



World Bank Group Directive

Staff Rule 9.06 - Administrative Review of Performance Management Decisions

Bank Access to Information Policy Designation

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Content

This Directive, Staff Rule 9.06, "Administrative Review of Performance Management Decisions," (hereinafter "Rule") sets out the provisions governing Administrative 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 9.06, "Administrative Review of Performance Management Decisions," (hereinafter "Rule") sets out the provisions governing Administrative Review. Administrative Review is the process by which staff members seek management review of Performance Management Decisions. Administrative Review seeks to facilitate resolution of staff member concerns in a constructive manner at the earliest opportunity through an impartial and efficient process, and to increase mutual respect, trust and communication between staff members and management. Administrative Review is a prerequisite for Performance Management Review.
- 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 Reviewer** means World Bank Group Human Resources Vice President, or his/her designee.
 - b. **Decision-maker** means the manager of the manager responsible for the Performance Management Decision. If there is no manager of the manager, then the Decision-maker is the manager responsible for the Performance Management Decision.
 - c. **Notice of the Performance Management Decision** means the time at which the staff member receives written notice of the decision or ought reasonably to have been aware of the decision. For annual performance evaluations and performance ratings, Notice is deemed to have been received upon the later of (i) Notice of the performance evaluation, or (ii) Notice of the Salary Decision.
 - d. **Notice of the Salary Decision** means the date, as announced by the Human Resources Vice Presidency, on which performance ratings and any resulting salary changes are visible to all staff members through the "myHR Self-Service" intranet webpage.
 - 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 as set forth in Staff Rule 9.07, "Performance Management Review," and the associated Procedure, "Performance Management Review."
 - g. **Request for Administrative Review** means a brief statement that a staff member must submit to request Administrative Review of a Performance Management Decision.

SECTION III – SCOPE

- 3.01 **Explanation of Administrative Review Procedure.** Administrative Review is the first step for requesting review of a Performance Management Decision and must be exhausted before seeking Performance Management Review. Administrative Review is conducted by the World Bank Group Human Resources Vice President, or an official designated by the World Bank Group Human Resources Vice President, who considers whether management acted within its discretion, satisfied its obligations to the staff member, and followed proper procedures in connection with the Performance Management Decision under review. Peer Review Services (PRS) does not review Performance Management Decisions. Staff members must seek Administrative Review and Performance Management Review of a Performance Management Decision prior to submitting an Application to the World Bank Administrative Tribunal (WBAT).
- 3.02 **Mediation and Stays of Administrative Reviews.** If a staff member and management agree to attempt to resolve a matter under Administrative Review through mediation, the staff member may request mediation at any stage of an Administrative Review. If mediation is requested, the Administrative 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.
- 3.03 **Ombudsman Requests for Stays of Administrative Reviews.** An Administrative Review process will be stayed for thirty (30) calendar days at the request of an Ombudsman to facilitate informal resolution of a Performance Management Decision 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.
- 3.04 **Consolidation of Reviews.** If a staff member submits multiple Requests for Administrative Review regarding related Performance Management Decisions, the Administrative Reviewer may consolidate the requests into a single Administrative Review. Consolidation of a Request for Administrative Review with a matter already under Performance Management Review requires the consent of the staff member.
- 3.05 **Allegations of Retaliation, Discrimination, and Harassment in Connection with Performance Management Decisions.** Without relieving a staff member of the obligation to timely exhaust Administrative Review and 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). Administrative Review and Performance Management Review include review of all Performance Management Decisions, including those that a staff member asserts involve retaliation, discrimination or harassment. The Administrative Review and Performance Management Review processes do 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 Administrative Review or Performance Management Review. Such corrective measures will be provided in consultation with the staff member.

3.06 **Duty of Cooperation.** All staff members, including staff members seeking Administrative Review, managers, and others asked to participate in the process, have a duty to cooperate in the Administrative Review process.

3.07 **Confidentiality.** Administrative Review is a confidential process, meaning that information regarding, or obtained in connection with, an Administrative Review may only be disclosed to persons who require access to it for legitimate business purposes of the WBG.

3.08 **Prohibition Against Retaliation.** Retaliation against anyone for using or participating in the Administrative 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, "Administrative Review of Performance Management Decisions"

Directive, Staff Rule 9.07, "Performance Management Review"

Procedure, "Performance Management Review"

Questions regarding this Directive should be addressed to the Sponsor.