



# World Bank Group Directive

## Staff Rule 9.07 – Performance Management Review

### **Bank Access to Information Policy Designation**

Public

### **Catalogue Number**

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### **Issued**

July 28, 2016

### **Effective**

July 28, 2016

### **Content**

This Directive, Staff Rule 9.07, "Performance Management Review," (hereinafter "Rule") sets out the provisions governing Performance Management Review.

### **Applicable to**

IBRD,IDA,IFC,MIGA,ICSID

### **Issuer**

President, IBRD/IDA, IFC and MIGA, EXC

### **Sponsor**

Managing Director and Chief Administrative Officer,  
MDCAO; Executive Vice President and CEO, CEXVP;  
Executive Vice President and CEO, MIGEX

## SECTION I – PURPOSE AND APPLICATION

- 1.01 This Directive, Staff Rule 9.07, "Performance Management Review," (hereinafter "Rule") sets out the provisions governing Performance Management Review. Performance Management Review is the process by which staff members seek review of Performance Management Decisions by a neutral Reviewer.
- 1.02 This Rule applies to the Staff of the institutions of the World Bank Group (WBG) and former staff members.

## SECTION II – DEFINITIONS

- 2.01 Capitalized terms in this Rule have the meanings ascribed to them in Staff Rule 1.01, "General Provisions," and as follows:
- a. **Administrative Review** means the process by which staff members seek review of Performance Management Decisions, by the World Bank Group Human Resources Vice President, or his/her designee, as provided for in Staff Rule 9.06, "Administrative Review of Performance Management Decisions," and the associated Procedure, "Administrative Review of Performance Management Decisions."
  - b. **Decision-maker** means the individual designated to administer the employment relationship of the person seeking Performance Management Review, and whose position is Vice President, equivalent to Vice President, or Executive Vice President, or whose supervisor is a Managing Director or the President. However, if this individual is the manager or the manager of the manager who made the Performance Management Decision, then the President (or, for reviews of Performance Management Decisions made by IFC or MIGA, the Executive Vice President and CEO of the applicable entity) shall designate an appropriate, alternative individual, at the level of, or equivalent to, Vice President, or higher, to serve as the Decision-maker.
  - c. **Designated Manager** means the manager designated to represent management in the Performance Management Review process.
  - d. **Notice** of a decision means the time at which the staff member receives written notice, or ought reasonably to have been aware, of the decision.
  - e. **Performance Management Decision** means management's: (i) determination of a staff member's written performance evaluation; (ii) determination of a staff member's performance rating; (iii) decision to place a staff member on an Opportunity to Improve (OTI) plan; or (iv) determination of the terms governing a staff member's OTI plan.
  - f. **Performance Management Review** means the process, set forth in this Rule, and the associated Procedure, "Performance Management Review," by which staff members seek review of Performance Management Decisions by a neutral reviewer.
  - g. **Request for Review** means the submission a staff member makes requesting Performance Management Review of a Performance Management Decision.

h. **Reviewer** means the official who conducts a Performance Management Review.

## SECTION III – SCOPE

- 3.01 **Performance Management Review.** Performance Management Review is the process by which staff members may request review, by a neutral reviewer, of a Performance Management Decision. Performance Management Review is conducted by a Reviewer, who considers whether management acted within its discretion, and otherwise satisfied its obligations to the staff member, in connection with the decision under review. Performance Management Review is intended to facilitate resolution of staff member concerns in a constructive manner at the earliest opportunity through an impartial and efficient process.
- 3.02 Staff Members seeking formal reviews of Performance Management Decisions must do so through the Performance Management Review process. Peer Review Services (PRS) does not review Performance Management Decisions. Subject to Rule 7, "Applications," paragraph 8, "Filing," of the Rules of the World Bank Administrative Tribunal, a staff member must seek Performance Management Review of a Performance Management Decision prior to submitting an Application to the World Bank Administrative Tribunal (WBAT). If the staff member is not satisfied with the decision resulting from the Performance Management Review, or if the Decision-maker does not make a decision within the specified time period provided, the staff member may file an Application to the World Bank Administrative Tribunal (WBAT).
- 3.03 **Timeline.** The Procedure, "Performance Management Review," sets forth the deadlines for staff members to submit Requests for Review. As a prerequisite to seeking Performance Management Review of a Performance Management Decision, a staff member must timely seek Administrative Review of the decision. Staff members are required to request Performance Management Review of a Performance Management Decision within thirty (30) calendar days after Notice of the decision resulting from the Administrative Review. If management does not make its decision resulting from the Administrative Review within the time period provided for doing so, the staff member may request Performance Management Review of the Performance Management Decision.
- 3.04 The Procedure, "Performance Management Review," provides that the review process is to take place within sixty (60) calendar days after the staff member submits the Request for Review. This time period is subject to specified stays in the process, either at an Ombudsman's request or to provide for agreed upon mediation as provided for in this Rule, or to allow for the consolidated review of multiple Requests for Review as provided for in the Procedure, "Performance Management Review."
- 3.05 **Reviewers.** Reviewers will be selected by the President, or his/her designee, based upon joint recommendations from the Staff Association and the World Bank Group Human Resources Vice President. Reviewers will serve as part of the Bank's Internal Justice Services (IJS).
- 3.06 **Designated Manager.** The Designated Manager is the manager responsible for the Performance Management Decision. If this manager is not in a position to participate in the process and implement remedial measures, the Reviewer may designate a different manager to serve as the Designated Manager.
- 3.07 **Mediation and Stays of Performance Management Reviews.** If a staff member and management agree to attempt to resolve a matter under review through mediation, the staff member may request mediation at any stage of a Performance Management Review. If

mediation is requested, the Performance Management Review process will be stayed for thirty (30) calendar days, and the mediator may grant an additional thirty (30) calendar day extension provided the staff member and management are making progress in the mediation.

- 3.08 Ombudsman Requests for Stays of Performance Management Reviews.** A Performance Management Review process will be stayed for thirty (30) calendar days at the request of an Ombudsman to facilitate informal resolution of the matter under review. The stay will be extended an additional thirty (30) calendar days at the Ombudsman's request, provided the staff member and management are making progress toward resolution.
- 3.09 Consolidation of Performance Management Reviews.** If a staff member submits multiple Requests for Review regarding related Performance Management Decisions, the Reviewer may consolidate the requests into a single review. If a staff member timely requests Administrative Review of a Performance Management Decision that is related to a decision that is under review in an ongoing Performance Management Review, the Reviewer may, if the staff member agrees, consolidate the requests into a single Performance Management Review.
- 3.10 Allegations of Retaliation, Discrimination, and Harassment in Connection with Performance Management Decisions.** Without relieving a staff member of the obligation to timely exhaust Performance Management Review prior to submitting an Application to the World Bank Administrative Tribunal (WBAT) regarding a Performance Management Decision, a staff member may also report allegations of misconduct, including retaliation, discrimination or harassment in connection with Performance Management Decisions, to the Office of Ethics and Business Conduct (EBC). Performance Management Review includes review of all Performance Management Decisions, including those that a staff member asserts involve retaliation, discrimination or harassment. The Performance Management Review process does not, however, include the determination of whether retaliation, discrimination or harassment occurred in connection with a Performance Management Decision. If allegations of retaliation, discrimination or harassment in connection with a Performance Management Decision are substantiated through proceedings under Staff Rule 3.00, "Office of Ethics and Business Conduct (EBC)," the World Bank Group Human Resources Vice President, may offer relief, compensation or other corrective measures to the staff member who suffered the retaliation, discrimination or harassment, without requiring the staff member to seek Performance Management Review. Such corrective measures shall be provided in consultation with the staff member.
- 3.11 Duty of Cooperation.** All staff members, including staff members seeking review, managers, and others asked to participate in the process, have a duty to cooperate in Performance Management Reviews.
- 3.12 Confidentiality.** Performance Management Review is a confidential process, meaning that information regarding, or obtained in connection with, a Performance Management Review may only be disclosed to persons who require access to it for legitimate business purposes of the WBG.
- 3.13 Prohibition Against Retaliation.** Retaliation against anyone for using or participating in the Performance Management Review process is prohibited and may constitute misconduct.

## SECTION IV – EXCEPTION

None

## **SECTION V – WAIVER**

The Issuer may waive any provision of this Rule.

## **SECTION VI – OTHER PROVISIONS**

This Rule applies to all staff members who received Notice of a Performance Management Decision on or after July 1, 2016.

## **SECTION VII – TEMPORARY PROVISIONS**

None

## **SECTION VIII – EFFECTIVE DATE**

This Rule is effective as of the date on its cover page.

## **SECTION IX – ISSUER**

The Issuer of this Rule is the President, IBRD/IDA, IFC and MIGA, EXC

## **SECTION X – SPONSOR**

The Sponsor(s) of this Rule are:

Managing Director and Chief Administrative Officer, MDCAO

IFC Executive Vice President and CEO, CEXVP

MIGA Executive Vice President and CEO, MIGEX

## **SECTION XI – RELATED DOCUMENTS**

Procedure, "Performance Management Review"

Directive, Staff Rule 9.06, "Administrative Review of Performance Management Decisions"

Procedure, "Administrative Review of Performance Management Decisions"

Questions regarding this Directive should be addressed to the Sponsor.