

DOCUMENT OF THE INTER-AMERICAN DEVELOPMENT BANK

ACCESS TO INFORMATION POLICY IMPLEMENTATION REPORT
2019

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In accordance with the Access to Information Policy, this document is being made publicly available simultaneously with its distribution to the Board for information.

ABBREVIATIONS

AIC	Access to Information Committee
ATI Workflow	Workflow for documentation disclosure
EzShare	Information management system
IATI	International Aid Transparency Initiative
KIC	Knowledge, Innovation, and Communication Sector
MICI	Independent Consultation and Investigation Mechanism
PIC	Public Information Center
SEC/ATI	Office of the Secretary/Access to Information Section
SPD	Office of Strategic Planning and Development Effectiveness

CONTENTS

I.	INTRODUCTION	1
II.	ACTIVITY HIGHLIGHTS IN 2019	1
	A. Update of the IDB's Access to Information Policy	1
	1. Policy profile.....	2
	2. Public consultations on the Policy Profile	2
	a. Preparatory activities for the public consultation process	2
	b. Public consultation activities for the Policy Profile	3
	B. Support to IDB Invest for the entry into force of its new Access to Information Policy.....	5
	C. The IDB's progress with the IATI initiative	5
	D. New process to manage information requests	6
	1. Modernization of the system for processing information requests	6
	2. Launch of the system for processing information requests in the Bank's Country Offices	6
	3. Next steps.....	6
	E. External Review Panel.....	7
	1. Selection of two external panelists	7
III.	POLICY IMPLEMENTATION.....	7
	A. Proactive disclosure	7
	1. The Bank's website as the main disclosure mechanism	8
	2. Information on operations and country strategies.....	9
	3. Board of Governors.....	10
	B. Requests for information and review.....	11
	C. Dissemination and impact.....	15
	1. Training.....	15
	2. Technical support for Bank departments	16
	ANNEX I.....	17

I. INTRODUCTION

- 1.1 As part of the culture of openness and accountability that the Inter-American Development Bank (“IDB” or “the Bank”) promotes, this report highlights the main activities performed in 2019 to implement its Access to Information Policy (“the Policy”).¹ The Bank reaffirms its commitment to transparency in its operations and activities through application of its Access to Information Policy, which seeks to maximize access to information based on a presumption in favor of disclosure.
- 1.2 This report is divided into two chapters. The first chapter provides an overview of activity highlights for the year, including actions to update the Policy and modernize the system for processing information requests, as well as measures implemented as part of the Bank’s commitment to the International Aid Transparency Initiative. The second chapter is an overview of all regular activities carried out during this period, including a set of comparative data and statistics, to provide a comprehensive summary of the Bank’s progress in this area.
- 1.3 The actions taken led to several achievements during the year, including: (1) completing the first phase of the public consultation process to update the Policy, using inclusive, comprehensive, and transparent procedures; (2) consolidating the launch of the ServiceNow system to process information requests at IDB Country Offices; (3) processing 1,814 information requests; (4) disclosing 100% of loan proposals, project profiles, and country strategies; and (5) training 934 Bank staff on the Policy. The Access to Information Section (SEC/ATI), which is part of the Office of the Secretary, provides support to the various departments to ensure that information is disclosed in a timely and accessible manner.
- 1.4 The achievements made in 2019 reflect the Bank’s commitment to continue strengthening its internal processes by focusing on staff training, addressing information requests, and expanding information disclosure, as planned and on schedule. Given that the Bank has succeeded in establishing a culture of openness in the daily activities of its staff, ongoing access to information will be essential to ensure that the IDB can continue to help countries tackle the toughest development challenges. Although these accomplishments suggest the ongoing effectiveness of the Policy, a review is advisable given the length of time that has elapsed since its approval. Accordingly, in 2019 the IDB began the process of updating the Policy. This reflects the conviction that transparency and access to information are crucial for helping the borrowing member countries of Latin America and Caribbean to achieve sustainable development.

II. ACTIVITY HIGHLIGHTS IN 2019

- 2.1 During this period, the Bank continued strengthening its procedures to increase the effectiveness of the Policy. The most salient factors during 2019 are presented below.
 - A. Update of the IDB’s Access to Information Policy**
- 2.2 The Access to Information Policy has helped consolidate an institutional culture of openness and accountability in the Bank, positioning it as an institution at the

¹ The Bank has prepared this report annually since 2011, and it is disclosed simultaneously with its distribution to the IDB Board of Executive Directors.

forefront of transparency among organizations specializing in international cooperation. Although the Policy remains effective, in light of the amount of time that has elapsed since its approval, it should now be updated to reflect the practices put into place during implementation. This will provide an opportunity, among others, to incorporate new disclosure standards adopted by other international financial institutions. Accordingly, the Bank has started the process of updating the Policy, and as part of which it has carried out a number of actions and activities, described below.

1. Policy profile

- 2.3 On 4 November 2019, the Bank's Board of Executive Directors approved a [Policy Profile](#) ("the Profile") as the conceptual basis to begin the process of updating the Policy. That document is a preliminary proposal for the concepts, vision, and objectives that will guide this process. The Profile specifically provides: (1) the background of the Policy in effect and the main considerations regarding its implementation; (2) the basics of the update process, including a description of the 22 gaps identified preliminarily that could serve as the foundation for updating the Policy; and (3) the elements of the Policy that will remain unchanged. In addition, to ensure an inclusive and transparent update process, the Profile provides general details about the public consultation process that will take place over the next few months.

2. Public consultations on the Policy Profile

- 2.4 Following the Profile's approval, the Bank took a number of steps intended to launch the public consultation phase for the Policy Profile.

a. Preparatory activities for the public consultation process

(i) Creation of a website for public consultations and dissemination through social networks

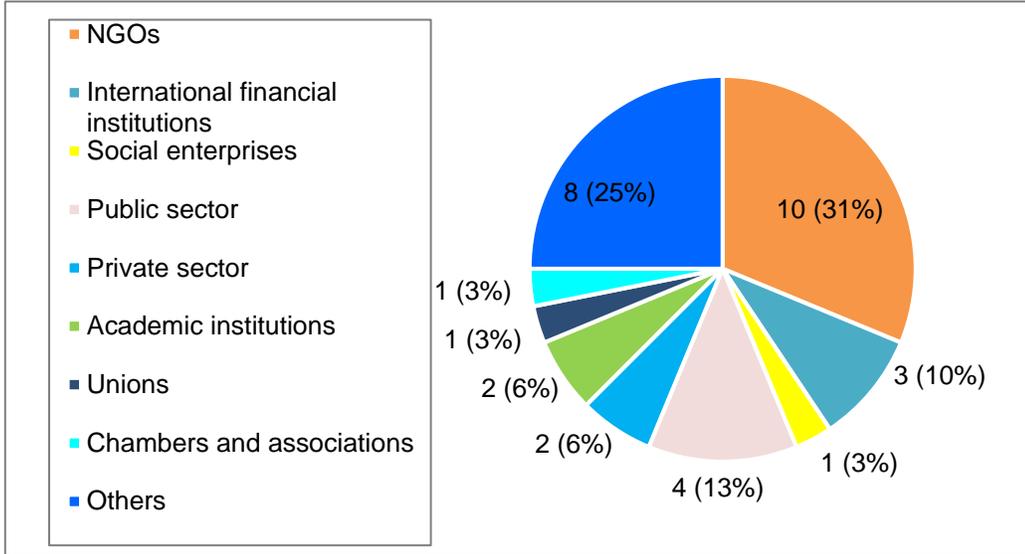
- 2.5 On 13 November 2019, the IDB launched a [website](#) devoted exclusively to consultations, aimed at providing a tool for stakeholders to remain informed and participate in the various phases of the public consultation process. For stakeholders, the design of the website was based on four specific pillars: (1) the basics of the Policy-update process; (2) the main details of the public consultation process; (3) the steps to follow to participate in the process; and (4) the main documents that are guiding the update process. Users may register on the website to receive updates and notifications of each of the actions implemented for the public consultation process. Complementarily, several campaigns were conducted on social networks to spread the news about the launch of the Policy-update process. This initiative was intended to enhance, optimize, and integrate all available media to encourage as many stakeholders as possible to participate in the public consultation.

(ii) Preliminary working session with civil society organizations in Barbados

- 2.6 As part of the preparations to begin the public consultation process to update the Policy, on 11 November 2019, a "Roundtable on access to information and transparency" was held in Barbados. The attendees were 32 experts from the Caribbean. During this meeting, representatives from the IDB Group team working

on the Policy-update process gave a presentation on the background and key aspects of the implementation of the current document, as well as a review of the main updates proposed for the Policy. At this event, the Bank's staff and attendees participated in a constructive dialogue and shared their insights on these issues.

Figure 1: Roundtable in Barbados (participation by type of organization)



b. Public consultation activities for the Policy Profile

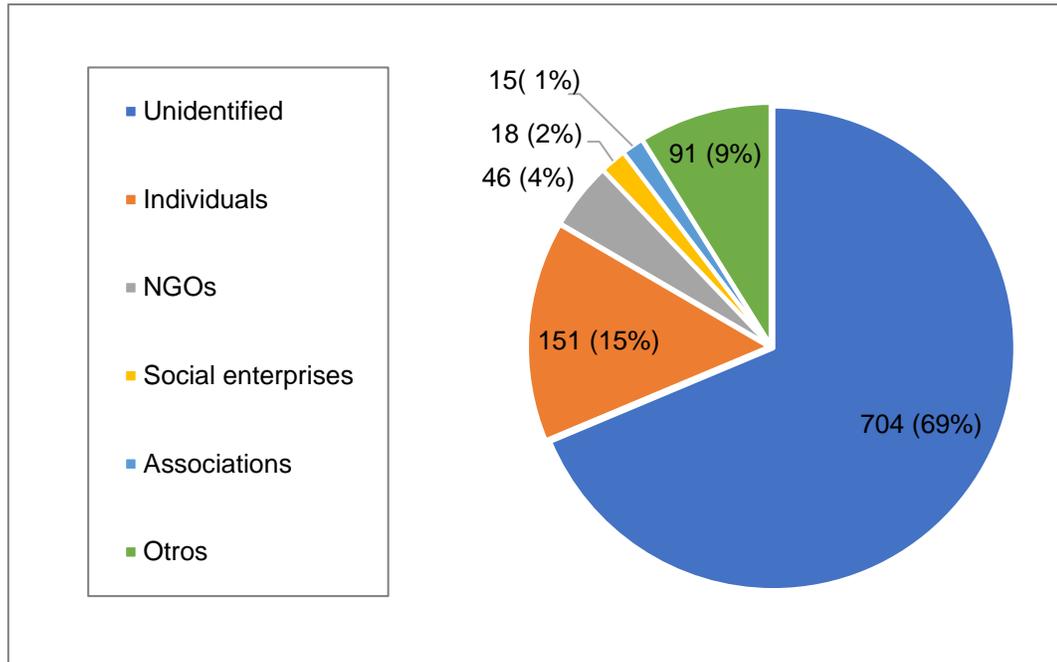
2.7 In accordance with the Policy Profile that the Board of Executive Directors approved, the IDB is committed to a collaborative, transparent update process. The consultation process is intended to ensure that all interested stakeholders receive adequate and timely information, enabling them to provide their comments, concerns, and input in order to enrich the Policy-update process. This process, which is designed to facilitate meaningful engagement with all stakeholders, will include two consultation phases: (1) a 45-day comment period for the Policy Profile; and (2) a 120-day comment period for the draft Policy.

2.8 To begin the first phase, the Policy Profile was published on 13 November 2019 on the dedicated website created for this purpose. That date marked the opening of the Profile's public consultation process, which concluded on 28 December 2019. Two public consultations took place during this phase: one was virtual and the other in person in Washington, D.C.

(i) Virtual public consultations

2.9 The virtual public consultations on the Policy were held through the website and included 1,025 participants, of whom 321 provided information on their type of institution.

Figure 2: Participants in the virtual consultations²

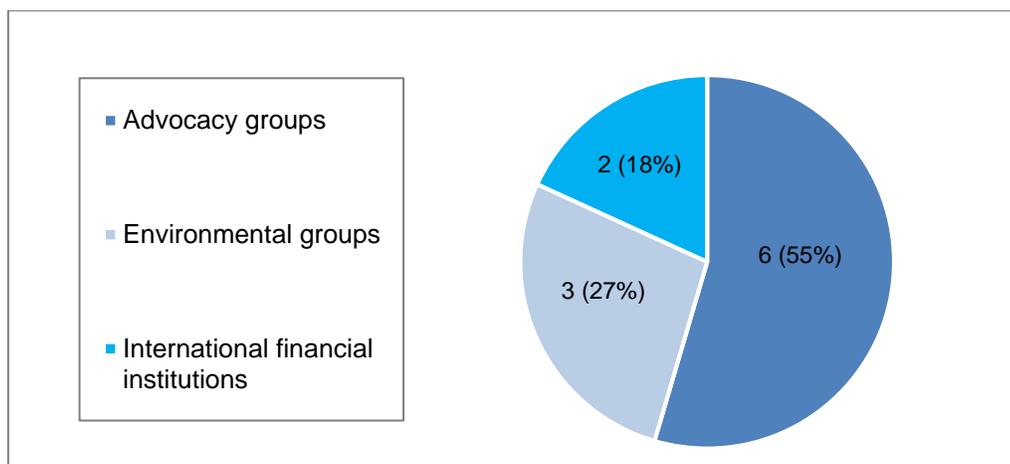


(ii) In-person public consultation in Washington, D.C.

2.10 An in-person public consultation, for which 144 invitations were sent, took place on 11 December 2019 at Bank headquarters in Washington, D.C. Eleven participants from civil society organizations and international financial institutions attended the event. At this consultation, using the same methodology as for the preliminary meeting in Barbados, representatives from the IDB Group team working on the Policy-update process and the other attendees discussed the proposals included in the Policy Profile.

² Of all the participants in the virtual consultations, 321 indicated the type of organization that they represented.

Figure 3: Consultation at Headquarters (participation by type of organization)



2.11 As next steps in the Policy-update process, Management reviewed the input received during the first phase of the public consultation to prepare a draft Policy for submittal to the Board of Executive Directors in 2020. Once the Board approves the draft, the second phase of the public consultation process will begin. During this 120-day phase, interested stakeholders can submit comments online through the dedicated website or via email to consultapai@iadb.org. The Bank will also hold consultations in several cities in Latin America and the Caribbean, as well as at IDB headquarters in Washington, D.C.

B. Support to IDB Invest for the entry into force of its new Access to Information Policy

2.12 The IDB continued providing technical assistance for the update process of IDB Invest's Access to Information Policy. After a widespread [public consultation](#) process, on 23 April 2019, the Board of Executive Directors of IDB Invest approved the new policy, which incorporated new standards for access to information with an emphasis on private sector issues. After its approval, an action plan was executed, which included the creation of platforms for information disclosure and processing of information requests submitted by the public, staff training, etc. A draft of the policy implementation guidelines was also prepared. Its 30-day period for public consultation began on 6 November 2019. These actions were aimed at ensuring the effectiveness of the new policy, which entered into force on 1 January 2020.

C. The IDB's progress with the IATI initiative

2.13 The Bank continues to position itself as an institution at the forefront of transparency. This is reflected in the progress that the IDB has made in terms of publishing data as part of the [International Aid Transparency Initiative](#) (IATI). The Bank joined the initiative in 2011. IATI sets standards for the disclosure of information on country economic and social development, so that any user can have access to information from different development agencies in one location and with a single format. This makes it easier to compare the transparency of organizations that finance development activities. In its 2018 report, the IDB was ranked in the top category ("very good"), as the seventh of 45 multilateral and bilateral institutions evaluated under this initiative.

- 2.14 To advance this agenda and further consolidate it, the Bank approved an action plan to address the recommendations identified in the IATI [2018 report](#) Publish What You Fund (PWYF) during the 2020 assessment.³

D. New process to manage information requests

1. Modernization of the system for processing information requests

- 2.15 Within the project to strengthen the system for processing information requests, the Bank continued modernizing the procedures of the Public Information Center (PIC). Part of this strategy that started in 2018 involves the launch of ServiceNow for the PIC, which establishes a single system to handle all information requests received at Headquarters and the Country Offices, including those in Asia and Europe. The main objective of this strategy is to strengthen internal coordination and management of information requests among the various Bank departments. This system will also enhance the collection, recording, and systematization of data on information requests, to be able to generate statistics and identify trends about the public's information needs.

2. Launch of the system for processing information requests in the Bank's Country Offices

- 2.16 A pilot plan was implemented in the Country Offices of Costa Rica, Jamaica, Peru, and Uruguay from March to July 2019. This pilot was intended to determine the key elements necessary to provide comprehensive training on the system and its procedures for processing information requests and to identify potential technical adaptations for the system. During the first phase, there were 13 training and follow-up sessions. Based on the lessons learned during the pilot plan, official training sessions were conducted for all Country Offices between August and December 2019. During the second phase, there were 25 training sessions that focused on the new system and application of the Policy.

- 2.17 After Country Office employees were trained, the activation phase of ServiceNow began in 12 Country Offices with special sessions to help staff start using the system. Later, post-activation sessions were conducted to monitor and supervise Country Office employees. These were held to clarify concerns, identify good practices, and guide staff on processing information requests and using the system with actual cases. At the same time, with support from the Information Technology Department (ITE), new functions were developed and enhanced to process information requests through the ServiceNow system.

3. Next steps

- 2.18 In 2020, the PIC will continue the process and activate the ServiceNow system in the 10 remaining Country Offices by providing startup, monitoring, and supervision sessions, with the goal of having the system fully operational in all the offices. Functional improvements to ServiceNow will continue to be identified, in order to launch new features in the system in 2020.

³ The 2020 PWYF report was published while this Access to Information Policy Implementation Report for 2019 was being prepared. The results were very favorable for the IDB and will be reviewed in the next annual edition of this report.

E. External Review Panel

- 2.19 The External Review Panel (“the Panel”) acts as the second level of review for eligible requests from the public where the Access to Information Committee (AIC) has confirmed the decision by Bank Management teams to deny access to information. In 2019, the Panel consisted of three independent experts: (1) Ximena Abogabir Scott, a Chilean citizen; (2) Mauricio Merino Huerta, a Mexican citizen; and (3) Catalina Botero, a Colombian citizen.
- 2.20 Given the Bank’s practice of providing access for most information requests, to date the Panel has not received any petitions for a second-level review. However, to inform the Panel about how the Bank operates and to give its members a better understanding of the procedures for implementing the Policy, the IDB has been holding annual meetings with panelists, which include training sessions. In 2019, Panel members visited Bank headquarters to learn about progress in implementing the Policy over the past year. During their visit, the panelists met with representatives from several Bank departments, including the Office of Strategic Planning and Development Effectiveness (SPD), the Independent Consultation and Investigation Mechanism (MICI), and the Knowledge, Innovation, and Communication Sector (KIC).

1. Selection of two external panelists

- 2.21 Since the appointment periods for Ximena Abogabir Scott and Mauricio Merino Huerta were scheduled to expire on 31 October 2019 and 30 April 2020, respectively, the Bank began a recruitment process to select new external panelists. After the publication of a job posting, a review of applications, and interviews, the President of the Bank prepared a proposal for the Board of Executive Directors. The Board approved the appointment of the following new Panel members: (a) Jaqueline Peschard, a Mexican citizen, for a three-year term as of 1 November 2019; and (b) Roberto Saba, an Argentine citizen, for a three-year term as of 1 May 2020. The public resolution is available at [DE-102/19](#).

III. POLICY IMPLEMENTATION

- 3.1 Following the principle that all information produced and received by the Bank is presumed to be public, unless it is included in a defined list of exceptions, the IDB has continued its efforts to increase the effectiveness of its Access to Information Policy. Under this regulatory framework, the Bank uses various communication tools and channels to promote relationships with stakeholders and the general public, improve project design and execution, and enhance development results.

A. Proactive disclosure

- 3.2 Proactive disclosure and the use of practical methods to facilitate access to information are key elements in promoting greater openness. As part of these commitments reflected in the Policy, the Bank continued to maximize access to operational and corporate information through its website. A description of these actions follows.

1. The Bank's website as the main disclosure mechanism

- 3.3 The Bank's website is the main communication method for the disclosure of information. To achieve a broad, efficient process, the website offers visitors different types of information and content grouped under various categories. Ongoing interest in the Bank's website is reflected through the 13 million pageviews received in 2019. As in previous years, the pages describing projects continued to be the most visited, with 1.5 million pageviews. To foster relationships with stakeholders, these pages offer functions such as project searches, details on project preparation, environmental and social impact evaluations, and the project cycle glossary.
- 3.4 To publicize the scope of the Policy and raise the public's awareness about the Bank's commitment to this matter, the IDB has a dedicated website for access to information. On this website, the public can find: (1) an electronic form to submit information requests; (2) the main instruments of the regulatory framework of access to information for the IDB; (3) statistical data on the disclosure of information; and more. In 2019, there were 45,917 visits to this website, a considerable increase over previous years, as seen in the table below.

Figure 4: Annual visits to the access to information website

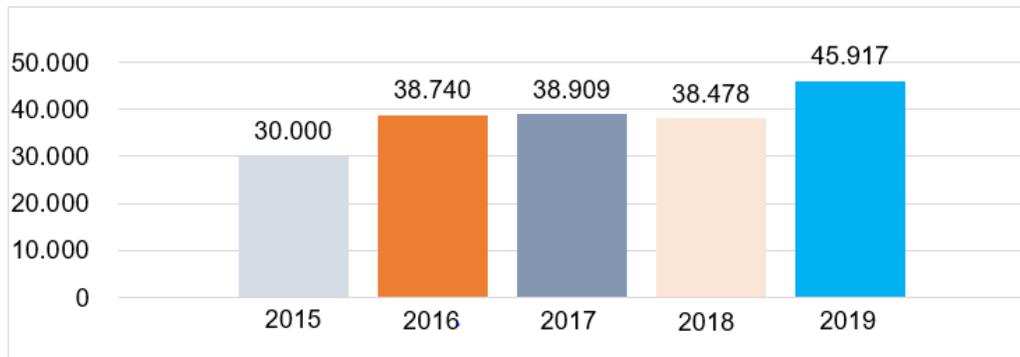
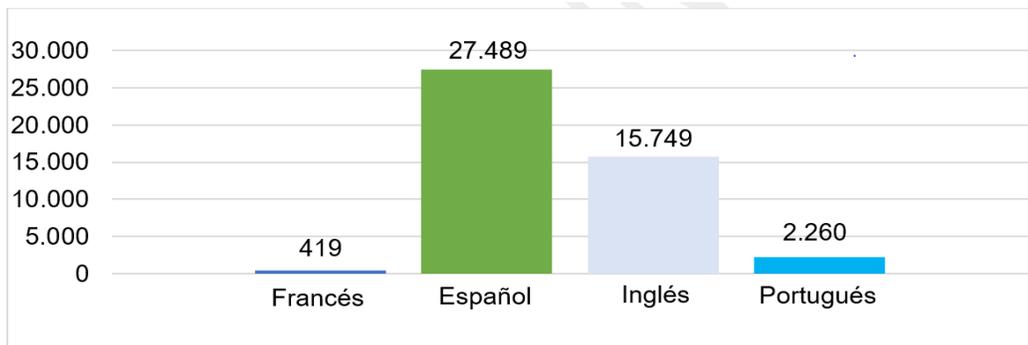


Figure 5: Visits to the access to information website by language



- 3.5 With respect to publications, the IDB recorded more than 5 million downloads in 2019. Of these documents, the 10 most-downloaded publications are:

Table 1: Most-downloaded publications⁴

N.	Title	Downloads
1.	The Orange Economy: An Infinite Opportunity	89,109
2.	Pautas para la elaboración de estudios de caso	60,128
3.	Orange Economy: Innovations you may not know were from Latin America and the Caribbean	48,025
4.	Better Spending for Better Lives: How Latin America and the Caribbean Can Do More with Less	40,818
5.	FINTECH: Innovations you may not know were from Latin America and the Caribbean	37,106
6.	Atributos y marco para la infraestructura sostenible	34,800
7.	Quantum Technologies: Digital transformation, social impact, and cross-sector disruption	34,404
8.	Informe macroeconómico de América Latina y el Caribe 2019: Construir oportunidades para crecer en un mundo desafiante	33,766
9.	Seguridad alimentaria en América Latina y el Caribe	30,426
10.	The future of work in Latin America and the Caribbean: What are the most in-demand occupations and emerging skills in the region? (interactive version)	29,479

2. Information on operations and country strategies

3.6 The Bank discloses [project information](#) in a clear, timely, and effective manner to improve the ability of stakeholders to engage meaningfully with the IDB. Disclosure of the following data in 2019 is worth noting:⁵

- (1) 100% of the 63 project profiles approved in 2019 were disclosed.
- (2) 100% of the 106 loan proposals distributed to the Board of Executive Directors for approval, reformulation, or amendment were disclosed.
- (3) Observance of disclosure deadlines for both types of documents was similar to previous years:
 - (a) 78% of project profiles were published within the five-day disclosure deadline;⁶ the remainder were published within an average of 20 days.⁷

⁴ The table is organized based on the language in which the publication was downloaded.

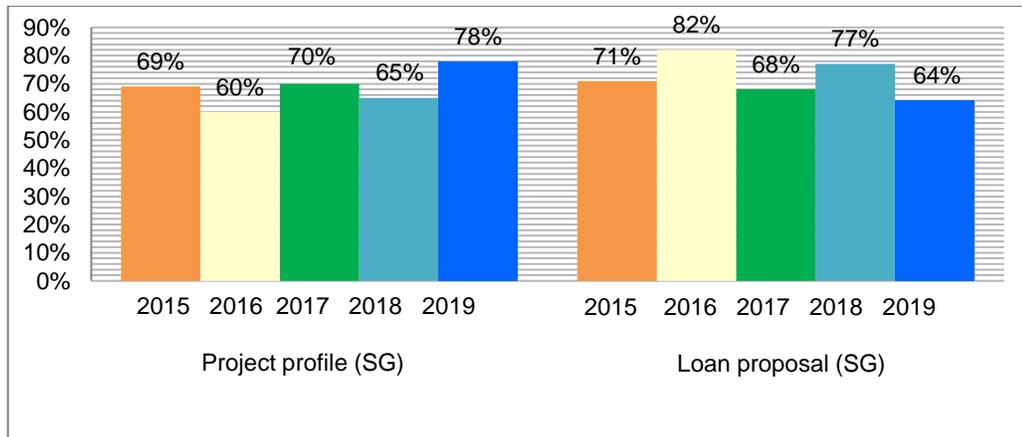
⁵ In 2019, the exception for country-specific information was invoked on three occasions by different countries: (1) one involved a request for partial confidentiality in a loan proposal (nondisclosure of an optional link); and (2) two were related to requests for total confidentiality, one for a project profile and the other for a project completion report, and in both cases, as agreed with the respective borrowing member country, a summary was provided. Under this exception, the Bank does not disclose country-specific information in documents it prepares if the country states in writing that the information is confidential or could harm its relationship with the Bank. This exception allows for partial or total nondisclosure.

⁶ According to the Access to Information Policy Implementation Guidelines, "Information subject to Disclosure under the Policy will be published within a maximum of five (5) working days after their approval, clearance, or completion of consideration."

⁷ The minimum and maximum publication periods were 12 and 60 days, respectively.

(b) 64% of loan proposals were published within the two-day disclosure deadline;⁸ the remainder were published within an average of 8 days.⁹

Figure 6: Compliance with publication deadlines



3.7 Compliance with the publication deadlines for project profiles and loan proposals continues to pose a challenge for the project teams. This is due in particular to the lack of integration between the EzShare and Convergence¹⁰ systems, as well as to the need to strengthen team awareness of their disclosure responsibilities. In 2020, there are plans to launch an e-learning module for project team leaders, to raise their awareness of the significance of meeting publication deadlines throughout the project cycle, following good practices, and increasing timely publication (see paragraph 3.20).

3.8 In 2019, the IDB approved eight country strategies, and 50% of them were published within two days; the remainder were published within an average of four days.¹¹

3. Board of Governors

3.9 Given the importance of publishing the decisions taken by the Board of Governors, which is the Bank's highest decision-making body, all the resolutions adopted at the 2019 Annual Meeting in Quito, Ecuador, were disclosed. The main information published for the Board of Governors is listed in the following table.

⁸ Under the Policy, loan proposals are subject to simultaneous disclosure upon distribution to the Board of Executive Directors. For information system purposes, 48 hours has been established as institutional good practice for simultaneous disclosure.

⁹ The minimum and maximum publication periods were 5 and 20 days, respectively.

¹⁰ Convergence is the Bank's technology platform used to administer its operations.

¹¹ The minimum and maximum publication deadlines were 4 and 12 days, respectively.

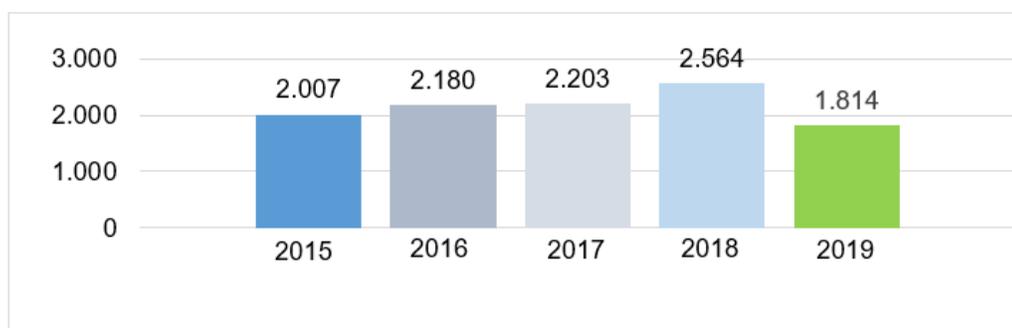
Table 2: Information disclosed about the Board of Governors

Date	Resolution number	Resolution name
15 March 2019	AG-1/19	Governor and Executive Director for the Bolivarian Republic of Venezuela
29 March 2019	AG-2/19	Financial statements of the Ordinary Capital of the Inter-American Development Bank
29 March 2019	AG-3/19	Financial statements of the intermediate financing facility account of the Inter-American Development Bank
29 March 2019	AG-4/19	Financial statements of the IDB Grant Facility of the Inter-American Development Bank
29 March 2019	AG-5/19	Sites and dates of future meetings of the Boards of Governors of the Inter-American Development Bank and the Inter-American Investment Corporation
29 March 2019	AG-6/19	Transfer from the Ordinary Capital of the Inter-American Development Bank to the IDB Grant Facility
29 March 2019	AG-7/19	Transfer from the Ordinary Capital of the Inter-American Development Bank to the Inter-American Investment Corporation
6 May 2019	AG-8/19	IDB Grant Facility: Support to countries with large and sudden intraregional migration inflows
8 July 2019	AG-9/19	Sites and dates of future meetings of the Board of Governors of the Inter-American Development Bank

B. Requests for information and review

3.10 By launching the ServiceNow system in 2019, the Bank strengthened all procedures for information request management and processing. The new method for managing these requests, which is currently handled by SEC/ATI, makes it possible to systematize in a more comprehensive manner statistics and data on the procedures to process information requests, in order to identify good practices and challenges. Using this new method, the most relevant data on receiving, processing, and responding to information requests is presented below.

Figure 7: Number of requests received per year



3.11 In 2019, the Bank received 1,814 information requests. As part of the advantages of the new ServiceNow system and to foster communication, an automated acknowledgement of receipt was sent for all the information requests submitted. In

addition, to facilitate processing of requests and be able to provide timely responses, all requests were classified based on their complexity. Data analysis of all the requests received showed that:

- (a) A total of 1,449 requests were classified as **standard**. This classification is assigned to all requests regarding information published on the Bank's website that requesters were unable to find.¹²
 - (b) A total of 300 requests were classified as **complex**. This classification is assigned to requests regarding information that is not published on the IDB website, which require more coordination between Bank departments to identify whether the information exists and is available and determine whether it is public or confidential. The data showed a growing trend in these types of requests.¹³
 - (c) A total of 65 requests were classified as requiring **historical** information. This classification is assigned to requests regarding information that was prepared or received before 1 January 2011, the date when the Access to Information Policy entered into force. Given the special nature of processing requests for historical information, all issues associated with them are addressed in paragraphs 3.17 and 3.18.
- 3.12 In 2019, the average¹⁴ response time to requests was 26 calendar days.¹⁵ A notice of extension of time¹⁶ was sent for all requests that were not answered within the 30-day period established in the Access to Information Policy [Implementation Guidelines](#). While the average response time for information requests increased slightly compared with 2018,¹⁷ 85% of the requests were answered within 30 calendar days. With respect to requests that required a longer response period, it is important to note that the following three factors were involved: (1) a 254% increase in complex requests compared with 2018 (118 requests), which required a combination of various actions to be able to address them; (2) the challenges involved in implementing a decentralized model to manage requests received by the Country Offices and Headquarters;¹⁸ and (3) introduction of the ServiceNow system, which has involved a learning process and adaptation to the new platform and the procedures that new PIC staff need to implement.
- 3.13 After a year focused on launching the system and conducting many training sessions (see paragraphs 2.15 to 2.18), in 2020 the PIC will seek to strengthen coordination

¹² The Bank has received the following number of standard web requests in recent years: (1) 1,913 in 2015; (2) 2,074 in 2016; (3) 2,155 in 2017; and (4) 2,378 in 2018.

¹³ There has been a growing trend in the number of complex requests in recent years, as follows: (1) 42 in 2015; (2) 81 in 2016; (3) 42 in 2017; and (4) 118 in 2018.

¹⁴ This average is calculated based on the response times for all information requests received between 1 January and 31 December of the fiscal year.

¹⁵ Considering the internal classification for information requests in 2019, the average response times were 10 calendar days for standard requests and 42 calendar days for complex requests.

¹⁶ According to Article 8.4 of the Implementation Guidelines: "If more time is required to prepare the responses, PIC will inform the requester, and will provide an estimated date of response, if possible."

¹⁷ In 2018, the average response time was 23 calendar days.

¹⁸ Previously, the Country Offices and Headquarters used different platforms and procedures to record and process information requests.

between Bank departments and Country Offices to improve response times for information requests, with an emphasis on those classified as complex. This strategy will include enhancing the system to customize it to current needs, conducting sessions on good practices and Policy application, and providing technical support for disclosure of information classified as public.

- 3.14 The following trends were identified in the requests received: (a) the largest number continue to come from Colombia, Argentina, and Mexico; (b) the information requested most often was about education; and (c) most requests came from the private sector and academia. The following figures show the main trends identified in 2019.

Figure 8: Number of information requests received by year

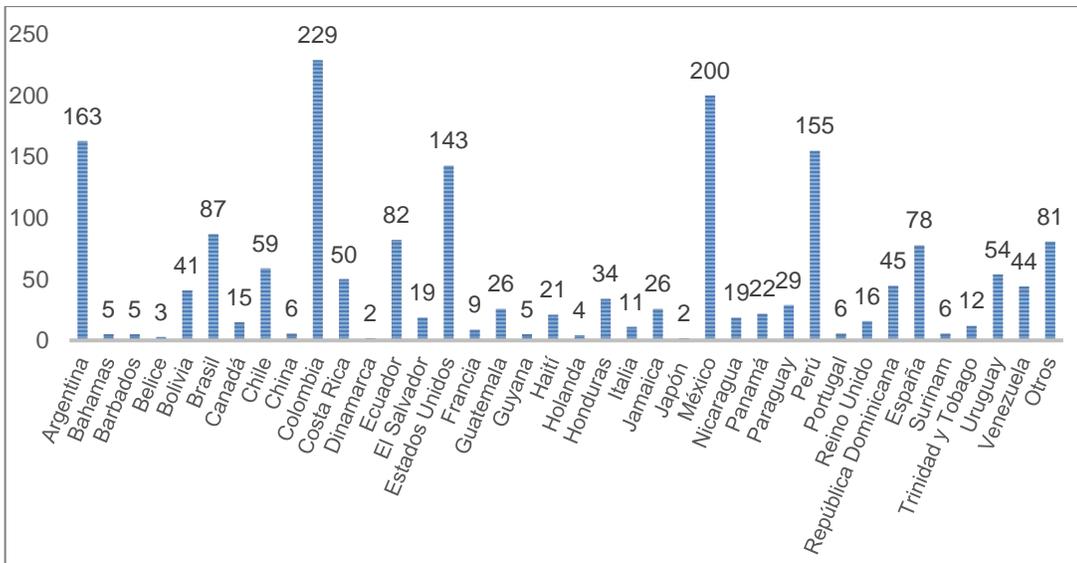


Figure 9: Type of information requested

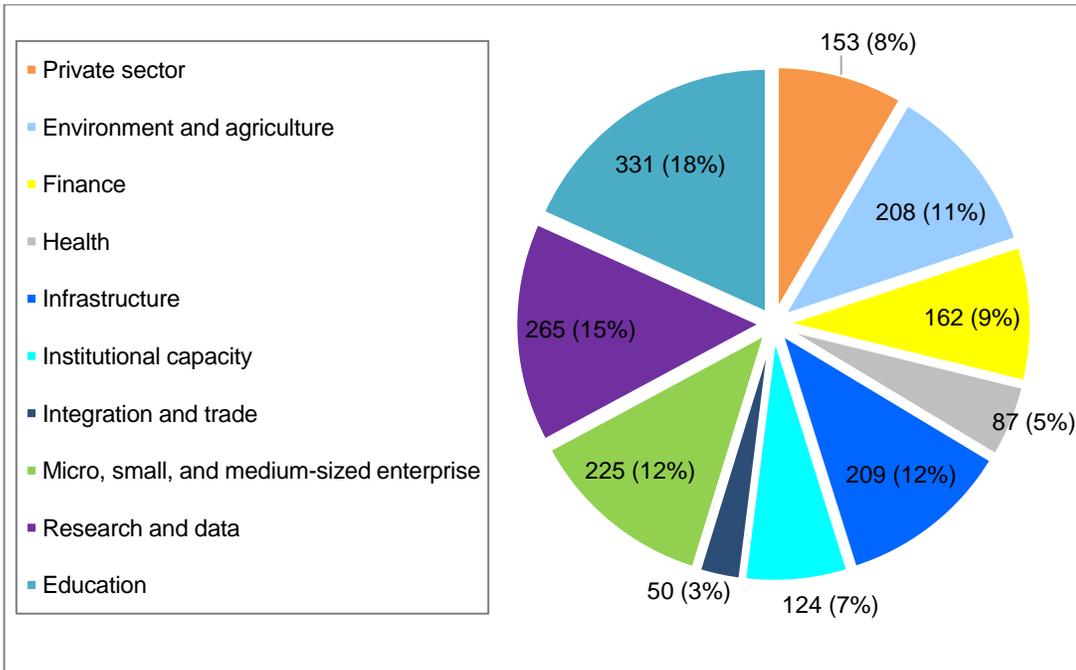
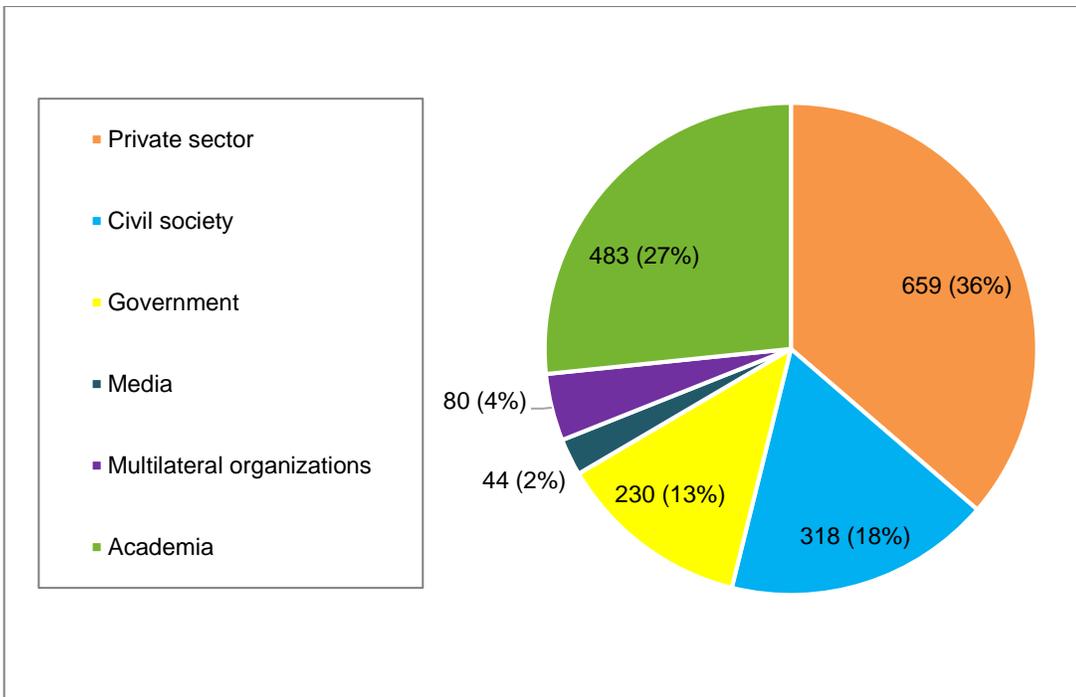


Figure 10: Requesters by category



3.15 Of the 1,814 information requests received in 2019, 13 were denied, which accounts for 0.72%. Of these 13 requests, 10 were denied totally and 3 partially since the

information was protected under the Policy's disclosure exceptions. Details regarding the requests denied can be found in Annex I.

- 3.16 A request was received to reconsider an information request that had been denied, concerning the salaries of certain Bank officers. The AIC affirmed the decision made by the Bank Management team to not disclose the salaries of these officers, because the Policy indicates that this data is protected under the personal information exception (paragraph 4.1(a)).¹⁹ The AIC's [full resolution](#) is available on the website.
- 3.17 With respect to requests for historical information, as indicated above, these refer to information prepared or received prior to 1 January 2011. Following the regulatory framework for access to information, the Bank uses a special procedure to determine whether the information exists and can be declassified. Given the age of the information, little of it is available electronically. Therefore, this generally entails searching through the Bank's physical files to determine whether the information exists; analyzing it according to the applicable disclosure of information policy, to determine whether it is public or confidential; obtaining the country's no objection with respect to disclosing its information; and obtaining technical support to declassify information considered public and publish it in the Bank's website.
- 3.18 Under the new ServiceNow system, it is possible to have a more accurate estimate of response times for historical information requests. In 2019, the average²⁰ response time for requests for historical information was 103 calendar days. A notice of extension of time was sent for all requests that were not answered within the 45-day period established in the Implementation Guidelines. Given the diverse procedures to handle these types of requests, integration of procedures, and use of the new system, challenges are still being identified in processing these requests. While decentralizing the procedures through ServiceNow offers more coordination and accountability, this new processing method means that 87 Country Office employees must specialize in all the procedures used to respond to requests for historical information. With this in mind, several measures aimed at improving response times will be implemented in 2020. These include streamlining processing flows for these requests and offering specialized training to support the following and other actions: (1) to determine whether information can be declassified in accordance with the applicable disclosure policy; and (2) to identify how to use the new functions in ServiceNow and streamline processing procedures.

C. Dissemination and impact

1. Training

- 3.19 To continue promoting greater awareness on applying the Policy effectively, 934 Bank staff received training during this period, which focused on strengthening knowledge of the Policy with respect to the Bank's operations and addressing information requests submitted by the public. This training was delivered as follows: (1) in-person sessions and workshops at Headquarters and in three Country Offices;

¹⁹ Management's salary structure was provided. This includes the President's salary, the salary ranges from grade 11 to executive grades, the average salaries for each salary category and their frequency, and the benefits budgeted for each of the salary grade levels.

²⁰ This average is calculated based on the response times for all requests for historical information received between 1 January and 31 December of the fiscal year.

(2) e-learning modules available in My Learning; and (3) online training via videoconferences; etc. The following table describes the various training sessions held during the period.

Table 3: Training in 2019

Title	Place	Number of participants
Certification and training sessions for publishers in ATI Workflow in EzShare	Headquarters and online	128
Virtual course on the Access to Information Policy for employees	E-module	169
Course on the importance of disclosing project information, as part of a workshop on the basics of sovereign guaranteed operations (2019)	Headquarters	247
Training of Country Office employees and PIC staff to launch ServiceNow in the Country Offices	Headquarters and online	130
Training of VPS Division Chiefs on the information request processing system in ServiceNow	Headquarters	35
Training for executing agencies and Country Offices in Jamaica, Argentina, Uruguay, and Paraguay	Country Offices	190
Training for Country Office filing assistants on the ATI Workflow and the PIC	Headquarters	35
Total:		934

- 3.20 To prepare new learning tools, an e-learning module was created for project team leaders and will be launched in 2020. Its objective is teaching how to apply the Policy during the project cycle. With this course, project team leaders will learn how to perform the following and other tasks: (1) identify the documents to be disclosed for every phase of an operation; (2) recognize key considerations and processes when a country provides information in confidence and/or states that such information must remain confidential; and (3) verify that public information on projects is published on the Bank's website.

2. Technical support for Bank departments

- 3.21 The ATI Help Desk platform, which is intended to provide technical assistance for Bank staff on subjects related to Policy implementation, received and resolved 386 consultations. These were mostly related to: (a) technical issues on operating the ATI Workflow—an EzShare tool to disclose documents classified as public—and its interface with the systems that support information disclosure (EzShare, Convergence, and the Bank's website); (b) issues related to publishing documents on the Bank's website; (c) the application of the regulatory framework on access to information for specific procedures; and (d) the classification of documents based on the Policy.

ANNEX I

DENIALS OF REQUESTS FOR INFORMATION

N.	Information requested	Total/Partial denial	Exception applied
1	Salaries for the President, Executive Vice President, Vice President for Countries, Vice President for Sectors and Knowledge, Vice President for Finance and Administration, Secretary of the Bank, Chief of Staff – Office of the Presidency, Chief Advisor of the Executive Vice President, Executive Auditor, IDB Lab Manager, and Chief Economist.	Total Note: The Bank provided the salary structure published in the IDB Annual Report 2017.	Personal information Policy: Article 4.1(a)
2	Project CO-T1483: Annex II (Itemized budget: Antioquia innovates on health care technologies for low-income people)	Total	Information provided in confidence; and business/financial information Policy: Article 4.1(e)
3	Project RG-O1663: Annexes to donors memorandum (Annex I, Logical Framework; Annex II, Itemized Budget; Annex III, Table on Quality for Effectiveness in Development)	Total	Information provided in confidence; and business/financial information. Policy: Article 4.1(e)
4	Survey results: Employee Engagement Survey for the IDB Group	Total	Deliberative information Policy: Article 4.1(g)
5	Project PR-L1153: Cost of the consulting assignment prepared for the Digital Agenda Support Program and the Environmental and Social Analysis for the Digital District Construction and Operation Project	Total	Personal information Policy: Article 4.1(a)
6	Salaries of Executive Directors	Total	Personal information Policy: Article 4.1(a)

N.	Information requested	Total/Partial denial	Exception applied
7	(1) The highest level of Management and/or governance for which salary information is available to the public; (2) How the public can access salary information; and (3) How to access Bank Staff Rules as indicated in Annex I, Section A of the Access to Information Policy	Partial Note: The Bank provided the salary structure published in the IDB Annual Report 2018.	Corporate administrative information Policy: Article 4.1(f)
8	Project ME-M1064: Promoting a Model for Rural Tourism in Natural Protected Areas. Report on final outcomes for defined social return on investment analysis (Component 5)	Total	Information provided in confidence; and business/financial information. Policy: Article 4.1(e)
9	Analysis of public transportation alternatives for Port of Spain and the main urban corridors in Trinidad – Final report, Executive summary – Port of Spain, March 2016	Total	1. Deliberative information Policy: Article 4.1(g) 2. Information provided in confidence; and business/financial information. Policy: Article 4.1(e)
10	Project BR-L1432: Mind Lab - Increasing Access to Innovative Education Methodologies in Brazil. Loan proposal	Partial Note: The Bank provided information that had been published for project BR-L1432, mainly: (1) Project abstract; (2) Environmental and social strategy; (3) Resolution DE-183/15	Information relating to non-sovereign guaranteed operations Policy: Article 4.1(j)
11	Project NI-L1075: Procurement plan	Total	Information relating to non-sovereign guaranteed operations Policy: Article 4.1(j)

N.	Information requested	Total/Partial denial	Exception applied
12	Project CO-T1407: Applicants to provide consulting services and selection process	Partial Note: The Bank provided the terms of reference for the technical cooperation	Deliberative information Policy: Article 4.1(g)
13	Project HA-T1210: Action Plan for Group C and D Countries. IDB-sponsored study on the Darbonne sugar mill in Haiti	Total	Information provided in confidence; and business/financial information. Policy: Article 4.1(e)