



ABOUT THE GRI INDEX

This 2015 index of sustainability indicators has been prepared in accordance with the internationally recognized standard for sustainability reporting Global Reporting Initiative (GRI) guidelines and comply with the “core option.” The GRI Index provides an overview of sustainability considerations within the World Bank’s lending and analytical services as well as its day-to-day operations and management of staff. The World Bank aims to be comprehensive in its reporting and thus the Index includes indicators from GRI’s Financial Sector Supplement.

The GRI Index covers activities from fiscal 2015, July 1, 2014, through June 30, 2015.

About the World Bank Group

The World Bank Group plays a key role in the global effort to end extreme poverty and boost shared prosperity. It consists of five institutions: the World Bank, which includes the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA); the International Finance Corporation (IFC); the Multilateral Investment Guarantee Agency (MIGA); and the International Centre for Settlement of Investment Disputes (ICSID). Working together in more than 130 countries, these institutions provide financing, advice, and other solutions that enable countries to address the most urgent challenges of development.

This GRI Index addresses the activities of the World Bank and its two agencies. Except for the eligibility of support and terms of lending to member countries, the IBRD and IDA are tightly integrated and work as a single unit.

DEFINING THE REPORT

Methodology for Determining Materiality

The topics deemed relevant for disclosure in this GRI Index were identified by assessing annual corporate priorities outlined by the institution’s Boards and President and by considering stakeholder input, as well as by ascertaining sustainability impacts of carrying out the Bank’s mission and strategy. To determine if a GRI aspect is material for the World Bank to report on, an assessment was carried out based on (1) the potential impact on the Bank’s business and (2) the sustainability impacts stemming from its business.

Report Boundary

The differentiation between “operational” and “corporate” indicators establishes the boundaries of the GRI Index disclosures.

a. Impacts external to the organization [“operational boundary”]

The World Bank, a development institution, works closely with member country government counterparts and stakeholders to achieve lasting results. Indirect impacts occur in member countries as a result of its lending and analytical services and may not be directly controlled by the Bank’s management. Impacts stemming from the World Bank’s work with clients are specified as “operational.”

In terms of satisfying GRI reporting specifications, the World Bank references 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](#).

b. Impacts internal to the organization [“corporate boundary”]

“Corporate boundary” refers to the impact from our day-to-day operations on buildings and staff members. GRI indicators for the 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.

Validating the Methodology: Stakeholder Panel

The World Bank invited selected stakeholders in May 2014 to meet in person to review the Bank’s materiality approach and resulting reporting, and advise it in that undertaking for the 2014 reporting cycle. Details are available in the 2014 materiality discussion.

RESULTS: WHAT IS MATERIAL?

Operational impact

The World Bank’s most pertinent sustainability impacts from financial and technical services to clients can be summarized in the following GRI-related aspects:

1. Economic Performance—Because creating and distributing economic value is part of the mission of eliminating extreme poverty, shareholders and investors care about the sustainable economic performance of this institution.
2. Indirect Economic Impacts—These impacts are an essential aspect of the Bank’s second goal of ensuring shared prosperity. Numerous stakeholders have also asked for better valuation of results, direct and indirect, from World Bank lending and analytical services.

3. Biodiversity—Through lending and grant support to client countries, the World Bank Group is one of the largest international funding sources for biodiversity worldwide.
4. Human Rights / Child Labor / Indigenous Rights—The World Bank significantly promotes human rights through its projects, 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. In addition, civil society is actively following the World Bank’s current process of updating its safeguard policies. Stakeholders have also raised concerns about inadequate protections for child labor by member countries in projects implemented through World Bank lending.
5. Local Communities—The very nature of the Bank’s mission is to positively impact communities through investments in education, health, public administration, infrastructure, and so on.
6. Anti-corruption—A well-functioning public sector that delivers quality public services consistent with citizen preferences and fosters private, market-led growth while managing its fiscal resources in a prudent manner is critical to the World Bank’s mission to alleviate poverty. Opinion leaders in the Bank’s client countries listed anti-corruption as one of their development priorities.
7. Grievance Mechanisms (environmental and human rights, for impacts on society)—Grievance redress mechanisms (GRMs) are crucial for managing risk in the Bank’s portfolio. By offering a channel for citizens to express concerns, comments, and complaints, GRMs create opportunities to resolve disputes before they escalate. GRMs can help the Bank and member countries improve project outcomes, prioritize supervision, identify systemic issues, and promote accountability. “Percent of resolved registered grievances” is now a key performance indicator for the World Bank (see [Corporate Scorecard](#)).
8. Product Portfolio and Audit Aspects from the Financial Sector Supplement—World Bank stakeholders look to the Bank to ensure that policies and procedures are in place to assess and screen environmental and social risks in its lending portfolio.

Corporate impact

The most material aspects of the Bank’s internal operations include the following:

1. Staff are the World Bank’s greatest asset. They bring a wide range of perspectives to bear on poverty-reduction issues and emerging development challenges, and are critical to the effectiveness of the Bank’s core operational and knowledge services. Staff-related indicators are pulled from the following GRI aspect categories: economic performance, market presence, employment, occupational health and safety, training and education, diversity and equal opportunity, labor practices grievance mechanisms, and nondiscrimination.
2. The Bank recognizes that reducing its own corporate environmental impacts is in line with the institutional mission to reduce poverty, as environmental degradation affects the world’s poor disproportionately. Increasing the efficiency of how the organization runs its business—through facility-level and staff-behavior changes—reduces natural-resource waste and decreases the cost of day-to-day operations. Key aspects related to

the Bank’s environmental footprint include the following: energy, emissions, effluents and waste, and procurement practices (including supplier environmental assessment, supplier assessment for impacts on society, and supplier human rights assessment).

For the fiscal 2015 Index, the GRI aspects “materials” and “procurement practices” were not deemed material based on the methodology used. This was mainly because World Bank stakeholders were not asking the Bank how it managed its corporate procurement practices. Thus these aspects scored low on the materiality scale. The Bank continues to consider its procurement practices an essential part of reducing its footprint impact; therefore, information about these practices are included in [The 2015 Sustainability Report](#) (PDF).

Questions and comments about the GRI Index should be addressed to crinfo@worldbank.org.

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STRATEGY AND PROFILE

STRATEGY AND ANALYSIS

Indicator Description		2015 Response
G4-1	Statement from the most senior decision maker of the organization	<p>World Bank Group Managing Director and Chief Financial Officer Bertrand Badré addresses sustainability in his introduction to <i>The 2015 Sustainability Review</i>. Refer to <i>The World Bank Annual Report 2015</i> for an additional letter from World Bank Group President Jim Yong Kim and a statement from the Board of Executive Directors.</p> <p><i>For more information, see The World Bank Annual Report, http://www.worldbank.org/en/about/annual-report, and The 2015 Sustainability Report, http://www.worldbank.org/corporateresponsibility.</i></p>
G4-2	Description of key impacts, risks, and opportunities	<p>The World Bank works with its member countries to achieve equitable and sustainable economic growth in their national economies and find solutions to pressing regional and global problems in economic development and in other important areas, such as environmental sustainability.</p> <p>Despite progress during the past decades, humanity still faces urgent and complex challenges. More than 1 billion people live in destitution, making eliminating extreme poverty a continuing priority. Against a backdrop of rising inequality and social exclusion in many countries, poverty remains an urgent challenge. The simple-sounding mission has proven to be a complex issue, with multiple dimensions requiring coordinated action from the entire international community on many policy fronts. Combining concern for greater equity with the need for growth will help to ensure that the bottom 40 percent of society will share in prosperity.</p> <p>The World Bank believes that the depth and breadth of its sectoral knowledge, along with its range of financial and technical assistance instruments, can help countries address these challenges. With this in mind, the World Bank Group has set two goals: (1) strive toward reducing the extreme poverty rate to no more than 3 percent in 2030 and (2) promote shared prosperity by fostering income growth of the bottom 40 percent of the population in every country. It endeavors to pursue both of these goals in an environmentally, socially, and fiscally sustainable way.</p> <p>A detailed discussion on significant environmental, social, and economic impacts of the World Bank and associated challenges and opportunities as it continues on the path to end poverty and boost shared prosperity is available in the World Bank Group Strategy. Unveiled at the 2013 Annual Meetings, the strategy brings together for the first time the combined strength of the World Bank, IFC, and MIGA and places the collective institution in a position to become the “Solutions Bank with results for the poor as our central benchmark.” In addition, to ensure the availability of adequate resources that are aligned with the twin goals</p>

and its strategy, the World Bank Group has undertaken significant financial reforms that will increase its capacity to provide lending services to clients while strengthening its financial resilience. Performance for these goals includes more than one indicator.

Improved client services—which will ultimately help the World Bank Group deliver on its goals—can only happen within a strong risk-management culture and framework that preserve the Bank Group’s reputation and financial sustainability in an increasingly uncertain and challenging environment. The Bank Group’s approach involves the proactive identification and management of risk in operations to ensure that risks are adequately assessed, measured, monitored, and reported so that corrective action can be taken, if necessary, in a timely manner. The Chief Risk Officer assists Bank management with identifying and managing Bank-wide crosscutting risks, enhancing risk response decisions, reducing financial and operational surprises and losses, seizing opportunities, and improving deployment of capital.

The Bank Group faces a variety of risks related to development impacts, environmental and social safeguards, integrity, and financial management. It manages them through a customized risk rating and regular monitoring system as well as through engagement with clients. It manages other risks, including fiscal and operational risks, using leading industry practices and standards adapted to the Bank Group’s purposes.

As both a development and a financial institution, the World Bank Group faces special challenges in the current environment. Initiatives in fiscal 2015 on financing for development, the Sustainable Development Goals, and climate change will affect the development agenda for years to come. The emergence of new multilateral development institutions creates both opportunities and challenges for creative partnerships and requires fresh thinking about the financial structure of the World Bank Group.

For more information on progress of these targets, see <http://corporatescorecard.worldbank.org>.

For more information on lessons learned on poverty alleviation, see <http://www.worldbank.org/en/topic/poverty>.

For more information on sustainability, see <http://www.worldbank.org/en/topic/sustainabledevelopment>.

ORGANIZATIONAL PROFILE

Indicator Description		2015 Response
G4-3	Name of the organization	The World Bank (WB) consists of the International Bank of Reconstruction and Development (IBRD) and the International Development Association (IDA). <i>For more information, see http://www.worldbank.org/en/about/what-we-do.</i>
Indicator Description		2015 Response

<p>G4-4</p>	<p>Primary brands, products, and services</p>	<p>The World Bank offers a wide range of solutions to meet development challenges, all designed to support governments in reducing poverty and boosting prosperity:</p> <ul style="list-style-type: none"> • Innovative financing instruments and banking products for an array of investments in such areas as education, health, public administration, infrastructure, financial and private sector development, agriculture, and environmental and natural resource management. Some of our projects are co-financed with governments, other multilateral institutions, commercial banks, export credit agencies, and private sector investors. The Bank also provides or facilitates financing through trust fund partnerships with bilateral and multilateral donors. Many partners have asked the Bank to help manage initiatives that address needs across a wide range of sectors and developing regions. • Research, analysis, partnership coordination, and technical assistance services designed to share the best knowledge available to achieve development results underpin World Bank financing. <p><i>For more information, see http://www.worldbank.org/en/about/what-we-do.</i></p>
<p>G4-5</p>	<p>Location of headquarters</p>	<p>Washington, DC, United States</p>
<p>G4-6</p>	<p>Number of countries where the organization operates</p>	<p>The World Bank is a global organization. IBRD is owned by 188 member countries and IDA by 173. The Bank has eight Headquarters satellite offices and 127 Country Offices.</p> <p><i>For a complete list of locations, see www.worldbank.org/contacts.</i></p>
<p>G4-7</p>	<p>Nature of ownership and legal form</p>	<p>The World Bank is not a bank in the traditional sense but a unique partnership to reduce poverty and support development. IBRD is governed by and works with its 188 member countries 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 other important areas, such as environmental sustainability. IDA works with its 173 member countries to reduce poverty by providing loans (called “credits”) and grants for programs that boost economic growth, reduce inequalities, and improve people’s living conditions.</p> <p><i>For a full list of member countries, see http://www.worldbank.org/about/leadership/members.</i></p> <p>Each of the World Bank organizations operates according to procedures established by its Articles of Agreement, or an equivalent governing document. These documents outline the conditions of membership and the general principles of organization, management, and operations.</p>

Indicator Description		2015 Response
G4-8	Markets served	<p>The World Bank works globally to achieve equitable and sustainable economic growth in member country economies and to find solutions to the pressing regional and global problems in economic development. Its work is distributed throughout the following regions: Africa, East Asia and Pacific, Europe and Central Asia, Latin America and the Caribbean, Middle East and North Africa, and South Asia.</p> <p>World Bank projects cover the following Global Practices: Agriculture; Education; Energy and Extractives; Environment and Natural Resources; Finance and Markets; Governance; Health, Nutrition, and Population; Macroeconomics and Fiscal Management; Poverty; Social Protection and Labor; Social, Urban, Rural, and Resilience; Trade and Competitiveness; Transportation and Information and Communication Technologies; and Water.</p> <p><i>For more information on the Bank's work by region and by sector, see www.worldbank.org/unit.</i></p>
G4-9	Scale of organization	<p>As of June 30, 2014, the World Bank employed 11,933 staff and 4,262 consultants who worked in Washington, DC, and in 8 headquarters satellite offices and 127 Country Offices worldwide.</p> <p>World Bank lending commitments for development support totaled \$42.5 billion in fiscal 2015.</p> <p>New lending commitments by IBRD totaled \$23.5 billion for 112 operations in fiscal 2015. This volume was higher than the precrisis historical average (\$13.5 billion a year in fiscal 2005–08) and the \$18.6 billion in fiscal 2014. As of June 30, 2015, net commitments in IBRD's active portfolio stood at \$96.8 billion. IBRD also offers financial products that allow clients to efficiently fund their development programs and manage risks related to currency, interest rates, commodity prices, and natural disasters. In fiscal 2015, the Bank's Treasury executed US dollar equivalent (USDeq) 3.3 billion in hedging transactions on behalf of member countries, including USDeq 2.0 billion in interest rate conversions and USDeq 1.2 billion in currency conversions, to assist borrowers in managing interest rate and currency risks over the life of their IBRD loans. In addition, the Bank's Treasury executed swap transactions totaling USDeq 24 billion to manage the risks of IBRD's balance sheet and USDeq 727 million to manage the risks of IDA's balance sheet.</p> <p>IDA commitments amounted to \$19.0 billion for 190 operations in fiscal 2015, including \$15.9 billion in credits, \$2.4 billion in grants, and \$600 million in guarantees. As of June 30, 2015, net commitments in IDA's active portfolio stood at \$91.4 billion. IDA is financed largely by contributions from partner governments. Additional financing comes from transfers from IBRD's net income, grants from the International Finance Corporation (IFC), and borrowers' repayments of earlier IDA credits. Under the IDA17 Replenishment, which covers fiscal 2015–17, total resources amount to 33.7 billion in Special Drawing Rights (equivalent to \$50.8 billion). <i>For more information, see The World Bank Annual Report, http://www.worldbank.org/en/about/annual-report.</i></p>

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G4-10	Total number of employees by employment contract, region, broken down by gender	<p>The World Bank’s workforce is composed of some 16,300 individuals of 170 nationalities—about 5,500 on permanent contracts, 6,500 on fixed-term or temporary contracts, and 4,300 full-time-equivalent (FTE) short-term consultants. The richness of the backgrounds and experience of Bank staff continues to be a hallmark of the products and services that clients seek.</p> <p>There has only been a 3.2 percent decrease in the number of full-time employees (those on permanent, fixed-term, and temporary contracts) since fiscal 2014. The Bank also employed about 4,262 FTE short-term consultants in fiscal 2015, a 6 percent increase over FTE short-term consultants employed in 2014. These self-employed workers make up about a quarter of the Bank’s workforce.</p> <p>The World Bank has a significant global footprint, with 40 percent of full-time staff now working outside the United States. Eighty-three percent of the staff and 2 percent of managers of director level or above (grade GI+) located in non-US offices were locally hired.</p> <p><i>For information about the Bank’s career tracks, see www.worldbank.org/jobs.</i></p>																																																																																								
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Indicator Description		2015 Response
G4-11	Percentage of total employees covered by collective bargaining agreements	Founded in 1972, the World Bank Group Staff Association (SA) is not a union and does not engage in collective bargaining. It is a member-supported organization that works with Human Resources, senior management, line management, and the Executive Directors to represent and protect the rights and interests of all staff. It serves a critical role by representing the rights of all World Bank Group staff, as provided in World Bank Group Staff Rule 10.01. It represents all (that is, 100 percent) of staff in its efforts; more than 10,000 World Bank Group staff are members of the Staff Association, and 89 Country Offices have established Country Office Staff Associations (COSAs).
G4-12	The organization's supply chain	As a service and financial institution, the World Bank does not have an extremely complex supply chain. The materials we use regularly to carry out our internal business include office supplies and electronics, and we rely heavily on transportation services to ensure we interact with clients on the ground. An elevated expectation from donors and the public to demonstrate effectiveness, value for money, and efficiency in delivery has resulted in Corporate Procurement's taking the lead to manage corporate contracts for goods and services globally at optimal quality and minimal total cost of ownership. <i>For more information, see http://www.worldbank.org/corporateprocurement.</i>
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	There were no significant changes for fiscal 2015.
G4-14	Report whether and 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 objectives of these policies are 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 programs and projects supported by the Bank has substantially increased as a result of attention to these policies. Safeguard policies have often provided a platform for the participation of stakeholders in project design, along with being an important instrument for building ownership among local populations. <i>For more information, see http://www.worldbank.org/safeguardpolicies.</i>

Indicator Description		2015 Response
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	<p>The World Bank is committed to helping developing countries end poverty and boost share prosperity in a sustainable manner. As such, it partnered globally to advance the effort to achieve the Millennium Development Goals (MDGs), and it will be a partner of choice for countries seeking to reach many of the Sustainable Development Goals (SDGs) once they are adopted in September 2015. The World Bank Group is also an active member of the UN Environmental Management Group and the Multilateral Financial Institutions Working Group on the Environment. 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 World Bank to become the largest funder of projects in support of the Convention on Biological Diversity and the Stockholm Convention on Persistent Organic Pollutants.</p> <p><i>For more information on the MDGs and partners, see www.worldbank.org/partners.</i></p>
G4-16	Memberships of associations and national or international advocacy organizations	<p>The World Bank is not a member of industry or business associations or national or 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.</p> <p><i>For more information on the MDGs and partners, see www.worldbank.org/partners.</i></p>

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

Indicator Description		2015 Response
G4-17	All entities included in the organization's consolidated financial statements or equivalent documents	<p>The World Bank consists of the International Bank of Reconstruction and Development (IBRD) and the International Development Association (IDA). <i>The 2015 Sustainability Review</i> and this GRI Index do not cover the other three agencies of the World Bank Group: the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for Settlement of Investment Disputes (ICSID). These agencies publish separate annual reports.</p> <p><i>For more about the World Bank and its sibling agencies, see www.worldbank.org/about.</i></p>
G4-18	The process for defining the report content and the Aspect Boundaries; how the organization	<p>The topics deemed relevant for disclosure were identified by assessing annual corporate priorities outlined by the institution's Boards and President, considering stakeholder input, as well as ascertaining sustainability impacts of carrying out the mission and vision. Stakeholder feedback is gained through three key channels: the Country Opinion Survey, civil society feedback, and queries from investor research groups.</p>

	<p>has implemented the Reporting Principles for Defining Report Content</p>	<p>To determine if a Global Reporting Initiative (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 reputational risks to the organization, the importance to stakeholders (based on the above sources), and the linkages with the Bank’s mission and goals. The sustainability impact refers to environmental and social criteria, as outlined by the Natural Step, namely: material extracted from the 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 the local economy.</p> <p>The Principles for Defining Report Content have been applied to identify, prioritize, and validate the information to be disclosed by considering the World Bank’s activities, impacts, and the substantive expectations and interests of its stakeholders. Each criterion above is given a point and a threshold is set to prioritize GRI aspects to include in the report.</p>
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Indicator Description	2015 Response
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<p><u>G4-19</u></p>	<p>All the material aspects identified in the process for defining report content</p>	<p>Material aspects are listed below:</p>																																																																
		<table border="1"> <thead> <tr> <th data-bbox="611 747 688 803"></th> <th data-bbox="688 747 1444 803">Aspect</th> <th data-bbox="1444 747 1745 803">Materiality score</th> <th data-bbox="1745 747 2053 803">Boundary</th> </tr> </thead> <tbody> <tr> <td data-bbox="611 803 688 852"></td> <td data-bbox="688 803 1444 852" style="text-align: center;">ECONOMIC</td> <td data-bbox="1444 803 1745 852"></td> <td data-bbox="1745 803 2053 852"></td> </tr> <tr> <td data-bbox="611 852 688 893">1</td> <td data-bbox="688 852 1444 893">ECONOMIC PERFORMANCE</td> <td data-bbox="1444 852 1745 893">6</td> <td data-bbox="1745 852 2053 893">Both</td> </tr> <tr> <td data-bbox="611 893 688 933">2</td> <td data-bbox="688 893 1444 933">MARKET PRESENCE</td> <td data-bbox="1444 893 1745 933">4</td> <td data-bbox="1745 893 2053 933">Corporate</td> </tr> <tr> <td data-bbox="611 933 688 974">3</td> <td data-bbox="688 933 1444 974">INDIRECT ECONOMIC IMPACTS</td> <td data-bbox="1444 933 1745 974">6</td> <td data-bbox="1745 933 2053 974">Operational</td> </tr> <tr> <td data-bbox="611 974 688 1023"></td> <td data-bbox="688 974 1444 1023" style="text-align: center;">ENVIRONMENTAL</td> <td data-bbox="1444 974 1745 1023"></td> <td data-bbox="1745 974 2053 1023"></td> </tr> <tr> <td data-bbox="611 1023 688 1063">4</td> <td data-bbox="688 1023 1444 1063">ENERGY</td> <td data-bbox="1444 1023 1745 1063">4</td> <td data-bbox="1745 1023 2053 1063">Corporate</td> </tr> <tr> <td data-bbox="611 1063 688 1104">5</td> <td data-bbox="688 1063 1444 1104">BIODIVERSITY</td> <td data-bbox="1444 1063 1745 1104">6</td> <td data-bbox="1745 1063 2053 1104">Operational</td> </tr> <tr> <td data-bbox="611 1104 688 1144">6</td> <td data-bbox="688 1104 1444 1144">EMISSIONS</td> <td data-bbox="1444 1104 1745 1144">4</td> <td data-bbox="1745 1104 2053 1144">Corporate</td> </tr> <tr> <td data-bbox="611 1144 688 1185">7</td> <td data-bbox="688 1144 1444 1185">EFFLUENTS AND WASTE</td> <td data-bbox="1444 1144 1745 1185">5</td> <td data-bbox="1745 1144 2053 1185">Corporate</td> </tr> <tr> <td data-bbox="611 1185 688 1226">8</td> <td data-bbox="688 1185 1444 1226">OVERALL</td> <td data-bbox="1444 1185 1745 1226">4</td> <td data-bbox="1745 1185 2053 1226">Corporate</td> </tr> <tr> <td data-bbox="611 1226 688 1266">9</td> <td data-bbox="688 1226 1444 1266">SUPPLIER ENVIRONMENTAL ASSESSMENT</td> <td data-bbox="1444 1226 1745 1266">4</td> <td data-bbox="1745 1226 2053 1266">Corporate</td> </tr> <tr> <td data-bbox="611 1266 688 1307">10</td> <td data-bbox="688 1266 1444 1307">ENVIRONMENTAL GRIEVANCE MECHANISMS</td> <td data-bbox="1444 1266 1745 1307">5</td> <td data-bbox="1745 1266 2053 1307">Operational</td> </tr> <tr> <td data-bbox="611 1307 688 1347"></td> <td data-bbox="688 1307 1444 1347" style="text-align: center;">SOCIAL: LABOR PRACTICES AND DECENT WORK</td> <td data-bbox="1444 1307 1745 1347"></td> <td data-bbox="1745 1307 2053 1347"></td> </tr> <tr> <td data-bbox="611 1347 688 1388">11</td> <td data-bbox="688 1347 1444 1388">EMPLOYMENT</td> <td data-bbox="1444 1347 1745 1388">4</td> <td data-bbox="1745 1347 2053 1388">Corporate</td> </tr> <tr> <td data-bbox="611 1388 688 1421">12</td> <td data-bbox="688 1388 1444 1421">OCCUPATIONAL HEALTH AND SAFETY</td> <td data-bbox="1444 1388 1745 1421">4</td> <td data-bbox="1745 1388 2053 1421">Corporate</td> </tr> </tbody> </table>		Aspect	Materiality score	Boundary		ECONOMIC			1	ECONOMIC PERFORMANCE	6	Both	2	MARKET PRESENCE	4	Corporate	3	INDIRECT ECONOMIC IMPACTS	6	Operational		ENVIRONMENTAL			4	ENERGY	4	Corporate	5	BIODIVERSITY	6	Operational	6	EMISSIONS	4	Corporate	7	EFFLUENTS AND WASTE	5	Corporate	8	OVERALL	4	Corporate	9	SUPPLIER ENVIRONMENTAL ASSESSMENT	4	Corporate	10	ENVIRONMENTAL GRIEVANCE MECHANISMS	5	Operational		SOCIAL: LABOR PRACTICES AND DECENT WORK			11	EMPLOYMENT	4	Corporate	12	OCCUPATIONAL HEALTH AND SAFETY	4	Corporate
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		14	DIVERSITY AND EQUAL OPPORTUNITY	4	Corporate
		15	LABOR PRACTICES GRIEVANCE MECHANISMS	4	Corporate
		SOCIAL: HUMAN RIGHTS			
		16	INVESTMENT	4	Operational
		17	NON-DISCRIMINATION	4	Corporate
		18	CHILD LABOR	4	Operational
		19	INDIGENOUS RIGHTS	4	Operational
		20	HUMAN RIGHTS GRIEVANCE MECHANISMS	4	Operational
		SOCIAL: SOCIETY			
		21	LOCAL COMMUNITIES	4	Operational
		22	ANTI-CORRUPTION	4	Operational
		23	GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY	4	Operational
		FINANCIAL SECTOR SUPPLEMENT			
		24	PRODUCT PORTFOLIO	6	Operational
		25	AUDIT	4	Operational

Indicator Description		2015 Response			
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G4-20	For each material aspect, the Aspect Boundary within the organization	<p>See table in G4-19.</p> <p>Impacts internal to the organization or “corporate boundary” refers to the impacts from day-to-day operations on buildings and 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.</p>
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G4-21	For each material aspect, the Aspect Boundary outside the organization	<p>See table in G4-19.</p> <p>The World Bank, a development institution, works closely with member country government counterparts and stakeholders to achieve lasting results. Aspect Boundaries outside the organization involve indirect impacts that occur in member countries as a result of the Bank’s lending and analytical services.</p> <p>In terms of satisfying GRI reporting specifications, the World Bank references its entire portfolio of activities, but does not include the performance of individual investments in its portfolio. <i>For descriptions of individual investments, see http://www.worldbank.org/projects.</i></p>
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Indicator Description		2015 Response
G4-22	Restatements of information provided in previous reports	Restatements have been made to EC1. The way revenues are calculated and reported for the purposes of GRI has been modified. See EC1 for details.
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	There were slight changes from previous reporting periods in the Scope and Aspect Boundaries. In fiscal 2015, the following GRI aspects—“materials” and “procurement practices”—were not deemed material based on the methodology. This was mainly because stakeholders were not asking about Corporate Procurement practices, and thus these aspects ranked low on the materiality scale. The Bank continues to consider its procurement practices an essential part of its footprint impact, and thus has included information in <i>The 2015 Sustainability Report</i> .

STAKEHOLDER ENGAGEMENT

Indicator Description		2015 Response
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. The Bank groups the stakeholders into two main categories: internal and external. Internal stakeholders include Bank owners (shareholder governments) and Bank employees (internal staff). External stakeholders include civil society, faith-based organizations, academics, foundations, parliamentarians, citizens impacted by projects, private sector (including socially responsible investors), partnering agencies, and international, national, and local media.
G4-25	The basis for identification and selection of stakeholders with whom to engage	In the context of World 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 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.
G4-26	The organization’s approach to stakeholder engagement, including frequency of	Member governments Engagement is built into the management structures. Each fall and spring, the Boards of Governors of the World Bank Group and International Monetary Fund (IMF) hold Annual and Spring Meetings to discuss a range of issues related to poverty reduction, international economic development, and

	<p>engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process</p>	<p>finance. The Annual Meetings provide a forum for international cooperation and enable the Bank and the IMF to better serve their member countries. In addition to the meetings of the Boards of Governors, the Development Committee is convened to advise the Boards of Governors on issues of global concern, including the world economic outlook, poverty eradication, economic development, and aid effectiveness.</p> <p>The Development Committee Communiqué is used as part of the <i>Sustainability Review</i> preparation.</p>
	<p>Employees</p>	<p>Staff surveys are used to engage staff. In November 2015, a World Bank Group Employee Engagement Survey was conducted to measure staff's views on a variety of key areas—from leadership to career development to the work environment.</p>
	<p>Civil society</p>	<p>Engagement ranges from focus groups to community panels to invitations to participate in and contribute substantively to policy discussions during the Annual Meetings. Twice a year, during the Spring and Annual Meetings, the World Bank hosts the Civil Society Policy Forum, where civil society representatives from around the world convene to deliberate priority development issues with a broad group of stakeholders. At the global and regional levels, civil society organizations (CSOs) have been formally consulted on the major policies introduced or updated in recent years by World Bank staff in such areas as access to information, social accountability, and environmental and social safeguards. Consultations have also become common; they are based on such reports as the annual <i>World Development Report</i> (WDR) and evaluations carried out by the Independent Evaluation Group (IEG). At the country level, the World Bank consults with a broad spectrum of CSOs on the System Country Diagnostic, the Country Partnership Framework, 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 introduction of the Citizens Engagement Strategic Framework, the Bank has committed to 100 percent beneficiary feedback, for which the views of civil</p>

society are solicited to inform impact assessments and future development planning.

To further support development results and reach the goals of ending extreme poverty and fostering shared prosperity, the Global Partnership for Social Accountability (GPSA) supports civil society and governments to work together to solve critical governance challenges in developing countries. To achieve this objective, the GPSA provides strategic and sustained support to CSOs' social accountability initiatives aimed at strengthening transparency and accountability. *For more information on the Bank's engagement with civil society see www.worldbank.org/civilsociety, and for more information on the GPSA, see <http://www.thegpsa.org/sa/>.*

Citizens and others

Stakeholder consultations are a time-limited engagement platform through which interested and impacted parties can share their input and perspectives on a proposed area of the World Bank's work. This exercise is done with the objective of influencing decisions. Therefore, the objective of consultations is to seek the views of those affected by our work but outside the internal decision-making process. By ensuring that affected and interested parties express their views about a particular policy, strategy, study, or program, and by ensuring that a wide range of potential impacts is taken into account, the Bank's decision-making process becomes better informed, more rigorous, and more accountable. Moreover, consultation has become an essential component of the open and accessible governance of the institution. Consultation methods and formats vary depending on the scope of the World Bank Group's proposed engagement (local, regional, national, or global), the purpose of the engagement, the nature of the issues being discussed, and the parties and stakeholders interested in influencing the outcome of the process. *For more information, see <http://consultations.worldbank.org/>.*

The Country Opinion Survey Program results are aggregated data from approximately 40 countries per year. The program systematically measures and tracks the perceptions of the World Bank's clients, partners, and other stakeholders across the globe in member countries. *For more information, see <http://countrysurveys.worldbank.org/>*

		<p>Environmental, social, governance (ESG) investor community</p> <hr/> <p>Partnering agencies</p> <hr/> <p>Local, national, and international media</p>	<p>Formal and informal engagements are used to better work with the ESG investor community. The views of ESG research firms were taken into account in preparation of <i>The 2015 Sustainability Review</i>.</p> <p>The World Bank works with other international institutions and donors to improve the coordination of aid policies and practices in countries at the regional and global levels. Consultation methods and formats vary depending on the scope of the World Bank Group’s proposed engagement. <i>For more information, see http://www.worldbank.org/partners.</i></p> <p>On a daily basis, the World Bank approaches media to cover its major report launches, corporate priority campaigns, and messages, including events involving the President. At key opportunities, like the Annual and Spring Meetings, the Bank proactively drives the primary messages of the institution, such as its commitment to the twin goals of ending extreme poverty by 2030 and boosting shared prosperity. The Bank approaches traditional media outlets (via interviews and op-eds) and actively uses social media to promote issues that need to be addressed to achieve those goals, such as major reports on climate change. It also responds to all media queries and interview requests to help the media better understand the Bank and what it does. In addition, the Bank’s reputation is managed by working with reporters to clarify Bank priorities and activities, providing them with institution views so they can write balanced and well-represented articles. Press releases, speeches, transcripts, and feature stories from the Bank can be found on the World Bank’s website homepage, http://www.worldbank.org, and on the news site, http://worldbank.org/news</p> <p>The key priority in fiscal year 2015 was the continued promotion and implementation of the World Bank’s twin goals. This included outreach to key audiences through mechanisms such as press releases, op-eds, report launches, and other stakeholder engagement about activities achieve these goals. Significant communications efforts were also directed toward the Bank Group’s enhanced efforts in combating specific issues, such as tackling the Ebola outbreak and fighting climate change, while the Bank’s issuance and promotion of global economic outlooks also garnered strong media coverage.</p>
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Indicator Description		2015 Response
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	<p>Because stakeholder groups raise concerns in various venues and formats, these concerns cannot be summarized here.</p> <ol style="list-style-type: none"> 1. For concerns raised in particular projects by citizens, media, and CSOs, see individual project documents, http://www.worldbank.org/projects. 2. For concerns raised during consultations with citizens, media, and CSOs, see http://consultations.worldbank.org. 3. For outcomes of the Country Opinion Survey, see http://countrysurveys.worldbank.org/. 4. For concerns raised by civil society, see http://worldbank.org/civilsociety. 5. Staff concerns are not disclosed because of confidentiality.

REPORT PROFILE

Indicator Description		2015 Response
G4-28	Reporting period for information provided	<i>The 2015 Sustainability Review</i> and GRI Index cover fiscal 2015, July 1, 2014, through June 30, 2015.
G4-29	Date of most recent previous report	The previous <i>Sustainability Review</i> was made available in October 2014.
G4-30	Reporting cycle	The World Bank annually updates its GRI Index. The Bank is currently reviewing its institutional flagship reports and may make changes to the reporting cycle.
G4-31	The contact point for questions regarding the report or its contents	For more information, email the Corporate Responsibility Program: crinfo@worldbank.org .
G4-32	The 'in accordance' option	<i>The 2015 Sustainability Review</i> and GRI Index have been reported in accordance with the GRI guidelines: core option.
G4-33	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 <i>Sustainability Review</i> . In practice, limited assurance is carried out for the Bank's corporate carbon emissions data biennially. The carbon inventory is also assured every year by the IFC Annual Report auditors .

GOVERNANCE AND ETHICS

GOVERNANCE

Indicator Description	2015 Response
<p><u>G4-34</u></p> <p>The governance structure of the organization, including committees of the highest governance body; any committees responsible for decision making on economic, environmental, and social impacts</p>	<p>The World Bank is a development institution for which its 188 member countries are shareholders. The Bank works with members to achieve equitable and sustainable economic growth in their national economies and find solutions to pressing regional and global problems in economic development and critical 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 Bank through the Boards of Governors and the Board of Executive Directors (EDs).</p> <p>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 Honorable Kordjé Bedoumra, Minister of Finance and Budget, Chad, will be the Chairman for the 2015 Annual Meetings. The governors delegate specific duties to the 25 EDs, who work onsite at the Bank. The five largest shareholders each appoints an Executive Director, and other member countries are represented by elected executive directors.</p> <p>Together, the Boards of Governors and the EDs make all major decisions for the organization, including policy, financial, and membership issues.</p> <p>In addition to representing their own countries and others they are elected to represent, EDs serve 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, overseeing and making decisions about the Bank’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, the Ethics Committee provides guidance on matters covered by the Code of Conduct for Board officials. These committees function independently of all World Bank Group executive officers.</p> <p><i>For more information, see http://www.worldbank.org/leadership.</i></p>

ETHICS AND INTEGRITY

Indicator Description	2015 Response
<p><u>G4-56</u></p> <p>The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics</p>	<p>The World Bank's mission is to fight poverty with passion and professionalism for lasting results. The twin goals--ending extreme poverty and boosting shared prosperity--guide the mission. To achieve the goals, the Bank strives to promote environmental and social sustainability at the country and global levels, and to pursue a fiscally responsible development path. It seeks to help people help themselves and their environment by providing resources, sharing knowledge, building capacity, and forging partnerships in the public and private sectors. The institution'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 both work and family.</p> <p>There is a mandatory e-learning training on the Code of Conduct for all new staff, including consultants with contracts of more than 30 days. There is a separate Code of Conduct for Board officials. Business partners are informed of ethics expectations through a separate Code of Conduct document.</p> <p>In addition to the training for new staff, a number of ethics training courses are offered at the WBG. For example, when the Office of Ethics and Business Conduct (EBC) delivered face-to-face training on preventing retaliation to WBG Country Office managers, other ethics training was offered to all staff in those offices.</p> <p>Adherence to high ethical standards is specified in contracts with employees, Board officials, and business partners. Section 1(c) of the Code for Board Officials requires them to sign the code document upon assuming duty and deposit it with the Ethics Committee of the Board.</p> <p>Staff members are required to uphold the WBG's Staff Rules as a condition of employment.</p> <p>In 2012, the World Bank Group elevated the head of the ethics function to a vice presidency. As indicated in a June 2015 communication from the Office of the President: "The leadership of this function by a Vice President and Group CEO reflects the importance attached to EBC's mandate across its four key areas of responsibility: (1) responding to and investigating allegations of staff misconduct, and policies and procedures; (2) providing training, outreach, and communication on business conduct; (3) providing advice on conflicts of interest and implementing the Bank Group's financial disclosure programs; and (4) tracking trends and providing insights and periodic reports to senior management." A summary of the Code of Conduct is available in nine languages.</p> <p>For more information on the World Bank's Code of Conduct and EBC functions, see http://worldbank.org/ethics.</p>

Indicator Description	2015 Response
<p><u>G4-57</u></p>	<p>Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines</p> <p>The Office of Ethics and Business Conduct (EBC) enables staff members to seek ethics-related advice and guidance. Employees, business partners, and other stakeholders are informed of EBC’s advisory services through a range of communication media. EBC advisory services are cited in various training programs offered by the WBG.</p> <p>The Ethics Helpline is an email service account (ethics_helpline@worldbank.org) that is accessible to staff and advertised on the external website. Staff members also can seek advice directly from EBC staff during office hours or arrange to speak with advisory team members at a convenient time. Most advisory services are provided in English, which is the working language of the World Bank. Staff members can also contact the Ethics Helpline 24/7 by phone (800-261-7497), which is administered in multiple languages by an outside vendor.</p> <p>Advisory requests are treated with the highest possible level of confidentiality given the requirements of the case. However, requesting advice on a misconduct matter does not provide immunity in relation to this misconduct. In most cases, with this exception, advice is treated confidentially. Requests for advice can be made anonymously.</p> <p>There were 830 requests for advice and guidance received by EBC in fiscal 2015. The most frequently received queries involved questions concerning a staff member’s outside activities. For additional information on the types of requests received, refer to EBC’s Annual Reports, posted online.</p> <p>EBC does not currently administer a satisfaction survey to individuals who contact the office. However, individuals who approach the office frequently express satisfaction, in particular because most requests for guidance are responded to within 48 hours. For more about addressing staff concerns, see the Office of Ethics and Business Conduct: http://worldbank.org/ethics.</p> <p>Additionally, the Bank’s Integrity Vice Presidency works to improve compliance with World Bank Group corruption-related policies. The unit trains staff to detect and deter fraud and corruption, and investigates allegations related to fraud and corruption in activities conducted or financed by the World Bank Group, as well as allegations of significant fraud and corruption involving World Bank Group staff.</p> <p>Details are outlined for staff in the WBG Code of Conduct.</p>

OPERATIONAL INDICATORS

ECONOMIC – PERFORMANCE

G4-DMA	<p>The World Bank is a vital source of financial and technical assistance to developing countries around the world. The World Bank’s lending is aimed at two different groups of countries: IBRD strives to reduce poverty in middle-income and credit-worthy poorer countries through loans, guarantees, risk-management products, and analytical and advisory services. Its companion organization, IDA, offers below-market-rate financing to the world’s 77 poorest countries, primarily through credits and grants.</p> <p>IBRD funds itself through high-quality bonds offered in the international capital markets. IDA’s funding is predominantly from contributions by donor countries, including OECD countries and, increasingly, middle-income nations.</p> <p>The World Bank’s Corporate Scorecard is designed to provide a snapshot of the Bank’s overall performance in the context of development results. It facilitates strategic dialogue between management and the Board on progress made and areas that need attention. Aspects of financial strength are measured under the Scorecard’s Tier III, which reviews the overall success of Bank activities in achieving development goals and examines the effectiveness of Bank operations, including the performance of its lending portfolio.</p>
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	Indicator Description	2015 Response	Level of Disclosure
G4-EC1	Direct economic value generated and distributed	<p>In fiscal 2015, IBRD revenues were \$2.32 billion (\$2.68 billion and \$3.4 billion for 2014 and 2013, respectively), and IDA’s revenues were \$2.15 billion (\$2.5 billion and \$2.1 billion for 2014 and 2013, respectively). Sources of revenues include revenue from loans and credits, revenue from IBRD’s Equity Management, revenue from investments trading, transfers from affiliated organizations, and other sources from externally funded activities.</p> <p>Fiscal 2015 IBRD expenses were \$2.53 billion (\$2.4 billion and \$2.6 billion for 2014 and 2013, respectively), and IDA’s expenses were \$4.25 billion (\$4.6 billion and \$4.3 billion for 2014 and 2013, respectively). Expenses include borrowings, administrative expenses, development grants, transfers to affiliated organizations, and other general expenses.</p> <p><i>To better understand the business models of each entity, please see the IBRD Management's Discussion and Analysis (MD&A) and IDA MD&A.</i></p>	Full
G4-EC2	Financial implications and other risks and opportunities for the	<p>The World Bank Group believes a 4° C warmer world can and must be avoided. Immediate global action is needed to slow the growth in greenhouse gas emissions and help countries adapt to changes that are already locked in. Getting there will require economic transformations and a path to net-zero emissions before the end of the</p>	Full

	organization's activities due to climate change	<p>century. The Bank is stepping up its mitigation, adaptation, and disaster risk-management work, and will increasingly look at all business through a climate lens.</p> <p>Risks and opportunities and the subsequent financial implications of the Bank's activities due to climate change are reported through the Climate Disclosure Project.</p> <p><i>For the complete report, see www.cdp.net.</i></p>	
Indicator Description		2015 Response	Level of Disclosure
G4-EC3	Coverage of the organization's defined benefit plan obligations	<p>As of June 30, 2015, the value of accrued pension liabilities for IBRD/IDA was \$15.9 billion, supported by assets held in trust of \$15.2 billion. The funded ratio (asset over liabilities) was 96 percent as of June 30, 2015.</p> <p>Assets are evaluated at their fair value, and liabilities are measured as the Projected Benefit Obligation, discounted with high-quality corporate bonds rates. The two amounts are estimated in full compliance with the US accounting standard (ASC 715).</p> <p>The World Bank offers its staff defined benefit plans. The Bank has established a Retirement Trust. As per the terms of the Staff Retirement Plan, all contributions, assets, property, funds, and income of the Staff Retirement Plan shall be transferred to the Retirement Trust and shall be held, administered, and maintained separately from the Bank's other property and assets, solely to provide the benefits and pay the expenses of the Staff Retirement Plan. The employer contribution is based on a specified funding methodology and varies from year to year in response to changes in the plan financial position. 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. Participants to the net plan may choose to contribute up to an additional 6 percent of their net salary to the cash balance. Participation in the pension plan is mandatory.</p>	Full
G4-EC4	Financial assistance received from government	<p>World Bank member countries, or 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. The governors delegate specific</p>	Partial

		<p>duties to 25 executive directors, who work onsite at the Bank. The five largest shareholders appoint an executive director, while other member countries are represented by elected executive directors.</p> <p>Member contributions: IBRD has a diversified shareholder base that supports IBRD's financial strength through both paid-in and callable capital. Callable capital can only be used in order to satisfy debt-holder claims. Members are responsible for the full amount of their callable capital subscriptions, regardless of others' ability to fulfill their obligations. <i>For capital contributed by a member country see:</i> http://www.worldbank.org/en/about/leadership/VotingPowers</p> <p>Trust funds: Generally accounted for separately from the Bank's own resources, trust funds are financial and administrative arrangements with external donors that lead to grant funding of high-priority development needs, such as technical assistance, advisory services, debt relief, post-conflict transition, and co-financing.</p> <p>Taxes: As an organization established by international treaty, the World Bank receives tax-exempt status from its member countries.</p>	
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ECONOMIC – INDIRECT ECONOMIC IMPACTS

<p>G4-DMA</p>	<p>The World Bank is a vital source of financial and technical assistance to developing countries around the world. It is not a bank in the ordinary sense, but a unique partnership formed to reduce poverty and support development. The Bank supports a wide array of investments in such areas as education, health, public administration, infrastructure, financial and private sector development, agriculture, and environmental and natural resource management.</p> <p>The Bank has established ambitious but achievable goals to galvanize international and national efforts: (1) strive toward reducing the extreme poverty rate to no more than 3 percent in 2030 and (2) promote shared prosperity by fostering income growth of the bottom 40 percent of the population in every country. It endeavors to pursue both of these goals in an environmentally, socially, and fiscally sustainable way. The World Bank Group's Corporate Scorecard measures the progress on these goals. The results provide key sectoral and multisectoral results achieved by our clients with the support of World Bank Group operations in pursuit of the goals.</p>
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	Indicator Description	2015 Response	Level of Disclosure
<p>G4-EC7</p>	<p>Development and impact of infrastructure investments and services supported</p>	<p>Infrastructure development—in the energy, water, transport, and information and communication technology sectors—is critical to create growth opportunities and to reduce poverty.</p>	<p>Full</p>

		<p><i>For further information about the portfolio of infrastructure projects financed by the World Bank, see page 18 of The World Bank Annual Report:</i> http://www.worldbank.org/en/about/annual-report.</p>	
G4-EC8	<p>Significant indirect economic impacts, including the extent of impacts</p>	<p>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. The Bank pursues its principal goals of overcoming poverty and improving 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. The Bank's financial resources are significant, but they are finite. Its knowledge is a valuable commodity. The more this knowledge is shared and the more new ideas germinate, the greater the potential for delivering solutions to the challenging and intractable development problems, leading to greater improvement. 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 lending operations is unique.</p> <p><i>For a summary of our impacts, see page 6 of The World Bank Annual Report. For a breakdown of the fiscal 2015 portfolio by theme, sector, and region, see "The Roles of IBRD and IDA," on pages 54–59 of the Annual Report:</i> http://www.worldbank.org/en/about/annual-report.</p> <p>See the Corporate Scorecard for the Bank's overall performance in the context of development results.</p>	<p>Full</p>

ENVIRONMENTAL – BIODIVERSITY

G4-DMA	<p>Countries rely on healthy ecosystems and biodiversity to survive, grow enough food, and make a living. But the world is experiencing a dramatic loss of biodiversity, negatively affecting livelihoods, clean water supply, food security, and resilience to environmental disasters. This situation particularly affects the 75 percent of the world's poor who live in rural areas and often rely on ecosystems to make a living.</p> <p>The World Bank works with countries around the world to conserve and sustainably use biodiversity. With a portfolio of 229 projects worth \$1.078 billion in the 10 years from fiscal 2006 through 2015, the World Bank is one of the largest international financiers of biodiversity conservation and sustainable use.</p> <p>The World Bank helps countries put policies in place so that biodiversity is valued as a key driver of sustainable development. It works with clients to improve their administration to better conserve and sustainably use their biodiversity. The Bank invests in those aspects of</p>
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biodiversity services—such as watershed management and protected areas—that help countries achieve their development goals. The World Bank also helps countries find ways to generate revenues from biodiversity, such as tourism income, in addition to fighting wildlife crime. Biodiversity projects range from establishing and strengthening terrestrial, freshwater, and marine protected areas, to eradicating invasive alien species, to improving biodiversity management planning in the production landscape.

The World Bank does not support projects that involve the significant conversion or degradation of critical natural habitats. Wherever feasible, Bank-financed projects are sited on already converted lands. The Bank does not support projects involving the significant conversion of natural habitats unless there are no feasible alternatives for the project and its siting, and comprehensive analysis demonstrates that overall benefits from the project substantially outweigh the environmental costs. If the environmental assessment indicates that a project would significantly convert or degrade natural habitats, the project takes mitigation measures, including minimizing habitat loss and establishing and maintaining an ecologically similar protected area. In deciding whether to support a project with potential adverse impacts on a natural habitat, the Bank takes into account the borrower's ability to implement the appropriate conservation and mitigation measures.

A 2010 review of the Bank's safeguard policies regime by the Independent Evaluation Group found that 11 percent of projects triggered Operational Policy 4.04 on Natural Habitats. Among these, the policy was satisfactory in 72 percent of cases.

Indicator Description	2015 Response	Level of Disclosure
<p>G4-EN13</p> <p>Habitats protected or restored</p>	<p>The Bank supports the protection, maintenance, and rehabilitation of natural habitats and their functions in its economic and sector work, project financing, and policy dialogue.</p> <p>From fiscal 2006 to 2015, 87 projects supported habitat-protected or -restored areas, with a geographic emphasis on Latin America and the Caribbean region, with 31 projects, and Africa, with 29 projects. There were 16 projects in East Asia and the Pacific, 6 in Eastern and Central Asia, 2 in Middle East and North Africa, 2 in South Asia, and 1 other. Habitat restoration was supported through five projects (2 in Africa, 1 in East and Central Asia, 2 in Latin America and the Caribbean region).</p> <p>Bank projects with natural habitat components include appropriate environmental expertise for project preparation, appraisal, and supervision arrangements to ensure adequate design and implementation of mitigation measures. Global and regional partnerships play an important role in promoting biodiversity conservation. Some of the key partnerships are as follows:</p> <ul style="list-style-type: none"> • The Critical Ecosystems Partnership Fund (CEPF) has brought together the governments of France and Japan with the MacArthur Foundation, the 	<p>Full</p>

		<p>European 1,900 civil society organizations to reduce threats to 22 critically endangered hotspots. The Global Tiger Initiative launched in 2008 has helped strengthen political ownership by the 13 tiger countries of their endangered tiger populations.</p> <ul style="list-style-type: none"> • The Save our Species (SOS) Program seeks to leverage private sector engagement and funding for threatened species and has provided support to more than 200 species across 50 countries to date. • The International Consortium on Combating Wildlife Crime is a collaborative effort of five intergovernmental organizations to bring coordinated support to national wildlife law enforcement agencies and sub-regional networks. <p><i>For more information on the status of the projects, see:</i> http://www.worldbank.org/en/results/2013/04/09/biodiversity-sector-results-profile All figures are based on internal systems that track official lending and grant amounts.</p>	
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ENVIRONMENTAL – GRIEVANCE MECHANISMS

<p><u>G4-DMA</u></p>	<p>The World Bank has two ambitious goals: to eliminate extreme poverty and boost shared prosperity <i>in a sustainable manner</i>. Poverty, as the Bank recognizes it, encompasses lack of opportunities (including capabilities), lack of voice and representation, and vulnerability to shocks.</p> <p>Grievance redress mechanisms (GRMs) are crucial for managing risk in the Bank’s portfolio. GRMs create opportunities to resolve disputes before they escalate by offering a channel for citizens to express concerns, comments, and complaints. Beyond their benefits to citizens, GRMs can help the Bank and client improve project outcomes, prioritize supervision, identify systemic issues, and promote accountability.</p> <p>The Bank promotes human rights principles through the projects it supports, for example, improving poor people’s access to health services, education, food, and water. Moreover, the Bank promotes the participation of project-affected people, including Indigenous Peoples, in decision making and participation; helps strengthen the accountability and transparency of governments to their citizens; and supports justice reform and fighting corruption. Although development projects are intended to bring about positive change, their implementation involves risks, and people or the environment can be adversely impacted. The Bank has policies to help avoid such unintended outcomes, but some problems may remain unrecognized or unaddressed. In such circumstances, citizens must speak out to bring attention to these problems. This can be done either through project-level Grievance Redress Mechanisms or the Bank’s corporate-level Grievance Redress Service (GRS), which was established in January 2015 to field complaints that could not be addressed at the country level. This mechanism complements the borrower’s project-level grievance mechanisms (where they exist), and the Board’s Inspection Panel.</p>
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The Environmental and Social Standards-Advisory Team (ESSAT) leads the Bank’s corporate work on grievance redress. GRS provides a consistent and systematic approach to the handling of complaints and conflict resolution across all IBRD/IDA operations. The work involves a number of the Bank’s major initiatives, in particular, work on risk, results, and beneficiary feedback.

The *Global Review of Grievance Redress Mechanisms* found that half of all Bank projects featured a GRM in project-design documents. However, new research shows implementation challenges.

A major focus for the Bank in the future will be to further integrate grievance redress in all projects, increase support for implementation, and enhance collection and monitoring of grievances received and resolved across the project’s portfolio.

Indicator Description	2015 Response	Level of Disclosure
G4-EN34 Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Data for this indicator are not available. Systems are being established to capture the data in a more comprehensive manner.	Incomplete

SOCIAL – HUMAN RIGHTS INVESTMENT

[G4-DMA](#)

The Bank significantly promotes human rights principles in a range of areas, including: (1) improving poor people's access to health services, education, food, and water, (2) promoting the participation of project-affected communities, including Indigenous Peoples, in decision-making, (3) strengthening the accountability and transparency of governments to their citizens, and (4) supporting justice reform and fighting corruption. Thus, the Bank’s role is facilitative, helping its members realize their human rights obligations.

The Bank screens each project proposed for financing to determine the appropriate extent and type of environmental and social analysis to be undertaken during project preparation, and whether the project may involve the use or application of other safeguard policies. Policies that may be triggered include: OP/BP 4.01, Environmental Assessment; OP/BP 4.04, Natural Habitats; OP 4.09, Pest Management; OP/BP 4.10, Indigenous Peoples; OP/BP 4.11, Physical Cultural Resources; OP/BP 4.12, Involuntary Resettlement; OP 4.36, Forests; and OP/BP 4.37, Safety of Dams. In addition, the Bank recognizes that gender issues are important dimensions of its poverty reduction, economic growth, human wellbeing, and development effectiveness agenda. OP/BP 4.20 establishes a country-level, strategic approach to mainstreaming gender issues in Bank work. *For more information on gender issues, see: <http://www.worldbank.org/en/topic/gender>.*

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 Bank staff providing general advice. Depending on the type of project and its safeguard policy category, the Bank project design incorporates into project development such issues as public consultation, environmental and social

assessment social action plans, Indigenous Peoples' action plans, and resettlement frameworks and action plans. The compliance forms part of the legal agreements for grants and loans.

In October 2012, the World Bank launched a review and update of its policies to protect people and the environment in its projects. The World Bank's environmental and social safeguard policies contribute to sustainability and development effectiveness in Bank projects and programs by helping to avoid or mitigate harm to people and the environment. The goal of this review and update is to better align these policies with the changing needs and aspirations of borrowers, the external context, and the business of the Bank. The third phase of external consultations on the proposed Environmental and Social Framework (ESF) is now underway. *For updates, see <http://consultations.worldbank.org/consultation/review-and-update-world-bank-safeguard-policies>.*

Indicator Description	2015 Response	Level of Disclosure
<p>G4-HR1</p> <p>Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening</p>	<p>One hundred percent of proposed projects were appraised in accordance to requirements per the World Bank's policies to protect the environment and humans potentially affected by Bank-supported projects.</p> <p>The Bank screens each proposed project to determine the appropriate extent and type of environmental and social analysis to be undertaken during project preparation and whether the project may involve the use or application of other safeguard policies.</p>	<p>Partial</p>
<p>G4-HR2</p> <p>Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained</p>	<p>World Bank environmental and social safeguard policies are a cornerstone of our support to sustainable development and poverty reduction. The objective of these policies is to prevent and mitigate undue harm to people and their environment in the development process. In fiscal 2015, 144 hours (24 sessions) of training were delivered on Bank safeguard policies to 500 staff members in Washington, DC. In fiscal 2014, 180 hours (30 sessions) were delivered on Bank safeguard policies to 10 percent of Bank staff (750 staff members) in Washington, DC. In fiscal 2013, 156 hours (26 sessions) were delivered to 632 staff. In addition, various regional offices hosted training workshops (which are not included in these totals).</p> <p>In 2009, the World Bank launched a knowledge and learning program—the Nordic Trust Fund—on human rights, with the objective to help staff better understand how human rights relate to the Bank's analytic and operational work. The multiyear, multi-donor trust fund 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. The program was extended until 2019.</p>	<p>Partial</p>

For more information, see [The Nordic Trust Fund-A Knowledge and Learning Program for World Bank Staff on Human Rights](#).

SOCIAL – CHILD LABOR

[G4-DMA](#)

The World Bank recognizes that child labor is one of the most devastating consequences of persistent poverty. All standard World Bank bidding documents contain a clause prohibiting the use of child or forced labor in contracts financed under any World Bank projects. Staff in Bank-supported operations are required to assess social issues such as child labor within the environmental and social aspects of the projects to mitigate risk.

Indicator Description	2015 Response	Level of Disclosure
<p>G4-HR5</p> <p>Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor</p>	<p>Concerns have been raised about the practice in Uzbekistan of using forced child and adult labor for cotton harvesting.</p> <p>Projects that could potentially relate to cotton production in Uzbekistan include measures to prevent the occurrence of child or forced labor within the Bank-supported projects, and further seek to contribute to achieving this beyond the project boundaries. These include the following requirements: government compliance with national legislation that prohibits the use of child or forced labor; implementation of a third-party monitoring and feedback mechanism that focuses on child or forced labor issues in connection with the project activities or within the project area; the full collaboration of local authorities with the monitoring third party and the commitment to actions that ensure compliance will be taken promptly; a clear land-use strategy that eliminates incentives for using child or forced labor in the entire project area; and training, awareness, and outreach activities about labor legislation and the regulations against child or forced labor. Such measures are also reflected in binding project covenants in the relevant financing agreements. Independent of this, the Bank retains the right to exercise remedies in cases of borrower noncompliance with the financing agreement.</p> <p>Since 2013, the Government of Uzbekistan has implemented a range of measures to fully eliminate child labor and reduce the risks of forced labor in the country. The World Bank has pursued intensive policy dialogue with the Government to address these issues in the context of broader agricultural sector reforms, and has developed a Support Program for Labor Reform in the Uzbekistan Cotton Sector, to be funded through a multi-donor trust fund. As part of this program, the Bank has partnered with</p>	<p>Full</p>

the International Labor Organization, which will lead the efforts on third-party monitoring and setting up the feedback mechanism during the 2015 harvest.

For more information, see <http://www.worldbank.org/en/news/speech/2014/06/10/q-a-with-saroj-kumar-jha-regional-director-for-central-asia-on-the-world-banks-agriculture-sector-policy-in-uzbekistan-in-the-context-of-child-and-forced-labor-concerns>.

SOCIAL – INDIGENOUS RIGHTS

Central to the Bank’s mission of reducing poverty and promoting sustainable development is ensuring that the development process fully respects the dignity, human rights, economies, and cultures of Indigenous Peoples. The Bank recognizes that the identities and cultures of Indigenous Peoples are inextricably linked to the lands on which they live and the natural resources on which they depend. These distinct circumstances expose Indigenous Peoples to different types of risks and levels of impacts from development projects, including loss of identity, culture, and customary livelihoods. Gender and intergenerational issues among Indigenous Peoples also are complex. As social groups with identities that are often distinct from dominant groups in their national societies, Indigenous Peoples are frequently among the most marginalized and vulnerable segments of the population. As a result, their economic, social, and legal status often limits their capacity to defend their interests in and rights to lands, territories, and other productive resources, or restricts their ability to participate in and benefit from development. At the same time, the Bank recognizes that Indigenous Peoples play a vital role in sustainable development and that their rights are increasingly being addressed under both domestic and international law.

G4-DMA 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, and 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. For all projects that are proposed for Bank financing and involve Indigenous Peoples, the Bank requires the borrower to engage in a process of free, prior, and informed consultation. The Bank provides project financing only where there is broad community support to the project by the affected Indigenous Peoples.

In 2012, the World Bank began a process to update the Bank’s environmental and social safeguard policies, in an effort to better address new development challenges and reflect current international good practice. Part of the ongoing review is a Global Dialogue and Engagement process with Indigenous Peoples that aims to include Indigenous Peoples in the ongoing Review and Update of the World Bank’s Environmental and Social Framework (ESF), and to strengthen World Bank support to and engagement with Indigenous Peoples. The consultations on the proposed framework have included a number of dedicated Indigenous Peoples Dialogue sessions that have yielded important results in terms of participation, information gathered, and the beginning of a renewed and stronger relationship with Indigenous Peoples. *For more information, see <http://www.worldbank.org/indigenouspeoples>.*

For more information on the safeguards review process, see <https://consultations.worldbank.org/consultation/review-and-update-world-bank-safeguard-policies>.

Indicator Description	2015 Response	Level of Disclosure
G4-HR8 Total number of incidents of violations involving rights of indigenous peoples and actions taken	<p>In fiscal 2015, two projects were processed under the pilot approach for early solutions. Paraguay: Sustainable Agriculture and Rural Development Project was closed in March, and Kenya: Electric Expansion Project was investigated and is under review.</p> <p>For more information, see case updates on Inspection Panel website http://www.worldbank.org/inspectionpanel.</p>	Full

SOCIAL – HUMAN RIGHTS GRIEVANCE MECHANISMS

G4-DMA	<p>The World Bank has two ambitious goals: to eliminate extreme poverty and boost shared prosperity <i>in a sustainable manner</i>. Poverty, as the Bank recognizes it, encompasses lack of opportunities (including capabilities), lack of voice and representation, and vulnerability to shocks.</p> <p>Grievance redress mechanisms (GRMs) are crucial for managing risk in the Bank’s portfolio. GRMs create opportunities to resolve disputes before they escalate by offering a channel for citizens to express concerns, comments, and complaints. Beyond their benefits to citizens, GRMs can help the Bank and clients improve project outcomes, prioritize supervision, identify systemic issues, and promote accountability.</p> <p>The Bank promotes human rights principles through the projects it supports, for example, improving poor people’s access to health services, education, food, and water. Moreover, the Bank promotes the participation of project-affected people, including Indigenous Peoples, in decision making and participation; helps strengthen the accountability and transparency of governments to their citizens; and supports justice reform and fighting corruption. Although development projects are intended to bring about positive change, their implementation involves risks, and people or the environment can be adversely impacted. The Bank has policies to help avoid such unintended outcomes, but some problems may remain unrecognized or unaddressed. In such circumstances, citizens must speak out to bring attention to these problems. This can be done either through project-level Grievance Redress Mechanisms or the Bank’s corporate-level Grievance Redress Service (GRS), which was established in January 2015 to field complaints that could not be addressed at the country level. This mechanism complements the borrower’s project-level grievance mechanisms (where they exist) and the Board’s Inspection Panel.</p> <p>The Environmental and Social Standards-Advisory Team (ESSAT) leads the Bank’s corporate work on grievance redress. GRS provides a consistent and systematic approach to the handling of complaints and conflict resolution across all IBRD/IDA operations. The work involves a number of the Bank’s major initiatives, in particular, work on risk, results, and beneficiary feedback.</p> <p>The <i>Global Review of Grievance Redress Mechanisms</i> found that half of all Bank projects featured a GRM in project-design documents. However, new research shows implementation challenges.</p>
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A major focus for the Bank in the future will be to further integrate grievance redress in all projects, increase support for implementation, and enhance collection and monitoring of grievances received and resolved across the project's portfolio.

Indicator Description	2015 Response	Level of Disclosure
G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Data for this indicator are not available. Systems are being established to capture the data in a more comprehensive manner.	Partial

SOCIAL – LOCAL COMMUNITIES

[G4-DMA](#)

The very nature of the World Bank's mission is to positively impact communities through investments in education, health, public administration, infrastructure, financial and private-sector development, agriculture, and environmental and natural resource management.

Our stakeholders are consulted at different points throughout our projects and policy development. In recent years, the World Bank has increasingly focused on lending to community-driven development (CDD) programs in order to let communities lead their own development. This process lets communities identify their own development priorities, design the relevant response, manage project funds, hire contractors, and, on completion of construction, manage and sustain the project. CDD approaches have been used to support a range of local development and service delivery needs identified by communities themselves, including water supply and sanitation, school and health facilities construction, rural roads, bridges and other access infrastructure, nutrition programs for mothers and infants, and support for livelihoods and microenterprises.

Worldwide, CDD has attracted a growing body of robust impact and other evaluations demonstrating results, and the portfolio has become much more closely monitored, using, among other technologies, geo-tagging and SMS-based grievance redress systems. Robust impact evaluations generally find positive evidence of poverty reduction, targeting of the poor, and increased access to services; evidence is limited or mixed on these programs' effect on governance, social capital spillovers (such as local collective action or trust among members), and conflict impact.

Increased training, knowledge exchange, and quality assurance (through the Global Solutions Group) improves program designs, and increased evaluations and analytical work advances the approach.

Indicator Description	2015 Response	Level of Disclosure
G4-SO1 Percentage of operations with implemented local community engagement, impact	Community-driven development (CDD) programs operate on the principles of local empowerment, participatory governance, demand responsiveness, administrative autonomy, greater downward accountability, and enhanced local capacity. Experience has shown that when given clear explanations of the process, access to information and appropriate capacity, and financial support, poor men and women can effectively	Full

	<p>assessments, and development programs</p>	<p>organize to identify community priorities and address local problems by working in partnership with local governments and other supportive institutions.</p> <p>The World Bank recognizes that CDD approaches and actions are important elements of an effective strategy for poverty reduction and sustainable development. Over the past decade, the Bank has increasingly focused on lending to CDD programs to reach local communities directly. The Bank has used the CDD approach across a range of countries and contexts (particularly fragile and conflict affected, and post-disaster) to support a variety of urgent needs, including water supply and sanitation, school and health facilities construction, rural roads, bridges and other access infrastructure, nutrition programs for mothers and infants, and support for livelihoods and microenterprises.</p> <p>In fiscal year 2015, the total amount of financing going to communities and local governments as grants or loans through this program was approximately \$1.8 billion (a decrease from \$2.8 billion in fiscal year 2014, when several large-scale projects were approved).</p>																									
<p>Indicator Description</p>	<p>2015 Response</p>		<p>Level of Disclosure</p>																								
<p>G4SO2</p>	<p>Operations with significant actual and potential negative impacts on local communities</p>	<p>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.</p> <p>The borrowing-country government is responsible for any assessments required by the safeguard policies; World Bank staff members provide general advice. The Legal Department monitors compliance with policies that involve international law, such as those for international waterways and disputed areas.</p> <p>In fiscal 2015, a total of 464 projects were screened, 43 were</p> <table border="1" data-bbox="1089 1144 1761 1395"> <thead> <tr> <th>EA Category</th> <th>FY13</th> <th>FY14</th> <th>FY15</th> </tr> </thead> <tbody> <tr> <td>Category A</td> <td>32</td> <td>47</td> <td>43</td> </tr> <tr> <td>Category B</td> <td>225</td> <td>284</td> <td>277</td> </tr> <tr> <td>Category C</td> <td>135</td> <td>179</td> <td>135</td> </tr> <tr> <td>FI</td> <td>12</td> <td>8</td> <td>9</td> </tr> <tr> <td>Total</td> <td>404</td> <td>518</td> <td>464</td> </tr> </tbody> </table>	EA Category	FY13	FY14	FY15	Category A	32	47	43	Category B	225	284	277	Category C	135	179	135	FI	12	8	9	Total	404	518	464	<p>Full</p>
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classified as Category A, 277 as Category B, 135 as category C, and 9 as FI. *For more information on the Bank project cycle, see <http://www.worldbank.org/projects>.*

SOCIAL – ANTI-CORRUPTION

G4-DMA

Critical to the World Bank’s mission is a well-functioning public sector that delivers quality public services consistent with citizen preferences and fosters private, market-led growth, while managing its fiscal resources in a prudent manner. Bank operations across sectors systematically incorporate governance and anticorruption measures into project design. The objective is to better manage corruption and fiduciary risks and ensure that development funds are used for their intended purposes. The World Bank’s Integrity Vice Presidency (INT) plays an important role in this respect.

INT investigates allegations of fraud and corruption in World Bank–supported activities (external investigations), as well as allegations of significant fraud and corruption involving Bank staff and vendors (internal investigations). INT also pursues sanctions against firms and individuals who have engaged in sanctionable misconduct. The resulting debarments prevent these parties from participating in future Bank-financed projects and serve as a deterrent to other potential wrongdoers.

Within INT, the Integrity Compliance Office works closely with sanctioned entities to promote the adoption and implementation of corporate compliance standards consistent with the World Bank Group’s Integrity Compliance Guidelines. Sanctioned entities must satisfy certain compliance conditions in order to be released from sanction. At the end of this fiscal year, the Integrity Compliance Office was engaging with 40 entities regarding their efforts toward satisfaction of their compliance conditions. By combining investigations with an enhanced focus on compliance, detection of red flags, and building preventive measures in projects, INT promotes a proactive approach to managing fraud and corruption risks. It is vital to manage these risks in an efficient and effective manner as they can impact development resources, particularly in fragile contexts and high-risk sectors.

	Indicator Description	2015 Response	Level of Disclosure
<u>G4-SO3</u>	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	<p>In fiscal 2015, INT received 323 complaints about possible fraud and corruption in World Bank–financed projects, leading to 99 new investigations. Among those reporting allegations of possible misconduct were 25 government officials in countries of operations and 89 Bank Group staff. The investigations that substantiated sanctionable misconduct in fiscal 2015 involved 61 projects and 93 contracts worth about \$540.9 million.</p> <p>Approximately 58 percent of the cases involved contracts in excess of \$2 million. Approximately \$138 million spread across 20 contracts was not awarded to companies because the wrongdoing was detected prior to contract award—in most cases as a result of the Project Implementation Unit (PIU) or World Bank due diligence. Of the 25</p>	Full

		<p>cases involving Bank Group staff initiated in fiscal 2014, 11 were completed/resolved in fiscal 2015 (10 were completed/resolved in fiscal 2014, and the remaining four carried over to fiscal 2016).</p> <p>Within INT, the Preventive Services Unit (PSU) worked with more than 200 Task Teams across the World Bank Group's six regions. PSU assisted 94 Task Teams in building precautions against fraud and corruption in their projects. Considerable efforts were devoted to the development of knowledge products, in particular, improved data analytics, resulting in the first Integrity Risk Scan. Thanks to PSU's business intelligence, integrity risks were identified before they materialized and allowed for instituting targeted controls.</p>	
Indicator Description		2015 Response	Level of Disclosure
G4-SO4	Communication and training on anticorruption policies and procedures	Ninety-five government officials who are members of the International Corruption Hunters Network (ICHA) participated in four webinars. Training was provided to Bank staff as well as project-implementation officials, including on lessons learned from investigative work and early detection of red flags in projects. In fiscal 2015, more than 1,100 staff and PIU officials attended training programs covering integrity issues. These trainings were conducted both in Washington, DC, and in the field.	Full

SOCIAL – GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY

G4-DMA	<p>The World Bank has two ambitious goals: to eliminate extreme poverty and boost shared prosperity <i>in a sustainable manner</i>. Poverty, as the Bank recognizes it, encompasses lack of opportunities (including capabilities), lack of voice and representation, and vulnerability to shocks.</p> <p>Grievance redress mechanisms (GRMs) are crucial for managing risk in the Bank's portfolio. GRMs create opportunities to resolve disputes before they escalate by offering a channel for citizens to express concerns, comments, and complaints. Beyond their benefits to citizens, GRMs can help the Bank and clients improve project outcomes, prioritize supervision, identify systemic issues, and promote accountability.</p> <p>The Bank promotes human rights principles through the projects it supports, for example, improving poor people's access to health services, education, food, and water. Moreover, the Bank promotes the participation of project-affected people, including Indigenous Peoples, in decision making and participation; helps strengthen the accountability and transparency of governments to their citizens; and supports justice reform and fighting corruption. Although development projects are intended to bring about positive change, their implementation involves risks, and people or the environment can be adversely impacted. The Bank has policies to help avoid such unintended outcomes, but some problems may remain unrecognized or unaddressed. In such circumstances, citizens must speak out to bring attention to these problems. This can be done either through project-level Grievance Redress Mechanisms or the Bank's corporate-</p>
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level Grievance Redress Service (GRS), which was established in January 2015 to field complaints that could not be addressed at the country level. This mechanism complements the borrower’s project level grievance mechanisms (where they exist), and the Board’s Inspection Panel.

The Environmental and Social Standards-Advisory Team (ESSAT) leads the Bank’s corporate work on grievance redress. GRS provides a consistent and systematic approach to the handling of complaints and conflict resolution across all IBRD/IDA operations. The work involves a number of the Bank’s major initiatives, in particular, work on risk, results, and beneficiary feedback.

The *Global Review of Grievance Redress Mechanisms* found that half of all Bank projects featured a GRM in project-design documents. However, new research shows implementation challenges.

A major focus for the Bank in the future will be to further integrate grievance redress in all projects, increase support for implementation, and enhance collection and monitoring of grievances received and resolved across the projects’ portfolios.

Indicator Description	2015 Response	Level of Disclosure
G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Data for this indicator is not available. Systems are being established to capture the data in a more comprehensive manner.	Partial

FINANCIAL SECTOR – PRODUCT PORTFOLIO

G4-DMA	<p>The World Bank is a vital source of financial and technical assistance to developing countries around the world. We are not a bank in the ordinary sense, but a unique partnership to reduce poverty and support development. We support a wide array of investments in such areas as education, health, public administration, infrastructure, financial and private sector development, agriculture, and environmental and natural resource management. Bank stakeholders look to the institution, as a lending facility, to have policies and procedures in place that assess and screen environmental and social risks in its lending portfolio.</p> <p>In 2013, the World Bank adopted a new World Bank Group Strategy focused on aligning all of the institutions’ work with the twin goals of eliminating extreme poverty and boosting shared prosperity <i>in a sustainable manner</i>. The two goals are now at the heart of the World Bank Group’s work. A newly developed World Bank Group Corporate Scorecard is monitoring implementation and aggregating the contributions of all the World Bank Group institutions.</p> <p>On a day-to-day basis, in close partnership with country government counterparts and their stakeholders, Bank staff members shape the role, financial products, and technical and advisory services to the unique development needs and capacities of each country client. Thus, interactions with clients, investees, and business partners regarding environmental and social risks and opportunities form the foundation of</p>
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the Bank’s advisory and loan services. The Bank’s environmental and social safeguard policies are the cornerstones of the financial, technical, and advisory services; they are applied to prevent and mitigate impacts and risks to people and their environment in the development process. 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. Without these safeguards, the positive effects of the development work can be severely diminished. These policies provide mandatory guidelines for Bank and borrower staffs in the identification, preparation, and implementation of investment programs and projects. The World Bank is currently in the process of reviewing, updating, and strengthening its environmental and social safeguards for the projects it finances. This review is currently in its third phase. *For more information, see <http://consultations.worldbank.org/consultation/review-and-update-world-bank-safeguard-policies>.*

Indicator Description	2015 Response	Level of Disclosure
<p>FS1</p> <p>Policies with specific environmental and social components applied to business lines</p>	<p>The World Bank’s environmental and social safeguard policies are a cornerstone of the institution’s 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.</p> <p>These policies aim 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.</p> <p>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 have often provided a platform for the participation of stakeholders in project design, and have been an important instruments for building ownership among local populations. All safeguard policies are approved by the Board of Directors.</p> <p><i>For more information on key risks, opportunities, and impacts that the individual policies address, see Bank Safeguard Policies at http://worldbank.org/safeguard.</i></p>	<p>Full</p>
Indicator Description	2015 Response	Level of Disclosure
<p>FS2</p> <p>Procedures for assessing and screening environmental and</p>	<p>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,</p>	<p>Full</p>

	<p>social risks in business lines</p>	<p>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. In general, a World Bank environmental and social specialist is assigned to each project with the potential to have environmental and social impact or risk in its design and planning stage. A sector manager who is responsible for a collection of projects, most often in sector and regional associations, oversees this process.</p> <p>As the project moves through design, the Bank works with the clients to understand the technical features of each project and, in partnership with borrowers, works to develop approaches for addressing these impacts as risks as required in the suite of World Bank safeguards policies. For category A and B projects, there is also involvement by the Regional Safeguard Advisor and his or her team or unit. Higher-risk projects must submit a series of “safeguard documents” to identify and explain how the borrower will undertake safeguard requirements. Several quality-control and review committees, such as the Regional Operational Committee (ROC), meet to agree on processes. Finally, the Board of Directors must approve all projects. Those approvals also require submission or summaries of any environmental assessment and social safeguards documents. Information is shared with all decision makers and stakeholders.</p> <p>These thresholds are based on environmental and social impact and risk defined in the safeguards policies and the Environmental Health and Safety Guidelines.</p> <p><i>For more information on procedures for assessing and screening environmental and social risks, see Bank Safeguard Policies at http://worldbank.org/safeguard.</i></p>	
Indicator Description		2015 Response	Level of Disclosure
<p><u>FS3</u></p>	<p>Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions</p>	<p>The Bank uses its Implementation Status and Supervision Reports to track safeguards implementation.</p> <p>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 at a minimum twice a year, or more frequently as determined on a project-specific basis, and include staff with appropriate environmental and social expertise. For more complex projects, staff members from the regional safeguards units are included. The Bank's Operations Risk Management Department (OPSOR), housed within the Operations Policy and Country</p>	<p>Full</p>

		<p>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.</p> <p>Most often, Bank environmental and social specialists work with the project Task Team and borrowers to identify noncompliance issues and provide suggestions and procedures for bringing projects into compliance. Remedies are also available as needed.</p> <p>During project supervision, both environmental and social specialists undertake project site visits and consult with numerous stakeholders. When safeguard issues of concern are encountered, the Bank engages in discussions with the borrower to arrive at mutually agreed courses of action that are both time bound and identify responsible parties. These actions are documented in the Aide Memoire and regularly in technical back-to-office reports.</p>	
Indicator Description	2015 Response		Level of Disclosure
<p>FS4</p>	<p>Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines</p>	<p>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. The safeguards team offers weekly workshops on applying safeguard policies 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 safeguards 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 safeguards staff.</p> <p>In addition, Safeguards Training Modules introduce the basic concepts of safeguards and also contain specific case studies and operational examples to provide richer understanding of how safeguards are applied. A unique safeguards E-learning module is provided for all Task Team Leaders.</p>	<p>Full</p>

		<p>Each regional safeguards unit also conducts a series of demand-driven safeguards training across various themes and for different staff audiences. These include “just in time” clinics, brown bag seminars, and face-to-face safeguards clinics on topics, such as use of frameworks, voluntary land donation, developing environmental contract clauses for EMPs, and resettlement workshops. These training sessions are provided both in a central regional location for multiple attendees and in specific countries for country staff. Newer delivery tools have also included webinars. Special manager's safeguards trainings have also been completed. Several regions also conduct safeguards trainings and sharing of experiences across other international financial institutions partners. All staff who take the Bank Core Curriculum Course are required to take the Safeguards Training Modules.</p> <p>Additional mentoring and partnerships across Bank safeguards staff is available as needed.</p>	
Indicator Description		2015 Response	Level of Disclosure
FS5	<p>Interactions with clients, investees, or business partners regarding environmental and social risks and opportunities</p>	<p>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 members shape 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, and business partners regarding environmental and social risks and opportunities form the foundation of the Bank’s advisory and loan services.</p> <p>All regional safeguards units conduct various client safeguard capacity-building processes. Many projects use the project kickoff meeting to review the agreements and provisions for safeguards with formal and informal trainings. In many countries, the government Project Implementation Unit attends special safeguards training organized by the Bank safeguards staff.</p> <p>Both the safeguards anchor and the regional safeguards advisors track the status of safeguards applications across their respective portfolios. When particular safeguards issues of concern appear common, there can be a special safeguards review, an assessment of desk review. In certain cases, one or several environmental and social safeguards specialists undertake a country visit and conduct site visits with safeguards training to help improve safeguards implementation or to correct past shortcomings.</p>	Full

		<p>When needed, there are formal face-to-face workshops, project implementation safeguards training in the field with project stakeholders, consultations by lead safeguards specialists, and rapid-response project visits to deal with high-risk issues of concern.</p> <p>Borrower safeguards implementation reports are Bank-required supervision reports summarizing borrower progress on an annual, biannual, or quarterly basis depending on project safeguards risk. Submission of Environmental Social Impact Assessment and ESMP reports during project implementation is required for Bank review and clearance.</p> <p>There are regular supervision mission meetings designated for the year, as well as end-of-supervision mission meetings between Bank and borrowers, and discussions of Bank safeguards specialists and project-implementation safeguards managers or project-contract safeguards supervisors and technicians.</p>	
Indicator Description		2015 Response	Level of Disclosure
FS6	Percentage of the portfolio for business lines by specific region, size, and by sector	<p>World Bank lending commitments for development support totaled \$42.5 billion in fiscal 2015.</p> <p>New lending commitments by IBRD totaled \$23.5 billion for 112 operations in fiscal 2015. This volume was higher than the precrisis historical average (\$13.5 billion a year in fiscal 2005–08) and \$18.6 billion in fiscal 2014. As of June 30, 2015, net commitments in IBRD’s active portfolio stood at \$96.8 billion. IBRD also offers financial products that allow clients to efficiently fund their development programs and manage risks related to currency, interest rates, commodity prices, and natural disasters. In fiscal 2015, the Bank’s Treasury executed U.S. dollar equivalent (USDeq) 3.3 billion in hedging transactions on behalf of member countries—including USDeq 2.0 billion in interest-rate conversions and USDeq 1.2 billion in currency conversions—to assist borrowers in managing interest-rate and currency risks over the life of their IBRD loans. In addition, the Bank’s Treasury executed swap transactions totaling USDeq 24 billion to manage the risks of IBRD’s balance sheet and USDeq 727 million to manage the risks of IDA’s balance sheet.</p> <p>IDA commitments amounted to \$19.0 billion for 190 operations in fiscal 2015, including \$15.9 billion in credits, \$2.4 billion in grants, and \$600 million in guarantees. As of June 30, 2015, net commitments in IDA’s active portfolio were \$91.4 billion. IDA is financed largely by contributions from partner governments. Additional financing comes from</p>	Full

		transfers from IBRD's net income, grants from the International Finance Corporation (IFC), and borrowers' repayments of earlier IDA credits. Under the IDA17 Replenishment, which covers fiscal 2015–17, total resources amount to 33.7 billion in Special Drawing Rights (equivalent to \$50.8 billion). <i>For more information, see The World Bank Annual Report, http://www.worldbank.org/en/about/annual-report.</i>	
Indicator Description		2015 Response	Level of Disclosure
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line	World Bank lending can have both social and environmental benefit and is not divided into these categories. Lending by theme and sector is available in the <i>Annual Report</i> section "World Bank Lending by Theme and Sector." See http://www.worldbank.org/en/about/annual-report .	Full
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line	World Bank lending can have both social and environmental benefit and is not divided into these categories. Lending by theme and sector is available in the <i>Annual Report</i> section "World Bank Lending by Theme and Sector." See http://www.worldbank.org/en/about/annual-report .	Full

FINANCIAL SECTOR – AUDIT

G4-DMA	<p>Two entities hold responsibilities for assessing and monitoring the Bank Group's effectiveness:</p> <p>The Internal Audit Vice Presidency (IAD) has an independent and objective assurance advisory function designed to add value by assessing whether governance, risk management, and control processes of the Bank Group are effective in achieving the organization's goals. IAD also provides advice to management in developing control solutions, and monitors the implementation of management actions to mitigate risks and strengthen controls.</p> <p>The Independent Evaluation Group (IEG) is responsible for appraising the WBG operations self-evaluation and development risk-management systems, and attesting to their adequacy to the Board of Executive Directors. To this end, IEG periodically reviews the relevance, effectiveness, and efficacy of key operational policies, such as the environmental and social safeguards framework for WBG lending. <i>For more information, see IEG's website: http://ieg.worldbank.org.</i></p>
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Indicator Description	2015 Response	Level of Disclosure
<p><u>FS9</u></p> <p>Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures</p>	<p>Audits assess implementation of environmental and social policies and risk-assessment procedures periodically.</p> <p>IAD carried out an Advisory Review of the Bank’s Environment and Social Risk Management in fiscal 2014, and continues to monitor the implementation of management action plans that were developed subsequently. In fiscal 2015, IAD focused on key areas in the World Bank Group strategy and the institutional change agenda. This included auditing the Bank’s monitoring the delivery of analytical and advisory services; auditing the implementation of the new Human Resources (HR) information system; advising management on the staffing approach for country management units, in the context of the broader expenditure review; and advising on the Bank Group’s adoption of cloud computing.</p> <p>IEG carried out a review of the World Bank safeguards policy framework in October 2010. <i>To read the report, see IEG’s website: http://ieg.worldbank.org.</i></p>	<p>Full</p>

CORPORATE INDICATORS

ECONOMIC – MARKET PRESENCE

<p><u>G4-DMA</u></p>	<p>The World Bank values the diversity, health, safety, and security of its 12,000 full-time staff and 4,000 short-term consultants, who work in Washington, DC, and in 136 countries worldwide. The institution’s diverse workforce brings a wide range of perspectives to bear on poverty-reduction issues and emerging development challenges. It is critical to the effectiveness of the Bank’s core operational and knowledge services. Our staff diversity is a strategic business asset that directly contributes to achievement of our two goals: reducing extreme poverty and boosting shared prosperity.</p> <p>To that end, it is important that the Bank employs the right people in the right place with the right skills at the right time. To deliver on that commitment, HR Strategy has five critical components: (1) building a culture of performance and accountability, (2) driving a more effective organization, (3) fostering a more diverse and inclusive workforce, (4) creating career opportunities, and (5) ensuring HR excellence and business-driven delivery.</p> <p>As the Bank retools to increase its delivery and responsiveness to its clients, Human Resources has played a pivotal role in the transition of staff from the earlier structure to the new Global Practices. Looking forward, the Bank will continue to make aligning staffing and skills to the World Bank Group Strategy a priority.</p>
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Indicator Description		2015 Response	Level of Disclosure
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	<p>To recruit and retain highly qualified staff, the World Bank 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 Executive Directors annually review the staff salary structure and, if warranted, the salary structure 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 US market. The salary structure is reported according to job position for Washington, DC, staff, which comprises more than 60 percent of total staff. Salary structure is not disclosed according to gender. Remuneration of executive management, Executive Directors, and staff are disclosed in <i>The World Bank Annual Report</i>.</p> <p>For more information, see http://www.worldbank.org/en/about/annual-report.</p>	Partial
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	<p>In fiscal 2015, three out of 173 managers at director level and above (professional grade GI+) were locally hired to work within countries where World Bank offices are located. Out of all 502 managers (professional grade GH+) on board, nationals of countries defined as Part II (roughly equivalent to developing countries) account for 42 percent of management positions. Sub-Saharan African and Caribbean nationals, a criterion used as proxy for race, represented 12 percent of management positions.</p> <p>For information about the Bank's career tracks, see www.worldbank.org/jobs.</p>	Full

ENVIRONMENTAL – ENERGY

G4-DMA	<p>Energy is a key input to the World Bank's business operations. Through investor questionnaires, stakeholders have identified energy as an important aspect for the Bank's business. The purchase and use of energy can have various impacts because of the extraction of materials from the earth's crust and the production of persistent toxic emissions from the combustion of fuels. Combustion of fossil fuels can have severe health impacts on people. Moreover, the purchase and use of energy affects the expense-to-business revenue ratio. The World Bank manages its energy use carefully by tracking use in each owned facility on a monthly basis. Quarterly tracking of the Bank's energy use is evaluated by the Director of General Services. This metric is part of the Corporate Real Estate manager's performance objectives. Energy use is evaluated both as an absolute figure as well as on an intensity basis to determine progress.</p> <p>Data from Country Offices lag by one year; therefore, all fiscal 2014 data (including that from HQ) is presented in the 2015 GRI Index.</p>
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Indicator Description		2015 Response	Level of Disclosure
G4-EN3	Energy consumption within the organization	<p>The World Bank purchases natural gas, propane, and diesel fuel for combustion onsite. In fiscal 2014, total global fuel use was 92,793 gigajoules (GJ). The portion of this fuel consumption from renewable resources is not tracked, because data from fuel providers are not appropriately detailed.</p> <p>In fiscal 2014, global energy use decreased by 5 percent. Of the total global energy use of 519,589 GJ, the Bank used 420,951 GJ in electricity; 5,817 GJ in steam; 28 GJ in cooling; and 18,704 GJ in heating, including natural gas and propane. The remainder was from diesel and other fuel consumption for energy generation. The World Bank does not sell any electricity, heating, cooling, or steam.</p> <p>Of the total 519,589 GJ of global energy use in fiscal 2014, offices located in and near Washington, DC, used 337,744 GJ, compared with 344,988 GJ in fiscal 2013; 404,480 GJ in 2012; and 400,834 GJ in fiscal 2011. In fiscal 2014, the Bank's 127 Country Offices consumed a total of 181,845 GJ of energy, a decrease from 203,184 GJ in 2013. Country Offices consumed 179,124 GJ in fiscal 2012 and 150,203 GJ of energy in fiscal 2011.</p> <p>Information regarding World Bank standards, methodologies, and assumptions used, including conversion factors, can be found in the World Bank Group's Inventory Management Plan for fiscal 2014. <i>For more information, see http://www.worldbank.org/corporateresponsibility.</i></p>	Full
G4-EN4	Energy consumption outside of the organization	<p>Energy consumption outside the organization includes fuel used in contractor-owned vehicles as well as commercial airlines used for employee business travel. In fiscal 2014, 21,900 GJ stemmed from contractor vehicles, compared to 14,636 GJ in fiscal 2013 and 16,295 GJ in fiscal 2012, mostly because of improved data collection techniques. Data for fuel use in commercial airliners are not available.</p> <p>Information regarding World Bank standards, methodologies, and assumptions used, including conversion factors, can be found in the World Bank Group's Inventory Management Plan for fiscal 2014. <i>For more information, see: http://www.worldbank.org/corporateresponsibility.</i></p>	Full

Indicator Description		2015 Response	Level of Disclosure
G4-EN5	Energy intensity	Energy intensity decreased in fiscal 2014, with the World Bank using 0.88 GJ of energy per square meter. In fiscal 2013, the World Bank used 0.95 GJ of energy per square meter, which was an increase over 0.93 GJ per square meter in fiscal 2012. This is based on 548,795 total square meters in fiscal 2014. This ratio includes all energy (onsite combustion fuel, electricity, heating, cooling, and steam) except for energy consumption outside of the organization.	Full
G4-EN6	Reduction of energy consumption	<p>In fiscal 2014, the Bank reduced its energy consumption by 28,583 GJ.</p> <p>In the Bank's main headquarters building, savings from the replacement of the legacy central chiller plant began to be realized, resulting in a reduction of energy consumption of 5,845 GJ in the building based on utility data. Further savings potential will be realized as the optimization program continues. In other Bank headquarters buildings, LED lamps replaced various fluorescent and halogen bulbs throughout the buildings, resulting in savings of nearly 500 GJ.</p> <p>In the Bank's Lebanon office, several efficiency upgrades, including LED lighting, solar air conditioning, and other technologies, have resulted in savings of 100 GJ per year based on modeled reduction calculations.</p> <p>Reduction reporting is based on major initiatives taken in fiscal 2014 as related to achieving reductions from the fiscal 2010 base year.</p> <p>Methodologies and assumptions for calculating reductions are specific to each initiative and are sourced from engineering proposals.</p>	Full

ENVIRONMENTAL – EMISSIONS

G4-DMA	<p>Addressing climate change is part of the World Bank's core mission of helping countries end extreme poverty and boosting shared prosperity. Climate change threatens to erode development gains around the world—and its effects will be greatest on the poorest and most vulnerable countries, which are the World Bank's clients.</p> <p>As a demonstration of its corporate commitment to addressing climate change, the Bank continues to deepen its efforts to measure, reduce, offset, and report its greenhouse gas (GHG) emissions associated with its global internal operations, including its facilities, key meetings, and corporate air travel. The Bank has measured the GHG emissions from its facilities in Washington, DC, since 2005 and globally since 2007. Emissions data are collected and emissions are calculated in accordance with the World Resources Institute and World Business Council for Sustainable Development's GHG Protocol, with additional information on proxies, emissions factors, and the</p>
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complete boundary available in the annually updated World Bank Group's Inventory Management Plan. A third party regularly verifies the Inventory Management Plan and the GHG inventory to ensure they meet international best practices.

Data from country offices lag by one year; therefore, fiscal 2014 data (including that from HQ) is presented in the 2015 GRI Index.

Indicator Description	2015 Response	Level of Disclosure
<p>G4-EN15</p> <p>Direct greenhouse gas (GHG) emissions (Scope 1)</p>	<p>The World Bank measures direct GHG emissions for its internal operations based on site-specific data for facilities. Estimates are made for those facilities with missing data.</p> <p>In fiscal 2014, total gross direct (Scope 1) GHG emissions equaled 9,333 mtCO₂e.</p> <p>For the World Bank's US facilities, Scope 1 GHG emissions were 1,181 metric tons in fiscal 2014, compared to base-year (fiscal 2010) emissions of 1,615 mtCO₂e. Scope 1 GHG emissions from Country Office facilities and vehicles were estimated to be 8,152 mtCO₂e in fiscal 2014, compared to base-year emissions of 4,228 mtCO₂e in fiscal 2010. The increase in Country Office emissions was due to improved measurement practices.</p> <p>Gases included in the calculation are CO₂, CH₄, N₂O, HFCs, and PFCs. There are no known emissions of SF₆ or NF₃, as detailed in the Inventory Management Plan, and no biogenic CO₂ emissions. Information on methodology, emissions factors, GWP rates, and consolidation approach can be found in the World Bank Group's Inventory Management Plan for fiscal 2014.</p> <p><i>For more information, see: http://www.worldbank.org/corporateresponsibility</i></p>	<p>Full</p>
<p>G4-EN16</p> <p>Energy indirect greenhouse gas (GHG) emissions (Scope 2)</p>	<p>The World Bank measures indirect GHG emissions for its internal operations based on site-specific data for facilities. Estimates are made for those facilities with missing data.</p> <p>In fiscal 2014, Scope 2 emissions from the Bank's global offices reduced slightly, to 54,648 mtCO₂e.</p> <p>In fiscal 2014, Scope 2 emissions from Washington, DC, facilities totaled 40,670 mtCO₂e, compared to base-year emissions of 46,756 mtCO₂e in fiscal 2010. Scope 2 emissions from Country Offices include emissions from purchased steam and chilled water in addition to purchased electricity. In fiscal 2014, these emissions totaled 13,979 mtCO₂e, compared to base-year emissions of 13,790 in fiscal 2010.</p> <p>Data from Country Offices lag by one year.</p>	<p>Full</p>

		<p>Information on base-year selection can be found in the Inventory Management Plan. Gases included in the calculation are CO₂, CH₄, N₂O, HFCs, and PFCs. There are no known emissions of SF₆ or NF₃, as detailed in the Inventory Management Plan, and no biogenic CO₂ emissions. Information on methodology, emissions factors, GWP rates, and consolidation approach can be found in the World Bank Group's Inventory Management Plan for fiscal 2014.</p> <p><i>For more information, see: http://www.worldbank.org/corporateresponsibility</i></p>	
Indicator Description		2015 Response	Level of Disclosure
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	<p>The World Bank measures indirect GHG emissions from air travel taken by Bank employees, as well as delegate air travel and other indirect emissions associated with major meetings that the Bank organizes. In fiscal 2012, the Bank began measuring GHG emissions from contractor-owned vehicles. In fiscal 2014, these emissions totaled around 101,667 mtCO₂e, compared to base-year emissions of 115,545 mtCO₂e in fiscal 2010.</p> <p>Gases included in the calculation are CO₂, CH₄, N₂O, HFCs, and PFCs. There are no known emissions of SF₆ or NF₃, as detailed in the Inventory Management Plan, and no biogenic CO₂ emissions. Information on methodology, emissions factors, GWP rates, and consolidation approach can be found in the World Bank Group's Inventory Management Plan for fiscal 2014.</p> <p><i>For more information, see: http://www.worldbank.org/corporateresponsibility</i></p>	Full
G4-EN18	Greenhouse gas (GHG) emissions intensity	<p>The World Bank measures GHG emissions intensity in two distinct 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) equivalent (FTE).</p> <p>In fiscal 2014, global Scopes 1 and 2 emissions per square meter decreased slightly from the previous year, to 0.108. Fiscal 2014 Scopes 1 and 2 emissions intensity rate was still greater than the 2010 base-year emissions of 0.107 mtCO₂e/sqm.</p> <p>Scope 3 emissions per FTE also decreased, from 9.5 in fiscal 2013 to 8.24 emissions/FTE in fiscal 2014. Emissions/FTE are on a downward trend when compared with the emissions intensity of 9.9 mtCO₂e/FTE in fiscal 2010, the base year.</p>	Full

		<p>Gases included in the calculation are CO₂, CH₄, N₂O, HFCs, and PFCs. There are no known emissions of SF₆ or NF₃, as detailed in the Inventory Management Plan. Information on methodology, emissions factors, GWP rates, and consolidation approach can be found in the World Bank Group's Inventory Management Plan for fiscal 2014.</p> <p><i>For more information, see: http://www.worldbank.org/corporateresponsibility</i></p>	
Indicator Description		2015 Response	Level of Disclosure
G4-EN19	Reduction of greenhouse gas (GHG) emissions	<p>Estimated reduction in CO₂, CH₄, and N₂O emissions from Scope 2 activities totaled 500 metric tons including the projects listed below. Reduction reporting is based on major initiatives taken in fiscal 2015 as related to achieving reductions from the fiscal 2010 base year. Fiscal 2010 was chosen as the base year because it was the first year that confidence for data related to emissions from Country Offices was high.</p> <p>In fiscal 2015, savings continued to be realized from the optimization of the central chiller plant. The system was modified to provide the most efficient cooling to the facility, while taking advantage of the demand-flow response system. These operational changes resulted in additional savings of 133 metric tons of CO₂e, based on utility bills.</p> <p>In the Bank's Chennai, India, office, variable frequency drives were installed in the majority of the HVAC system, and LED fixtures were installed throughout the building, resulting in modeled savings of 282 metric tons of CO₂e.</p> <p>Methodologies and assumptions for calculating reductions are based on initiative proposals for each reduction project.</p>	Full
G4-EN20	Emissions of ozone-depleting substances (ODS)	The World Bank does not produce, import, or export any ozone-depleting substances.	Full

ENVIRONMENTAL – EFFLUENTS AND WASTE

G4-DMA	<p>The World Bank views reducing effluent and waste production as a material aspect because of the potential negative environmental impacts, which include the release of persistent toxic chemicals through waste disposed of in landfills or by being incinerated. Bank stakeholders also consider reducing the Bank's effluent and waste production important.</p> <p>The Bank has worked to reduce the amount of waste sent to landfills through a combination of source reduction, reuse, and recycling. Minimizing the amount of material brought into Bank facilities is the first way it manages the amount of waste created. Avoiding</p>
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unnecessary packaging for purchased items, including encouraging minimum purchase thresholds for office supplies, is one way the Bank accomplishes this. Another way is by mandating that large purchases from vendors, such as the Bank’s latest computer monitor purchase, be delivered in bulk instead of individually packaged. In fiscal 2015, the Bank continued to pursue efficiencies in the standardization of waste management in its headquarters facilities. The concentration in 2015 was on the waste being created in the cafeterias. Through work with the food services vendor, the Bank was able to standardize waste bins with labels, mount posters in the kitchens, and provide training to cafeteria staff. The Bank set a goal of 80 percent diversion of waste from landfills from the back-of-the-house cafeteria operations. In the most recent audit, conducted in summer 2015, the average diversion rate was 78 percent for all cafeterias, showing much progress from a baseline of 54 percent in fiscal 2014 and the potential to divert as much as 89 percent in fiscal 2016.

There are no related adjustments to the management approach.

Indicator	Indicator Description	2015 Response	Level of Disclosure
G4-EN23	Total weight of waste by type and disposal method	<p>The Bank has worked to reduce the amount of waste sent to landfills through a combination of source reduction, reuse, and recycling. See the discussion about sustainable facilities for details. No hazardous waste is generated by the World Bank. Total nonhazardous waste produced by the Bank’s Washington, DC, offices in fiscal 2015 was 1,959 metric tons, a slight increase from 1,913 metric tons in fiscal 2013. In fiscal 2015, 858 tons of waste were sent to a landfill, whereas 930 tons of waste were recycled, which includes paper, bottles and cans, cardboard, toner cartridges, carpet tiles, and electronics. In addition, 171 tons of food waste were composted in fiscal 2014.</p> <p>The information is provided by the waste-disposal contractor and the electronic- waste recycler, subcontracted through the Bank’s PC provider. Weights from roll-off compactors used for landfilled waste and recycling are exact weights to the closest one tenth of a ton. Proxies for estimating composting weight from trash cans are not available, but will be included in future reports.</p>	Full

ENVIRONMENTAL – OVERALL

G4-DMA	<p>Reducing the Bank’s own corporate environmental impacts is in line with the Bank’s mission of reducing poverty, as environmental degradation affects the world’s poor disproportionately. For internal operations, this means engaging in responsible business practices that reduce negative environmental and social impacts while enhancing the wellbeing of staff, as well as the ecosystems, communities, and economies in which staff operate. The World Bank employs a small team of environmental specialists who work to mainstream sustainability throughout the organization.</p>
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Indicator Description	2015 Response	Level of Disclosure
<p><u>G4-EN31</u></p> <p>Total environmental protection expenditures and investments by type</p>	<p>In fiscal 2015, the World Bank lending for environmental and natural resource-management-themed projects amounted to approximately \$3.16 billion, which represents about 7 percent of total lending. In addition, the Bank is currently working with member 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. <i>Details can be found in The World Bank Annual Report 2015 and on the Climate Change website: http://worldbank.org/climatechange.</i></p> <p>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 Real Estate, Travel, Food Services, Printing and Multimedia, and other units are responsible for incorporating environmental concerns into the management of their offices. Efforts to manage the environmental impact from their areas are part of the Bank’s operating costs and not quantified separately.</p> <p>The Corporate Responsibility Program supports Bank-wide 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. The Program has an annual budget of \$560,000.</p> <p>In addition, the Bank offsets its emissions in two different ways. It purchases Renewable Energy Certificates (RECs) in equal amounts (MWh) to the electricity it consumes globally. In addition, the Bank offsets other emissions (Scope 1 and Scope 3) through the purchase of Verified Emissions Reductions (VERs). In fiscal 2015, the Bank maintained carbon neutrality by the purchase of credits totaling nearly \$200,000 from a portfolio of projects, including a Gold Standard efficient cook stove project and small-scale hydropower project, both in Uganda, and energy-efficiency and wind power projects in India. An additional \$325,000 was spent on emissions reduction efforts in country offices. Efforts in fiscal 2015 included upgrading lighting to LEDs in many buildings, installing solar panels on the Islamabad office, and using more variable frequency drives in the Chennai office to help efficiently manage HVAC demands.</p>	<p>Partial</p>

ENVIRONMENTAL – SUPPLIER ENVIRONMENTAL ASSESSMENT

G4-DMA	<p>The World Bank works to reduce the environmental footprint of its facilities by procuring goods and services that have reduced environmental impacts. The World Bank Corporate Procurement unit is responsible for coordinating and overseeing the sourcing strategy, selection, and contract- execution for 136 Bank offices around the globe, including adherence to the Bank’s policies on socially and environmentally responsible corporate procurement policies. Major corporate purchases (including paper, computers, furniture, and other key materials) are made with environmental life-cycle assessments in mind, and many incorporate mandatory environmental specifications.</p>
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	Indicator Description	2015 Response	Level of Disclosure
G4-EN32	<p>Percentage of new suppliers that were screened using environmental criteria</p>	<p>Although environmental criteria are used in both the mandatory and evaluation specifications of many large institutional purchases, the percentage of new suppliers screened using environmental criteria is not available. The data is currently not tracked within the vendor information database.</p>	<p>Partial</p>

SOCIAL – EMPLOYMENT

G4-DMA	<p>The Bank is committed to attracting and retaining the best talent, developing their capabilities, ensuring their wellbeing, and affording them opportunities to make a difference. Bank staff members come from over 170 countries and include economists, educators, environmental scientists, financial analysts, foresters, agronomists, engineers, information technology specialists, and social scientists, and the like. The Bank’s Human Resources unit supports the Bank in employing the right people in the right place with the right skills at the right time. As the Bank retools to increase its delivery and responsiveness to its clients, Human Resources has played a pivotal role in the transition of staff from the earlier structure to the new Global Practices. Looking forward, work will continue to improve the employment experience—including the review of employment-status equity—throughout fiscal 2016 and beyond.</p>
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	Indicator Description	2015 Response	Level of Disclosure
G4-LA1	<p>Total number and shares of new employee hires and employee turnover by age group, gender, and region</p>	<p>In fiscal 2015, 1,072 full-time staff were hired. The rate of new employee hires equaled 9 percent. Of those hired, 39 percent were hired in non-US offices (Country Offices and satellite offices), and 52 percent were female. In fiscal 2015, 1,508 staff left the Bank—at a turnover rate of 12.5 percent. Thirty-six percent of employees who left the Bank were located in non-US offices, and 53 percent were female.</p>	<p>Partial</p>

	FY15		FY14		FY13	
<u>Hired staff</u>	Number	% of total	Number	% of total	Number	% of total
United States	656	61%	1,077	61%	1,243	61%
Female	337	31%	558	32%	660	32%
Male	319	30%	519	29%	583	29%
Non-US offices	416	39%	693	39%	789	39%
Female	225	21%	346	20%	420	21%
Male	191	18%	347	20%	369	18%
Total hires	1,072		1,770		2,032	
Of which Female	562	52%	904	51%	1,080	53%
Of which Male	510	48%	866	49%	952	47%
	FY15		FY14		FY13	
<u>Staff terminated</u>	Number	% of total	Number	% of total	Number	% of total
United States	963	64%	1,039	63%	957	62%
Female	526	35%	559	34%	509	33%
Male	437	29%	480	29%	448	29%
Non-US offices	546	36%	609	37%	579	38%
Female	268	18%	310	19%	276	18%
Male	278	18%	299	18%	303	20%
Total terminations	1,509		1,648		1,536	
Of which Female	794	53%	869	53%	785	51%
Of which Male	715	47%	779	47%	751	49%

Indicator Description	2015 Response	Level of Disclosure
<p>G4-LA2</p>	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation</p> <p>The World Bank is committed to providing benefits that respond to staff needs globally and are aligned with best practices. This includes life insurance, health care, disability and invalidity coverage, retirement provisions, parental leave, and opportunities for flexible work arrangements, as well as mobility, relocation, and resettlement benefits.</p> <p>These benefits vary with appointment type (whether open-ended or fixed-term staff or consultant) and whether the position is based at headquarters, in Washington, DC, or in a Country Office. The World Bank’s compensation and benefits policy is to provide a package to attract and retain diverse and highly talented staff while responding to external market situations and our shareholders. These policies are specified in the internal Staff Manual, which is available to all staff. The Board meets every year to review compensation and determines the overall group-wide pay increase.</p> <p>Benefits for staff on open-ended, fixed-term, and extended-term-consulting contracts include:</p> <ul style="list-style-type: none"> • Life insurance and accidental death and dismemberment coverage are offered to staff and eligible dependents. These benefits help protect the financial security of beneficiaries. • Medical plans are offered to staff and retirees and their dependents. These plans provide medical, dental, vision, and pharmacy benefits. The plans cover the staff member, one spouse or domestic partner, and dependent children or step-children under the age of 26. The staff member pays 25 percent of the premium costs, and the Bank pays 75 percent. Staff leaving the organization may elect to receive continuation of their medical, dental, vision, and pharmacy coverage for up to 36 months at their own cost. • Staff who are on sick leave for more than 20 consecutive days can apply for short-term disability, which pays 70 percent of salary for up to 24 months. If a staff member remains disabled beyond the 24-month period, long-term disability benefits is provided at 70 percent of salary until the earliest of retirement, death, or recovery from disability. • At the end of 2015, the mandatory retirement age for staff on board and future staff will increase from age 62 to age 67. The normal retirement age for staff on board at that time will remain 62, and it will increase for future staff to age 65. 	<p>Full</p>

		<p>The Bank offers a variety of options to help staff save and plan for retirement. Effective January 1, 2015, the Staff Retirement Net Plan (SRP) has two components: (1) Defined Benefit Component, which is Bank-funded and based on 1 percent of the highest average of three years net annual salary for each year of plan participation, not to exceed 35 years. (2) Cash Balance Component, wherein the Bank contributes 10 percent of net annual salary, and the staff member contributes a mandatory 5 percent of net annual salary and can voluntary increase contributions to as high as 11 percent of net annual salary. In addition to the SRP, Washington-based staff can voluntary participate in a 401(k) plan. Effective January 1, 2015, Country Office staff can elect to participate in the Country Office Savings Plan.</p> <ul style="list-style-type: none"> • Staff receive between 26 and 30 days of paid annual leave, depending on the length of service, and 15 days of sick leave per year, as well as paid leave for various specific circumstances such as adoption and paternity/maternity leave (10 days and 70 days, respectively). • There are also services to support staff and their families, such as the opportunity for flexible working arrangements and the World Bank Family Network (WBFN), which provides assistance to staff, spouses, and domestic partners. <p>The Bank's benefits package also includes global mobility benefits, relocation, and resettlement policies.</p> <p>Short-term consultants and short-term temporaries, paid on a daily or hourly rate, are not eligible for leave, life insurance, or pension benefits. However, short-term consultants and short-term temporaries are covered under Worker's Compensation, and have accidental death and dismemberment insurance of three times' net annual salary while on official Bank business travel. They are also eligible for limited medical expense coverage while on official Bank business for emergency medical care.</p>	
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SOCIAL – OCCUPATIONAL HEALTH AND SAFETY

<u>G4-DMA</u>	The World Bank values the diversity, health, safety, and security of its approximately 12,000 staff members and consultants who work in Washington, DC, and in 136 countries worldwide. Many employees travel throughout the world, thus the World Bank views appropriate and
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accessible health care through international vendors, regional health advisors, and onsite clinic facilities as an important service component.

The Health Services Department (HSD) serves the staff and management of the World Bank by protecting and promoting staff health wherever possible, taking account of individual health status, the working environment, and job demands.

The World Bank Occupational Health and Safety Committee, which reports to the senior management team, is tasked with developing, implementing, and monitoring an occupational health and safety management system that applies to Bank employees worldwide. The committee oversees a global occupational health and safety management system aimed at managing health and safety risks, thereby enhancing the efficiency and sustainability of the Bank’s workforce and optimizing the capacity to accomplish its goals.

Indicator Description		2015 Response	Level of Disclosure
G4-LA5	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	The World Bank’s Occupational Health and Safety Committee meets quarterly to address health and safety issues related to staff. The group is chaired by senior management (HRDVP), and includes occupational health specialists, environmental consultants, and senior management representatives from headquarters and Country Offices, Health Services and other parts of Human Resources, Facilities Management, Security, Fire and Safety, Legal, Procurement, Corporate Responsibility, the Staff Association, and Budget and additional specialists or members as required. In addition, the Staff Association has established a dedicated working group to address staff health issues. Most of the workforce is represented in the Occupational Health and Safety Committee and the Staff Association.	Partial
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	<p>A third-party partner program (the REED Group) and HSD monitor Worker’s Compensation Claims as accident and report statistics. Data analysis and interpretation are limited to ad hoc reports, quarterly and annual aggregate REED Group reporting including ad hoc reports. HSD uses an integrated medical database system to evaluate trends in medical and pharmacy insurance costs in comparison with disease profiles. The REED Group and Health Services 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 are limited to ad hoc reports at present.</p> <p>For the World Bank Group as a whole, the incidence rate has been 0.39, the injury rate 0.15, and the illness rate 0.24. The lost-day rate has been 29.05.</p>	Full

SOCIAL – TRAINING AND EDUCATION

[G4-DMA](#)

The World Bank values the diversity, health, safety, and security of its approximately 12,000 staff and consultants who work in Washington, DC, and in 136 countries worldwide.

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 members have the cutting-edge knowledge and skills to carry out the Bank’s mission. In April 2010, Bank senior management endorsed the Staff Learning Strategy, which outlines three complementary and mutually reinforcing pillars: Corporate Core Curriculum (includes onboarding 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, and behavioral skills.). 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 about individual yearly learning plans.

	Indicator Description	2015 Response	Level of Disclosure
<p>G4-LA9</p>	<p>Average hours of training per year per employee by gender, and by employee category</p>	<p>In fiscal 2015, the World Bank delivered 1,821 learning activities (1,667 in fiscal 2014) for a total of 5,110 sessions (4,635 in fiscal 14) and 52,751 days of learning (65,496 days). Thirty-nine of the training days were delivered either in Country Offices or location-neutral formats such as e-learning and webinars, seven percentage point lower than in fiscal 2014 and five percentage points higher than in fiscal 2013.</p> <p>In fiscal 2015, 88 percent of the salaried workforce attended at least one learning event, not including the corporate mandatory programs: 85 percent of Country Office staff engaged in learning, and 89 percent of staff in Washington, DC, attended one or more events. These individuals attended the equivalent of 38,287 days of training, averaging 3.2 days per staff member, with 3.3 in days taken by Country Office-based staff and 3.1 days taken by DC-based staff. This was a seven percent decrease from the fiscal 2014 training days of 3.45 days per staff member.</p> <p>Investment in staff learning increased by 2 percent from fiscal 2014 levels and dropped by 13 percent from fiscal 2013 levels. Through the end of fiscal 2015, the World Bank invested \$65.8 million in staff learning, of which 56 percent was spent on developing and delivering learning activities, and 44 percent was spent to cover direct and indirect expenses for staff members to participate in learning (provided internally and/or from external providers), including staff time and other costs.</p>	<p>Partial</p>

		<p>Average hours of training participated in fiscal 2015 by</p> <p>1) Support Staff = 20.8 hours</p> <p>2) Analyst grade = 18.4 hours</p> <p>3) Specialist and Senior Specialist grade = 29.6 hours</p> <p>4) Lead grade = 24.8 hours</p> <p>This data is not tracked by gender.</p>	
Indicator Description		2015 Response	Level of Disclosure
G4-LA10	<p>Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings</p>	<p>In fiscal 2015, the Bank delivered 1,821 learning activities for a total of 5,110 sessions and 52,751 days of learning. Eighty-eight percent of the Bank’s salaried workforce attended at least one learning event during the year (not including the corporate mandatory programs), up 6 percent over fiscal 2014: 85 percent of staff based in Country Offices and 89 percent of those based at headquarters, in Washington, DC.</p> <p>An HR Transition Support Program was established in fiscal 2015 to assist staff whose jobs may be at risk because of organizational change. The program team works in partnership with Bank units responsible for pensions, tax issues, health services, etc., and with contractors. The team met with staff individually and in groups to inform them about services available and to explain the Bank’s exit process. Job-search and career coaching were also provided on a one-on-one basis. An internal website provided a central repository of information for staff.</p> <p>A monthly series of seminars was offered to staff on topics ranging from pension, tax, immigration, and benefits to resume writing, interviewing, networking, and job-search strategy. The team also delivered briefings and workshops for managers to equip them with a good understanding of the Bank’s ending-employment process and to better prepare them for managing exits.</p>	Full
Indicator Description		2015 Response	Level of Disclosure
G4-LA11	<p>Percentage of employees receiving regular performance and career development reviews, by gender and by employee category</p>	<p>At least once in a 12-month period, the manager or designated supervisor performs a review of the World Bank staff member (excludes short-term appointees). The evaluation covers the staff member’s performance, achievements, strengths, areas for improvement, and future development needs. The World Bank encourages ongoing feedback about the staff member’s work program; this takes place throughout the performance year. The annual conversation also touches on plans for the upcoming</p>	Full

		<p>performance cycle and training needs. The Performance Management Process is outlined in the Staff Manual 5.03.</p> <p>In fiscal 2015, about 70 percent of female and 70 percent of male active full-time staff completed regular performance and career-development conversations.</p>	
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SOCIAL – DIVERSITY AND EQUAL OPPORTUNITY

G4-DMA

World Bank staff are located in offices in 127 countries and work in core finance, administrative, legal, economics, and technical specializations in more than 20 sectors. Staff contribute an impressive breadth and depth of professional expertise, academic background, industry, and international experience. The World Bank recognizes that meeting the demands and needs of its diverse client base more effectively means the Bank must consider a range of ideas and perspectives to find the best solution to development challenges. Achieving shared prosperity in a sustainable way is, by definition, about equal opportunity, empowerment, and economic and social inclusion.

The Articles of Agreement for IBRD and IDA emphasize the need to “pay due regard to the importance of recruiting personnel on as wide a geographical basis as possible” when appointing Bank officers and staff, “subject to the paramount importance of securing the highest standards of efficiency and of technical competence.” This directive was reiterated in the 1983 Principles of Staff Employment, approved by the Executive Directors, to set forth the broad policies according to which the President shall manage staff. In addition, the principles direct the Bank to “encourage diversity in staffing consistent with the nature and objectives of the Organizations.”

In addition to reflecting the World Bank’s global nature, the importance of staff diversity in enhancing the effectiveness and credibility of the Bank’s institutions has been underscored by ongoing reforms to increase the voice and participation of emerging markets and developing countries at the Bank. It is incumbent upon the Bank to consider how to organize and manage people internally as it works with our partners to help countries achieve gender equality as a pathway to ensuring lasting poverty reduction and shared prosperity. The World Bank mission statement describes the work environment the Bank strives to maintain: “an excellent institution able to attract, excite, and nurture diverse and committed staff with exceptional skills, who know how to listen and learn,” underpinned by the core values of working together in teams, with openness and trust, empowering others, and respecting differences.

Consistently in staff surveys, a large majority of staff agree that they work in a climate in which diverse perspectives are valued, where we treat each other with dignity and respect, and where colleagues are treated fairly regardless of gender, age, race/ethnicity, national origin, native language, religion, disability, and sexual orientation. Staff are drawn to and energized by the Bank’s dynamic multicultural environment, making diversity and inclusion a key element of its employment value proposition.

Indicator Description		2015 Response	Level of Disclosure																								
G4-LA12a	Composition of governance bodies	<p>Within the World Bank Boards of Governors and Directors, representatives are determined by member countries. Of the 25 Executive Director Board members, four were women in fiscal 2015, two more than the year before.</p> <p>For more information about the Boards, see http://worldbank.org/about.</p> <table border="1"> <tr> <td>Male [number]</td> <td>21</td> </tr> <tr> <td>Percentage of individuals within the organization's governance bodies</td> <td>84%</td> </tr> <tr> <td>Female [number]</td> <td>4</td> </tr> <tr> <td>Percentage of individuals within the organization's governance bodies</td> <td>16%</td> </tr> </table>	Male [number]	21	Percentage of individuals within the organization's governance bodies	84%	Female [number]	4	Percentage of individuals within the organization's governance bodies	16%	Full																
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G4-LA12b	Breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	<p>Nationals of Part II countries (roughly equivalent to developing countries) accounted for 42 percent of staff in management positions. Women accounted for 38 percent of staff in management positions, and for 43 percent of full-time staff at professional grades (grade GF+) in technical positions. Sub-Saharan African (SSA) and Caribbean (CR) nationals represent 12 percent of full-time staff at professional grades (grade GF+).</p> <p>Since 1998, nationality, gender, and race have been the dimensions of diversity for which the Bank has set and monitored quantitative targets. Nationality has been measured in the aggregate by Part I and II contributing member status (roughly equivalent to developed and developing countries, respectively), whereas SSA and CR nationality has served as the proxy for race.</p> <table border="1"> <tr> <td>Under 35 years old</td> <td>2,212</td> </tr> <tr> <td> Male</td> <td>908</td> </tr> <tr> <td> Female</td> <td>1,304</td> </tr> <tr> <td>35-44 years old</td> <td>4,067</td> </tr> <tr> <td> Male</td> <td>1,907</td> </tr> <tr> <td> Female</td> <td>2,160</td> </tr> <tr> <td>45-54 years old</td> <td>3821</td> </tr> <tr> <td> Male</td> <td>1,960</td> </tr> <tr> <td> Female</td> <td>1,861</td> </tr> <tr> <td>55+ years old</td> <td>1833</td> </tr> <tr> <td> Male</td> <td>996</td> </tr> <tr> <td> Female</td> <td>837</td> </tr> </table>	Under 35 years old	2,212	Male	908	Female	1,304	35-44 years old	4,067	Male	1,907	Female	2,160	45-54 years old	3821	Male	1,960	Female	1,861	55+ years old	1833	Male	996	Female	837	Full
Under 35 years old	2,212																										
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SOCIAL – LABOR PRACTICES GRIEVANCE MECHANISMS

<p>G4-DMA</p>	<p>The Bank considers the diversity of its staff a strategic business asset. Due to its immunities from most national courts, the Bank Group provides staff with comprehensive Internal Justice Services to resolve and provide redress of staff's issues and grievances using informal and formal mechanisms. These services increase the level of collaboration among staff, provide spaces for the effective management of conflicts, and increase the Bank's capacity to build and retain a globally representative workforce that has a voice and is valued by the organization.</p> <p>Most staff's concerns are handled by one of the informal services of Internal Justice: Respectful Workplace Advisors, Ombuds Services, and Mediation Services. Use of these mechanisms is voluntary, and staff also have direct access to the system's formal grievance mechanisms of Peer Review Services (PRS), the Business Ethics and Conduct (EBC) Vice Presidency, and the Integrity (INT) Vice Presidency. EBC investigates allegations of staff misconduct, and INT investigates allegations of fraud and corruption committed by individuals and companies involved in Bank-supported projects, as well as allegations against internal staff. PRS considers whether the World Bank Group's actions are consistent with the staff member's contract of employment and/or terms of appointment, including the pertinent Bank Group rules and policies. If these internal grievance mechanisms are exhausted, staff can access the World Bank Administrative Tribunal (WBAT), which is the independent judicial forum of last resort for the resolution of cases submitted by staff alleging non-observance of their contracts of employment or terms of appointment. WBAT's decisions are final and binding.</p>
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Indicator Description	2015 Response	Level of Disclosure
<p>G4-LA16</p> <p>Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms</p>	<p>In fiscal 2015, there was an increase in staff using Internal Justice Services, mostly informal services provided by the Respectful Workplace Advisors, Ombuds, and Mediation. The combined caseload of these services grew to 1,617 cases in fiscal 2015, an 18 percent increase over fiscal 2014. Peer Review cases also grew from 50 to 54, and the WBAT caseload increased from 20 to 28. A concerted outreach effort to staff in Country Offices has resulted in more field-based staff using the Internal Justice Services.</p> <p>In fiscal 2015, Peer Review Services opened 54 cases, EBC 297 cases, INT 32 cases, and the World Bank Administrative Tribunal 28 cases. A large majority of grievances opened during fiscal 2015 were closed in the same fiscal year. Seventeen PRS cases filed in fiscal 2014 that were resolved in fiscal 2015 for PRS, as were 44 for EBC, 11 for INT, and 15 for WBAT.</p>	<p>Full</p>

SOCIAL – NONDISCRIMINATION

[G4-DMA](#)

The World Bank considers the diversity of its staff a strategic business asset. The World Bank Group’s Code of Conduct defines discrimination as “the unjustifiable differentiation between individuals or groups within staff. Discrimination can be based on characteristics such as race, color, gender, language, physical ability, religion, political or other opinion, national or social origin, or sexual orientation.” The Code of Conduct stipulates that each individual has a role to play in preventing discrimination in the workplace.

The World Bank Group Office of Ethics and Business Conduct (EBC) promotes high ethical standards by staff members in the performance of their duties. It ensures staff understand their ethical obligations to the World Bank as embodied in its core values and the terms under which they operate. The office is accessible to all staff members and their families.

The Ethics Helpline (ethics_helpline@worldbank.org, 800-261-7497) can be contacted anonymously 24/7. In addition, the Integrity (INT) Vice Presidency advises operational staff on preventing fraud and corruption in Bank-supported projects. Stakeholders can report allegations via the INT hotline (investigations_hotline@worldbank.org, 800-831-0463).

For more information, see [Code of Conduct](#).

	Indicator Description	2015 Response	Level of Disclosure
G4-HR3	Total number of incidents of discrimination and corrective actions taken	In fiscal 2015, the Office of Ethics and Business Conduct (EBC) handled eight allegations of discrimination, which includes all alleged cases, whether the allegation was found to be substantiated or not.	Full