

PUBLIC INFORMATION POLICY REPORT ON IMPLEMENTATION 2013

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PUBLIC INFORMATION POLICY REPORT ON IMPLEMENTATION 2013

EXECUTIVE SUMMARY

The Public Information Policy (PIP) establishes how the EBRD discloses information and consults with its stakeholders so as to promote better awareness and understanding of its strategies, policies and operations. The PIP commits the Bank's management to report annually to the Board of Directors on implementation of the PIP, with the findings to be posted on the Bank's website. This implementation report covers the period 1 January to 31 December 2013.

In 2013, the Bank was in compliance with most PIP requirements:

Institutional information

- This was posted on the web as required.

Strategies and policies

- Public consultation was conducted on ten Country Strategy reviews and two sectoral strategies.

Project related information

- One hundred and thirteen private sector Project Summary Documents (PSDs) were posted on the web. With four exceptions, all PSDs were PIP compliant (see p. 16).

Translations into official national languages

- 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.

Environmental and social information

- Environmental and Social Impact Assessments (ESIAs) on all "Category A" projects that proceeded to Board approval in 2013 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. There was one appeal against a decision regarding refusal of a request for information that the Bank was unable to release.

IMPLEMENTATION RECORD: 1 JANUARY 2013 – 31 DECEMBER 2013

Each PIP obligation and report on its implementation is addressed below, in the order in which these appear in the Policy.

1. INSTITUTIONAL INFORMATION

1.1 Schedule of forthcoming Board discussions

PIP requirements:

“The Bank will post in a dedicated website location the schedule for Board discussions of forthcoming Country Strategies, Sector Strategies and Projects. The Projects scheduled for discussion will have a link to the Project Summary Documents already posted on the web. The schedule will be updated on a monthly basis. It should be noted that the precise scheduling of individual items can change.”

Implementation:

The schedule of Board discussions of forthcoming Country and Sector Strategies and projects was updated on the Bank’s website throughout 2013 on a monthly basis. In addition, specific information was provided on the items to be discussed at each of the next two Board meetings.

1.2 List of forthcoming strategy and policy reviews and updates

PIP requirements:

“The Bank will post on its website a list of impending reviews in order to give adequate advance warning of the posting of draft reviews and updates.”

Implementation:

The Bank’s website was kept up to date with information on impending reviews of forthcoming Strategies and Policies for 2013.

1.3 Board minutes

PIP requirements:

“The Bank will release Minutes of meetings of the Board of Directors which will contain the following: (i) the names of attendees; (ii) a record of the approval of the Minutes of the previous meeting; (iii) titles of the agenda items; and (iv) agreements and decisions reached.”

Implementation:

The minutes of 21 Board Meetings held in 2013 were posted on the website following approval of these minutes by the Board. These minutes were for the meetings held on the following dates: 16 and 29 January; 12 and 26 February;

12 and 26 March; 16 April; 1 and 29 May; 11 and 25 June; 9 and 23 July; 4 September; 1, 16 and 29 October; 12 and 26 November; 10 and 17 December.

1.4 Board Committees

PIP requirements:

“The Terms of Reference and membership of the Committees of the Board of Directors will be posted on the website.”

Implementation:

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 23 July 2013 of the new composition of the Committees.

1.5 Organigram of the Bank

PIP requirements:

“The Bank will post on its website an organigram of the EBRD identifying the various departments and component parts of the institution.”

Implementation:

Throughout the year the Bank updated the departmental organigrams and administrative structures posted on the website.

1.6 Salaries of senior management and Directors

PIP requirements:

“The Bank will disclose the salaries of the President, Vice Presidents, Directors and Alternate Directors and the range of salaries for senior management in the Bank’s Annual Financial Report.”

Implementation:

This information was contained in the 2012 Bank Annual Financial Report, which was posted on the website in May 2013.

1.7 Administrative Tribunal

PIP requirements:

“The Bank will post on its website details of the Bank’s Administrative Tribunal as well as copies of its decisions.”

Implementation:

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

The Bank develops country strategies for its activities in each country of operations. The object of the country strategies is to provide a brief review of the Bank's operations to date, an assessment of the operational environment and transition challenges, and an indication of strategic priorities for banking operations in the relevant country. As appropriate, environmental and social information, including in respect to gender, is included in summary format in the Bank's country strategies.

Draft Country Strategies

PIP requirements:

"The Bank will invite the public to provide input to the preparation of Country Strategies on the basis of a draft Country Strategy document.

The draft Country Strategy will be publicly released and posted on the Bank's website, following a process which includes consultation with the country concerned. The draft Country Strategy will be posted for a period of 45 calendar days, during which time the public is invited to send comments to the Bank.

A summary of public comments received will be made available to the Board of Directors in a Report on the Invitation to Comment before final approval by the Board of the Country Strategy."

Implementation:

Strategies for ten of the Bank's countries of operations came up for approval in the period 1 January to 31 December 2013, and the public were invited to comment on each of the drafts which were posted on the website for 45 calendar days.

In order to collate public comments, a dedicated e-mail address was set up for each Strategy under review, with access given to the External Action and Political Affairs. At the time of the Strategy posting, the Civil Society Engagement Unit alerted CSOs in the relevant country, as well as all other relevant international CSOs in the Bank's database, to the fact.

In 2013 the EBRD organised eleven meetings with civil society on the review of country strategies and one consultation on the development of the first country strategy for Kosovo, which became an EBRD country of operations in December 2012.

In addition, the Bank piloted an early-engagement approach in Slovenia and Serbia, where strategies will be approved in 2014, by consulting with civil society stakeholders during the pre-drafting stage of the respective country strategies. The Bank has recognised that consultations at an early stage in the process, when strategies are still at a concept stage, helps to provide a broad spectrum of perspectives in strategy design.

Table 1: Website posting of Invitation to Comment on Country Strategies

Country	Date Posted	Posting ended	Written comments received
Belarus	03 January 2013	11 February 2013	Yes
Croatia	15 April 2013	31 May 2013	Yes
FYR Macedonia	19 February 2013	05 April 2013	Yes
Georgia	11 June 2013	26 July 2013	Yes
Kazakhstan	02 October 2013	15 November 2013	Yes
Kosovo	05 March 2013	18 April 2013	Yes
Mongolia	15 February 2013	30 March 2013	Yes
Montenegro	24 July 2013	06 September 2013	No
Poland	15 October 2013	29 November 2013	No
Turkmenistan	09 August 2013	23 September 2013	Yes

Strategy for Belarus

Prior to the formal consultation period and in the course of the Strategy preparation, the EBRD country team met representatives of CSOs in Minsk and Vilnius in 2012.

In January 2013, a dedicated meeting with a group of international CSOs was organised in London followed by a consultation workshop at the Bank's Resident Office in Minsk to provide local civil society organisations with an additional opportunity to learn about the Bank's planned operational priorities in the country and discuss the draft country strategy.

CSOs provided their feedback on the EBRD's planned activities in a variety of sectors covered by the Bank's operations for the next strategy period. They commended the EBRD for its calibrated strategic approach and expressed their general support for the Bank's current operations in the country and main priorities identified in the new country strategy.

The Strategy was approved by the Board of Directors on 12 March 2013. The *Report on the Invitation to Comment*, which captures the key themes and views

received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/belarus/strategy.shtml>

Strategy for Croatia

In March 2013, Board Directors met with representatives of civil society in Zagreb to discuss the main socio-economic and environmental challenges that the EBRD should take into consideration while operating in Croatia. In June 2013, the EBRD Political Counsellor for Croatia held a number of meetings with representatives of civil society to discuss the Bank's recently updated methodology for carrying out political assessments.

The Strategy was approved by the Board of Directors on 25 June 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/croatia/strategy.shtml>

Strategy for FYR Macedonia

In March 2013, the EBRD Resident Office in Skopje held a workshop with civil society organisations to discuss and solicit comments on the draft Strategy. The event attracted 18 participants coming from local and international CSOs operating in FYR Macedonia and one observer from the Organization for Security and Cooperation in Europe. Comments were also received in written format.

The Strategy was approved by the Board of Directors on 1 May 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/fyrmacedonia/strategy.shtml>

Strategy for Georgia

In the course of the Strategy preparation, a delegation of the Board of Directors met with representatives of local CSOs, which provided feedback on the key human rights issues, issues of fiscal transparency and public access to information. CSOs also highlighted the deficiencies in the public consultation process associated with investments in the power and energy sector in Georgia.

As part of the public consultation process, the EBRD held a consultation workshop in June in Tbilisi with local civil society organisations with the aim of proactively soliciting comments on the draft Strategy from the CSOs active in the country and those that closely follow the work of the Bank.

The Strategy was approved by the Board of Directors on 4 September 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on

<http://www.ebrd.com/pages/country/georgia/strategy.shtml>

Strategy for Kazakhstan

In advance of the Strategy drafting process, a delegation of the Board of Directors met with representatives of local organisations in July in Almaty to exchange views about the Bank's work in the country and planned priorities for the next Strategy period. A wide range of issues was brought to Directors' attention including human rights, transparency and the rule of law, financial sector competitiveness, pension reform and SME development.

Following disclosure of the draft Strategy for public comments, the EBRD hosted a consultation workshop with civil society in November 2013 to proactively solicit input on the draft Strategy and the Bank's operational priorities in the forthcoming Strategy period from the CSOs active in Kazakhstan.

The Strategy was approved by the Board of Directors on 17 December 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on

<http://www.ebrd.com/pages/country/kazakhstan/strategy.shtml>

Strategy for Kosovo

In March 2013, the EBRD Resident Office in Kosovo held a workshop with civil society organisations to discuss and solicit comments on the draft Strategy. The event attracted 26 participants coming from 22 local and international CSOs operating in Kosovo and two observers from the Organization for Security and Cooperation in Europe and the United Nations Development Programme. Additional Comments were also received in written format.

The Strategy was approved by the Board of Directors on 1 May 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on

<http://www.ebrd.com/pages/country/kosovo/strategy.shtml>

Strategy for Mongolia

Prior to the formal consultation period and in the course of the Strategy preparation, the EBRD country team met representatives of civil society organisations in Ulaanbaatar in October 2012, where such issues as the diversification of Mongolian economy, public participation in the government's decision-making processes, transparency and corporate governance were discussed. Written comments were also received.

The Strategy was approved by the Board of Directors on 25 June 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/mongolia/strategy.shtml>

Strategy for Montenegro

In preparation for the Strategy, a delegation of Board Directors met with representatives of CSOs in Podgorica in June 2012. The dialogue focused on the challenges related to the implementation of the rule of law and environmental protection in Montenegro in view of the EU integration process. In particular, civil society raised concerns regarding the struggle against corruption, which prevents the country from developing a sound business environment. The discussion also looked into challenges faced by women in accessing top positions both in the public and private sector as well as in financing entrepreneurship.

As part of the public consultation process, the EBRD Resident Office in Montenegro hosted a workshop with civil society organisations in September 2013 to discuss and solicit comments on the draft Strategy.

The Strategy was approved by the Board of Directors on 1 October 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/montenegro/strategy.shtml>

Strategy for Poland

In the context of the high level dialogue with civil society in the Bank's countries of operations, in October 2012 a delegation of EBRD Board Directors met with representatives of CSOs to gather civil society's views on socio-economic and environmental challenges in Poland. The discussion focused on the need to diversify the energy portfolio in Poland, support the development of the ESCO market and promote inclusive model growth.

As part of the public consultation process, the EBRD Resident Office in Poland hosted a workshop with civil society organisations in October 2013 in Warsaw to discuss and solicit comments on the draft Strategy. The event brought together 13 participants coming from ten CSOs and three business companies.

The Strategy was approved by the Board of Directors on 17 December 2013. The *Report on the Invitation to Comment*, which captures the key themes and views received during the consultation process, became an addendum to the Strategy and can be found on <http://www.ebrd.com/pages/country/poland/strategy.shtml>

Strategy for Turkmenistan

While the public consultation process on the draft Strategy concluded in September, it was judged appropriate to postpone approval until after the parliamentary elections in December 2013. Details of the consultation process and subsequent approval will therefore be contained in the 2014 Implementation Report.

Translation of Draft Country Strategies

“The Bank will translate each draft Country Strategy into the relevant official national language. In those countries where there is more than one official national language, and where one of those languages is a designated working language of the Bank, the translation will be provided only in such working language. Translated draft Country Strategies will not be considered official Bank documents as they are prepared only for the convenience of local communities and other interested parties. While the Bank cannot guarantee the accuracy and authenticity of any such translation, which will carry a disclaimer, every effort will be made to provide reliable translations. The translated draft Country Strategies will be made available in the relevant Resident Office and posted on the Bank’s website.”

Implementation:

During 2013, all draft Country Strategies were translated into the relevant official national language.

Final Country Strategies and Translation of Approved Country Strategies

PIP requirements:

“After the Country Strategy has been approved, the Report on the Invitation to Comment, containing the summary of public comments received and staff responses will be publicly released and posted on the Bank’s website. While all comments received by the Bank during this exercise will be considered, and the senders acknowledged, the Bank will not respond to individual public comments or communications received.”

“The Bank will translate each approved Country Strategy into the relevant official national language subject to the same terms set out in Section 2.1.2 above.”

Implementation:

In the period under review, the nine Country Strategies approved by the Board in 2013 were posted on the website as required by the PIP (see Table 2). In line with the Policy, a timetable for Strategy reviews in 2013 was also posted on the website at the beginning of the year and updated as appropriate.

The nine 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, to the fact.

Table 2: Approved Country Strategies posted on the website in 2012

Country	Date approved	Posted on website
Belarus	12 March 2013	13 March 2013
Croatia	25 June 2013	28 June 2013
FYR Macedonia	01 May 2013	30 May 2013
Georgia	04 September 2013	18 September 2013
Kazakhstan	17 December 2013	23 December 2013
Kosovo	01 May 2013	03 May 2013
Mongolia	25 June 2013	26 June 2013
Montenegro	01 October 2013	06 November 2013
Poland	17 December 2013	20 December 2013

2.2 Sectoral strategies

The Bank develops Sectoral Strategies for its operations in the key business sectors in which it promotes transition. The object of the Sectoral Strategies is to provide an updated assessment of transition challenges as well as an indication of strategic priorities for banking operations in the relevant sectors. As appropriate, environmental and social information is included in summary format in such strategies.

Draft Sectoral Strategies

PIP requirements:

“The Bank will invite the public to provide input to the preparation of Sectoral Strategies on the basis of a draft Sectoral Strategy document.

“The draft Sectoral Strategy will be publicly released and posted on the Bank's website for a period of 45 calendar days, during which time the public is invited to send comments to the Bank.

“A summary of public comments received and staff responses will be made available to the Board of Directors in a Report on the Invitation to Comment before final approval by the Board of the Sectoral Strategy.”

Implementation:

The draft *Transport Sector Strategy* was posted on the EBRD website for 45 calendar days from 15 April 2013. Comments were submitted by: (i) CEE Bankwatch Network, an international non-governmental organisation based in Prague, Czech Republic, and established in 1995 to monitor the activities of those IFIs that operate in Central and Eastern Europe; (ii) The National Experts Council of Transparency and Sustainable Development; (iii) UCL, The Bartlett Development Planning Unit and (iv) Members of the Environment and Social Advisory Council (ESAC).

These comments were addressed in the Report on the Invitation to Comment which became an addendum to Strategy which was approved by the Board of Directors on 16 October 2013 and can be found on [www.ebrd.com/pages/sector/transport/transport sector strategy.shtml](http://www.ebrd.com/pages/sector/transport/transport%20sector%20strategy.shtml).

The draft *Energy Sector Strategy* was posted on the EBRD website for public consultation for more than 60 days from 19 July 2013 to 30 September 2013. In preparation of and during the consultation, the Bank actively contacted more than 1,000 organisations, seeking comments from a wide range of stakeholders, including companies, CSOs, governments, academia and others. During the consultation period, EBRD held four public consultation meetings in London, Istanbul, Belgrade and Moscow, attended by a total of 121 representatives of various stakeholders. Eighty three sets of written comments were received before 30 September, as well as two petitions from 350.org and the Price of Oil campaign.

The comments received were addressed in the Report on the Invitation to Comment which was published alongside the Strategy after its approval by the Board of Directors on 10 December 2013. Both documents can be found on <http://www.ebrd.com/pages/sector/powerenergy/energy-strategy.shtml>.

Final Sectoral Strategies

PIP requirements:

“After the Sectoral Strategy has been approved, the Report on the Invitation to Comment, containing the summary of public comments received and staff responses will be publicly released and posted on the Bank’s website. While all comments received by the Bank during this exercise will be considered, and the senders acknowledged, the Bank will not respond to individual public comments or communications received.”

“The following Sectoral Strategies currently provide guidance for the Bank’s operations in the relevant sectors:

- *Telecommunication, Informatics and Media*
- *Transport*
- *Property Operations*
- *Municipal and Environmental Infrastructure*
- *Energy Operations*
- *Shipping Operations*
- *Financial Sector Operations*
- *Agribusiness Operations*
- *Micro, Small and Medium-sized Enterprises*

When additional Sectoral Strategies are developed the same treatment will apply for their release to the public.”

Implementation:

The Transport Sector Strategy was approved by the Board on 16 October 2013. The approved strategy was posted on the Bank’s website along with a summary of the comments received during the public consultation period.

The Energy Sector Strategy was approved by the Board on 10 December 2013. The approved strategy was posted on the Bank’s website along with a report on the ‘Invitation to the Public to Comment’ which summarises the comments received during the public consultation period and management’s answers.

2.3 Policies and procedures subject to public review

PIP requirements:

“The Public Information Policy, Environmental and Social Policy, and the Project Complaint Mechanism are subject to periodic review. Draft texts will be posted on the Bank’s website for 45 calendar days of public comment. A summary of public comments received and staff responses will be made available to the Board of Directors in a Report on the Invitation to Comment before final approval by the Board.

“Following approval by the Board of Directors, the Report on the Invitation to Comment, containing the summary of public comments received and staff responses will be publicly released and posted on the Bank’s website. While all comments received by the Bank during this exercise will be considered, and the senders acknowledged, the Bank will not respond to individual public comments or communications received.

“The above consultation procedure does not apply to any other of the Bank’s other policies.

“The Bank will endeavour to provide translations of the Public Information Policy, the Environmental and Social Policy as well as its performance requirements, and the Project Complaint Mechanism, into a number of official national languages in the region on a demand-driven basis. Requests can be made for translations by clients, institutions, or civil society. While the Bank cannot guarantee the accuracy and authenticity of any such translation, which will carry a disclaimer, every effort will be made to provide reliable translations when need is demonstrated.”

Implementation:

Translation of the Public Information Policy

The Bank has not received any requests for a translation into the relevant official language of any country of operations. However, a translation of the PIP has been made available in Russian on the Bank's website.

Translation of the Environmental and Social Policy

In 2013, the 2008 Environmental and Social Policy was available in 15 languages. The English version is the approved policy text. In 2013, further translation was not undertaken, pending the revision of the Environmental and Social Policy. Once approved in 2014, the revised Policy will be translated into additional languages 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 2008 Environmental and Social Policy:

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

These translations are currently available on the Bank's website at <http://www.ebrd.com/pages/research/publications/policies/environmental.shtml>

2.4 Disclosure of other strategies and institutional reviews

PIP requirements:

“The Bank's operations are guided by such documents as the five-yearly Capital Resources Review, the annual Medium Term Strategy Update, the annual Strategic Portfolio Review, and the annual Business Plan & Budget. Summaries of these documents will be made available on the Bank's website after Board approval of the main document. In addition, a summary of approved annual Staff Compensation and Benefits adjustments will be included as part of the summary of the annual Business Plan & Budget to be made available on the Bank's website.

“On-line archive of earlier strategies and policies

“The Bank will post in a dedicated website location earlier approved versions of strategies and policies as set out in sub-sections 2.1, 2.2 and 2.3.

Implementation:

The annual Business Plan and Budget Summaries for 2013 were not posted on the website. The Medium Term Strategy Update and the Strategic Portfolio Review are no longer prepared.

The on-line archiving of strategies and policies is a continuing process.

3. PROJECT-RELATED INFORMATION

The Bank will inform the public of project development through Project Summary Documents (PSDs). At the same time, project sponsors and clients entrust confidential information to the Bank, which the Bank, as a financial institution promoting the development of the private sector, has an obligation to respect.

3.1 Project summary documents (PSDs)

PIP requirements:

“A Project Summary Document (PSD) will be prepared for each private and public sector project where approval is sought from the Board of Directors. PSDs provide a factual summary of the main elements of a given project and potential investment which includes the following information: (i) the identity of the project company; (ii) total project cost (where applicable); (iii) the project location; (iv) a brief description of the project and its objective; (v) the amount and nature of EBRD’s investment; (vi) the target date for a decision on the project by the Board of Directors; (vii) the anticipated transition impact; (viii) a summary of environmental and social issues; (ix) if applicable, details of project related technical co-operation funding and grant financing; and (x) guidance on how and where information about the project can be obtained, including contact points for the project sponsor and the EBRD Operation Leader.

“For projects where approval is not sought from the Board of Directors, but under delegated approval, a PSD will be prepared if there are significant environmental or social issues.

“Information considered confidential, as set out in Section E of the Policy, will be excluded from the PSD.

“For private sector projects, the PSD will be released at least 30 calendar days prior to consideration of the project by the Board of Directors, unless the Bank’s client or co-financing institution provides sound reasons for not releasing the document. In such cases, the PSD will be released as soon as possible and prior to any disbursement.

“For public sector projects, the PSD will be released as soon as possible after the project has passed its Concept Review by the Bank’s management, and at least 60 calendar days before Board discussion.

“PSDs are posted in three categories (date/country/sector) on the Bank’s website.

“Deferrals of the release of PSDs may be granted in certain circumstances, for example:

- *Capital market transactions (e.g. IPO, listed company or bond issue) where security laws, Stock Exchange regulations or other bodies restrict or prohibit distribution of information as per the PSD.*
- *Legitimate sponsor concerns about confidentiality (as per Section E).*

- *Likelihood of substantial changes in project design at Final Review.*

“PSDs will be updated, if material changes as approved by the Board, are made to the project following the release of the original PSD.

“In order to make information available about the Bank’s operations in a given country, PSDs will, as soon as practicable after the posting of the English version, be translated into relevant official national languages and publicly released and posted on the Bank’s website. Translated PSDs will also be made available in the relevant Resident Offices. While the Bank cannot guarantee the accuracy of such translation, every effort will be made to provide reliable translations. PSD updates will also be translated into the relevant official national language.”

Implementation:

In the period under review, 170 projects (113 private sector and 57 public sector) were prepared for Board consideration. With four exceptions, all PSDs were PIP compliant during the period under review. The non-compliant PSDs:

- Eti Aluminium Modernization Project – PSD was published 22 days before Board due to late Final Review changes/approval.
- IsBank – PSD was published 3 days late (27 days before Board) due to a late request from Isbank to sign during the EBRD’s Annual Meeting in Istanbul on 10-11 May.
- NCH Agribusiness Partners II (NAP II) – PSD was published 2 days late (28 days before Board) – the project passed Final Review even though it was only submitted for Structure Review. Given the earlier-than-expected approval and the rather tight timeline of the project, the Board date was brought forward but the PSD had not yet been published and was therefore late.
- Turkey: Garantibank – MSME Financing Facility – PSD was published 1 day late (29 days before Board) due to an admin error.

Table 3: PSDs published 1 January - 31 December 2013

PSDs for Private sector projects	Number
Compliant with policy	109
Non-compliant with PIP	4
Total number of private sector PSDs	113
Deferrals in accordance with PIP *	39
Capital markets transaction	26
Legitimate sponsor concerns on confidentiality	13
Likelihood of substantial changes at Final Review	4
PSDs for Public sector projects	57
Compliant with policy	57
Non-compliant with PIP	0
Total number of public sector PSDs	57
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 reflects the state of EBRD financing on a particular project at the time of Board approval of the project, other than material changes in the financial structure of the project as approved by the Board. PSDs are not designed to provide further information or updates on the subsequent development of a project and, therefore, do not necessarily provide an up-to-date reflection of the subsequent state of EBRD investments.

Of the 113 private sector PSDs, there were 39 deferrals to the 30-day release timeframe, all of which were authorised within the terms of the Policy.

Of the 57 public sector PSDs, there was one deferral to the 30-day release timeframe, which was authorised within the terms of the Policy.

In the reporting period from 1 January - 31 December 2013, 143 PSDs were translated into the relevant official national languages¹. The following is the country breakdown:

Albania (2); Armenia (1); Azerbaijan (1); Belarus (5); Bosnia & Herzegovina (2); Bulgaria (2); Croatia (5); Egypt (4); Hungary (1); Jordan (2); Kazakhstan (9); Kosovo (3); Kyrgyz Republic (2); Moldova (4); Mongolia (1); Morocco (4); Poland (6); Romania (16); Russian Federation (32); Serbia (6); Slovenia (1); Tajikistan (2); Tunisia (3); Turkey (19); Turkmenistan (1); Ukraine (9). There were 18 PSDs for regional projects that did not require translations. Translations of nine PSDs remained outstanding at the end of the period under review.

¹ Please note that PSDs for Regional Projects are not translated since they often relate to a wide geographical region and would require multiple translations, many of which would not be relevant.

3.2 Public sector projects

PIP requirements:

“Board Reports for public sector projects will be made available to the public on request, once the project has been approved by the Board of Directors. Information considered confidential, as set out in Section E of the Policy, will be removed from the released documents.”

Implementation:

One request for the release of a Public Sector Project Board report was received during the period under review.

3.3 Cancelled, rejected or inactive projects

PIP requirements:

“Project Summary Documents (PSDs) will be removed from the website as soon as the associated project is cancelled, rejected, or if inactive for a year. However, where a PSD is for a “Category A” project, with an associated Environmental and Social Impact Assessment, the PSD and all associated information on the website will be removed six months after the date on which it would otherwise have been removed. The Bank, however, may at its discretion, leave such PSDs on the website for a longer period.”

Implementation

Two PSDs were removed from the website during the period under review.

3.4 Environmental and social information relating to projects

PIP requirements:

“For projects approved by the Board of Directors, the EBRD releases summary information on the environmental and social issues associated with its projects and the associated mitigation measures. The Bank may, at its discretion, disclose other environmental and social reports and studies that it commissions from time to time, for public comment or for information, on its website.

“The Bank will make available Environmental and Social Impact Assessments on “Category A” projects in its Headquarters in London and in the relevant EBRD Resident Office at least 60 calendar days prior to consideration of the project by the Board of Directors for private sector projects and 120 calendar days prior to Board consideration for public sector projects. For projects located in countries where EBRD does not have a Resident Office, alternative means of disclosure will be identified on the ESIA webpage for the project.

Notification of the documents’ availability will be posted on the EBRD website along with the non-technical summary of the Environmental and Social Impact Assessment and supporting consultation and action plans, as appropriate. The notification will also list locations of full availability of ESIA documents and link to the Client’s website or other website where full documentation is available during the consultation period.

“Environmental and social issues, including the categorisation of the project and planned mitigation measures will be summarised in Project Summary Documents.

“The disclosure of project information is the responsibility of clients. The EBRD requirements for disclosure of project information by the client are contained in the EBRD Environmental and Social Policy.

“Portfolio information on environmental and social issues is provided in the annual Sustainability Report.”

Implementation Summary for 2013

A total of 15 “Category A” projects, requiring an environmental and social impact assessment, were in an active disclosure period in 2013.

Ten of the 15 projects proceeded to Board Review and Approval; and the remaining projects have not yet been scheduled for Board Review.

Of the projects proceeding to Board, 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 Review of the Project. All projects’ full ESIA’s were available in local language.

All 15 of the projects were disclosed electronically. Some of the projects were disclosed on the EBRD website in addition to the client’s website. The links were provided on the individual project’s ESIA web page.

In 2013, one request was made by a consultant to review an ESIA in EBRD’s offices in London.

Table 4: Summary of Category A Disclosure/Board Review in 2013

Country	Project Name	Sector	Date EIA HQ/RO	Board Date	Days available (before Board)	Language of ESIA
1. Kyrgyz Republic	Bishkek Solid Waste	Public	06/12/12	16/04/13	132	Russian and English
2. Romania	Crucea I	Private	16/10/12	04/09/13	324	Romanian and English
3. Mongolia	Oyu Tolgoi LLC	Private	10/09/12	26/02/13	170	Mongolian and English
4. Montenegro	Montenegro: Lastva - Pljevlja Transmission Line	Public	23/12/11	16/04/13	481	Montenegrin and English
5. Russia	Sibcement	Private	11/10/11	23/07/13	652	Russian and English
6. Bosnia & Herzegovina	EPBiH - Hydro Power Plants Project	Public	14/05/13	17/09/13	126	Bosnian and English
7. Georgia	GEORGIA - Jvari-Khorga Interconnection	Public	20/05/13	16/10/13	150	Georgian and English
8. Poland	Pawlowo Wind Farm	Private	24/05/13	12/11/13	173	Polish and English
9. Turkey	Central Anatolia (Etlık) Hospital PPP	Private	24/05/13	N/A	--	Turkish and English
10. Turkey	SOCAR Turkey Aegean Refinery	Private	24/05/13	N/A	--	Turkish and English
11. Russia	INTER RAO Capacity Replacement Loan	Private	06/08/13	12/11/13	99	Russian and English
12. Turkey	Seymenoba Combined Cycle Cogeneration Power Plant	Private	07/08/13	N/A	--	Turkish and English
13. Romania	Crucea North Wind Farm	Private	27/09/13	26/11/13	61	Romanian and English
14. Georgia	Adjaristsqali HPPs	Private	17/10/13	N/A	--	Georgian and English
15. Romania	Land Power Wind Farm	Private	14/11/13	N/A	--	Romanian, and some in English

4. ACCOUNTABILITY AND GOVERNANCE RELATED INFORMATION

In order to strengthen the Bank's corporate governance, the following information will be disclosed and posted on the Bank's website.

4.1 Compliance documentation

List of ineligible entities

PIP requirements:

"The Bank will post on its internet site a list of persons and or entities subject to Debarment or Debarment with Conditional Release or a Notice of Mutual Enforcement pursuant to the Bank's Enforcement Policy and Procedures. The posting shall remain on the site for as long as the Debarment or Mutual Enforcement remains in effect."

Implementation:

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 2013 the Bank cross debarred 303 entities and 25 individuals based on 53 21 debarment notices received from the World Bank Group, five notices received from the Inter-American Development bank and four notices received from the Asian Development Bank.

There were no Bank initiated debarments under its Enforcement Policy and Procedures in 2012.

The list of all EBRD debarred entities and individuals can be found at <http://www.ebrd.com/pages/about/integrity/list.shtml>

Anti-Corruption Reports

PIP requirements:

"The Bank's Anti-Corruption Report, published annually by the Office of the Chief Compliance Officers, will be publicly released and posted on the Bank's internet site."

Implementation:

The Anti-Corruption Report for the year 2012 was released and posted on the Bank's Website on 26 April 2013 and can be found at: <http://www.ebrd.com/downloads/integrity/ACReport12.pdf>

Project Complaint Mechanism (PCM)

PIP requirements:

“The following information and/or documents will be publicly released and posted on the Bank’s website.

- *the PCM Rules of Procedure;*
- *PCM Annual Reports;*
- *copy of complaints received, once registered in accordance with the PCM Rules of Procedure;*
- *Eligibility Assessment Reports, subject to the conditions set out in the PCM Rules of Procedure;*
- *Problem-solving Competition Reports or summaries thereof, subject to the conditions set out in the PCM Rules of Procedure, and related Problem-solving Initiative Monitoring Reports, if any;*
- *Compliance Review Reports, Management Action Plans, Complainant Comments, and related Compliance Review Monitoring Reports, if any*
- *information regarding each of the PCM experts, and*
- *information brochures and pamphlets about the PCM.”*

Implementation:

The Rules of Procedure of the PCM can be found in English at <http://www.ebrd.com/downloads/integrity/pcmrules.pdf>, in Russian at <http://www.ebrd.com/downloads/integrity/pcmrulesr.pdf> and in French at <http://www.ebrd.com/downloads/integrity/pcmrulesf.pdf>.

The fourth PCM Annual Report, covering the year 2013 was posted on the Bank’s website in March 2014 and can be found at: <http://www.ebrd.com/pages/project/pcm/about.shtml>. The Report will also be translated in Russian and French and will be available on the same webpage.

In the course of 2013, the PCM completed five Compliance Reviews (complaints received in 2011-2012) regarding the following projects: Boskov Most Hydro Power Plant (HPP) (FYR Macedonia), Ombla HPP (Croatia), Paravani HPP (Georgia), Rivne Kyiv High Voltage Line (Ukraine) and Sostanj Thermal Power Plant (TPP) (Slovenia). In three of these projects – Boskov Most HPP, Ombla HPP and Paravani HPP – the reviews, carried out by independent experts, concluded that non-compliance had occurred in relation to the assessment of the projects’ potential impacts on biodiversity and living natural resources (Performance Requirement (PR) 6 (Biodiversity Conservation and Sustainable Natural Resource Management) of the 2008 Environmental and Social Policy (ESP) 2008). Additionally, in the Paravani HPP project, the review found non-compliance in relation to PR 10 of the ESP (Information Disclosure and Stakeholder Engagement).

Compliance Review Reports, Management Action Plans and Complainant Comments were published in January 2014 on the PCM Register (<http://www.ebrd.com/pages/project/pcm/register.shtml>) at: http://www.ebrd.com/downloads/integrity/Boskov_CRR.pdf http://www.ebrd.com/downloads/integrity/Boskov_MAP.pdf http://www.ebrd.com/downloads/integrity/Boskov_comments_on_MAP.pdf http://www.ebrd.com/downloads/integrity/Boskov_complaint_7.11.2011.pdf

http://www.ebrd.com/downloads/integrity/Boskov_additional_complaint_10.01.2012.pdf

http://www.ebrd.com/downloads/integrity/Ombla_CRR.pdf

http://www.ebrd.com/downloads/integrity/Ombla_MAP.pdf

http://www.ebrd.com/downloads/integrity/Ombla_comments_to_map.pdf

http://www.ebrd.com/downloads/integrity/Ombla_complaint_17.11.2011.pdf

http://www.ebrd.com/downloads/integrity/Paravani_CRR.pdf

http://www.ebrd.com/downloads/integrity/Paravani_MAP.pdf

http://www.ebrd.com/downloads/integrity/Paravani_comments_on_MAP.pdf

http://www.ebrd.com/downloads/integrity/paravani_complaint_22.12.2011.pdf

The reviews on the complaints in relation to the Rivne Kyiv High Voltage Line and Sostanj TPP projects concluded that no non-compliance had occurred. The Compliance Review Reports were published in September 2013 on the PCM Register (<http://www.ebrd.com/pages/project/pcm/register.shtml>) at:

http://www.ebrd.com/downloads/integrity/rivne_kyiv_cr.pdf

http://www.ebrd.com/downloads/integrity/rivne_kyiv_complaint_10.01.2012.pdf

http://www.ebrd.com/downloads/integrity/sostanj_cr.pdf

http://www.ebrd.com/downloads/integrity/Sostanj_complaint_17.01.2012.pdf

The PCM also completed one Eligibility Assessment in relation to the EPS Kolubara Environmental Improvement project (Serbia) (complaint registered in August 2012) and found the complaint eligible for a Compliance Review (currently on-going) and not eligible for a Problem-solving Initiative. The Eligibility Assessment Report was published in August 2013 on the PCM Register (<http://www.ebrd.com/pages/project/pcm/register.shtml>) at http://www.ebrd.com/downloads/integrity/ear_kolubara_final.pdf http://www.ebrd.com/downloads/integrity/EPS_Kolubara_complaint_17.08.2012.pdf

In addition, the PCM registered three new complaints in 2013 in relation to five projects – one complaint on the Energy Resources Phase II and Oyu Tolgoi projects (Mongolia), one complaint on the EPS Power II project (Serbia) and one complaint on the EPS Emergency Power Sector Reconstruction Loan, EPS Power II and PS Kolubara Environmental Improvement projects (Serbia). Full texts of the complaints are available on the PCM Register (<http://www.ebrd.com/pages/project/pcm/register.shtml>) at:

http://www.ebrd.com/downloads/integrity/OT_complaint_1.07.2013.pdf

http://www.ebrd.com/downloads/integrity/eps_complaint.pdf

http://www.ebrd.com/downloads/integrity/eps_cumulative_complaint.pdf

In the same time period, PCM received six complaints that were suspended for registration because they did not meet the timing requirement or the complainants did not previously attempt to bring their concerns to the attention of the Client or relevant operations team(s) of the Bank. A further 13 letters or complaints received were determined to be ineligible for consideration by the PCM because they raised issues related to fraud, corruption, procurement and contractual disputes.

Information regarding the current roster of PCM Experts can be found at <http://www.ebrd.com/pages/project/pcm/experts.shtml>

A PCM information leaflet is available in English and Russian at <http://www.ebrd.com/downloads/integrity/pcm.pdf> and <http://www.ebrd.com/downloads/integrity/pcmr.pdf> , respectively.

Sample Complaint Forms are also posted on the PCM webpage in English and in Russian and can be found at http://www.ebrd.com/downloads/integrity/sample_complaint_form.pdf and http://www.ebrd.com/downloads/integrity/sample_complaint_form_russian.pdf respectively.

In addition, a *Guide for EBRD clients* is available in English and Russian at <http://www.ebrd.com/downloads/integrity/pcmclientguide.pdf> and <http://www.ebrd.com/downloads/integrity/pcmclientguider.pdf>, respectively.

4.2 Evaluation documentation

PIP requirements:

“Subject to clearance in respect of commercial confidentiality (a process steered by the Evaluation Department (EvD)), certain evaluation reports prepared by EvD will be publicly released and posted on the Bank’s website.

“The following documents will be disclosed:

- *summaries of Operational Performance Evaluation Review (OPER) on investment operations;*
- *Evaluation Special Studies, on themes such as sectors and programmes;*
- *OPER reports on TC operations;*
- *the Final Work Programme of EvD and the Work Programme Completion Report;*
- *the Annual Evaluation Overview Report (AEOR); and*
- *the Evaluation Policy*

“In respect of OPER reports on investment operations, where project particulars in high profile projects cannot be easily disguised in order to preserve confidentiality, an exception will be made and a summary of the report will not be disclosed.

“Prior to the disclosure of any evaluation report EvD will consult the respective staff in the Banking Department and the Office of the General Counsel (OGC) to screen reports in order to secure necessary commercial confidentiality.

“The comments from management in respect of any of the foregoing documents (summaries and reports etc.) are publicly released and posted in full on the Bank’s website at the same time as the document to which they relate. The document is also edited in order to avoid identification of client companies and to preserve commercial confidentiality.

“Although the Board of Directors is kept informed about the findings of EvD reports and discusses details in the Audit Committee, it is the responsibility of the EvD to determine what is contained in the reports it releases to the public. This is necessary to ensure that EvD is able to fulfil its important independent evaluation role in the Bank and provide lessons learned.”

Implementation:

The following EvD documents subject to the conditions set out in the PIP were posted on the Bank's website in 2013:

OPER Summaries

Mid-sized corporate support facility
Bucharest waste water treatment plant
Mongolia financial sector framework
An agribusiness company
Property and tourism project evaluation

Special Studies

Performance metrics- How well do EBRD projects specify expected results?
Discussion brief - Evaluability and the EBRD
2013: Telecommunications sector review
2013: Synthesis paper - Findings and insights from technical cooperation evaluations
2013: TC experiences in new countries of operations - Mongolia Cooperation Fund
Evaluation of the EBRD-Italy Western Balkans Local Enterprise Facility (LEF)
Approach Paper: Policy dialogue in Ukraine
Approach Paper: Municipal Operations

Key Evaluation Documents

2012 Annual Evaluation Review
2013 Annual Evaluation Review Approach Paper
2014 Evaluation Work Programme and Budget

All of the web postings followed internal circulation.

4.3 Other documentation

Annual Sustainability Report

PIP requirements:

"An annual Report on the implementation of the Environmental and Social Policy will be publicly released and posted, in English and Russian, on the Bank's website.

In addition, summaries of the meeting of the Bank's Environmental and Social Advisory Council will be publicly released and posted on the Bank's website in English, following the approval of the summary by the Council.

Implementation:

The Bank issued its *2012 Sustainability Report* at the Bank's Annual Meeting in May 2013. The 2012 Report covers a wide range of EBRD investments and achievements and these include the Bank's Sustainable Energy Initiative, investment in municipal infrastructure, micro and small business finance and

donor support. The Report also looks at the way in which the EBRD operates and how the Bank engages with its stakeholders. The report was published online, supported by a summary printed report. The digital version of the report is posted in English on the Bank's website at: <http://sr.ebrd.com/>. The printed version is also available in English and Russian at:

<http://www.ebrd.com/downloads/research/sustain/sr12e.pdf> and

<http://www.ebrd.com/downloads/research/sustain/sr12r.pdf>

In 2013, one meeting of the Environmental and Social Advisory Council was held. The summary of the meeting on 26/27 June was posted on the Bank's website at <http://www.ebrd.com/downloads/research/sustain/sr12r.pdf>.

Annual Procurement Review

PIP requirements:

"An annual review, subject to the removal of confidential material, will be publicly released and posted on the Bank's website."

Implementation

The Annual Procurement Review 2012 was published on the Bank's website in May 2013.

Annual Report on Engagement of Consultants by EBRD

PIP requirements:

"An annual report, subject to the removal of confidential material, will be publicly released and posted on the Bank's website."

Implementation:

The Annual Report on Engagement of Consultants by EBRD 2012 was published on the Bank's website in August 2013.

Annual Purchasing (Corporate Procurement) Review

PIP requirements:

"An annual review, subject to the removal of confidential material, will be publicly released and posted on the Bank's website."

Implementation:

The Annual Corporate Procurement Review 2012 was published on the Bank's website in August 2013.

Public Information Policy: Reports on implementation

PIP requirements:

“The Secretary General will report to the Board on implementation of the Policy on an annual (calendar year) basis and such reports, in English and Russian, will be publicly released and posted on the Bank’s website.”

Implementation:

The PIP Implementation Report for 2012 was presented to the Financial and Operations Policies Committee (FOPC) on 13 June 2013 and posted on the Bank’s website in the same month.

Annual Financial Report

PIP requirements:

“The Annual Financial Review, which forms part of the Bank’s Annual Report, will be publicly released and posted on the Bank’s website, in conjunction with the Annual Report.”

Implementation:

The Annual Financial Report for 2012 was posted on the Bank’s website in May 2013.

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

Section E of the PIP states that certain information considered confidential will not be disclosed. It includes categories of information that are considered confidential.

Out of the 156 PIP-related requests for information received by the Communications Department, four requests for confidential information were not answered positively, one of which resulted in an Appeal to the Secretary General.

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

“The Secretary General, advised as necessary by the General Counsel and other Members of the Executive Committee, will oversee and verify compliance with the Policy. The Secretary General will report to the Board on implementation of the Policy on an annual (calendar year) basis and the Report will be publicly released and posted on the Bank’s website.”

Implementation:

The Secretary General reported to the Board (Financial and Operations Policies Committee) on implementation of the Policy on 10 May 2013. The report was posted on the Bank’s website in June 2013.

Relations with civil society

“The Bank has a dedicated contact point for communications with civil society and other stakeholders. The Bank endeavours to respond, as appropriate, and after consultation with relevant parties, to reasonable requests for information on other aspects of the Bank’s work, subject to the clarifications regarding confidential information set out in Part E of the Policy.”

Implementation:

In 2013, the EBRD scaled up and enhanced its engagement with civil society organisations (CSOs) in its countries of operations through both working-level and high-level dialogue between civil society and senior management, most prominently with the EBRD President, and early engagement with civil society on the Bank’s key policies and strategies, and complex investment projects. In total, the Bank organised 45 thematic meetings with civil society on issues of interest and concern to them.

The EBRD, via the Civil Society Engagement Unit, regularly informed CSOs about the latest developments in the Bank 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 2013, the EBRD organised 11 meetings with civil society on the review of country strategies and one consultation on the development of the first country strategy for Kosovo, which became an EBRD country of operations in December 2012. In addition, the Bank piloted an early-engagement approach in Slovenia and Serbia by consulting with civil society stakeholders during the pre-drafting stage of the respective country strategies. The Bank has recognised that consultations at an early stage in the process, when strategies are still at a concept stage, helps to provide a broad spectrum of perspectives in strategy design.

The Bank also piloted a two-stage consultation process for the development of the Energy Strategy and the review of its good governance policies, namely the Environmental and Social Policy, Public Information Policy and Project Complaint Mechanism. This consisted of gathering feedback from civil society on the implementation of existing policies and strategies before opening formal consultation on the new drafts.

In relation to the Bank’s investments, international and local CSOs engaged in dialogue with the EBRD on 56 projects in 24 countries where the Bank operates as well as regional investment facilities.

The 2013 Civil Society Programme, the flagship event of EBRD’s engagement with CSOs, included 107 registered participants from 31 countries; 10 sessions in

the official programme and 11 parallel sessions organised upon request from civil society organisations. 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 in 2013-2014.

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

PIP requirements:

“The Secretary General will issue implementing procedural provisions for information requests and appeals and, in the event of a decision to refuse the release of information will, as appropriate, inform the Board.”

The Policy also specifies that in the annual *Public Information Policy: Report on Implementation*, which is posted on the EBRD website, the Bank will report on its handling of requests and will provide a record of responses.

An Annex to the PIP sets out implementing procedural provisions for information requests and appeals.

Implementation:

Handling Information Requests

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

In 2013, the Communications Department coordinated responses to 276 different items of correspondence.

Out of the 276 requests, 156 were related to the Public Information Policy, and concerned Accountability & Governance (2); General Institutional Information (10); Policy and Strategy (11); Projects and Project Finance (100); Publications (2); Procurement & Purchasing (1); Scholarships (1); Jobs/Consultancy (1); non-EBRD Research (2); unidentified (26).

All PIP-related requests came from the following senders: 109 from Civil Society; 2 from Government; 6 from Journalists; 6 from members of public; 10 from the Private Sector, 15 from students/academics. Eight requestors were unclassified.

In geographic terms the sources of requests were the following countries: Ukraine (16); Romania (11); Belgium and Croatia (10 each); UK (15); Egypt, Kazakhstan and Serbia (7 each); Bosnia & Herzegovina and USA (6 each); Germany (5); Russia, (6); Azerbaijan, Czech Republic, Italy and Slovenia (3 each); Albania, Armenia, Australia, Bulgaria, FYR Macedonia, Luxembourg,

Switzerland and Tunisia (2 each); Austria, Canada, Finland, India, Ireland, Japan, Jordan, Kenya, Kosovo, Kyrgyzstan, Latvia, Lebanon, Morocco, Netherlands, Poland, and Turkey (1 each). Six requests were unidentified.

With regard to the project-related correspondence, the major sectors of interest were Agribusiness (10 requests); Energy, Energy Efficiency & Climate Change (17 requests); General Industries (1 request); MEI (8 requests); Natural Resources (22 requests); Other (12 requests); Power & Energy (26 requests); Property & Tourism (2 requests) and Transport (6 requests).

Twenty six PIP-related 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 remaining correspondence received and responded to was of a general non-PIP related nature and covered such areas as Accountability & Governance, EBRD Data, Events & Visits to Bank (inc. the Annual Meeting), Funding and Scholarships, General Institutional Information, Jobs, Consultancy and Internships, Non-EBRD Research Data & Statistics, Policy & Strategy, Procurement & Purchasing, Project Related Information, Publications, and Project Finance.

The number of information requests and responses covered in this section 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

“In recognition of the importance of the EBRD website (www.ebrd.com) in communicating information to stakeholders and the general public, the Bank will continue to enhance access to the site and to the information posted on it. The Bank will also continue to explore ways in which more country specific information can be translated for posting on the website.”

Implementation:

Ebrd.com made significant strides in reaching and growing new audiences in 2013, recording a substantial upsurge in traffic to the site. The rise in numbers was achieved partly through varying the context strategy and mix and a focus on user appetite for news and relevant information.

While the website continues to be an important repository and archive for material about the Bank, as well as a tool for client acquisition, ebrd.com now also aims to publish more content of general interest about issues central to its activity.

Another factor in the rise in audience figures was the launch of a new email platform, GovDelivery, which allows users to subscribe to different feeds of information and receive updates in their inbox.

Taking November, the last full month of 2013, ie one not affected by holidays, as a benchmark, visits to ebrd.com from outside the Bank were up 32% year-on-year and the number of external visitors up 25%.

The growth in audience and therefore access to the website were delivered without any major enhancements to its functionality. 2013 witnessed a *de facto* development freeze as the Bank concentrated on acquiring and beginning to install a new content management system for the site.

The new publishing system, selected in 2013 and scheduled to go live in 2014, will replace the existing, outdated one and represents a major investment in the Bank's ability to communicate in a digital age.

Its arrival also provides an opportunity to rethink, redesign and upgrade the site's look and feel, core functionality and information architecture. Crucially, the new content management system will also ensure that all content displays equally well on desktops, tablets and mobile devices.

It is also worth noting in passing that the success in reaching new audiences via ebrd.com was paralleled by tangible progress in growing the numbers of our 'followers' and 'friends' on Social Media. Our social media following can be referred to ebrd.com content but different social media are in themselves powerful platforms for conveying Bank messages and engaging with our region. This is likely to be ever more important in the years ahead.

Appeals to the Secretary General against Information Request Refusals

One request for information resulted in the requester invoking the right of appeal to the Secretary General.