



**European Bank**  
for Reconstruction and Development

# Public Information Policy Implementation Report 2019

**THE EUROPEAN BANK  
FOR RECONSTRUCTION AND DEVELOPMENT**

**PUBLIC INFORMATION POLICY  
IMPLEMENTATION REPORT 2019**

**June 2020**

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## EXECUTIVE SUMMARY

The 2014 Public Information Policy (PIP) sets out how the European Bank for Reconstruction and Development (the EBRD or the Bank) discloses information and consults with its stakeholders to promote awareness and understanding of its activities. The full text of the PIP is published on the EBRD's website.<sup>1</sup>

The PIP requires the EBRD Secretary General to report to the Board annually on its implementation and that the report be published on the Bank's website. This report covers the period from 1 January to 31 December 2019.

The PIP was agreed by the Board of Directors in 2014. During 2018 and 2019, the PIP undertook its mandated five-year review cycle. From 1 January 2020, the PIP was replaced by an Access to Information Policy (AIP) and Access to Information Directive (AIP Directive).

## INFORMATION IN THIS REPORT

This report sets out all activities undertaken by the Bank to implement the PIP during the reporting period. Section numbers in this report mirror the section numbers of the PIP with regard to the implementing information that is being reported.

## HIGHLIGHTS OF 2019

During the reporting period:

- **The EBRD finalised its review and revision of the PIP**, marking the conclusion of an extensive process of consultation involving both internal and external stakeholders: EBRD clients and shareholders, civil society organisations (CSOs), other international financial institutions and international organisations with an interest in transparency and disclosure practices (such as the Publish What You Fund (PWYF) campaign, the United Nations Economic Commission for Europe Aarhus Convention Secretariat and the United Nations Office of the High Commissioner for Human Rights). Public consultation meetings were held in eight locations: Almaty, Belgrade, Cairo, Casablanca, Istanbul, Kyiv, London (at EBRD HQ) and Tbilisi. More than 300 people participated in these public consultations, and contributed to a high volume of comments received in response to the draft policy.
- **The Bank's Board of Directors approved a revised transparency framework.** Among the key changes set out in these documents are a provision for an institutional-level disclosure of information on environmental, social and governance matters, an extension of the obligation to prepare a project summary document (PSD) for projects approved by Bank management under delegated approval authority, and enhanced PSD content, to include more information on the Bank's additionality, client shareholding, environmental impact and performance assessment. Moreover, in relation to state sector projects, the Directive provides for proactive disclosure of Board reports, and of their performance assessment reports. The Access to Information Policy and AIP Directive were launched at

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<sup>1</sup> See EBRD (2014).

the 2019 Annual Meeting of the EBRD together with two other revised governance policies: the Environmental and Social Policy and the Project Accountability Policy.

- **The EBRD undertook considerable preparations for implementation of the new Access to Information Policy and Access to Information Directive**, working extensively with internal stakeholders to update its practices and procedures sufficiently to ensure immediate readiness for compliance on their entry into effect on 1 January 2020. These preparations entailed amendments of internal processes as appropriate, and Bank-wide communication regarding implementation of the new Policy and Directive. Moreover, the EBRD embarked on a multi-stage IT project to embed transparency into its processes. This included automation and simplification of information-sharing between different EBRD systems, and harmonisation of the mechanisms for disclosure of information in relation to the Bank's operations.
- **The EBRD complied with all requirements imposed by the PIP, except for the late disclosure of one project summary document (PSD)**, as detailed further in Section 3 of this report.
- **The EBRD continued to disclose enhanced environmental and social information in PSDs** for Category A and B projects, imparting meaningful information to stakeholders by including more material on environmental and social due diligence findings, agreed mitigation measures and stakeholder engagement plans.
- **The EBRD continued to report its activity to the International Aid Transparency Initiative (IATI)** during 2019. Following publication of the **2018 Aid Transparency Index** compiled by PWYF, the Bank attended several bilateral meetings with the organisation during 2019 to discuss the recommendations PWYF had made in connection with their 2018 index. As a result of those meetings, the EBRD has implemented a number of enhancements to its IATI reporting. Bank staff expect that these enhancements will be reflected in an improvement in the EBRD's rating in PWYF's next Aid Transparency Index, due for publication in mid-2020.
- **In October 2019 the Bank successfully hosted the Annual Meeting of the IFI Group on Transparency, Disclosure and Stakeholder Engagement**, at which representatives of 12 international financial institutions (the African Development Bank, the Asian Infrastructure Investment Bank, Asian Development Bank, Black Sea Trade and Development Bank, European Investment Bank, Inter-American Development Bank, Inter-American Investment Corporation, International Finance Corporation, New Development Bank and World Bank) participated in sessions on various aspects of stakeholder engagement and transparency.



Specifically, the group engaged with subject-matter experts on balancing transparency, disclosure and effective stakeholder engagement with confidentiality considerations, on the conduct of effective “free, prior and informed consent”, the challenges associated with projects relating to financial intermediaries, and engaging vulnerable people in project planning and implementation in fragile and conflict-affected areas.

## **INFORMATION DISCLOSURE AS REQUIRED BY THE PUBLIC INFORMATION POLICY**

Details of information disclosed during the reporting period pursuant to Section D of the PIP are outlined below.

### **2. INSTITUTIONAL INFORMATION**

- The [schedule](#) of Board discussions, including on country and sector strategies, was updated monthly on the EBRD’s website. Agenda items were published for the following two Board meetings.
- The [minutes](#) of 28 Board meetings held in 2019 were posted online after approval of these minutes by the Board. Minutes were published for the following Board meetings: 17 and 30 January; 5, 13, 15 and 27 February; 13 and 27 March; 3, 9, 25 and 29 April; 22 May; 5, 19 and 21 June; 10, 12, 24 July; 4 and 19 September; 2, 14 and 30 October; 13 and 27 November; 11 and 18 December.
- The [membership of Committees](#) of the Board of Directors was posted on the website.
- The Bank maintained an [organisational chart](#) on its website, regularly updated to reflect changes to key Bank staff.
- The salaries of senior management and directors are included in the [Financial Report 2018](#), which was published online in 2019.
- Information on the work of the [EBRD Administrative Tribunal](#) was posted online and kept updated during the reporting period, as required.

### 3. INFORMATION ON STRATEGIES AND POLICIES

#### 3.1. Sector strategies

The Board also approved the following [sector strategies](#) during the reporting period:

**Table 1. Sector strategies approved in 2019**

Sector	Board approval date (2019)	Date posted online (2019)
Municipal and environmental infrastructure	25 April	29 April
Property and tourism	2 October	4 October
Transport	30 October	30 October

#### 3.2. Country strategies

In 2019, 10 draft [country strategies](#) were posted for comment on the EBRD's website and are being translated into the corresponding official national language, as required by the PIP. Seven country strategies were approved during the reporting period. A further two country strategies had consultation periods which ran into 2020. These two are scheduled to be approved by the Board shortly after closure of the applicable consultation period.

The country strategies approved by the Board in 2019 were posted online, supplemented by summaries of associated public comments.

**Table 2. Draft, Board-approved and translated country strategies in 2019**

Country	Dates of public consultation	Board approval date	Posted on ebrd.com (date of translated version in brackets if later)
Slovenia	13 December 2017 to 26 January 2018	13 February 2019	13 February 2019
Azerbaijan	11 February to 28 March 2019	25 April 2019	29 April 2019 (10 May 2019)
North Macedonia	22 February to 8 April 2019	22 May 2019	22 May 2019 (28 May 2019)
Turkmenistan	7 May to 21 June 2019	10 July 2019	15 July 2019 (26 July 2019)
Kyrgyz Republic	29 April to 12 June 2019	10 July 2019	15 July 2019 (7 August 2019)

Country	Dates of public consultation	Board approval date	Posted on ebrd.com (date of translated version in brackets if later)
Turkey	3 May to 17 June 2019	24 July 2019	11 September 2019 (10 October 2019)
Armenia	25 September to 9 November 2019	27 November 2019	27 November 2019 (28 November 2019)
Bulgaria*	31 October to 15 December 2019	15 January 2020	15 January 2020
Jordan**	13 November to 28 December 2019	27 January 2020	29 January 2020
Albania***	3 December 2019 to 17 January 2020	12 February 2020	13 February 2020
Tajikistan****	19 December 2019 to 2 February 2020	26 February 2020	27 February 2020

\* This strategy is scheduled to be Board-approved on 15 January 2020 and will be included in the Access to Information (AIP) Implementation Report 2020.

\*\* This strategy was approved by the Board on 27 January 2020 and will be included in the AIP Implementation Report 2020.

\*\*\* This strategy is scheduled to be Board approved on 12 February 2020 January 2020 and will be included in the AIP Implementation Report 2020.

\*\*\*\* This strategy is scheduled to be Board approved on 26 February 2020 and will be included in the AIP Implementation Report 2020.

## 4. PROJECT-RELATED INFORMATION

### 4.1. Project summary documents

The EBRD informs the public of project developments in [PSDs](#) published on ebrd.com. In 2019, the number of subscribers to the PSD mailing list was 9,149. This increased to 10,614 in 2019. During the reporting period, the ebrd.com PSD page received a total of 153,535 views.

In 2019, 177 projects (151 private-sector and 26 public-sector) were prepared for Board consideration. With one exception, PSD disclosure on all of these complied with the PIP:

**Non-compliant PSD:** Regional: Innovation Nest Fund II (under Early Stage Innovation Facility) – the PSD was late due to a change in the required approval route. Management decided that Board approval was necessary rather than the anticipated delegated approval. In order to meet the planned signing date, it was not possible to submit the PSD on time and the project was considered by the Board only 24 days after publication of the PSD (instead of the prescribed 30 days).



## PSDs for non-transactional technical cooperation (TC) projects over €300,000

As required by section 3.1.6 of the PIP, 37 PSDs for non-transactional TC projects over €300,000 were published online in 2019.

**Table 3. PSDs published for Board approval in 2019**

<b>PSDs for private-sector projects</b>	<b>Number</b>
Compliant with PIP	144
Non-compliant with PIP	1
<b>Total number of private-sector PSDs</b>	<b>145</b>
Deferrals in accordance with PIP,* due to:	50
Capital markets transaction	30
Legitimate sponsor concerns over confidentiality	20
Likelihood of substantial changes at final review	4
<b>PSDs for public-sector projects</b>	<b>Number</b>
Compliant with PIP	73
Non-compliant with PIP	0
<b>Total number of public-sector PSDs</b>	<b>73</b>
Deferrals in accordance with PIP, due to:	5
Capital markets transaction	4
Legitimate sponsor concerns over confidentiality	1
Likelihood of substantial changes at final review	0
<b>Other</b>	<b>Number</b>
PSDs: non-transactional TC projects over €300,000 (section 3.1.6)	37
Cancelled, rejected or inactive PSDs removed from the website (section 3.3)	3

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

Each PSD reflects EBRD financing of a project as planned at the time of Board approval.

Of the 145 private-sector PSDs prepared during the reporting period, there were 50 deferrals of the standard 30-day PSD release timeframe imposed by the PIP. All 50 deferrals granted by Bank management were authorised in accordance with the terms of the PIP, and PSDs have subsequently been published in relation to 37 of these. The remaining 13 PSDs will be published when the reasons for their deferral have lapsed.

Of the 73 public-sector PSDs prepared during the reporting period, there were five deferrals of the standard 60-day PSD release timeframe imposed by the PIP. All five deferrals granted by Bank management were authorised in compliance with the terms of the PIP. PSDs have subsequently been published in relation to three projects, and one was cancelled (negating the need for a PSD).

Local-language translations were provided for all but five of the PSDs published during the reporting period.

#### 4.2. Public-sector project board reports

The PIP requires that Board reports on public-sector projects are made available to the public on request, once the project has been approved by the Board of Directors and subject to the removal of any confidential information.

The Bank continued to strengthen its internal processes in relation to such requests in 2019. Of three requests for Board reports made in the reporting period, two requests related to projects for which no Board report exists. The remaining two Board reports requested in 2019 were disclosed within the PIP response timelines and in conformity with the PIP (see Table 4).

**Table 4. Requests for public-sector project Board reports in 2019**

	Project	Country	Date of request (2019)	Date of disclosure (2019)
1	Belgrade Green Boulevard	Serbia	30 July	Not applicable (n/a) <i>NB - requested document does not exist*</i>
2	Ulaanbaatar District Heating Project	Mongolia	10 September	n/a <i>NB - requested document does not exist*</i>
3	Green Cities Framework	Regional	20 September	16 October

\* *This project was approved by Bank management, under authority delegated by the Board of Directors. As a result, no Board Report was prepared in relation to this project.*

*From 1 January 2020, the Bank has disclosed Project Summary Documents in relation to each project approved by Bank management under delegated authority. Individuals interested in these projects would now have direct access to detailed information about them on the Bank's website, [www.ebrd.com](http://www.ebrd.com).*

**Table 5. Requests for public-sector project Board reports since 2012**

Year	2012	2013	2014	2015	2016	2017	2018	2019
Valid requests	0	3	1	1	6	4	8	1**
Requests answered within PIP timeline (up to 40 working days)	n/a	3	1	0	6	4	8	1

\*\* In light of the Bank's upcoming proactive disclosure of state-sector Board reports from 1 January 2020 under the revised Access to Information Policy and Directive, civil society organisations indicated they would withhold requests for such documents during the reporting period.

### 4.3. Cancelled, rejected or inactive projects

During the reporting period, PSDs for three Category B projects (one public sector and two private sector) were removed from the bank's website, in line with the PIP.

### 4.4. Project-related environmental and social information

Fourteen new Category A projects had environmental and social impact assessments (ESIAs) disclosed in 2019. Full ESIA disclosure packages for all of these Category A projects were made available online in English and in local languages. Links were provided to each Category A project ESIA on [www.ebrd.com](http://www.ebrd.com) and on the client's website. PSDs are also cross-linked with ESIAs for Category A projects.

Details of the disclosures made in relation to those projects are shown in Table 6.

**Table 6. Summary of Category A disclosure in 2019**

Country	Project name	Public/private	Disclosure date	Target Board date	Days public before Board	Language
Kazakhstan	<a href="#">BAKAD Road Concession</a>	Private	15-Apr-19	14-Oct-19	183	English, Russian
Romania	<a href="#">Black Sea - Midia Gas Development Project</a>	Private	18-Apr-19	19-Jun-19	63	English, Romanian
Georgia	<a href="#">North-South Corridor (Kvesheti-Kobi) Road Project</a>	Public	03-May-19	02-Oct-19	153	English, Georgian

Croatia	<a href="#">Corridor Vc - Motorway Completion</a>	Public	16-May-19	15-Jan-20	245	Croatian, English
Ukraine	<a href="#">Dnistrovskiy Wind Project Ukraine</a>	Public	23-May-19	n/a	n/a	English, Ukrainian
Uzbekistan	<a href="#">Navoi Transmission Upgrade</a>	Private	12-Jul-19	13-Nov-19	125	English, Russian
Tajikistan	<a href="#">Obigarm-Nurobod Road Project</a>	Private	12-Jul-19	13-Nov-19	125	English, Russian
Mongolia	<a href="#">Ulaanbaatar Darkhan Road</a>	Public	25-Jul-19	11-Dec-19	140	English, Mongolian
Montenegro	<a href="#">Main Roads Reconstruction Project</a>	Private	26-Jul-19	01-Nov-17	99	English, Montenegrin
Georgia	<a href="#">Power Grid Enhancement Project</a>	Public	09-Aug-19	11-Dec-19	125	English, Georgian
Kosovo	<a href="#">Bajgora Wind</a>	Private	04-Oct-19	11-Dec-19	69	Albanian, English, Serbian
Turkey	<a href="#">Kiyikoy WPP Extension</a>	Private	09-Oct-19	11-Dec-19	64	English, Turkish
Moldova	<a href="#">VMTG</a>	Public	11-Oct-19	11-Dec-19	62	English, Romanian
Poland	<a href="#">Project Chemist: PDH Plant</a>	Private	29-Nov-19	26 Feb 2020	90	English, Polish

Seventeen Category A projects were submitted for approval by the Board of Directors in 2019. All of the Category A projects submitted for approval met the relevant minimum disclosure period required prior to the Board's consideration of the project (60 days for private-sector projects and 120 days for public-sector projects).

In 2019, 121 PSDs for Category B projects were published with enhanced environmental and social sections to provide more detailed information. In addition, 16 PSDs for Category B projects had non-technical summaries attached.

As required by section 3.1.2 of the PIP, 19 PSDs were published for projects approved by delegated authority with significant environmental or social issues that needed to be brought to the attention of the public or that were considered by the Bank's Environment and Sustainability Department (ESD) to be subject to public attention.

The EBRD published portfolio information on the environmental and social issues raised by projects approved during the 2018 calendar year in its *Sustainability Report 2018*, launched at the EBRD Annual Meeting in May 2019.

## **5. ACCOUNTABILITY AND GOVERNANCE-RELATED INFORMATION**

### **5.1. Compliance**

#### **List of ineligible entities**

Following the entry into force of the Agreement on Mutual Enforcement of Debarment Decisions between the EBRD, the African Development Bank Group, the Asian Development Bank, the Inter-American Development Bank and the World Bank Group,<sup>2</sup> the EBRD cross-debarred 281 entities and 56 individuals during the reporting period, in line with its obligation to recognise and enforce debarment notices from other parties to that agreement.

Furthermore, in 2019, following separate proceedings instituted under the Bank's Enforcement Policy and Procedures, the Bank issued debarment notices against two individuals and one corporate entity.<sup>3</sup>

The Bank's Enforcement Policy and Procedures were amended effective 4 October 2017.<sup>4</sup>

#### **Anti-corruption reports**

In accordance with its obligations under the PIP, the EBRD Office of the Chief Compliance Officer issued its annual Integrity and Anti-Corruption Report on matters arising during the 2018 calendar year and this was published and [posted](#) on the Bank's website in 2019.

#### **Project Complaint Mechanism (PCM)**

The 2019 Project Accountability Report, which includes an overview of PCM's operations and active environmental and social accountability cases, will be published on the Bank's Project Complaint Mechanism [webpage](#).

In 2019, the PCM received 42 new submissions, two of which fell under the PCM mandate to review environmental, social and public disclosure-related concerns raised about Bank projects and were therefore eligible for registration. Thirty-three complaints were ineligible for PCM review, as they related to allegations of fraud and corruption, procurement complaints, contractual issues or other concerns that fell outside the PCM's purview, and were redirected to the appropriate department within the Bank. The remaining seven submissions were suspended and will be further considered, as appropriate, in 2020.

Comprehensive information on all complaints registered from 2010 to 2019 – and their outcomes – is available on the public [PCM Register](#). The PCM published six case reports

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<sup>2</sup> See EBRD (2010).

<sup>3</sup> See EBRD (n.d.1).

<sup>4</sup> See EBRD (2017) for the revised version.

during the 2019 calendar year, which were submitted to the Board and are available for review on the PCM Register.<sup>5</sup> These include:

- one eligibility assessment report
- three compliance review reports
- one problem-solving completion report, and
- one compliance review monitoring report.

In 2019, the PCM also completed its ambitious five-year Policy Review, which culminated in Board approval of the new Independent Project Accountability Mechanism (IPAM) and the Project Accountability Policy 2019. The Policy was developed over a 17-month period through extensive internal and external consultation, culminating in eight in-person consultation events across EBRD countries of operations. Having recognised the concerns of its stakeholders, presented through over 250 public comments, the Project Accountability Policy strengthens the EBRD’s accountability mechanism through adjustments to its governance, structure and operational procedures. The PCM will transition to the IPAM in 2020, when the Project Accountability Policy comes into effect.

## 5.2. Evaluation

The following evaluation documents were published on ebrd.com during the review period:

**Table 7. Evaluation documents**

Document type	Publication in 2019
Evaluation Department’s annual evaluation review	<a href="#">Annual Evaluation Review 2018</a>
Operational evaluation summaries	Mining Operations in Mongolia – Approach Paper <sup>^^</sup>
Special and thematic studies and approach papers	<a href="#">Property Sector Strategy Evaluation</a> <a href="#">Delegated Authority – Special Study</a> <a href="#">Climate Initiatives – Special Study</a> <a href="#">Legal Transition Programme – Approach Paper</a> EBRD-Ukraine Stabilisation and Sustainable Growth Multi-Donor Account – Approach Paper <sup>^^</sup> <a href="#">EBRD Women in Business Programme in Turkey – Approach Paper<sup>^^</sup></a>

<sup>^^</sup> These approach papers were published in 2019, but have since been replaced on the EBRD website with completed thematic study papers published early in 2020, and available here.

<sup>5</sup> See EBRD (2019b).

### 5.3. Other documentation

A meeting of the Bank's Environmental and Social Advisory Council was held on 31 January 2019. A summary of the meeting can be found on the Bank's website.<sup>6</sup>

During the reporting period, the Bank prepared and published the following reports, among others:

- [Annual Review 2018](#)<sup>7</sup>
- [EBRD Financial Report 2018](#)<sup>8</sup>
- [Sustainability Report 2018](#)<sup>9</sup>
- [Transition Report 2019-20 – Better governance, better economies](#)<sup>10</sup>
- [Law in Transition Special Edition](#)<sup>11</sup>
- [Annual Review of Procurement Activities under the Procurement Policies and Rules 2018](#)<sup>12</sup>
- [Annual Report on Procurement Activities Under the Corporate Procurement Policy 2018](#)<sup>13</sup>
- [Public Information Policy Implementation Report 2018](#)<sup>14</sup>

## 6. INFORMATION CONSIDERED CONFIDENTIAL (SECTION E OF THE PIP)

Section E of the PIP deals with confidential information that is not disclosed to the public.

## 7. IMPLEMENTATION AND MONITORING OF THE PIP (SECTION F OF THE PIP)

### Relations with civil society

In 2019, the EBRD focused on bringing civil society organisations (CSOs), businesses and the public sector together to ensure collaboration and to build stronger communities. One of the main innovations in the EBRD's relations with civil society related to the launch of the Consultation Hub, a one-stop platform for all of the Bank's consultations.

As in previous years, CSO contacts that had registered with the EBRD (around 2,200) were regularly informed about the EBRD's latest developments and notified about upcoming consultations regarding EBRD policies, country and sector strategies through dedicated

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<sup>6</sup> See EBRD (n.d.4).

<sup>7</sup> See EBRD (2019a).

<sup>8</sup> See EBRD (2019b).

<sup>9</sup> See EBRD (2019c).

<sup>10</sup> See EBRD (2019d).

<sup>11</sup> See EBRD (2019e).

<sup>12</sup> See EBRD (2019f).

<sup>13</sup> See EBRD (2019g).

<sup>14</sup> See EBRD (2019h).

webpages for civil society, a quarterly EBRD CSO Newsletter, targeted email notifications and alerts, and the use of social media platforms such as Facebook and Twitter.

In 2019, the EBRD's flagship CSO engagement event, the 2019 Civil Society Programme, took place on the 8 and 9 May in Sarajevo, Bosnia and Herzegovina, alongside the Annual Meeting and Business Forum. A record number of 184 CSO representatives from 35 countries attended the programme. This was the highest attendance since the idea for a dedicated civil society programme was first initiated in the context of the EBRD Annual Meeting in 2000. This achievement was thanks to the EBRD's continued engagement with the CSO community in the Western Balkans as well as to the Programme's integrated and inclusive agenda aimed at providing a platform for dialogue among CSOs, businesses and governments.

Beyond the Civil Society Programme, 2019 was a remarkable year for the structured dialogue with civil society in the EBRD regions. In total, the Bank organised around 90 thematic meetings and events with civil society in 2019, which were attended by over 1,300 civil society representatives.

Meetings between civil society and the EBRD President were organised in Azerbaijan, Kyrgyz Republic and Turkey. Focused meetings with civil society representatives were also organised in the context of Board Country Visits to Egypt, Kazakhstan, Kyrgyz Republic, North Macedonia, Kosovo, Morocco and Uzbekistan. Fourteen consultations with civil society were organised for the review of key institutional policies and sectoral strategies, including the Environmental and Social Policy, the Access to Information Policy, Project Complaint Mechanism, Information and Communication Technologies Sector Strategy, Municipal and Environmental Infrastructure Sector Strategy, Property and Tourism Sector Strategy, and Transport Sector Strategy. Civil society was also consulted for the review of 10 country strategies.

In 2019, the EBRD also continued its proactive engagement with the CSOs across its regions through technical cooperation projects implemented under the Bank's Civil Society Capacity Enhancement Framework. The Framework comprised 27 TC projects worth around €4.6 million in 2019. It benefited almost 14,000 civil society and community representatives in 16 countries.

### **The EBRD website in 2019**

The EBRD's main corporate communications platform, its website, ebrd.com, broke new records for traffic in 2019, being visited by 1,405,808 users over the year.

This figure was 22 per cent higher than the figure for 2018. Other metrics also recorded best-ever results: user sessions were up 15 per cent at 2,608,823 and page views jumped 9 per cent to 6,316,497.

There were several likely reasons for this striking increase. Chief among them, most probably, was a noticeable improvement in site speed and performance, after work on this vital area of modern communications which had begun the previous year bore fruit.

Via search engines, ebrd.com also benefited from huge interest in the topic of Chernobyl, spurred by the HBO and Sky series about the 1986 nuclear disaster. Search also delivered large volumes of traffic from audiences seeking to find out more about China's Belt and Road Initiative.



In addition, the Communications Department launched a new campaign to grow the number of subscribers and their subscriptions to the team’s email delivery system, supplied by GovDelivery. Subscribers reached the 100,000 mark, up 16 per cent on 2018. The total number of subscriptions – subscribers can sign up to multiple streams of content by location and sector – rose 27 per cent to 1,728,303.

The year 2019 saw the approval of the Bank’s new Access to Information Policy. While the policy only came into effect at the very beginning of 2020, work to prepare the website for its implementation was completed and the new functionality already deployed and visible in 2019.

The new AIP provides for more information about more projects and necessitated major changes to the ‘back end’ of the site to ensure it complied with the new requirements. The most prominent enhancement to ebrd.com was the launch of a new “project finder”, a one-stop shop for all information about any given project, gathered together on one easy to use page. The sending live of the project finder marked the single most important change to ebrd.com’s functionality since its relaunch at the end of 2014.

In parallel with publishing content to the main corporate website, the Communications Department continued to engage with very large audiences on social media platforms. The total number of followers of the main EBRD social media accounts was up 26 per cent at 212,458. EBRD content attracted 229,000 engagements across all platforms and the Bank’s videos were watched 1.5 million times on Facebook alone.

### **Responding to information requests**

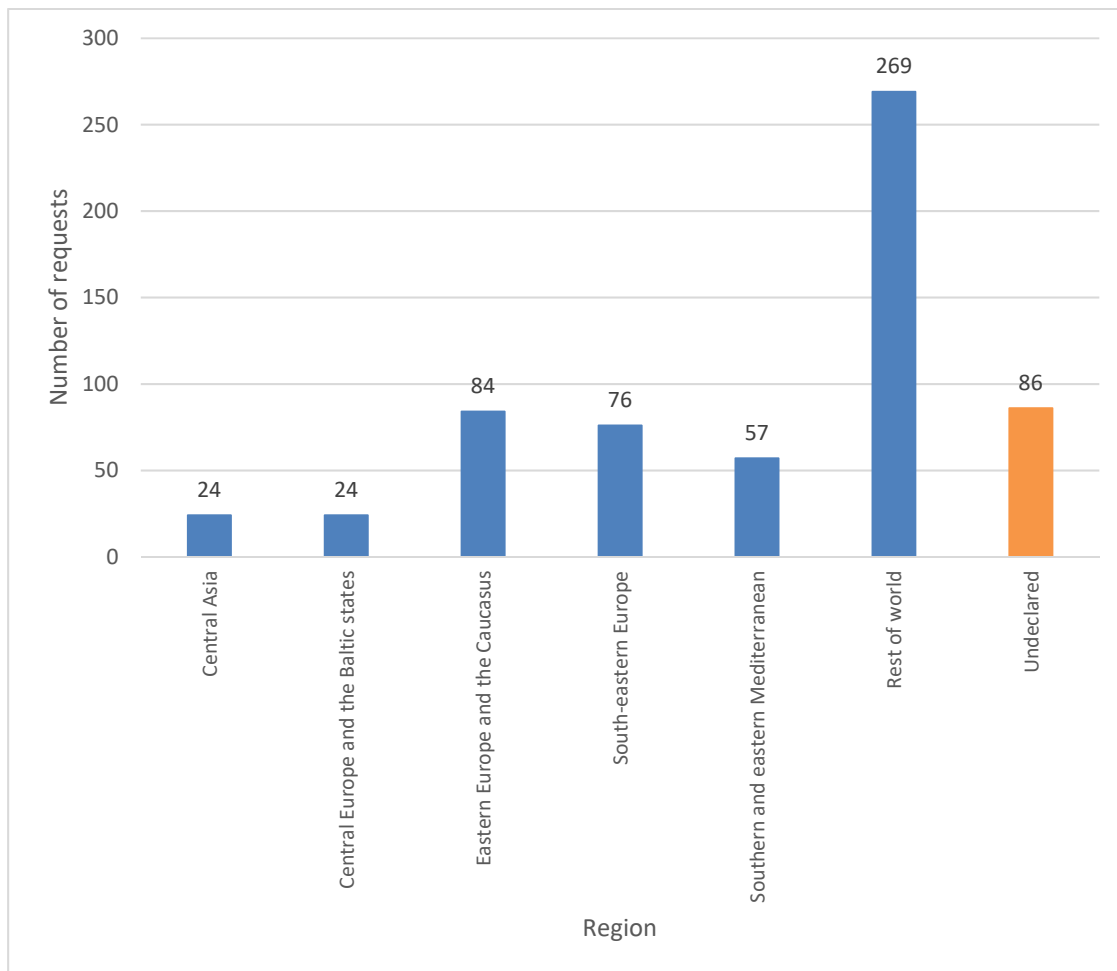
Various teams within the EBRD receive requests for information through the Bank’s website, and mailboxes listed on the ebrd.com Enquiries page.

The Bank received 743 requests for information through this channel during the reporting period, 620 of which related to the PIP. These concerned accountability and governance (38), general institutional information (87), policy and strategy (28), projects and project finance (280), publications (23), procurement (45) and other topics (119).

Not all of those who submitted a PIP-related request disclosed their professional affiliation or country of origin. However, of the information disclosed, PIP requests originated from the following main sources: civil society organisations (93), business or private enterprise (176), students or academics (31) and the media (199).

Figure 1 on page 16 identifies the geographic source of requests for information made under the PIP (where provided by the requester).

**Figure 1. Information requests by EBRD region**



## REFERENCES

EBRD (n.d.1)

Entities webpage: [www.ebrd.com/ineligible-entities.html](http://www.ebrd.com/ineligible-entities.html)

(last accessed 17 February 2020).

EBRD (n.d.2)

About the Project Complaint Mechanism webpage:

[www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/about.html](http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism/about.html)

(last accessed 17 February 2020).

EBRD (n.d.3)

PCM Register webpage:

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

(last accessed 17 February 2020).

EBRD (n.d.4)

Environmental and Social Advisory Council webpage:

[www.ebrd.com/cs/Satellite?c=Content&cid=1395271626222&pagename=EBRD%2FContent%2FHublet](http://www.ebrd.com/cs/Satellite?c=Content&cid=1395271626222&pagename=EBRD%2FContent%2FHublet)

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