



# World Bank Group Procedure

## Performance Management Review

**Bank Access to Information Policy Designation**  
Official Use Only

**Catalogue Number**  
EXC11.04-PROC.103

**Issued**  
July 28, 2016

**Effective**  
July 28, 2016

**Content**  
This Procedure, "Performance Management Review," sets forth the steps that will take place in 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 Procedure, "Performance Management Review," sets forth the steps that will take place in Performance Management Review. This Procedure implements Performance Management Review as prescribed in Staff Rule 9.07, "Performance Management Review," for Performance Management Decisions.
- 1.02 Performance Management Review is available 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 Procedure have the meanings ascribed to them in Staff Rule 1.01, "General Provisions," and in Staff Rule 9.07, "Performance Management Review."

## SECTION III – SCOPE

### **STEP ONE: Timely Initiation of a Review**

- 3.01 A staff member initiates a Performance Management Review by submitting a timely Request for Review. Staff members can obtain an electronic Request for Review form at <http://PerformanceManagementReview>. This form identifies the information, and supporting documentation that may be in the staff member's possession, to be included as part of the Request for Review.
- 3.02 As a prerequisite to seeking Performance Management Review of a Performance Management Decision, a staff member must timely seek Administrative Review of the decision. To initiate a Performance Management Review, a staff member must submit a Request for Review no later than thirty (30) calendar days after the staff member receives Notice of the decision resulting from the Administrative Review. If the 30th calendar day falls on a Saturday, Sunday or official Bank holiday at Headquarters, then the deadline for submitting the request is the next working day. If management does not make its decision resulting from the Administrative Review within the time period provided in Staff Rule 9.06, "Administrative Review of Performance Management Decisions," and Procedure, "Administrative Review of Performance Management Decisions," for doing so, the staff member may proceed with requesting Performance Management Review of the Performance Management Decision. Only those Performance Management Decisions that are timely raised in a Request for Review will be reviewed.
- 3.03 Staff members can submit Requests for Review electronically at <http://PerformanceManagementReview>; to [PerformanceManagementReview@worldbank.org](mailto:PerformanceManagementReview@worldbank.org); or by mail to MSN-G4-400.

### **STEP TWO: Review of the Performance Management Decision**

- 3.04 The Reviewer will provide the Designated Manager with the staff member's Request for Performance Management Review, and will seek the Designated Manager's response.

3.05 The Reviewer will consider whether management acted within its discretion, and otherwise satisfied its obligations to the staff member, in connection with the Performance Management Decision under review. In doing so, the Reviewer may communicate with the staff member seeking review, the Designated Manager, and others, and may request additional information and materials as needed.

### **STEP THREE: The Reviewer's Recommendation**

3.06 After completing the Performance Management Review, the Reviewer will provide a written recommendation, including the reasons for the recommendation, to the Decision-maker. This recommendation will include any recommended measures for responding to the staff member's concerns. Among other measures, the Reviewer may recommend, where circumstances warrant, the modification of the staff member's performance evaluation and/or performance rating, rescission of a decision to place the staff member on an Opportunity to Improve (OTI) plan, or modification of terms of the OTI plan. The Reviewer will provide the written recommendation to the Decision-maker at least five (5) calendar days before the expiration of the time period provided for the Decision-maker to make the decision on the Performance Management Decision under review.

### **STEP FOUR: Decision on the Reviewer's Recommendation**

3.07 The Decision-maker will, with advice from the World Bank Group Human Resources Vice President, or an official designated by the World Bank Group Human Resources Vice President, make a decision, in writing, regarding the Performance Management Decision under review. The Decision-maker will communicate this decision, and the reasons supporting it, to the staff member. The Decision-maker will provide the staff member, the Designated Manager, and the Human Resources Business Partner with copies of the decision and of the Reviewer's Recommendation. The Decision-maker will also provide a copy of the decision to the Reviewer.

3.08 The Decision-maker will make the decision within sixty (60) calendar days of the staff member's submission of the Request for Review. The time period for making the decision regarding consolidated Requests for Review will begin to run from the staff member's submission of the last of the Requests for Review with respect to the consolidated matters. If the time period to make the decision expires on a Saturday, Sunday or official Bank holiday at Headquarters, then the deadline for making the decision is the next working day.

### **STEP FIVE: Implementation of the Decision**

3.09 Management will promptly implement the decision. If the staff member does not agree with the decision, 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).

## **SECTION IV – EXCEPTION**

None

## **SECTION V – WAIVER**

The Issuer may waive any provision of this Procedure.

## **SECTION VI – OTHER PROVISIONS**

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

## **SECTION IX – ISSUER**

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

## **SECTION X – SPONSOR**

The Sponsor(s) of this Procedure 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**

Directive, Staff Rule 9.07, "Performance Management Review"

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

Procedure, "Administrative Review of Performance Management Decisions"

Questions regarding this Procedure should be addressed to the Sponsor.