB engages in partnerships to support the protection of Redlisted species (see EN13).

EN16 Total direct and indirect greenhouse gas emissions by weight (Core)

The World Bank measures its direct and indirect greenhouse gas emissions based on site-specific data for facilities and using GHG Protocol and EPA Climate Leaders methodologies. Estimates are made for those facilities with missing data. For World Bank’s Washington DC facilities, GHG emissions were about 48,883 metric tons CO2eq in FY 2006 (July 2005-June 2006); 49,717mt CO2eq in FY 2007, 49,338mt CO2eq in FY 2008 and 50,651mt CO2eq in FY 2009.

In FY 2008, GHG emissions from country office facilities were estimated to be 18,500 metric tons of CO2eq.

More on WB’s Corporate Environmental Responsibility

EN17 Other relevant indirect greenhouse gas emissions by weight (Core)

For other emissions, considered optional for reporting purposes but key to our business, such as business travel, GHG emissions were about 52,849 metric tons of CO2eq in FY 2009 (July 2008-June 2009), compared to 64,334 in FY 2008, 63,442 in FY 07 and 59,191 in FY 2006. This data is from travel booked through our travel agent in the World Bank’s Washington DC offices. In 2008, business travel emissions from our country offices equaled 24,588 metric tons of
CO2eq. We are currently collecting and analyzing emissions data from our country offices for FY2009.

<table>
<thead>
<tr>
<th>EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved</th>
<th>Our emissions reductions program consists of a focus on upgrading our existing facilities with energy efficient equipment, and increasing efficiency through adjustments made to the operations of our buildings. When looking at new offices, sustainability criteria are incorporated. While actual emissions reductions are slow to be realized, indirect and direct energy use has decreased in recent years.</th>
<th>Fully Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN19 Emissions of ozone-depleting substances by weight (Core)</td>
<td>No ODS are produced or used in production in our country offices.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN20 NOx, SOx, and other significant air emissions by type and weight (Core)</td>
<td>NOx emissions associated with combustion are minute.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN21 Total water discharge by quality and destination (Core)</td>
<td>This indicator is not material to our business.</td>
<td>Not Applicable to reporting organization's operations</td>
</tr>
<tr>
<td>EN22 Total weight of waste by type and disposal method (Core)</td>
<td>Total waste produced by the World Bank's Washington, DC offices in Fiscal Year 2009 (July 2008-June 2009) was 2,213 tons, a reduction of over 7%. The recycling rate was around 43%, with 353 tons of paper, 63 tons of bottles and cans and 550 tons of cardboard recycled in FY 09. The World Bank also has an extensive office supplies donation program; nearly 1000 items were donated to local charities in FY09, including printers, conference tables, desk chairs, sofas and other office materials.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN23 Total number and volume of significant spills (Core)</td>
<td>There were no significant spills at the WB in time period FY06-FY09.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally</td>
<td>No hazardous wastes are transported.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization’s discharges of water and runoff</td>
<td>No discharges into sensitive water bodies</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation (Core)</td>
<td>All World Bank lending operations undergo strict safeguard screening. The focus of these safeguards is not only to &quot;do no harm&quot;, but also to &quot;do good.&quot; Descriptions of the 11 safeguard policies, as well as guidebooks and tools kits to be applied to projects (for example, Environmental, Health, and Safety Guidelines or the Environmental Sourcebook and Updates) may be found at <a href="http://www.worldbank.org/safeguards">www.worldbank.org/safeguards</a>. In addition, the World Bank's Environment Strategy, Making Sustainable Commitments (endorsed by the Board of Directors in 2001), recognizes that sustainable development that balances economic development, social cohesion, and environmental protection is fundamental to the World Bank's core objective of lasting poverty reduction. The Strategy provided a vision, objectives, and a course of action for the longer term and suggests specific actions, targets, and institutional measures for mainstreaming environmental concerns in all development activities. This strategy is being updated in FY 2009.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN27 Percentage of products sold and their packaging materials that are reclaimed by category (Core)</td>
<td>The World Bank is a service industry, thus this indicator is not material to our business.</td>
<td>Fully Reported</td>
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<tr>
<td>EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations (Core)</td>
<td>No fines were levied.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce</td>
<td>Air travel by World Bank staff is the primary form of business transport with significant impacts. In fiscal year (FY) 2009 (July 2008-June 2009), World Bank employees travelled over 274 million miles, emitting 52,849 metric tons of CO2 equivalent. In FY 2006, trackable air travel was about 302 million miles with a GHG emissions liability of 59,000 mt CO2eq; in FY 2007, air travel was about 323 million miles (63,000 mt CO2eq); and in FY 2008, air travel was about 328 million miles (64,000 mt CO2eq). For World Bank Country offices, it’s estimated that staff flew 127 million miles in FY08, resulting in 25,000 metric tons of CO2eq. FY2009 emissions data is being collected and analyzed and will be updated shortly.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>EN30 Total environmental protection expenditures and investments by type</td>
<td>We offset our emissions in two different ways. Emissions associated with Scope two emissions (electricity) are offset through the use of Renewable Energy Certificates (RECs) which are associated with new wind generated electricity. We offset other emissions (Scope 1 and Scope 3) through the purchase of Verified Emission Reductions (VERs). This past year, we purchased credits from a fuel-switching project in Brazil with the help of a broker. The VERs applied the Social Carbon methodology to ensure that proper social and environmental monitoring will improve the long-term effectiveness of the project. In Fiscal Year (FY) 2009 (July 2008-June 2009), 11 percent of the World Bank's total active portfolio had an Environment and Natural Resources (ENRM) theme, with net</td>
<td>Fully Reported</td>
</tr>
</tbody>
</table>
commitments of $5.1 billion (52 projects), and total active portfolio amounting to $13 billion. 68 percent of ENRM projects were in the Latin American and Caribbean region.

Environment and the World Bank
Environment Brief

### Human Rights

**HR1 Percentage of investment agreements that include human rights clauses (Core)**

All WB investments undergo Human Rights screening. The WB believes that "creating the conditions for the attainment of human rights is a central and irreducible goal of development." (Human Rights and Development: The Role of the World Bank (1998).

The Bank contributes to the promotion of human rights through 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.

The Bank's Community Driven Development (CDD) program gives voice to communities, promoting empowerment of the poor and informed civic engagement with increased social accountability which is essential to poverty reduction. The World Bank also works closely with the UN Office of the High Commissioner of Human Rights on several initiatives, such as including human rights considerations into account in the preparation of their Poverty Reduction Strategies, and implementing the UN High-Level Task Force on the Implementation of the Right to Development.

[FAQs on Human Rights at the World Bank](http://www.worldbank.org)

Community Driven Development and results

**Fully Reported**

### HR2 Suppliers and contractors that have undergone human rights screening (Core)

The World Bank is a socially and environmentally responsible organization. As such, the World Bank addresses, in its corporate procurement process, vendors' commitment to fair wages and benefits, safety, environmental programs, and diversity of its supply chain.

The World Bank Group's policy on Socially Responsible Procurement and Environmentally Responsible Procurement will be reflected in Request for Proposals (RFPs), Request for Quotations (RFQs), Invitation for Bids (IFBs), and solicitations for the provision of labor services as determined appropriate by General Services Department, Corporate Procurement Unit. Further details in the link provided.

[More about Environmentally Responsible Procurement](http://www.worldbank.org)

**Fully Reported**
<table>
<thead>
<tr>
<th>HR3 Employee training on human rights policies/procedures</th>
<th>Detailed data not collected or not yet available.</th>
<th>Detailed data not collected or not yet available in this report</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR4 Number of incidents of discrimination (Core)</td>
<td>To be updated.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>HR5 Operations identified where freedom of association may be at risk (Core)</td>
<td>All World Bank staff in the US and country offices are represented by the Staff Association. <a href="#">Staff Association Constitution</a> <a href="#">More on World Bank Staff Association</a></td>
<td>Fully Reported</td>
</tr>
<tr>
<td>HR6 Child labor incidents and measures to eliminate child labor (Core)</td>
<td>No World Bank operations are considered to have significant risk for incidences of child labor. Rather, The World Bank recognizes that child labor is one of the most devastating consequences of persistent poverty and has adopted a clear position to help reduce harmful child labor through its ongoing poverty reduction efforts and new initiatives. It is housed in the Human Development Hub's Social Protection Unit. Since its establishment, the Global Child Labor Program (GCLP) has functioned as the Bank’s focal point for child labor activities, training, capacity building and policy. <a href="#">More information on WB's Child Labor Program</a></td>
<td>Fully Reported</td>
</tr>
<tr>
<td>HR7 Forced labor incidents and measures to eliminate forced labor (Core)</td>
<td>No World Bank operations are considered to have significant risk for incidences of forced or compulsory labor. As a socially responsible organization, the World Bank Group, through its corporate procurement practices, endeavors to integrate socially responsible suppliers into its supply chain. To this end, World 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, the Social Protection and Labor unit, in the Human Development Vice Presidency, actively works to combat issues of human trafficking, child labor, and forced labor. <a href="#">Socially Responsible Procurement Policy</a> <a href="#">More on the WB’s Social Protection and Labor Unit</a></td>
<td>Fully Reported</td>
</tr>
</tbody>
</table>
HR8 Security personnel trained to understand human rights

Not material issue, not disclosed.

Not Applicable to reporting organization's operations

HR9 Violations of indigenous peoples rights and response

The World Bank policy on indigenous peoples, OP/BP 4.10, Indigenous Peoples, underscores the need for Borrowers and WB staff to identify indigenous peoples, consult with them, ensure that they participate in, and benefit from WB-funded operations in a culturally appropriate way - and that adverse impacts on them are avoided, or where not feasible, minimized or mitigated. In FY2009, one project in relation to OP/BP 4.10, (Land Administration Project in Panama) was submitted by representatives of the indigenous community of Pueblo Naso, several individual members of the community and representatives of some community organizations. Details available on the Inspection Panel site below.

Indigenous Peoples and World Bank Safeguard Policies
World Bank Indigenous Peoples website
Requests submitted to the Inspection Panel

Labor Practices

LA1 Total workforce by employment type, region (Core)

At the end of June 2009, World Bank had 8,978 "net" staff, 863 "other" staff, and 1,206 ETC/ETTs on board. Today, 37 percent of World Bank staff work in country offices, where an increased presence in the field helps us better understand, work more effectively with, and provide more timely service to its partners in client countries. As of end of FY09, 88 percent of Country Directors and Country Managers and 37 percent of staff were based in country office. In addition, 31% of staff were locally recruited.

A Multicultural Workplace

LA2 Employee turnover (Core)

Overall, the Washington DC-appointed workforce increased from 7,869 at the end of FY08 to 8,069 at the end of FY09, a 2.5 percent increase. Country Office appointments grew from 3,295 at the end of FY08 to 3,564 in at the end of FY09, equivalent to an 8.2 percent increase. Over 300 staff left their Washington DC based appointments, largely due to retirement.
LA3 Benefits to full time employees

In addition to health insurance coverage, staff receive 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 medical or life insurance.

WB Staff Benefits

LA4 Percentage of employees covered by collective bargaining agreements (Core)

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 World Bank Group staff, as provided in World Bank Group Staff Rule 10.01.

More than half of World Bank staff are members of the Staff Association, and over 50 Country Offices have established Country Office Staff Associations, or COSAs.

100% staff are represented by the Staff Association in its efforts.

LA5 Minimum notice regarding operational changes (Core)

Not applicable

LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs

100 percent of staff are represented by a formal Health and Safety Committee.

The World Bank has its own Health Services Department, which provides certain medical services to staff and consultants in the workplace to maintain health and prevent illness while traveling and in the office. The department promotes good health for staff and their families by offering compassionate, cost-effective, state-of-the-art educational programs and services locally and globally. Many of our employees travel throughout the world and the WB views proper and convenient health care as an important service. The Health and Safety Department employs 59 staff.
<table>
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<tr>
<th>Question</th>
<th>Response</th>
<th>Source</th>
</tr>
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<tbody>
<tr>
<td>LA7 Rates of injury, work-related fatalities (Core)</td>
<td>In FY2007, the Health and Safety Department reported 1 case (or 0.09 per 1000 staff). Awaiting 2009 numbers.</td>
<td>Detailed data not collected or not yet available in this report</td>
</tr>
<tr>
<td>LA8 Education, training, counseling, prevention risk-control programs in place to assist workforce regarding serious diseases (Core)</td>
<td>The World Bank has its own Health Services Department, which provides certain medical services to staff and consultants in the workplace to maintain health and prevent illness while traveling and in the office. The department promotes good health for staff and their families by offering compassionate, cost-effective, state-of-the-art educational programs and services locally and globally. Many of our employees travel throughout the world and the World Bank views proper and convenient health care as an important service. Health Services provides various services to staff such as: 1. On-site clinical services and laboratory tests 2. Travel health support and medical evacuation 3. Vaccinations and allergy shots 4. Counseling 5. Environmental assessments when health is affected 6. Return-to-work advice after illness 7. Fitness center 8. Health and wellness programs/services such as: weight management and nutrition counseling, First Aid and CPR training, blood drives, meditation classes, strength training programs, lactation rooms for nursing mothers, lecture series, breast cancer support group, ergonomic evaluations, back health advice, and more.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>LA9 Health and safety topics in formal agreements</td>
<td>While the WB does not have a trade union, we have worked with a number of environmental issues including indoor air quality concerns in close collaboration with the Staff Association. Areas of concern have included a smokefree workplace, and deep vein thrombosis in travelers (DVTs), and ergonomic issues. The Health Services Department has invested in research and published papers in various areas of concern to staff, such as the effects of air travel, breast cancer, ergonomics, DVTs, and stress.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>LA10 Average hours of training per year per employee (Core)</td>
<td>In FY09, 85 percent of staff participated in at least one learning activity (as compared to 79 and 81 percent in FY07 and FY08, respectively). The average number of learning activities completed by those participating in learning events also increased in FY09, although it continues to be higher for headquarters staff (5.5 versus</td>
<td>Fully Reported</td>
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</table>
4.8 in country offices). Special efforts to improve country office staff access to learning increased participation of these staff in learning activities. Quality also continued to improve, with 90 percent of activities rated 4 or 5 on a 5-point scale.

| LA11 Programs for skills management and lifelong learning | Training and learning are priorities for World Bank employees, and it is our policy to assess training and development needs of employees and to offer courses to update and improve staff skills. We offer continual individual, managerial, and team learning in more than 50 categories. | Fully Reported |
| LA12 Percentage of employees receiving regular performance reviews | All staff receive an Overall Performance Evaluation (OPE) at least once a year to discuss and summarize ongoing feedback which should have taken place throughout the performance year about the Staff member’s work program, progress toward meeting results agreements, development actions, behavioral standards, and any needed changes. The conversation also touches on plans for the upcoming performance cycle and training needs. The Performance Management Process is outlined in the Staff Manual 5.03. | Fully Reported |
| LA13 Board/management breakdown by gender, age, minority group member (other diversity) | The World Bank’s 27 senior managers include 13 developing-country nationals, nine women, and three Sub-Saharan African nationals. Sub-Saharan African and Caribbean nationals represent 17 percent of all staff and 11 percent of management and senior technical positions. The World Bank’s goal is to achieve gender parity in management by the end of 2012. Women currently account for 52 percent of all staff and 35 percent of management and senior technical positions. The gender, age, and minority group representation on our board is not material since they are appointed by our member countries. | Fully Reported |

**GOVERNORS AND ALTERNATES OF THE WORLD BANK, JUNE 30, 2009**
Executive Directors and Alternatives of the World Bank, June 30, 2009

| LA14 Ratio of salary of men:women | Information not available | Detailed data not collected or not yet available in this report |
## Product Responsibility

<p>| PR1 | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures (Core) | The World Bank is guided by a comprehensive set of policies and procedures that are aimed at ensuring that Bank financed operations are economically, financially, socially, and environmentally sound throughout the project cycle. For further details, see the table below illustrating Monitoring Bodies in the World Bank. There are 10 safeguard policies, consisting of the Bank’s policy on environmental assessment (EA) and those policies that fall within the scope of EA: cultural property, disputed areas, forestry, indigenous peoples, international waterways, involuntary resettlement, natural habitats, pest management, and safety of dams. The Bank conducts environmental screening of each proposed project to determine the appropriate extent and type of EA to be undertaken and to ascertain whether the project may trigger other safeguard policies. For further information, see WB’s Safeguard Policies website. | Fully Reported |
| PR2 | Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes | Not applicable | Not Applicable to reporting organization’s operations |
| PR3 | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements (Core) | This indicator is not material to our business, since the World Bank does not market its products. Thus, there are no procedures for product and service information and labeling | Not Applicable to reporting organization’s operations |</p>
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>PR4</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes</td>
<td>Not Applicable to reporting organization's operations</td>
</tr>
<tr>
<td>PR5</td>
<td>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction</td>
<td>Not Applicable to reporting organization's operations</td>
</tr>
<tr>
<td>PR6</td>
<td>Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship (Core)</td>
<td>Not Applicable to reporting organization's operations</td>
</tr>
<tr>
<td>PR7</td>
<td>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes</td>
<td>Fully Reported</td>
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<tr>
<td>PR8</td>
<td>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>PR9</td>
<td>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services (Core)</td>
<td>Fully Reported</td>
</tr>
</tbody>
</table>

This indicator is not material to our business, since the World Bank does not market its products.
The very nature of the World Bank's mission is to impact communities, particularly the poor in developing countries, through development that is equitable and balanced and that meets the needs of the present without compromising the ability of future generations to meet their own economic, social, and environmental needs. To this end, the Bank's Social Development Department focuses on activities in support of inclusion, cohesion, and accountability around eight key themes: -Community driven development -Civic engagement and participation -Mobilizing rural institutions -Conflict crime and violence -Indigenous peoples -Involuntary resettlement -Social analysis -Social Policy

The Bank also has a formal policy (OP/BP 4.20) and approach to promote gender equality which makes all staff responsible for ensuring that the Bank’s work is responsive to gender disparities and inequalities that are barriers to development and help member countries formulate and implement their gender and development goals.

In the project development process, the World Bank has safeguard policies to protect cultural heritage, enhance the well-being of indigenous peoples and involuntarily resettled people. These policies have provided a platform for participation of groups who might otherwise be marginalized in project design and have been an important instrument for building ownership among local populations.

In addition, the World Bank is an active “corporate citizen” in the local communities in which we live and work. Staff members donate both their time and their money to local and international organizations in Washington, DC and abroad. Community Outreach Grants Program, Education and Youth Program, Community Connections Campaign, Staff Volunteerism, & Disaster Relief program.

Summary of community outreach for FY 2007:

In FY 08 over $970,000 was donated by staff with the Bank making a 50% corporate matching contribution of approximately $485,000, which brought the final total in FY08 to over $1.45 million. The FY 09 campaign was an unprecedented success: staff donations totaled over $1.25 million, a 23% increase in giving over the previous year’s total of over $972,000. Bank Group management, in consultation with the Staff Association, decided to increase the corporate matching contribution - on a one-time-only basis to 200% which brought the final total in FY’09 to over $4.1 million.

In FY09, the Community Outreach team made a strategic shift in its grant-making and decided to concentrate its grants resources on a few “high impact” areas that are targeted communities in need. Over $700,000 in grants were awarded. As part of this grant-making strategy, the Community Outreach Team collaborated with other grant-making organizations that also to seek innovative approaches to pressing economic and social problems in the surrounding area. Collaborators included the
The World Bank recognizes corruption as one of the greatest obstacles to economic and social development. In 2001, the World Bank Group established the Department of Institutional Integrity (INT) to investigate allegations of fraud and corruption in Bank-financed projects, as well as possible staff misconduct. They are able to scrutinize all units. The Integrity Department also assists in preventative efforts to protect Bank Group funds, and those funds entrusted to it, from misuse and to deter fraud and corruption in its operations.

In fiscal year 2007 (FY07), the World Bank Group’s Board of Directors unanimously endorsed a new Governance and Anticorruption (GAC) Strategy heightens the institution’s focus on these areas as an integral part of its work to reduce poverty and promote economic growth.

The Integrity Department's work is just one part of the World Bank’s extensive anticorruption efforts. Other units engaging in strengthening governance and in anticorruption efforts include the Poverty Reduction and Economic Management (PREM) network; the World Bank Institute (WRI); Operations Policy and Country Services (OPCS); the Legal Vice Presidency; and the Bank Group’s regional staff. In order to be most effective, the Bank also works with numerous external stakeholders, including other multilateral and bilateral development institutions, civil society, and the private sector.

**Department of Institutional Integrity**
- Issues brief on governance and anti-corruption
- Issue Brief on WB’s Integrity Vice Presidency
- Status of Recommendations from Volcker Independent Review of INT

### SO2 Percentage and total number of units analyzed for corruption

The World Bank recognizes corruption as one of the greatest obstacles to economic and social development. In 2001, the World Bank Group established the Department of Institutional Integrity (INT) to investigate allegations of fraud and corruption in Bank-financed projects, as well as possible staff misconduct. They are able to scrutinize all units. The Integrity Department also assists in preventative efforts to protect Bank Group funds, and those funds entrusted to it, from misuse and to deter fraud and corruption in its operations.

In fiscal year 2007 (FY07), the World Bank Group’s Board of Directors unanimously endorsed a new Governance and Anticorruption (GAC) Strategy heightens the institution’s focus on these areas as an integral part of its work to reduce poverty and promote economic growth.

The Integrity Department's work is just one part of the World Bank’s extensive anticorruption efforts. Other units engaging in strengthening governance and in anticorruption efforts include the Poverty Reduction and Economic Management (PREM) network; the World Bank Institute (WRI); Operations Policy and Country Services (OPCS); the Legal Vice Presidency; and the Bank Group’s regional staff. In order to be most effective, the Bank also works with numerous external stakeholders, including other multilateral and bilateral development institutions, civil society, and the private sector.

**Department of Institutional Integrity**
- Issues brief on governance and anti-corruption
- Issue Brief on WB’s Integrity Vice Presidency
- Status of Recommendations from Volcker Independent Review of INT

### SO3 Percentage of employees trained in anti-corruption policies/procedures (Core)

Almost 1,300 training days to 990 staff members on anti-corruption were provided to World Bank staff during FY2007. (Update for 2008)
SO4 Actions in response to corruption (Core)
The World Bank actively monitors its operations for impropriety. An investigation into fraud and corruption in Bank-financed projects which finds wrong-doing can have several outcomes, all of which are meant to hold firms and individuals accountable. For example, firms or individuals may be debarred from participating in World Bank projects, and may be subject to country legal action in some cases. Debarment may be permanent or temporary, and is meant to prevent and deter fraud and corruption in the projects that the Bank finances or supports. In 2007, one firm was debarred. In 2008, 3 firms or individuals were debarred; and in 2009, 38 individuals or firms were debarred in 7 countries.

Debarred Firms and Individuals
World Bank Listing of Ineligible Firms

SO5 Public policy positions and participation in public policy development and lobbying (Core)
The WB does not take any public policy positions, nor does it participate in lobbying.

SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country
The World Bank does not contribute to political parties, politicians, or related institutions.

SO7 Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes
The World Bank did not face any legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.

SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations (Core)
The WB did not incur any significant fines or non-monetary sanctions for non-compliance with laws and regulations.
PA1 Describe the relationship to other governments or public authorities and the position of the agency within its immediate governmental structures

The World Bank is like a cooperative, where its 186 member countries are shareholders. The shareholders are represented by a Board of Governors, who are the ultimate policy makers at the World Bank. The Board of Governors delegate executive directors, who work on-site at the Bank. The five largest shareholders, France, Germany, Japan, the United Kingdom and the United States appoint an executive director, while other member countries are represented by 19 executive directors.

World Bank Members
Organizational Information, Annual Report

PA2 State the definition of sustainable development used by the public agency, and identify any statements or principles adopted to guide sustainable development policies

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, we have 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. Our focus on achieving the Millennium Development Goals (MDGs), that call for the elimination of poverty and sustained development, provide us with targets and yardsticks for measuring results.

About Us - the Challenge
Sector Strategies
Millennium Development Goals

PA3 Identify the aspects for which the organization has established sustainable development policies

The Sustainable Development (SDN) Vice Presidency is the largest operational unit in the WB, handling issues related to agriculture, rural development, climate change, water resources, infrastructure, energy, transport, forestry and biodiversity. In addition, we have 11 safeguard policies that particularly focus on social and environmental sustainability, that are applied to all investment lending projects.

More on Safeguard Policies
Sustainable Development Network
<table>
<thead>
<tr>
<th>PA4</th>
<th>Identify the specific goals of the organization for each aspect listed in PA4</th>
<th>The World Bank Sustainable Development Network is responsible for defining the strategic priorities in each sector, and presenting plans for implementing the strategy through regional and country assistance strategies and work programs. For country-specific information, please see the individual country sites.</th>
<th>Fully Reported</th>
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<tbody>
<tr>
<td>SWG</td>
<td>Sustainable Development - Sector Strategies</td>
<td>More information on WB Sustainable Development</td>
<td></td>
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<tr>
<td>PA5</td>
<td>Describe the process by which the aspects and goals in both PA3 and PA4 were set</td>
<td>The individual sector strategies detail the broadbased consultations with governments, international agencies, civil society, and other stakeholders.</td>
<td>Fully Reported</td>
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<tr>
<td>SWG</td>
<td>WB Sustainable Development Sector Strategies</td>
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<td>PA6</td>
<td>For each goal, provide the following information: Implementation measures; Results of 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.</td>
<td>For each sector, strategies detail the implementation steps and the measures of effectiveness, including key indicators. The Independent Evaluation Group (IEG) assesses effectiveness of strategies and development activities post-implementation.</td>
<td>Fully Reported</td>
</tr>
<tr>
<td>SWG</td>
<td>WB Independent Evaluation Group SDN Sector Strategies</td>
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<td>PA7</td>
<td>Describe the role of and engagement with stakeholders with respect to the items disclosed in PA6</td>
<td>Due to the diversity of the WB development activities, different strategies are utilized to engage stakeholders. Stakeholder engagement cross sector strategies are detailed in the individual sector strategies; stakeholder engagement at the country level can be found in the individual country sites; and engagement with civil society is described on the Civil Society website. Stakeholder engagement for individual projects can be found in the Environmental Assessment (EA), part of the</td>
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<tr>
<td>SWG</td>
<td>Fully Reported</td>
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</table>
## PA8 Gross expenditures broken down by type of payment

See Information Statements.  
*Information Statement 2009, Pg. 45*  
**Fully Reported**

## PA9 Gross expenditures broken down by financial classification

See WB Information Statements.  
*Information Statement 2009*  
**Fully Reported**

## PA10 Capital expenditures by financial classification

See Financial Statements of the most current WB Annual Report.  
*WB Annual Report*  
**Fully Reported**

## PA11 Describe procurement policy of the public agency as it relates to sustainable development

The World Bank is a socially and environmentally responsible organization. As such, the World Bank addresses, in its corporate procurement process, vendors' commitment to fair wages and benefits, safety, environmental programs, and diversity of its supply chain.  
*Corporate Environmentally Responsible Procurement*  
*Corporate Socially Responsible Procurement*  
*Operational Procurement*

## 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 twelve key policies that are critical to ensuring that potentially adverse environmental and social consequences are identified, minimized, and mitigated. These "eleven + one" are known as the "Safeguard Policies" and receive particular attention during the project preparation and approval process.  
*Fully Reported*
safeguard policies deal with environmental and social assessments, natural habitats, pest management, cultural property, involuntary resettlement, indigenous peoples, forests, dam safety, international waterways, disputed areas, uses of country systems, and finally a detailed disclosure policy to assure public transparency and review of operations.

A multi-disciplinary Quality Assurance and Compliance Unit (QACU) under the Operations Policy and Country Services Vice-Presidency monitors the application of safeguards throughout the Bank.

**Development Committee Communiqué**

**WB Operations Manual**

**WB Operations**

**WB Safeguard Policies**

**Quality Assurance and Compliance Unit**

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**PA13 Describe linkages between the public agency’s procurement practices and its public policy priorities**

Most WB procurement occurs in connection to specific development projects. Although, political and other non-economic influences or considerations must not influence procurement in Bank projects, the WB gives equal importance to supporting the management and reform of public procurement systems in borrower countries. 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.

**Procurement Policies and Procedures**

**Strengthening Procurement Capacity in Developing Countries**

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**PA14 Percentage of the total value of goods purchased that were registered with voluntary environmental or social labels and/or certification programmes, broken down by type.**

Various initiatives are being undertaken to ensure sustainability criteria are applied to procured goods and services. One great example is the recent paper procurement process that valued sustainability factors as 70% of the total bid score and price as only 30%. The selection process ensured that the papers procured had high recycled content, and was sourced, manufactured and transported in a responsible manner, thus reducing the overall environmental footprint of the World Bank’s printing program. This and other similar examples are discussed on the Environmental Responsibility site. However,
numerical data on total percentage of goods purchased, is not currently available.

Purchasing Responsibly