

LIVING OUR VALUES EMBODIES THE SPIRIT OF COMMITMENT TO THE WORLD BANK GROUP'S MISSION AND CORE VALUES.

It serves as a bridge between our aspirations and operational realities, a bridge that connects ethics and values to our daily conduct at work. Ultimately, each of us must be personally accountable for living and upholding our Core Values, and taking appropriate steps if we witness or experience areas where the Bank Group's values are not manifested in our workplace environment. This pamphlet summarizes the main sections of the Code of Conduct and provides an overview that you can use with colleagues and clients to guide your discussions around ethics and business conduct. We hope it will be a useful tool for "Living Our Values."



Living Our Values

**ETHICS &
BUSINESS
CONDUCT**

CODE OF CONDUCT
AT A GLANCE

OFFICE OF ETHICS AND BUSINESS CONDUCT
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**ETHICS &
BUSINESS
CONDUCT**

Living our Values means Upholding our Commitments to Bank Group Stakeholders

In my relationships with colleagues and clients, I shall...

- Respect and empower clients in their development efforts.
- Act with fairness, compassion, and impartiality.
- Communicate clearly to colleagues and try to resolve conflict at the lowest appropriate level.
- Not engage in or accept harassment or discrimination of any kind.
- Respect and protect the privacy and confidentiality of fellow staff members and clients.
- Respect and encourage a healthy work-life balance.
- Take appropriate actions if I observe misconduct.
- Uphold my fiduciary responsibilities.

In my relationships with others both inside and outside the WBG, I will strive for transparency and manage conflicts of interest. Specifically, I shall...

- Be alert to conflicts of interest, which can arise in situations such as gift exchanges, personal relationships, outside activities and past/future employment. Promptly disclose and resolve them.
- Not advocate the appointment of relatives.
- Disclose any personal business or financial interest that might relate to my WBG work.
- Avoid personal political situations or activities that might reflect adversely on the WBG.
- Remain independent from external stakeholders in the conduct of my duties, and place the interests of the WBG first.
- Not use any information gathered in the course of my work for personal gain or disclose it without authorization.

As a staff member entrusted with the protection and proper management of WBG assets, I shall...

- Be guided by the WBG mission and use the institution's resources to support the mission of fighting poverty.
- Report any significant fraud or corruption concern to the Integrity Vice Presidency, and other related issues to the Office of Ethics and Business Conduct.
- Maintain accurate books and records and follow controls.
- Know my role in ensuring WBG non-public or proprietary information is protected.
- Comply with WBG financial management and procurement policies and guidelines.
- Use WBG assets only for official business.

I recognize that, while integrity begins with each individual, staff who supervise others have special responsibilities. To lead with integrity when supervising others, I shall...

- Never abuse the authority the WBG has entrusted in me, including with staff, clients, and contractors or in my personal life.
- Model responsible decision making as well as the Core Values.
- Promote an atmosphere where colleagues may openly discuss ethics and business conduct questions.
- Guide and advise staff in resolving business conduct issues.
- Positively reinforce the importance of raising questions—and never retaliate against anyone who has raised an issue or concern.
- Bring allegations of misconduct to the attention of the Office of Ethics and Business Conduct or, in cases of alleged significant fraud or corruption, to the Integrity Vice Presidency.
- Value diversity and inclusion in all decision making practices including career advancement, promotion, recruitment, compensation.

In my relationships with civil society and local communities, I shall...

- Promote awareness of the importance of global corporate social responsibility.
- Do my part to ensure that WBG projects, activities, and services minimize risks to human health and to the environment.
- Actively contribute to the greater public good.
- Fulfill my personal legal obligations.
- Demonstrate sound judgment in dealing with clients.

When faced with a challenging business conduct situation, I will LEAD...

- L** **EARN** the facts.
- Do you have all of the information you need?
 - What factors or influences are at play?
- E** **VALUATE** the issue.
- What is the business conduct issue?
 - Who among WBG resources should I consult?
 - What do the Code, Principles, relevant guidelines, and Staff Rules say?
 - Which stakeholder(s) could be affected by this?
 - How might the issue affect the WBG's reputation?
 - What is my responsibility? Should anyone else be involved?
 - How would a reasonable person view the situation?
- A** **CT** appropriately.
- Should I take action or refer the matter?
 - What action(s) can help to reach a resolution?
- D** **EVELOP** a plan for follow up.
- How can I communicate effectively about the issue?
 - How can I prevent the problem from arising in the future?