

Update on Internal Justice Service and Related Services

Report to the Board from the Human Resources Committee

Meeting of January 26, 2015

The Human Resources Committee (HRC) considered the *Update on Internal Justice Service and Related Services* (HRC2015-0001).

The Committee welcomed the update on Internal Justice Service (IJS) and Related Services. Members strongly concurred with Management and Staff Association on the critical importance of a robust internal justice system that is accessible, efficient and transparent, especially during times of change. They commended the progress made during the past years in improving the IJS system, including enhanced outreach and awareness among staff and managers both in headquarters and country offices, an increase in the use of IJS and expanded opportunities for informal conflict resolution. Members appreciated Management's responsiveness to reflect in this year's update the findings of the review of the 2009 Reforms to the Appeals Committee (now Peer Review Services) and the World Bank Administrative Tribunal, as well as a briefing from the Office of Ethics and Business Conduct (EBC) on allegations and investigations of retaliation.

Members took note of the general rising trend in the caseload statistics and requested more detailed narrative explanation on the trends and changes across time and WBG institutions, as well as on the relevant demographics, while recognizing the practicality of identifying and measuring certain variables. Members underscored, and Management agreed, that findings of such data analysis should feed into modifications to HR policies and their applications to address identified issues and challenges, including retaliation. Members encouraged Management and IJS units to continue enhancing outreach and communication to country offices in order for IJS services to be more accessible to country staff.