

Code of Conduct for On-site Vendor Employees

APPLICABILITY AND COMPLIANCE

This Code of Conduct applies to vendors and their employees (“Vendor Employees”) who work on-site for any member of the World Bank Group (“WBG”). Vendor Employees who do not comply with this Code of Conduct may be prohibited from working on WBG’s premises.

BEHAVIOR

Vendor Employees must behave professionally and with due consideration to their employer’s role as a service provider to the WBG.

Vendor Employees must behave in an ethical manner and comply with WBG’s Vendor Eligibility Policy and WBG’s Restrictions on Current and Former World Bank Group Staff. Vendor Employees are expected to abide by the WBG Core Values of Impact, Integrity, Respect, Teamwork and Innovation, when providing services to the WBG or on the WBG premises.

Vendor Employees must not engage in any criminal conduct.

Vendor Employees must not engage in any form of harassment¹, including sexual harassment². Vendor Employees who believe that they are being harassed or sexually harassed by a WBG staff member may bring such allegations to Ethics and Business Conduct Department (EBC), and if necessary, they can request anonymity or bring allegations anonymously.

Vendor Employees must not offer any form of inappropriate entertainment, hospitality, or gifts to the WBG’s employees.

Vendor Employees must not engage in work unrelated to WBG assignments while working on-site at the WBG.

SAFETY AND SECURITY

Vendor Employees must not provide access to WBG property or premises to any third party who has not been granted such access by the WBG.

Vendor Employees must comply with the WBG’s Security, Fire and Safety Regulations for World Bank Group Contract Employees.

¹ Harassment is unwelcome verbal or physical behavior that unreasonably interferes with work or creates an intimidating, hostile, or offensive work environment.

² Sexual harassment is a specific form of harassment that is generally defined as any unwelcome sexual advance, request for sexual favor or other verbal, non-verbal, or physical conduct of a sexual nature which unreasonably interferes with work, alters or is made a condition of employment, or creates an intimidating, hostile, or offensive environment.

Vendor Employees must comply with all cybersecurity measures requested by the WBG's Information Technology Department and refrain from downloading any dubious or harmful files on the WBG IT system.

PROTECTION OF WBG PROPERTY AND INFORMATION

Vendor Employees must not disclose information and materials obtained while working on a WBG contract to anyone outside of the intended recipient(s). Vendor Employees must not retain any confidential information or material provided by the WBG after the expiry of their assignment with the WBG. Vendor Employees are expected to take special care of any personal data and abide by all relevant regulations in this regard.

Vendor Employees must not access the internet using WBG resources for activities not related to their official work for the WBG.

Vendor Employees must not use WBG email accounts for personal use.

Vendor Employees must not remove any WBG property from WBG premises without prior written approval from the WBG Project Manager.

Vendor Employees should avoid using WBG telephone systems and mobile devices for private or personal calls.

SUPERVISION AND INTERACTIONS WITH WBG EMPLOYEES

Vendor Employees must not hold themselves out to be employees of the WBG.

Vendor Employees must discuss the below issues with their employer and not with any staff member of the WBG:

- Wages and benefits
- Working hours (including on WBG holidays and during unplanned closures of WBG, as well as days on which WBG grants its staff early release)
- Working conditions
- Performance evaluations
- Training and job advancement
- Work references

If Vendor Employees report directly to a WBG Project Manager, the following issues may be discussed directly with the WBG Project Manager:

- Clarification of individual assignment and work deliverables
- Overall guidance about the assignment
- Questions relating to WBG business practices that have an impact on Vendor Employees tasks
- Questions relating to WBG Safety and Security Policies and Procedures
- Any situation in which the Vendor Employees would believe to be harassed, sexually harassed, or blackmailed.