



Vendors Code of Conduct

1. SCOPE OF APPLICATION

This Code of Conduct (the “Code”) sets out the minimum standards expected from the World Bank (“WB”) vendors (“Vendors”) and is part of the WB vendor integrity policies.¹ Vendors should consider this Code as applicable to their entire supply chain, and, at a minimum, shall also require their next-tier suppliers to acknowledge and implement the Code or a substantially equivalent code, which must be shared with the WB. Failure to comply with the provisions of this Code may preclude Vendors from being eligible for a contract award and may result in a contract being terminated.

2. ETHICAL CONDUCT

Compliance with Applicable Law

Vendors must operate in full compliance with applicable laws, rules, and regulations.

Corruption

Vendors must adhere to the highest standards of moral and ethical conduct and not engage in any form of integrity violations, including, but not limited to, fraud, corruption, coercion, collusion, and obstructive practices.

Gifts, Favors, and Benefits

Vendors must not offer or provide any gifts, favors, entertainment, hospitality, or any other benefits to a WB staff member or their family.²

Conflict of Interest

Vendors must disclose to the WB’s Corporate Procurement unit any situation that constitutes or may appear as a conflict of interest.

Vendors must not be associated, or involved in any way, directly or indirectly, with the preparation of the design, specifications and/or other documents used as part of any selection for which Vendor is submitting a bid or proposal.

¹ WB Vendors and Contractors are used interchangeably. Vendors include potential Vendors and other external parties. Potential Vendors are firms submitting bids or proposals.

² WB Staff includes Short Term and Extended Term Consultants and Temporaries.

WB policy restricts companies or entities from bidding on or receiving WB contracts if (i) a WB staff member or their immediate family is an owner, officer, partner or board member of the company or entity or (ii) a WB staff member or their immediate family has a financial interest in the company or entity. Vendors must comply with this policy and promptly disclose any violation of the policy to the WBs Corporate Procurement unit.

WB policy also restricts current and former WB staff from providing services under a WB contract. Former WB staff members are prohibited from performing services for any other entity, or person related to an activity in which the staff member participated personally and substantially during their WB employment. Vendors must facilitate WB's compliance with this policy.

3. LABOR, HUMAN RIGHTS AND SOCIAL RESPONSIBILITY

Labor

Vendors must not engage in forced or compulsory labor, human trafficking, or slavery in all its forms. Vendors must not employ: (a) children below 14 years of age or, if higher than that age, the minimum age of employment permitted by the law of the country or countries where the performance, in whole or in part, of a contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher; and (b) persons under the age of 18 for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of such persons. Vendors must establish processes, procedures, investigations, and compliance systems to ensure that forced or compulsory labor, human trafficking, and slavery are avoided at all times in their supply chains.

Vendors must ensure the payment of wages in legal tender, at regular intervals no longer than one month, in full and directly to the employees concerned. Vendors should keep an appropriate record of such payments. Deductions from wages are permitted only under conditions and to the extent prescribed by the applicable law, regulations or collective agreement, and Vendors should inform the employees concerned of such deductions at the time of each payment. The wages, hours of work and other conditions of work provided by Vendors should be not less favorable than the conditions prevailing locally (i.e., as contained in: (i) collective agreements covering a substantial proportion of employers and employees; (ii) arbitration awards; or (iii) applicable laws or regulations), for work of the same character performed in the trade or industry concerned in the area where work is carried out.

Harassment

Vendors and their employees must not engage in any form of harassment, including sexual harassment, mental or physical coercion, or verbal abuse of WB staff, other contractors and their employees.

Vendors and their employees shall take all appropriate measures to prevent sexual harassment, exploitation, or abuse of any kind and in any form, by its officers, directors, employees and agents, subcontractors, or any other persons engaged and controlled by Vendors to perform any service or work for the WB. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual abuse of such person. In addition, Vendors shall refrain from, and shall take all reasonable and appropriate measures to prohibit its employees or other persons engaged and controlled by Vendors from exchanging any money, goods, services, or other

things of value, for sexual favors or activities, or from engaging any sexual activities that are exploitive or degrading to any person.

Vendors and their employees should report allegations of harassment or sexual harassment by WB staff to the WB's Ethics and Internal Justice Services (EIJ). The reporting can be anonymous. Vendors must not dissuade or penalize their employees from reporting harassment or sexual harassment allegations to EIJ. Reports can be made by email to ethics_helpline@worldbank.org, by phone at +12024730279, by calling a 24/7 hotline at +18002617497, or online at <http://www.worldbank.org/en/about/unit/reportingsexualmisconduct>.

Non-discrimination, diversity, equity, and inclusion

Vendors will not engage in unlawful discrimination based on race, color, age, gender, sexual orientation, gender identity and expression, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union membership, protected genetic information or marital status in hiring and employment practices such as wages, promotions, rewards, and access to training. Vendors will implement policies and practices that ensure a diverse, inclusive, and equitable workplace for all individuals, including minorities, women, LGBTQ, and disabled persons.

4. HEALTH AND SAFETY CONDUCT

Vendors, whenever possible, will provide a safe and hazard-free work environment, will provide adequate occupational safety training for employees, and will identify, assess and control potential exposure to health and safety hazards. Personal protective equipment and educational materials will be provided where hazards cannot be adequately controlled.

5. ENVIRONMENTAL POLICY

Environmental Conduct

To contribute to waste reduction, energy efficiency, and reduction of greenhouse gas emissions, and to increase the development and awareness of environmentally sound purchasing, wherever possible, Vendors will perform work for the WB by using energy efficient and durable products, reusable products, and products (including those used in services) that contain the maximum level of post-consumer waste, post-industrial and/or recyclable content, without significantly affecting the intended use of the goods or services. Vendors will perform the work utilizing energy efficient practices that reduce the emissions of greenhouse gases, whether the services are performed on WB premises or in another location. Vendors will choose low carbon methods of travel when carrying out the work, including the use of public transportation, train travel, and other techniques to reduce carbon emissions related to Vendor employees' behavior. Vendors will report to the WB on the greenhouse gas emissions attributable to the work at a minimum on an annual basis.

Vendors will utilize, in carrying out the work, information technology products that meet high standards of energy-efficiency and resource responsibility, which at a minimum, meet [EPEAT Silver](#) (or equivalent) specifications. Vendors are encouraged to dispose of information technology equipment in a manner meeting both data privacy and environmental responsibility requirements. All recycling of electronic equipment should be done in accordance with the [eStewards](#) (or equivalent) standard.

Pollution prevention and resource reduction

Vendors will utilize strategies to deliver the product or service that minimizes the emissions and discharges of pollutants and generation of waste. Vendors should strive to conserve scarce natural resources, including water, fossil fuels, minerals, and virgin forest products.

Environmental Permits and Reporting

Vendors must obtain, maintain, and keep current all environmental permits, approvals, and registrations.

Hazardous Substances

Vendors will adhere to all applicable laws and regulations regarding the restriction of specific substances in products and manufacturing and will take particular care to restrict and/or avoid the use of the [hazardous handful](#) chemicals in products.

Conflict Minerals

Vendors shall, wherever possible, take commercially reasonable efforts to eliminate Conflict Minerals from any product supplied to the WB, or products used to carry-out the work. "Conflict Minerals" means columbite-tantalite (coltan), cassiterite, gold, wolframite, or their derivatives, which originate in the Democratic Republic of the Congo or other country the exploitation and trade of which is determined by the United States to be financing conflict in the Democratic Republic of the Congo or other country.

6. SUPPLIER DIVERSITY AND INCLUSION

Vendors will provide opportunities for access and growth of entities owned and controlled by minorities, women, LGBTQ individuals, and disabled persons with an emphasis on measurable results and continuous improvement. Vendors are encouraged to support the WB Diversity program by, at a minimum, directly contracting with such suppliers to expand their involvement in WB's business. Vendors will be expected to report annually on results specifically pertaining to supplier diversity as required by the WB.

7. ADDITIONAL VENDOR POLICIES

In addition to this Code, Vendors must follow all applicable WB vendor policies available at <https://www.worldbank.org/en/about/corporate-procurement/vendors>.

Applicable WB vendor policies include Vendors whose employees perform work on WB premises are subject to WB's Code of Conduct for On-site Vendor Employees; Vendors using Purchaser systems or accessing WB information, electronic or otherwise, shall abide by the WB's Information Security Policy for Contractors; Vendors required to process personal data on behalf of WG are subject to the WB Personal Data Annex.