

PUBLIC

**DOCUMENT OF THE EUROPEAN BANK
FOR RECONSTRUCTION AND DEVELOPMENT**

**PUBLIC INFORMATION POLICY
IMPLEMENTATION REPORT 2015**

PUBLIC

PUBLIC INFORMATION POLICY IMPLEMENTATION REPORT 2015

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PUBLIC INFORMATION POLICY IMPLEMENTATION REPORT 2015

EXECUTIVE SUMMARY

The Public Information Policy (PIP) establishes how the EBRD discloses information and consults with its stakeholders to promote awareness and understanding of its strategies, policies and operations. The Policy can be found on <http://www.ebrd.com/what-we-do/strategies-and-policies/public-information-policy.html>.

The PIP commits the Bank to report annually to the Board of Directors on its implementation, with the report to be published on the Bank's website. This implementation report mainly covers the period from 1 January to 31 December 2015. It also includes information on 2015 information published by the date of this report in 2016.

In 2015, the Bank was in compliance with most PIP requirements:

Section 1: Institutional information: This was posted on the web as required.

Section 2: Strategies and policies: Public consultation was conducted on ten Country Strategy reviews and one Sectoral strategy.

Section 3: Project related information: In the period under review, 194 projects (138 private sector and 56 public sector) were published on the website. With two exceptions, all Project Summary Documents (PSDs) of Board approved projects were PIP compliant during the period under review (see p.8).

Section 3: Technical Cooperation PSDs (section 3.1.6): In 2015, the implementation and approval systems were put in place to publish this information, which took longer than anticipated. Technical Cooperation PSDs from July 2015 onwards were published in 2016 and the Bank is now fully compliant with this part of the PIP.

Section 2 and Section 3, Translations into official national languages of Country Strategies and Project Summary Documents: Approved Country Strategies and PSDs were translated as required. The posting of some translated Country Strategies took longer in some cases due to administrative and technical issues in the translation process. While most translated PSDs were posted in a timely fashion, there were some minor delays.

Section 3.4 Environmental and social information: Environmental and Social Impact Assessments (ESIAs) on all "Category A" projects that proceeded to Board approval in 2015 were made available in a local language and for the required number of days.

Accountability and governance information: This was posted as required.

Requests for information: The Bank responded in a timely fashion to requests for information. One request for a public sector Board report was delayed and resulted in an active PCM which is an eligible complaint and at the compliance review stage.

Implementation: 1 January 2015 – 31 December 2015

A brief summary of implementation of the key obligations in the PIP is addressed below, in the order in which these appear in the EBRD's Public Information Policy, which can be found here: <http://www.ebrd.com/what-we-do/strategies-and-policies/public-information-policy.html>

1. INSTITUTIONAL INFORMATION

1.1 Schedule of forthcoming Board discussions

The schedule of Board discussions of forthcoming Country and Sector Strategies and projects was updated on the Bank's website throughout 2015 on a monthly basis. Information was provided on the agenda items for each of the next two Board meetings.

1.2 List of forthcoming strategy and policy reviews and updates

The Strategy for the Promotion of Gender Equality 2016-2020, was subject to public review and agreed by the Board in 2015. The Financial Sector Strategy was subject to public consultation during 2015.

1.3 Board minutes

The minutes of 28 Board Meetings held in 2015 were posted on the website following approval of these minutes by the Board. These minutes were for the meetings held on the following dates: 14 and 28 January; 11 and 25 February; 4, 11 and 25 March; 8, 16, 22 April; 6 and 27 May; 10 and 24 June; 8 and 22 July; 2, 16 and 30 September; 14, 28 and 29 October; 11, 23 and 25 November; 2, 9 and 16 December.

1.4 Board Committees

The Terms of Reference and membership of Committees of the Board of Directors were posted on the website soon after the annual approval by the Board on 22/23 July 2015 of the new composition of the Committees.

1.5 Organigram of the Bank

The Bank publishes an organisation chart on its website which is regularly updated.

1.6 Salaries of senior management and Directors

This information is contained in the 2014 and 2015 Annual Financial Reports, posted on the website in May 2015 and May 2016 respectively.

1.7 Administrative Tribunal

Information on the Administrative Tribunal was posted on the Bank's website and updated as required.

2. INFORMATION ON STRATEGIES AND POLICIES

2.1 Country strategies

Draft Country Strategies

In 2015, ten draft Country Strategies were posted for comment on the Bank's website and also translated into the relevant official national language as required by the PIP (see **Table 1**). For each of these strategies, a summary of public comments received was made available to the Board of Directors prior to final Board approval of the relevant Country Strategy.

Table 1: Draft Country Strategies posted for public comment in 2015

Country	Date posted on website
Cyprus	23 February 2015
Bulgaria	7 May 2015
Tajikistan	8 May 2015
Romania	17 July 2015
Turkey	3 August 2015
Armenia	16 September 2015
Albania	30 October 2015
Estonia*	3 December 2015
Latvia*	3 December 2015
Lithuania*	3 December 2015

* These strategies were Board approved on 10 February 2016 and will be fully reported in the PIP Implementation Report 2016.

Final Country Strategies and Translation of Approved Country Strategies

The Country Strategies approved by the Board in 2015 were posted on the website along with the corresponding reports on public comments received as required by the PIP (see **Table 2**). A timetable for Strategy reviews in 2015 was also posted on the website at the beginning of the year and updated.

The approved Country Strategies were translated into relevant official national languages.

At the time of the posting of the approved Strategies, the Civil Society Engagement Unit alerted CSOs in the relevant country, as well as all other CSOs in the Bank's database.

Table 2: Approved Country Strategies posted on the website in 2015

Country	Date approved	Posted on website (translated version date of posting)
Morocco (public consultation in 2014)	11 February	19 February (French - 17 March; and slightly amended version, 7 July)
Kyrgyz Republic	25 February	26 March (Russian – 30 March)
Cyprus	06 May	3 June (Turkish & Greek – 6 July)
Bulgaria	08 July	10 July (Bulgarian – 16 July)
Tajikistan	22 July	5 August (Russian & Tajik – 1 October)
Romania	30 September	13 October (Romanian – 30 October)
Turkey	14 October	9 November (Turkish – 9 November)
Armenia	25 November	27 November (Armenian – 8 December)

2.2 Sector strategies and policies

Draft and Final Sector Strategies and Policies

The *Strategy for the Promotion of Gender Equality 2016 – 2020* was approved by the Board on 9 December 2015 and subsequently posted on the Bank’s website. Arabic, French, Russian and Turkish versions of the strategy were published on ebrd.com in early 2016.

The draft Gender Strategy was disclosed on the EBRD website from 30 July - 22 October 2015 in English, Arabic, French, Russian, and Turkish languages, on the following pages <http://www.ebrd.com/ebd-and-gender-equality-overview.html> and <http://www.ebrd.com/strategies-and-policies/have-your-say.html>.

The draft Gender Strategy was shared with a selection of EBRD clients, with bilateral shareholders and Multilateral Development Banks (MDBs) Group. The EBRD organised a series of public meetings in Almaty, Amman, Ankara, Istanbul, Rabat, Yerevan and London in September – October 2015 with 142 attendees, plus 19 bilateral meetings with development agencies, IFIs and industry associations.

The Bank also invited civil society to comment on the review of its Financial Sector Strategy for 2016-20. The Financial Sector Strategy was approved by the Board of Directors in January 2016 and will be reported on in the PIP Implementation Report 2016.

2.3 Governance policies subject to public review

The Environmental and Social Policy, Public Information Policy, Evaluation Policy and the Project Complaint Mechanism are being implemented and will be reviewed in 2019.

Translation of the Public Information Policy

A translation of the PIP has been made available in Russian on the Bank’s website.

Translation of the Environmental and Social Policy

The 2014 Environmental and Social Policy (ESP) is available in 15 languages in addition to the approved English policy text. It will be translated into additional languages if need is demonstrated, and as resources and time permit. The priority for translation will take into account the requests of shareholders, clients, organisations, and the public. Below are the currently available language versions of the 2014 Environmental and Social Policy:

- English
- Albanian
- Arabic
- Bosnian
- Bulgarian
- Croatian
- French
- Georgian
- Macedonian
- Mongolian
- Polish
- Romanian/Moldovan
- Russian
- Serbian
- Turkish
- Ukrainian

These translations are available on the Bank's website at:

<http://www.ebrd.com/cs/Satellite?c=Content&cid=1395238868749&d=Default&pagename=EBRD%2FContent%2FContentLayout> . In July 2015, the Environmental and Social Procedures were approved and posted on the EBRD website (<http://www.ebrd.com/what-we-do/strategies-and-policies/environmental-procedures.pdf>)

Translation of the Project Complaint Mechanism – see under section 4.1

2.4 Disclosure of other strategies and institutional reviews

The annual Business Plan and Budget summary for 2015 was posted on the website. The Strategic and Capital Framework 2016-2020 was published on the website in 2015. From 2016, the annual Business Plan and Budget, together with elements of the former Medium Term Strategy Update and Strategic Portfolio Review, has been replaced by a three-year Strategy Implementation Plan. A summary of this document and the full document (with confidential information removed) was published on the website in 2016.

2.5 On-line archive of earlier strategies and policies

The on-line archiving of strategies and policies continued throughout 2015.

3. PROJECT-RELATED INFORMATION

The Bank informs the public of project development through Project Summary Documents published on ebrd.com.

3.1 Project Summary Documents (PSDs)

In the period under review, 194 projects (138 private sector and 56 public sector) were prepared for Board consideration. With two exceptions, all PSDs were PIP compliant during 2015.

The **non-compliant PSDs** were:

- Turkey: Isbank – Women in Business Programme – PSD was released 26 days before Board (rather than 30) due to a timing error by the team caused by February having fewer working days than the average month.
- Financial Intermediary Framework – Croatia Women in Business and Micro, Small and Medium-Sized Enterprises (MSME) Credit Line – Raiffeisenbank Austria dd Zagreb – PSD was published 20 days before Board (rather than 30) to accommodate the signing of the project at the Women in Business event in Zagreb jointly organised by Deloitte and EBRD.

Table 3: PSDs published 1 January - 31 December 2015

PSDs for Private sector projects	Number
Compliant with policy	136
Non-compliant with PIP	2
Total number of private sector PSDs	138 (124 translated)
Deferrals in accordance with PIP *	64
Capital markets transaction	36
Legitimate sponsor concerns on confidentiality	32
Likelihood of substantial changes at Final Review	7
PSDs for Public sector projects	
Compliant with policy	56
Non-compliant with PIP	0
Total number of public sector PSDs	56 (56 translated)
Deferrals in accordance with PIP	1
Capital markets transaction	1
Legitimate sponsor concerns on confidentiality	0
Likelihood of substantial changes at Final Review	0

* Stated legitimate reasons for the deferrals exceed the number of actual deferrals because in a few cases there was more than one reason for the request.

Each PSD is a snapshot of EBRD financing on each project at the time of Board approval of the project. PSDs are not designed to provide further information or updates on the subsequent development of a project and, therefore, might not provide an up-to-date reflection of the subsequent state of EBRD investments.

Of the 138 private sector PSDs, there were 64 deferrals to the 30-day release timeframe, all of which were authorised within the terms of the Policy.

Of the 56 public sector PSDs, there was one deferral to the 60-day release timeframe, which was authorised within the terms of the Policy.

Translations: There were **ten** PSDs for regional projects that did not require translations. Translations of **four** PSDs remained outstanding at the end of 2015.

Disclosure of non-transactional Technical Cooperation PSDs over €300,000: In 2015, concise Project Summary Documents for standalone technical co-operation (TC) projects that exceeded €300,000 were developed. A process to transfer information from Bank systems (Technical Cooperation Review System) to the EBRD's website was created. As the selection of projects, the creation of PSDs, and the transfer of the information contained in the PSDs could not be automated at this stage, there were some inadvertent delays to publishing the information.

As of the date of this report, the necessary templates, processes and systems have been put in place, and forty-four PSDs from 1 July 2015 onwards have been published. Eleven non-transactional TC projects from January to June 2015 were not published as the information was overtaken by subsequent procurement notices published on the Bank's website.

The projects are in the following areas:

Non- transactional Technical Cooperation project	Number of PSDs
Agribusiness	2
Energy Efficiency & Climate Change	10
Economics, Policy, and Governance	9
Environmental and Sustainability	5
Financial Institutions	3
Local Currency and Capital Markets Development	2
Legal Transition Team	7
Municipal and Environmental Infrastructure	2
Natural Resources	1
Procurement and Compliance	3
Property and Tourism	1

The PIP also requires environmental sections of Category A projects to be reviewed and updated in an annual basis. There were no projects that fell into this category in 2015, as not enough time had lapsed for an annual review of Category A projects subject to the 2014 PIP requirements. Following signing, the first annual reports for Category A projects agreed by the Board in 2015 will be due in early to mid-2016, so these Category A PSD updates will be included in the PIP Implementation Report 2016.

3.2 Public sector projects

Board reports for public sector projects are made available to the public on request, once the project has been approved by the Board of Directors. One request for the release of a Public Sector Project Board Report was received during 2015.

A request was made for disclosure of the Board Report for the EPS Restructuring project in Serbia (www.ebrd.com/work-with-us/projects/psd/eps-restructuring.html) on 29 October 2015. The Bank provided the redacted Board Report on the project to on 29 February 2016 which fell outside the 40 working day requirement of the

implementing provisions of the PIP (Annex, section 2. (vi)). The reason for the delay was the separation of confidential information from that which could be disclosed. To assess potential confidentiality issues, EBRD had to consult with many stakeholders and the project proponents on commercial, proprietary and other information in the possession of EBRD which was not created by EBRD and could have been identified by its originator as being sensitive and confidential. This process of clarification included several iterations and took longer than initially expected. As of the date of this report, the project is subject to a current PCM, which is at the compliance review stage and the Bank is taking steps to strengthen the process of disclosing Board reports of public sector projects. See <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395250897671&d=&pagename=EBRD%2FContent%2FDownloadDocument>

3.3 Cancelled, rejected or inactive projects

No PSDs were removed from the website during the period under review.

3.4 Environmental and social information relating to projects

A total of 16 “Category A” projects, requiring an environmental and social impact assessment, were in an active disclosure period in 2015.

Twelve of the projects proceeded to the Board of Directors for review and Approval; four projects have not yet been scheduled for Board consideration.

Of the projects proceeding to the Board of Directors, all projects met the requirement of 60 days minimum disclosure for Private Sector projects or 120 days minimum disclosure for public sector projects prior to the Board of Directors’ consideration of the Project.

All 16 projects’ full ESIA disclosure packages were available in local language and were disclosed electronically. Fifteen of the 16 projects were disclosed directly on the EBRD website. For one project, the Shah Deniz project in Azerbaijan, the EBRD’s client was not the operator of the project or owner of the ESIA. In this case, the Bank’s project ESIA webpage linked to the ESIA documents which were disclosed on both the Operator’s website and the Client’s website.

In 2015, no request was made to review historic ESIA in EBRD’s offices in London.

Table 4: Summary of Category A Disclosure/Board Review in 2015

Country	Project Name	Sector	Date ESIA on EBRD website and in RO	Board Date	Days available (before Board)	Language of ESIA
1. Turkey	EFELER GPP	Private	23/09/14	06/05/15	226	Turkish and English
2. Poland	Polenergia Wind Farm portfolio	Private	15/10/14	25/02/15	134	Polish and English
3. Kazakhstan	Project Koltaszhal	Private	14/11/14	11/02/15	90	Kazakh and some Russian and English
4. Bulgaria	Krumovgrad Gold Mine Project	Private	09/12/14	21/4/15	134	Bulgarian and English

Country	Project Name	Sector	Date ESIA on EBRD website and in RO	Board Date	Days available (before Board)	Language of ESIA
5. Serbia	Dolovo Cibuk I Wind Farm	Private	06/02/15	N/A	--	Serbian and English
6. Morocco	Nador West Med Port Project	Public	18/03/15	22/07/15	127	Arabic and French
7. Serbia	Alibunar A Windfarm Project	Private	13/05/15	N/A	--	Serbian and English
8. Poland	Volkswagen in Wrzesnia	Private	19/05/15	22/07/15	65	Polish and German
9. Azerbaijan	Lukoil Shah Deniz Stage II	Private	21/05/15	22/07/15	63	Azeri and English
10. Armenia	Yerevan Solid Waste Project	Public	24/06/15	28/10/15	127	Armenian and English
11. Kazakhstan	Kurty Buribaytal Road Project	Public	25/06/15	09/12/15	168	Russian, Kazakh, English
12. Kazakhstan	Kurty Buribaytal Road Project	Public	25/06/15	09/12/15	168	Russian, Kazakh, English
13. Egypt	Damanhour CCGT	Public	13/07/15	11/11/15	122	Arabic and English
14. Morocco	Khalladi Wind Farm	Private	14 /08/15	14/10/15	62	Arabic and French
15. Turkey	Gama Enerji Equity	Private	15/08/15	N/A	--	Turkish and English
16. FYR Macedonia	400 kV Transmission Line SS Bitola-Macedonian/Albanian border	Public	23/07/15	25/11/15	126	Macedonian and English
17. Slovak Republic	D4 Highway/R7 Expressway	Private	06/11/15	N/A	--	Slovak and English

PSDs are cross-linked with ESIA's for Category A projects. Portfolio-level emissions are reported in the EBRD Sustainability Report (<http://www.ebrd.com/sustainability-report-2014>).

In the 2016 Implementation Report, the Bank will include an indicator on how many Category B projects had enhanced environmental information disclosed and the number of Category A projects (subject to the 2014 Public Information Policy) that were updated.

3.5 Aggregate information on transition impact

The aggregate information on transition impact with geographical and sectoral breakdowns was included in the Bank's 2015 Annual Report which was published in May 2016.

4. ACCOUNTABILITY AND GOVERNANCE RELATED INFORMATION

4.1 Compliance documentation

List of ineligible entities

Following the entry into force of the Agreement for Mutual Enforcement of the Debarment Decisions amongst the Bank, the African Development Bank Group, the Asian Development Bank (the ADB), the Inter-American Development Bank Group (IaDB) and the World Bank Group (WBG) (available at <http://www.ebrd.com/downloads/integrity/Debar.pdf>), in 2015 the Bank cross debarred 48 entities and 20 individuals based on debarment notices received from the World Bank Group, the Inter-American Development Bank and the Asian Development Bank.

In 2015, following separate proceedings instituted under the Bank's Enforcement Policy and Procedures, the Bank debarred one corporate entity.

The list of all EBRD debarred entities and individuals can be found at:
<http://www.ebrd.com/ineligible-entities.html>

The revised Enforcement Policy and Procedures in force as from 5th November 2015 can be found at:
<http://www.ebrd.com/cs/Satellite?c=Content&cid=1395242259920&pagename=EBRD%2FContent%2FDownloadDocument>.

Anti-Corruption Reports

OCCO's Integrity and Anti-Corruption Report for the year 2015 was released and posted on the Bank's Website on 9th May 2016 and can be found at:
<http://www.ebrd.com/downloads/integrity/acreport13.pdf>

Project Complaint Mechanism (PCM)

PCM Rules of Procedure

The revised PCM Rules of Procedure came into effect on 7 November 2014. Complaints registered before this date, continue to be processed under the PCM Rules of Procedure (2009) which can be found on line.

The PCM Rules of Procedure (2014) are available on the PCM web pages in the following languages:

- English: <http://www.ebrd.com/downloads/integrity/pcmrules.pdf>
- French: <http://www.ebrd.com/downloads/integrity/pcmrulesf.pdf>
- Russian: <http://www.ebrd.com/downloads/integrity/pcmrulesr.pdf>
- Arabic: <http://www.ebrd.com/downloads/integrity/pcmrulesarb.pdf>
- Bosnian: <http://www.ebrd.com/downloads/integrity/pcmrulesbsn.pdf>

- Georgian: <http://www.ebrd.com/downloads/integrity/pcmrulesg.pdf>
- Mongolian: <http://www.ebrd.com/downloads/integrity/pcmrulesmng.pdf>
- Turkish: <http://www.ebrd.com/downloads/integrity/pcmrulestrk.pdf>
- Ukrainian: <http://www.ebrd.com/downloads/integrity/pcmrulesukr.pdf>
- Armenian: <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395243608592&d=&pagename=EBRD%2FContent%2FDownloadDocument>
- Bulgarian: <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395243608701&d=&pagename=EBRD%2FContent%2FDownloadDocument>
- Croatian: <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395243609112&d=&pagename=EBRD%2FContent%2FDownloadDocument>
- Romanian: <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395243609173&d=&pagename=EBRD%2FContent%2FDownloadDocument>
- Serbian: <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/about.html>

PCM Annual Report, other PCM publications and resources

The sixth PCM Annual Report, covering the year 2015 was posted in May 2016 at <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395250567066&d=&pagename=EBRD%2FContent%2FDownloadDocument>.

The following are available on line in several languages:

- PCM User Guide
- PCM Information Guide
- PCM Guide for EBRD Clients
- PCM Complaint Form and sample complaint forms

PCM Experts

Five additional PCM Experts were appointed in 2015, increasing the roster of PCM Experts from two to seven. The addition of more PCM Experts to the roster has enabled improved Complaint-processing times. Information regarding the current roster of PCM Experts is available at <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-experts.html>.

PCM Complaints

In the course of 2015, PCM received 21 new Complaints – three warranted registration and eighteen were deemed ineligible. Most of the Complaints found ineligible for registration by PCM in 2015 were because they related to matters outside the purview of PCM, in particular procurement. These Complaints were forwarded to the appropriate department of the Bank for review.

The three new registered Complaints in 2015 raised environmental and social issues relating to the Bank's appraisal process, labour, community health and safety, and stakeholder engagement and communication. These Complaints were in relation to the following EBRD Projects: Türk Traktör, Turkey; IPP4 Al Manakher Power, Jordan; and Altain Khuder - Debt and Equity, Mongolia. Information on all registered Complaints is available on the PCM

Register at <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html>.

Progress was made on over 10 Complaints at different stages of the PCM process, including the Eligibility Assessment, Problem-solving and Compliance Review stages. A total of 17 Eligibility Assessment, Compliance Review and Monitoring Reports were produced over the course of the year. Reports are available on the PCM Register at <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html>.

Five Complaints registered in 2013 and 2014 were closed in 2015. Two Complaints were closed following the Eligibility Assessment stage, where they were found ineligible for further processing. One Complaint was closed after the completion of a Compliance Review, which found no instances of non-compliance.

Findings of non-compliance were reached by an *ad hoc* PCM Expert in respect of two Complaints, which were reviewed in the same Compliance Review process that was finalised in 2015. A Management Action Plan was approved to address the recommendations contained in the Compliance Review Report. PCM will monitor the implementation of the Management Action Plan and issue Compliance Review Monitoring Reports beginning in 2016.

In 2015, Compliance Review Monitoring Reports were issued for Complaints relating to three hydro power plant Projects, for which processing was completed at the end of 2013. The Reports are available on the PCM Register at <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/pcm-register.html>.

4.2 Evaluation documentation

The following EvD documents were posted on the Bank's website:

Document type	Publication in 2015
The Bank's Evaluation Policy;	Published
EvD's Annual Evaluation Review	Published 2015 AER 2014 Annual Evaluation Review
EvD's Annual Work Programme and Budget	Published
Summaries of Operational Evaluations	MIDSEFF SEFFs Four Wind Farms
Synopsis reports summarising key findings of EvD Validations;	Findings and ratings 1H 15 Findings and ratings 2H 2014
Special and thematic studies and approach papers.	Approach Paper Special Study EBRD's Experience with Resident Offices Approach Paper Special Study Supply Chains Approach Paper Review of Mainstreaming Gender Approach Paper Small Business Support

	<p>Approach Paper Russian rail sector evaluation</p> <p>Approach Paper Sustainability of transition impact</p> <p>Approach Paper Project level incentives/ subsidies</p> <p>Review of evaluation findings from I FI operations in SEMED</p> <p>Review of IFI gender mainstreaming</p> <p>Special Study: Agribusiness Sector Strategy Review</p> <p>Special Study: Transactions with state-owned enterprises</p> <p>Special Study: The EBRD's projects in the Russian rail sector</p> <p>Follow up on EvD recommendations 1H 2015</p> <p>Follow up on EvD recommendations 2H 2015</p> <p>Draft Guidelines Performance Rating Methodology</p>
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Formally approved management comments on any of the above documents (summaries and reports etc.) are publicly released on the Bank's website within the document to which they relate.

4.3 Other documentation

The 2014 **Sustainability Report** was launched at the EBRD Annual Meeting in May 2015, (<http://www.ebrd.com/sustainability-report-2014>). The 2015 **Sustainability Report** was launched at the EBRD Annual Meeting in May 2016 <http://www.ebrd.com/news/publications/sustainability-report/sustainability-report-2015.html>.

One meeting of the Bank's **Environmental and Social Advisory Council** was held on 23 March 2015 and a summary of the meeting is posted on the Bank's website (<http://www.ebrd.com/documents/environment/esac-230315.pdf>).

Reports published in 2015

Annual Procurement Review 2014
Annual Report on Engagement of Consultants by EBRD 2014
Corporate Procurement Review 2014
PIP Implementation Report 2014
Annual Financial Report 2014.

5. INFORMATION CONSIDERED CONFIDENTIAL (SECTION E OF THE PIP)

This section of the PIP deals with confidential information that is not disclosed.

6. IMPLEMENTATION AND MONITORING OF THE PUBLIC INFORMATION POLICY (SECTION F OF THE PIP)

Relations with civil society

In 2015, the EBRD continued to enhance its engagement with civil society organisations (CSOs) in its countries of operations through outreach and information sharing about its activities. The Bank scaled up its Civil Society Capacity Building Framework, and increased dialogue between civil society, senior management and the Board of Directors. There was also early engagement with civil society on the Bank's key policies, strategies, and complex investment projects. In total, the Bank organised over 40 thematic meetings and events with civil society on issues of interest and concern to them, attended by nearly 500 civil society representatives.

The EBRD, via the Civil Society Engagement Unit, regularly informed CSOs about the latest EBRD developments of interest to civil society through a variety of means, including dedicated webpages for civil society on its website, a quarterly EBRD-CSO Newsletter (available in English and Russian), targeted email notifications and alerts, and use of social media platforms, such as Facebook and Twitter. In line with the PIP, relevant CSOs that had registered with the EBRD were notified about the start of the consultation period for Category A projects and were invited to provide their comments on the Environmental and Social Impact Assessments (ESIAs) to the Bank and its clients.

In relation to the Bank's investments, international and local CSOs engaged in dialogue with the EBRD on 40 investment projects in 20 countries where the Bank operates, as well as 2 regional investment facilities.

The 2015 Civil Society Programme, the flagship event of EBRD's engagement with CSOs, included 145 civil society participants from 18 countries; 17 sessions in the official programme; 11 parallel sessions organised upon request from civil society organisations and a special facilitated discussion panel on the economic inclusion of youth. During the two-day Programme, the EBRD staff, senior management, President and Board of Directors exchanged views with civil society representatives, took stock of lessons learned from the previous year of operations in the EBRD's region of operations and discussed ways forward for 2015-2016. An innovation of the 2015 Civil Society Programme was CSOs' active involvement in the design of the programme. CSOs were invited to make suggestions for discussion topics via social media to cover EBRD projects, initiatives and other political, socio-economic or environmental issues in the countries where the Bank invests. Another new feature of the 2015 Civil Society Programme was that CSOs had the opportunity to organise a thematic panel on an issue of specific interest to the Caucasus region and the EBRD, following a competitive call for proposals.

7. IMPLEMENTING PROCEDURAL PROVISIONS FOR INFORMATION REQUESTS AND APPEALS (ANNEX TO THE PIP)

Handling Information Requests

The handling of information requests was consistent with the Implementing Procedural Provisions for public information requests. The Bank fulfilled most of its obligations regarding timeframes of responses to information requests.

In 2015, the Communications Department coordinated responses to 208 different items of correspondence.

Out of the 208 requests, 56 were related to the Public Information Policy, and concerned accountability and governance (4); general institutional information (2); policy and strategy (2); projects and project finance (24); publications (1); procurement and purchasing (6); others (17).

All PIP-related requests came from the following senders: 26 from Civil Society; 5 from a member of the public; 2 from the Private Sector, and 23 from students or academics.

In geographic terms the sources of requests were the following countries:

Albania (2), Argentina (1), Armenia (2), Australia (1), Austria (2), Bangladesh (1), Belarus (1), Belgium (2), Botswana (1), Bulgaria (2), Canada (3), Congo (1), Croatia (2), Czech Republic (7), Denmark (1), Ecuador (1), Egypt (4), Finland (1), France (4), FYR Macedonia (4), Georgia (3), Germany (14), Greece (5), India (4), Ireland (1), Italy (4), Jordan (2), Kazakhstan (8), Korea (2), Kyrgyz Republic (2), Luxembourg (1), Mexico (1), Moldova (4), Montenegro (1), Morocco (1), Netherlands (1), Pakistan (1), Peru (1), Poland (1), Portugal (1), Romania (1), Russia (5), Serbia (3), Slovak Republic (1), Slovenia (2), Sweden (2), Tajikistan (1), Togo (1), Tunisia (4), Turkey (13), Uganda (1), Ukraine (17), United Arab Emirates (1), United Kingdom (29), USA (10), Uzbekistan (1) and Zambia (2).

Five PIP-related requests received a negative response mainly due the nature of the query. Five requests were not responded to inside the stipulated timeframe of 20 working days, mainly due to the responsible staff travelling for extensive periods of time or the quantity of information required.

The number of information requests and responses covered above reflects only the limited amount of correspondence received by the Bank either via the information request on-line form or forwarded to the Civil Society Engagement Unit and Communications Department by various EBRD teams for the coordination of responses. It does not reflect the total amount of correspondence that the EBRD conducts with external audiences.

Enhancing access to the Bank's website

2015 was the first full year in which ebrd.com was powered by its new content management system (Oracle WebCenter) and available to users in the 'new look' revealed in November 2014. The aim of the migration onto the new system and the relaunch had been simple: to enhance and modernise the way the EBRD communicates with its stakeholders and the general public.

The new website, displays equally well on mobile, tablets and desktops. It is also easier to use and navigate than before.

From the users' perspective, the new ebrd.com is a more attractive destination for any queries about, to paraphrase its navigation, 'what we do,' 'who we are', 'where we are' and how to 'work with us'.

Beyond the steady stream of day-to-day news content, which focussed on major events and campaigns such as the Annual Meeting in Tbilisi, the adoption of the new Sustainable Development Goals and COP21, the website's content was enhanced with new areas devoted to important themes. These included climate finance, small businesses (SMEs), the knowledge economy and investing in Georgia.

In an important step for transparency, the EBRD also began publishing, via its website, data on its investment operations and key documents about its activity to the International Aid Transparency Initiative (IATI) standard (See <https://iatiregistry.org/publisher/ebrd>). Publication of this data started in May 2015 based on the IATI implementation schedule in line with the agreed standard for DFIs (Development Finance Institutions) and IFIs (International Finance Institutions). Following the 2015 EU Transparency Review, data was supplemented by new indicators covering audit information, disbursements and expenditure and tied aid status.

These efforts were acknowledged with an improvement in EBRD's rating in the Aid Transparency Index, which is compiled by the NGO Publish What You Fund (PWYF). This Index took into account EBRD making this data public in machine-readable format and to IATI standards and as a result, the Bank's Index rating moved to 'fair' from 'poor' (with a percentage score rise to 49.7 per cent from 24.5 per cent), placing the EBRD 26th out of the 46 donors rated in the PWYF index. See <http://ati.publishwhatyoufund.org/donor/ebrd> for more details.

The Bank now has an improved ability to measure traffic to the website and compare different periods. The headline figures are:

For 2015 as a whole, external (ie excluding EBRD HQ) users numbered 953,415 and sessions 1,853,975.

Comparing January 2016 and January 2015 (the first month with reliable like-for-like, year-on-year figures) external users were up 16.5%, sessions by 21.1%.

The breakdown for sessions by country (top 25) for 2015 was:

Country	Sessions
United Kingdom	232,571
Ukraine	122,123
United States	117,442
Russia	81,204
Turkey	80,333
Germany	79,810
France	54,788
Italy	52,301
Romania	51,889
Serbia	45,038
Georgia	41,719
Kazakhstan	40,816
Spain	36,705
India	33,893
Bulgaria	30,511
Austria	30,487
Greece	30,487
Poland	30,099
Netherlands	28,452
Belgium	27,446
Moldova	26,804
Egypt	25,988
Croatia	22,543
Switzerland	20,143
Canada	19,327