

IFC, as part of the World Bank Group, uses the World Bank Group’s vendor guidelines for procurement. The World Bank Group includes environmentally and socially responsible guidelines in its governing procurement policies for administrative/operational goods and services.

Section 1: This section includes the exact language in WBG’s ‘Corporate Procurement Policies and Procedures Manual General Procurement Practices,’ Eighth Edition, Feb 2009, articulating environmentally and socially responsible guidelines for vendors.

Section 2: This section includes the exact language of standard clauses outlining WBG’s procurement policy on environmental, diversity, child labor and/or fair labor standards that are added to procurement documents as appropriate (depending on goods or services being procured). In addition, the Corporate Procurement Unit educates WBG Business Managers about our policies and works with them to ensure our procurement decisions are environmentally and socially friendly and cost effective.

Section 3: This section includes best-practice ‘sustainable procurement’ examples from WBG units, including WB’s Global Services Division and IFC’s Global Real Estate, Facilities Management and Administration Unit. IFC is committed to expanding the list of examples outlined in this section.

2.2 Social Responsibility

2.2.1 The Bank Group contracts for the provision of a wide range of goods and services for its headquarters and country office operations (for example: furniture, technology equipment, printing, security services, cleaning services, mail sorting and delivery services, help desk services, travel agency, food services, and temp labor services). As a socially responsible organization, the Bank Group, through its corporate procurement practices, endeavors to integrate socially responsible suppliers into its supply chain. To this end, Bank Group procurement policy addresses supplier activities under the categories of wages and benefits, health and safety; supplier diversity; and workplace accessibility (equipment and facilities).

Wages and Benefits, Health and Safety

2.2.2 As part of the Bank Group's solicitations and contracts for labor services, it will specify measures to be implemented to address contractors' service employees' wages and their health and welfare fringe benefits, and will also specify criteria that address the need for contractors to provide their service employees with safe working conditions and fair and equitable work practices. The primary objectives of these practices are as follows:

- (a) To ensure that service employees engaged in the performance of work under Bank Group service contracts or subcontracts receive appropriate wages and health and welfare fringe benefits for the respective job classifications within the geographic areas where the services are carried out;
- (b) To remedy situations where contractors bidding on labor-intensive contracts use wage and benefit reductions as a means of competing for service contracts;
- (c) To establish benchmarks for standardizing the appropriate levels of wages and health and welfare benefits for various job classifications; and
- (d) To ensure that service employees engaged in the performance of work under Bank Group service contracts or subcontracts are provided with safe working conditions and managed under fair and equitable work practices.

2.2.3 To achieve these objectives, the Bank Group's Corporate Procurement Unit carries out the following:

- (a) Implements and monitors guidelines based upon existing industry and governmental benchmarks and indices for identifying job classification, wage rates, and welfare fringe benefits;
- (b) References the U.S. Department of Labor's Service Contract Act (SCA) as the primary benchmark to be used for service contracts performed in the United States (benchmark indices for country offices specific to the country office location are determined and approved by the Procurement Officer on a case-by-case basis);
- (c) Incorporates into and implements under all service contracts auditing procedures that validate the contractors' execution of the requisite compensation/benefits for service employees;
- (d) Conducts training with designated Bank Group staff on procedures for monitoring all aspects of service employee compensation; and
- (e) Conducts quality assurance procedures in conjunction with designated Project Managers (PMs) to ensure the continual implementation of these objectives.



Section 1: Corporate Procurement Policies and Procedures Manual General Procurement Practices
Eighth Edition, Feb 2009

2.2.4 The Bank Group's policy on socially responsible procurement will be reflected in Requests for Proposals (RFPs), Requests for Quotes (RFQs), Invitations for Bids (IFBs), and solicitations for the provision of labor services as determined to be appropriate by GSDPR. If appropriate, applicable evaluation criteria will be included in the technical evaluation and considered in the cost analysis of all quotations, bids, and proposals received in determining the successful bidders/offers.

2.2.5 Unless specifically exempted, contractors and subcontractors performing labor service contracts for the Bank Group valued in excess of US\$10,000 will be subject to the standards specified above. The applicable terms and conditions will be incorporated in all solicitations and contracts for labor services, as determined by GSDPR.

2.2.6 *Exemptions* - Although the criteria for safe, fair, and equitable work practices still apply, the following categories of workers are exempted from the use of specified wage/benefit determination requirements:

- (a) Certain classifications of employees: Bona fide executive, administrative, and professional positions, and certain computer-related professional positions. Professional positions are narrowly defined as those that fit the traditional professions, such as doctors, accountants, lawyers, and teachers. Exempt computer professionals generally include engineers and programmers who perform design services and other original non-repetitive tasks;
- (b) Employment contracts for direct services to the Bank Group (as covered by World Bank Group HR policy);
- (c) Transportation contracts governed by published tariff rates; and
- (d) Orders placed against GSA Schedule contracts (the schedule, as originally executed by GSA, makes provision for related SCA wage and budget levels as applicable to a given contract).

2.2.7 Responsibility for compliance with and implementation of this policy shall rest with GSDPR. The Procurement Officer will ensure that the Statement of Work (SOW) and Terms of Reference (TOR), under all applicable solicitations and resulting contracts, contain clear descriptions of any and all services to be performed. The comparable job classifications, geographic area within which the services are to be performed will be identified. The criteria addressing safe working conditions and fair and equitable work practices will be detailed and incorporated into the documentation and evaluation process. Furthermore, the Procurement Officer will notify all prospective offerors of these guidelines and of the required flow-down provisions in the Bank Group's contracts.

Supplier Diversity

2.2.8 The Bank Group procurement practices will provide opportunities for access and growth to MWDBEs with an emphasis on measurable results and continuous improvement. The primary objective of the Corporate Procurement Unit's supplier diversity initiative is to increase the participation of MWDBEs in Bank Group contracts in the United States, both by direct contracting and by working with Bank Group prime contractors (first-tier vendors) to help them expand their subcontracting of Bank Group related business to MWDBEs (second-tier).

2.2.9 To achieve this objective the Corporate Procurement Unit will:

- (a) Assist MWDBEs in identifying procurement opportunities with the Bank Group
- (b) Assist MWDBE to learn about opportunities to work with other Bank Group vendors
- (c) Work with Bank Group clients to make supplier diversity a work program objective, and
- (d) Maintain records and report on MWDBE growth objectives.



Workplace Accessibility

2.2.10 The Bank Group is committed to maintaining high standards of physical accessibility and workplace safety for staff, visitors and contractors within its facilities. For contracts for services in the United States, the Bank Group adheres to guidelines and regulations promulgated by the Americans with Disabilities Act (ADA) and the Occupational Safety and Health Act (OSHA). The Bank Group wants to ensure that all suppliers of goods and services doing business with it have similar programs within their own facilities to maintain high standards of accessibility and workplace safety. Contractors may be required to submit a statement attesting to the level of compliance with ADA and OSHA regulations within their owned and leased facilities.

2.3 Environmental Responsibility

2.3.1 To increase the development and awareness of environmentally responsible procurement (ERP), the acquisition of goods and services will ensure that, wherever possible, specifications are written to provide for the expanded use of environmentally preferred products such as: durable products, reusable products, energy-efficient products, low-pollution products, products (including those used in services) that contain the maximum level of post-consumer and/or recyclable content, and products that in any other way have a minimal harmful impact on the environment.

2.3.2 The Bank Group's policy on ERP will be reflected in solicitations issued by GSDPR as determined to be appropriate by GSDPR. Applicable evaluation criteria will be included in the technical evaluation and considered in the cost analysis of all quotations, bids, and proposals received in determining the successful bidders/offerors.

2.3.3 The Bank Group's procurement practices will reflect the environmental goals of "reduce, reuse and recycle" and, in doing so, the Bank Group will procure environmentally preferred products (EPP) to the greatest extent possible.

2.3.4 An EPP is a product that is less harmful to the environment than the next best alternative having characteristics including, but not limited to the following:

- (a) Reduces waste and makes efficient use of resources. An EPP would be a product that is more energy-, fuel-, or water-efficient, or one that uses less paper, ink, or other resources. Examples: energy-efficient lighting, photocopiers capable of double-sided photocopying, and Energy Star rated appliances, computers and electronic devices.
- (b) Is reusable or contains reusable parts. These are products such as rechargeable batteries, reusable building partitions, and laser printers with refillable toner cartridges.
- (c) Is recyclable. A product will be considered to be an EPP if local facilities exist that are capable of recycling the product at the end of its useful life.
- (d) Contains recycled materials. A product that contains post-consumer recycled content would be an EPP. An example is a paper product made from recycled post-consumer fiber.
- (e) Produces fewer polluting byproducts and/or safety hazards during manufacture, use, or disposal. A non-hazardous product that replaces a hazardous product would be an EPP.
- (f) Has a long service life and/or can be economically and effectively repaired or upgraded.
- (g) Is packed using packaging that has minimal environmental impact.

2.3.5 Given the environmental and economic importance of infrastructure, environmentally responsible procurement principles should be applied to the Bank Group's construction and renovation projects in the form of construction design processes, tendering, and materials utilized.



Section 1: Corporate Procurement Policies and Procedures Manual General Procurement Practices
Eighth Edition, Feb 2009

2.3.6 It is recognized that cost analysis is required to ensure that a product is made available at competitive prices and that the environmental benefits provided by a product do not undermine its overall performance. Given that many environmentally preferred products and services can produce a variety of tangible benefits, full consideration should be given to the long-term and complete costs and benefits of environmentally responsible procurement.



Section 2: Corporate Procurement Clauses in Contracts

For the procurement of goods and services, the clauses below are included in WBG contracts and purchase orders (PO) when appropriate, depending on the type of goods or services being purchased.

ENVIRONMENTAL

In order to contribute to waste reduction and to increase the development and awareness of environmentally sound purchasing, wherever possible, Contractor will perform the Work by using durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste, post-industrial and/or recyclable content, without significantly affecting the intended use of the goods or services. It is recognized that a cost analysis may be required in order to ensure that such products are made available at competitive prices.

DIVERSITY

The Contractor will provide opportunities for access and growth of entities owned and controlled by minorities, women, and disabled persons with an emphasis on measurable results and continuous improvement. The Contractor is encouraged to support the World Bank Diversity program by, at a minimum, directly contracting with such suppliers to expand their involvement in Owner's business. Contractor will be expected to report on results specifically pertaining to this Article as required by Owner.

CHILD LABOR

OPTIONAL - This article might not be applicable to U.S. contracts since U.S. law prohibits the employment of minors in which case it can be deleted from the contract. Keep and adapt as per local law if the contract also covers purchases in country office.

Forced or indentured child labor means all work or service: (a) exacted from any person under the age of eighteen (18) under the menace of any penalty for its non-performance and for which the worker does not offer himself voluntarily; or (b) performed by any person under the age of eighteen (18) pursuant to a contract the enforcement of which can be accomplished by process or penalties. Contractor certifies that no forced or indentured child labor was used to mine, produce, or manufacture, in whole or in part, any end product or component, or perform any service furnished under this Contract.

FAIR LABOR STANDARDS

Contractor shall pay all employees whose work relates to this Contract not less than the minimum wage prescribed by applicable law or regulation, without rebate, either directly or indirectly, and without making any deductions, either directly or indirectly, from the full wages earned, other than permissible deductions as set forth in applicable laws or regulations. Contractor shall not require, suffer, or permit any employee whose work relates to this Contract to work more than the maximum hours in any workweek permitted by applicable law or regulation unless such employees are paid at least the overtime rate specified by applicable law or regulation.



Section 3: WBG Best-Practice Examples updated March 2012

WBG Best-Practice Examples

In all the examples below, potential and current suppliers were asked about their environmental policies, programs, certifications, and senior management support, in addition to specific requirements.

Food & Catering Contract: In the Request for Proposal as well as the awarded contract's Scope of Work, the following language was included:

The World Bank Group Food Services provider will strive in all ways to reduce the environmental footprint from food service operations including packaging, food preparation, plating/delivery, and end use waste management. The Food Services provider will consider water, energy, resource use, and waste as part of the comprehensive approach to environmental management. Specifically, the Food Services provider will:

- Reduce solid and liquid waste, including food, packaging, etc.
- Increase the use of products made from renewable resources, containing recycled content, or that is reusable or recyclable
- Increase sourcing of local, fair trade, organic and socially responsible food items.
- Measure and report on the successes of the programs and initiatives
- Communicate to World Bank Group and Food Services staff about environmental programs and goals in order to achieve them

Paper Options for In-House Printing Services: The General Services Division's Printing, Graphics and Map Design Unit (GSDPG) has worked with the Bank's Environmental Department to develop a framework to evaluate all paper vendor proposals on a combination of advanced environmental characteristics and price. The new evaluation process includes looking at recycled content of paper, fiber source and certifications, transport distance, chemicals used in processing, environmental certifications, and more.

As a result, GSDPG provides responsible paper and printing options for all their printing services, including the Print Shop, the WB & IFC copy centers, and the WB & IFC's unit owned printers, walk-up copiers, and fax machines.

Examples of WBG responsible paper and printing options found at GSDPG's Main Print Shop (producing IFC operational documents)

- 100% post-consumer recycled and chlorine-free print paper for uncoated white text papers for all offset and digital, web and sheet-fed presses
- Paper that contains no endangered, ancient, or old-growth forest content. (primarily FSC certified)
- Soy-based inks only
- Digital short-run and on-demand printing to reduce print runs and waste
- Direct imaging, waterless process, offset press to reduce use of materials and chemical
- 100% post-consumer recycled content card stock for business cards
- Work with clients to recommend productions techniques, designs, etc that are more environmentally responsible
- Recycling of all possible by products and waste

ED5 Computers: Contracts were scored based on green policies as they related to a) packaging b) energy conservation of hardware c) take back program and disposal of hardware.



Section 3: WBG Best-Practice Examples updated March 2012

Modular Carpet tiles : A Request for Proposal to re-bid the modular carpet tiles includes criteria such as Environmental Specifications, Recycle Methodology and Process as part of the technical evaluation. Companies are required to provide information on their commitment on greening (vision statement, policy, audit), recycled content of face fiber and backing, dying process, VOC emission, reusability, recycleability, collection and disposal (reclaiming) of used carpet tiles, Green label program and ratings as part of their proposal submission for evaluation.

Ergonomic Visitor Chairs - A request for Proposal for visitor chairs for HQ offices includes 20% weighting for environmental quality of the chair in the technical evaluation. Companies are requested to provide environmental data sheet that covers recycle content (post consumer, post industrial) of their products, End of Life management(recycle, landfill), Process description, Indoor air emission of VOC, CFC, HCFC, Standards met: EPA, Green Building Council, OSHA, details of "Manufacturer Commitment" with information on Vision Statement, Environment Policy, Recycling Program /waste minimization, Audit,details of Applicable Programs and Ratings such as ANSI/BIFMA (current), California TB 117/133, Greenguard, LEED

Term Construction Services Contract: A Request for Proposal to rebid the current General Contractor's term contract with the Bank Group (same contractor used by IFC) increases the emphasis on responsible environmental purchasing, waste management, and recycling as noted in above procurement principles.

IFC's Best-Practice Examples

Green office design criteria for Country Office construction: IFC emphasized responsible labor practices and environmental sustainability in the bidding and contract documents of several Country Office construction procurements; IFC includes green office design criteria in the RFP documents for architectural services for the design of all new Country Offices. IFC, through the World Bank standard documents, also includes clauses on sustainable forestry, environmentally sound practices, and no child labor allowed in master furniture agreement bid documents. For the new building project in Accra, the architect's scope of work includes a goal to reach LEED certification and a list of some of the strategies that will help achieve that goal.

Sustainable sourced furniture in IFC's Regional offices: A new RFP is being prepared for Regional Furniture Master Agreements. The specifications will include requirements for sourcing local furniture that is manufactured from sustainable sources of materials.

Comprehensive approach in management of DC office: Facilities Management has incorporated "environmental impact" into our criteria for selecting products, furniture, and construction services. To the extent possible, feasible, and cost effective, IFC Facilities Management will choose lower environmental impact products and services over those that have greater impact.

Cleaning Products: The majority of IFC's cleaning products meet Green Seal or EcoLogo's certification standards (reputable environmental certification programs in North America).

Energy Efficient Lighting: IFC purchases energy efficient lighting products for the DC office. In addition to the energy efficient characteristics, lower mercury content is now part of the purchasing selection criteria used. Starting in FY08, incandescent lights have been replaced with Compact Florescent Light bulbs (CFLs) and LED lights, saving approximately 342,800 kWh and \$43,700 annually for IFC's DC office.



Section 3: WBG Best-Practice Examples updated March 2012

Closed-loop carpet recycling system: IFC is buying carpet made of 30% recycled content that are 100% recyclable, keeping HQ's 602,900 square feet of carpeting out of the landfill. Carpet replacement for the entire building commences in FY09 and will continue over five fiscal years until complete.

Strengthened requirements for construction services): For IFC's work, the Facilities Management Unit is committed to strengthening contract requirements to be more aligned with LEED (Leadership in Environmental and Energy Design) levels of practice. For example, contractors and all subcontractors will be:

- expected to recycle as much building material as possible
- strongly encouraged to develop innovative ways of recycling products and materials that are used throughout the entire construction process
- encouraged to develop, prepare and submit value engineering recommendations voluntarily in support of environmental objectives
- responsible for recycling of construction materials (i.e., carpet tiles, acoustic ceiling tiles, metals, etc.) as approved by the WBG.
- Responsible for providing copies of all MSDS for all chemicals, compounds, solvents, paint, adhesives, etc intended for use in the WBG, prior to their use. Such products will be approved prior to use in WBG buildings by WBG's Safety Officer and Health Services Department (HSD).

