

**A DOCUMENT TRANSLATION FRAMEWORK
FOR THE WORLD BANK GROUP**

OPERATIONS POLICY AND COUNTRY SERVICES

AUGUST 6, 2003

ABBREVIATIONS AND ACRONYMS

AfDB	African Development Bank
CAO	Compliance Advisor/Ombudsman
EBRD	European Bank for Reconstruction and Development
ECA	Europe and Central Asia Region
EXT	External Affairs
FY	Fiscal year
GEF	Global Environment Facility
GSDTR	General Services Department's Translation Services
IBRD	International Bank for Reconstruction and Development
ICSID	International Centre for Settlement of Investment Disputes
IDA	International Development Association
IDB	Inter-American Development Bank
IFC	International Finance Corporation
IMF	International Monetary Fund
IRIS	Integrated Records and Information Services
ISG	Information Solutions Group
LCR	Latin America and the Caribbean Region
MIGA	Multilateral Investment Guarantee Agency
OECD	Organisation for Economic Co-operation and Development
OED	Operations Evaluation Department
OPCS	Operations Policy and Country Services
PIC	Public Information Center
PRSP	Poverty Reduction Strategy Paper
SAP	Systems, Application, and Products Database
SRM	Strategy and Resource Management

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World Bank contributors included Executive Directors, the Board Resource Center, External Affairs Vice Presidency, Office of the Publisher, General Services Department's Translation Services, country offices, language team assistants, language program assistants, Legal Vice Presidency, Development Economics, Operations Evaluation Department, Corporate Resource Management, Inspection Panel, Information Solutions Group, InfoShop, World Bank Institute, and World Bank Archives; other Bank Group contributors included IFC Publications and Operations, MIGA, ICSID, and Compliance Advisor Ombudsman staff.

External sources included the United Nations, European Union, Organisation for Economic Co-operation and Development, International Monetary Fund, Inter-American Development Bank, African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, IAMLADP (Inter-Agency Meeting on Language Arrangements, Documentation and Publications), JIAMCATT (Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology), TERMNET (Terminology Network), UNESCO MOST (Management of Social Transformations Programme), Ethnologue, and University of Wurzburg.

Translation industry contributors included LISA, GLOBALSIGHT, TRADOS, TERMSEEK Inc., Berlitz, Lionbridge, Bowne Global Solutions, SISTRANS, ISO (International Organization for Standardization), INXIGHT, Microsoft Localization Team, and Workflow Management Coalition.

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EXECUTIVE SUMMARY

1. In August 2001, while discussing and approving revisions to the World Bank's disclosure policy,¹ the Executive Directors requested that Bank Management take stock of current translation practice and develop a proposal for a translation framework, including modalities and implementation costs. An initial paper focusing on IBRD/IDA was presented at the Board on January 28, 2003.² Executive Directors requested, among other things, that the scope of the paper be expanded to include the other members of the World Bank Group—IFC, MIGA, and ICSID—and the Inspection Panel and Compliance Advisor/Ombudsman (CAO). This paper was revised to address the Executive Directors' requests, and clarifications were made subsequently to reflect the discussion at a Technical Briefing on June 4, 2003.³

2. **Bank Group-wide Message.** Revisions to this paper have not changed its basic vision—that there is a need for a framework that provides a common perspective on international languages as well as national/local ones, and deals with management and infrastructure issues for translation, enabling the Bank Group to move toward greater consistency, quality, and efficiency of translations. Also unchanged is the principle that each World Bank Group's institution would retain the flexibility to operate within this framework according to its own business needs. That said, the vision also has a very practical side: the eventual finalization of a list of documents to be translated and the languages into which they will be translated; provision of adequate funding to meet the associated costs; and accountability for implementation. *Executive Directors are requested to indicate whether the approach set out in this paper is acceptable so that transition to the translation framework, including adoption of good practices, can begin.*

3. **Language Environment, Translation Practice, and Current Issues.** Each of the World Bank Group institutions has well over 100 member countries, of which at least two-thirds have one or more of the following as their official/national languages: Arabic, Chinese, English, French, Portuguese, Russian, and Spanish. The institutions of the Bank Group have never adopted a common language and translation policy; instead, each institution and each unit within an institution decides what to translate and from which internal or external sources to buy translation services. The costs and volumes of this activity are hard to gauge, because they are not systematically recorded; but FY01 costs of all material translated by the Bank Group are estimated to have been nearly US\$14 million. The Bank Group's present approach to translation has the advantage of assigning responsibility for translation to the business owners of documents. However, this approach also has disadvantages: in the aggregate, translations are not sufficiently strategic and linked to communication strategies, are not efficiently managed, and do not take full advantage of current technology.

4. **Translation Framework.** Under the framework described in the paper, the Bank Group would continue its present pragmatic approach of vesting responsibility for decisions on translation (including what, when, and how) in each document's business sponsor. Each

¹ *World Bank Disclosure Policy Review: Proposals for Revisions of the Policy, Chairman's Summary and Final Text* (R2001-0166, IDA/R2001-0151), September 6, 2001.

² *A Document Translation Framework for the World Bank* (SecM2003-0007), January 2003.

³ *A Document Translation Framework for the World Bank* (OM2003-0031), May 2003.

institution, depending on its business needs, would articulate a language approach that would allow it to reach the widest relevant audiences for its work. To facilitate the provision of greater numbers of translations at the most reasonable costs and consistent quality, the Bank Group institutions would depend much more on outsourcing. A core facility—the General Services Department’s Translation Services (GSDTR)—would, among other things, maintain and manage glossaries and a vendor database, provide guidelines, and carry out quality assurance. The local offices—the Public Information Centers—would connect the core facility with the country reality, helping to identify vendors, advising staff on how best to reach local audiences, and so on. Technology would connect the elements of the translation management system. Institutionally, translation would be mainstreamed as part of communication strategies, and consistent budget codes would be established to capture translation activity.

5. ***What to Translate.*** Documents’ business sponsors (specifically, the Bank, IFC, MIGA, and the Inspection Panel and CAO)⁴ would be able to refer to the following good practice principles in their decision making:

- ***Documents and publications that address the institution’s overall business and strategic thinking that are destined for a wide international audience*** (such as institutional annual reports; operational policies, procedures, and guidelines; and issues and strategy papers) would be translated into six “international” languages: Arabic, Chinese, French, Portuguese, Russian, and Spanish.⁵ However, business sponsors would have to exercise judgment and adjust these international languages to particular cases and audiences. Publications driven by market demand would be normally translated into the international languages plus into any other language as per demand.
- ***Documents provided to an audience for public consultation.*** Documents provided for international public consultation would be translated into relevant international languages, subject to the business sponsor’s judgment. Documents provided for local public consultation would be translated into the language(s) used by the parties to be consulted.
- ***Documents and publications that address country- and project-specific information*** would be translated into national/local languages as appropriate, taking into account additional factors such as the level of public interest in the project and the literacy level of the population.
- ***Web content.*** Each institution would determine how to present information on its websites, taking into account the unique needs of such communication. Local sites would be addressed to and designed for a local audience.

Applying these good practice principles is expected to increase clarity about what is translated and thus to permit—as some Executive Directors have requested—the eventual finalization of a list of documents that will normally be translated into international languages, and into national or local languages. Management will generate such a list as illustrated in Annex F following the

⁴ ICSID has an established language policy that to date has enabled it to meet its language needs and those of its clients.

⁵ The term “international” is used here to indicate those national/official languages that collectively are spoken across countries by the world’s widest literate population. Table B1 in Annex B shows the national/official languages spoken by most of the world’s peoples, and the number of World Bank Group member countries that use them.

first year of implementation experience, using inputs from outreach staff in the upgraded Public Information Centers, External Affairs and others.

6. ***Implementation Costs and Timetable.*** The three-year transition to the new framework will involve two stages of investment—upgrading facilities to manage translations more efficiently across the Bank Group, and building up capacity to manage higher translation volumes. The implementation plan has been fully costed and funded for FY04. For that year, the focus will be on upgrading facilities for vendor and workflow management, creating glossaries, preparing guidelines on translation and languages to guide staff, and operationalizing the framework worldwide, at a cost of US\$1.325 million. Implementation progress will be reviewed before the end of that year, and the funding for subsequent years determined at that time in consultation with the business units, EXT, and SRM through the Bank’s business planning and budgeting processes. This review will also estimate the costs that business sponsors may incur to finance higher translation volumes; today’s preliminary indications are that these costs could range between US\$2.5 and \$4 million.

A DOCUMENT TRANSLATION FRAMEWORK FOR THE WORLD BANK GROUP

I. INTRODUCTION

1. In August 2001, while discussing and approving revisions to the World Bank's disclosure policy,¹ the Executive Directors requested that Bank Management take stock of current translation practice and develop a proposal for a translation framework, including modalities and implementation costs.² An initial paper focusing on IBRD/IDA was presented at the Board on January 28, 2003.³ While endorsing the overall analysis of current practice and the umbrella framework, the Board requested, among other things, that the scope of the paper be expanded to include the other members of the World Bank Group—IFC, MIGA, and ICSID—and the Inspection Panel and Compliance Advisor/Ombudsman. This paper was revised to address the requests of the Executive Directors, and clarifications were made subsequently to reflect the discussion at a Technical Briefing on June 4, 2003. The development and revision of this paper have benefited greatly from consultations with and contributions from colleagues in the World Bank Group, Executive Directors, development partners, and the translation industry.

2. ***Vision for Translation.*** Revisions to the paper have not changed its basic vision—that there is a need for a framework for translation to improve the management of the translation enterprise, enhance the consistency and quality of translations, facilitate greater provision of translation to respond to demand, and improve efficiency through the use of technology and the sharing of resources and information. This framework will need to include good practice guidance to staff on what to translate and into which languages, and criteria for choosing languages, adequate funding, and clear accountabilities. The revision of the paper also leaves unchanged the principle that each institution would retain the flexibility to manage translation according to its own business needs. That said, the vision also has a very practical side: the eventual finalization of a list of documents to be translated and the languages into which they will be translated; the provision of adequate funding to meet the associated costs; and accountability for implementation.

3. ***Background.*** Over the years, Executive Directors whose mother tongue is not English have frequently drawn attention to the need to improve the Bank's multilingual communication and dissemination to promote greater understanding.⁴ Consultations conducted during the revision of the IBRD/IDA disclosure policy in 2000-01 revealed a demand for the Bank to make increased numbers and types of documents available to the public, and to provide content in languages that

¹ The term World Bank refers to IBRD and IDA, and World Bank Group includes IBRD, IDA, IFC, MIGA, and ICSID.

² *World Bank Disclosure Policy Review: Proposals for Revisions of the Policy, Chairman's Summary and Final Text* (R2001-0166, IDA/R2001-0151), September 6, 2001.

³ *A Document Translation Framework for the World Bank* (SecM2003-0007), January 2003.

⁴ Statements by the Arab, French, and Spanish Executive Directors date from as far back as 1968. *Summaries of Discussion at the Meeting of the Executive Directors of the Bank and IDA, December 11, 1979* (SD80-2), January 11, 1980, includes discussion of translation of Bank documents. *Summary of Discussion at the Meeting of the Executive Directors of the Bank and IDA, August 26, 1993* (SD93-57), November 24, 1993, discusses expanding access to Bank information and proposed revisions to the Directive on Disclosure of Information; paras. 44-45 deal with linguistic access and translation. More information is in *Summary of Discussion at the Meeting of the Executive Directors of the Bank and IDA, April 19, 1994* (SD94-26), June 22, 1994.

people can understand. Lessons emerging from the IBRD/IDA country disclosure pilots⁵ are that translation and attention to localized communication are key elements in enhancing disclosure of information (especially country or project-specific information), participation of shareholders, awareness of the Bank's work, and effective dissemination and sharing of Bank knowledge. This focus is especially important for analytic products that help countries embrace reforms, and for operational work that tangibly reflects overall country programs and strategies to reduce poverty.

4. ***Data for this Paper.*** The Bank Group institutions have no central databases on documents translated, languages used, and translation modalities and costs, and therefore it is impossible to get accurate figures on translation. To gain some idea of volumes and costs, preparation of this paper in 2001-02 has relied on a combination of information gathering methods. For example, information on translated documents was gathered by sampling the main Bank repositories (the Internal Documents Unit, Integrated Records and Information Services [IRIS], and the Bank Archives);⁶ by obtaining data from the General Services Department's Translation Services (GSDTR); by surveying Regions, Networks, Public Information Centers (PICs), and country offices, through External Affairs (EXT) officers;⁷ and by gathering information directly from IFC, MIGA, ICSID, Inspection Panel, and CAO staff. Estimates of translation costs are based on sample data for one fiscal year (FY01), drawn from each of the Bank Group institutions' available figures (for IBRD/IDA, this included terms of reference of short-term consultants and contractual translation services, and the results of an electronic survey of language program assistants and language team assistants who provide translation services).⁸

5. ***Organization of the Paper.*** Section II of the paper describes the translation environment in the World Bank Group, outlines the Bank Group's and other organizations' approaches to translation, discusses the Bank Group's translation practices, and provides an estimate of current costs. Section III identifies the issues raised by current practices. Section IV proposes working principles to guide future Bank translation decisions and practice and recommends a framework to address the issues identified. Section V discusses the implementation of the framework and estimates the costs.

⁵ To date, 20 countries/pilots are participating in the IBRD/IDA disclosure pilots (Armenia, Bolivia, Brazil, Bulgaria, Dominican Republic, East Asia Hub [which includes Cambodia, Indonesia, Lao PDR, Malaysia, Thailand], Indonesia, Lithuania, Mexico, Mozambique, Nicaragua, Philippines, Tanzania, Ukraine, Yemen, and Zambia); and 14 of these are piloting translation activities as a key element in their dissemination and outreach strategies. In addition, one pilot is looking at easing access to information for visually and hearing impaired people across a number of PICs worldwide.

⁶ The Internal Documents Unit contains official Bank reports. Although it is considered the most comprehensive and readily available Bank collection, it is not complete. For instance, it does not contain publications, because their inclusion is not mandatory. IRIS is an electronic archive management system; it contains correspondence of Bank operations, procurement-related documents, and transactional correspondence between Bank and borrowers. The Archives function contains all official Bank documents, but it cannot accommodate automatic retrieval and reporting of documents in other languages. To address this problem, the Information Solutions Group and OPCS are collaborating on a comprehensive Compendium of Bank Documents. Archives is putting in place a more effective system to manage, archive, and retrieve documents.

⁷ The questionnaire asked what types of documents they have translated, what the demand in the countries is, whether they have internal staff dedicated to translation, what the capacity of freelancers is, and what recommendations they may have.

⁸ Translation cost data were extracted from the Systems, Applications, and Products database (SAP) and from the Short-Term Consultants database, "Cats." Country office data were collected through a questionnaire.

II. LANGUAGE ENVIRONMENT AND TRANSLATION PRACTICE

6. For the World Bank Group, translation⁹ of publications and documents helps reduce barriers to effective communication with local, national, international, and global audiences, disseminate information, and ease partner and donor countries' access to information. This section briefly describes the Bank Group's linguistic business environment, outlines the approaches of the Bank Group institutions and other international organizations to languages and translation, and discusses the practice and the costs of the Bank Group's current translation system.

A. World Bank Group Linguistic Environment

7. Any attempt to develop a translation framework for the World Bank Group must take into account the complex linguistic environment of the Bank Group institutions. Each has well over 100 member countries, of which at least two-thirds have one or more of the following "international"¹⁰ languages as their official/national languages: Arabic, Chinese, English, French, Portuguese, Russian, and Spanish (see Table 1). The member countries that use other languages include some of the Bank Group's most active members: Bangladesh, India, Pakistan, Turkey, Ukraine, and Vietnam, for example. In addition, some countries have both national official languages and local languages. In India, for instance, the national language, Hindi, is widely understood mainly in the north; but Bank Group activity may affect people in other parts of the country where the official or spoken languages are Bengali, Gujarati, Tamil, or Telugu.¹¹

Table 1. Languages of Bank Group Institutions' Members

<i>Institution</i>	<i>Member countries</i>		
	<i>Total</i>	<i>Use an "international" language as national/official language</i>	<i>Use other languages</i>
IBRD/IDA	184	132	52
IFC	175	126	49
MIGA	163	117	46
ICSID	139 ^a	99	40

^a The 139 states listed in Annex B have deposited their instruments of ratification (from List of Contracting States and other Signatories of the Conventions, as of March 2003). Overall, 154 states have signed the Convention on the Settlement of Investment Disputes Between States and Nationals of Other States.

8. ***Audiences and Types of Documents.*** The World Bank Group institutions produce a variety of publications and documents, according to their needs and mandates, and make them available to the public according to their own disclosure policies.¹² They produce documents and publications—such as Annual Reports, policies, and strategy frameworks—that refer to the whole institution and are expected to be of interest to a wide international audience. They also produce many documents and publications that are country- and project-specific—documents that are expected to be of greatest interest to a national or local audience. For the World Bank, for example, the disclosure

⁹ For the purposes of this paper, *translation* is the act of rendering written material from one language into another, including revision and proofreading; and *translation management* is the process that supports that act: locating and negotiating with vendors, carrying out quality assurance, coordinating, and so on. Annex A defines the following additional language terms: language policy, lingua franca, official/national language, and working language.

¹⁰ The term "international" is used here to indicate those national/official languages that collectively are spoken across countries by the world's widest literate population.

¹¹ More information on the World Bank's external linguistic landscape is presented in Annex B.

¹² The most recent revision to the IBRD/IDA disclosure policy took effect in January 2002, and IFC's disclosure policy dates from September 1998. MIGA's disclosure policy is set out in Annex C to MIGA's Operational Procedures.

policy provides for the Bank to disclose some 46 types of documents that are equivalent to approximately 95,000 pages of text each year.¹³ Roughly 12 (27 percent) of these document types are likely to be of interest to wide international audiences, while the remainder are country or project materials that are likely to be of primary interest to specific national or local audiences. In addition, each of the institutions has an Office of the Publisher that markets and disseminates a variety of documents and publications internationally and locally through a range of modalities.

B. Approaches to Languages and Translation

9. Over the years, the translation practice of the World Bank Group institutions has evolved pragmatically in response to varying target audiences, business needs, and budget constraints. Other international organizations have taken a more formal approach to translation derived mainly from their language policies. Both formal and informal approaches can satisfy an organization's business needs if there is a clear corporate commitment to translation and there are suitable strategies, infrastructure, processes, and resources to carry out that commitment.

1. World Bank Group Approach

10. The institutions of the World Bank Group have never developed a common language and translation policy, preferring instead to retain a pragmatic and flexible approach that reflects their changing needs. English is the working language of the Bank, IFC, MIGA, Inspection Panel and CAO, allowing staff to communicate among themselves.¹⁴ ICSID has chosen three official languages to carry out its mandate and conduct its business.

- **World Bank.** The Bank translates material into other languages according to its needs and those of its members. This approach to translation is reflected in Administrative Manual Statement 8.10, *Translation Services*, which states that “translations [are] undertaken to facilitate communications with member countries. Organizational units are responsible for determining which documents require translation as well as which language(s) and translation level are most appropriate.” The Administrative Manual also sets out the procedures by which GSDTR provides translation services.
- **IFC and MIGA.** IFC and MIGA translate material into other languages according to their business and information needs and those of their members.
- **ICSID.** ICSID's official languages are English, French, and Spanish.¹⁵ If a member wishes to conduct a dispute in a language other than the official languages, it may do so with the consent of the tribunal.

¹³ The estimate of annual pages of disclosable documents has been calculated roughly by averaging the past three years, by checking the pipeline for FY03 in SAP, and by checking the forecasts of individual units.

¹⁴ Note that even when translations of Loan Agreements between Bank and members are prepared, Loan Agreements are signed in English only. As for other Bank documents, translations are provided as a courtesy to parties; however, the English version remains the official reference document.

¹⁵ See Administrative and Financial Regulations, Regulation 34, Official Languages, www.worldbank.org/icsid (Basic Documents) which states, “The official languages of the Centre shall be English, French and Spanish. The texts of these Regulations in each official language shall be equally authentic.” Official languages were agreed at the Annual Administrative Council Meeting held in Rio de Janeiro, August 28, 1967. At that time, the Convention had been signed by about 40 countries, most of which had English and French as their official/national languages. It was decided to include Spanish among the official languages as soon as a Spanish-speaking state became a party to the Convention.

- **Inspection Panel and Compliance Advisor/Ombudsman.** The Inspection Panel’s Operating procedures provide that English is the working language of the Panel.¹⁶ Requests submitted directly by affected people may be in their local language if they are unable to obtain a translation. If requests are not in English, the time needed to translate and ensure an accurate and agreed translation may delay acceptance and consideration by the Panel. Panel Reports and Management responses “are provided by Management to the claimants in their language, to the extent possible.” For the CAO, the Operational Guidelines specify that English is the working language and add the following provision: “Complaints may be submitted in any language. Communication with the complainants, interim and final reports, agreements, settlements and remedial plans will, where applicable, be translated into the language of the complainants and any other language the CAO deems necessary. They may also be presented in another, more culturally appropriate manner.”¹⁷

2. Approach of Other International Institutions

11. Some international institutions have a language policy that mandates a set of official and working languages for organizational use, meetings and documents, recruitment, and public information. For some, their founding charters include a clause enumerating the organization’s official and working languages, and their translation practice and policy derive from their language policy or approach. These organizations routinely translate all official documents into their official languages—which all have equal status—and translation is generally provided either through a central unit or outsourced to external vendors, or both as necessary.¹⁸

12. **United Nations.** The United Nations has six official languages (Arabic, Chinese, English, French, Russian, and Spanish); all the documents of the General Assembly, its committees and subcommittees and subsidiary organs, and the Security Council are produced in all official languages. Each United Nations institution selects official and working languages from the six official languages for its own constituency. In addition, Germany, Austria, Switzerland, and Liechtenstein finance a section of the Secretariat that translates into German all resolutions and decisions of the United Nations General Assembly, the Security Council, and the Economic and Social Council. The United Nations has about 460 staff involved in translation.

13. **European Union.** At the European Union, all 11 official languages of member countries have equal status; however, not all languages are used in all European institutions for every occasion. The European Union translates all laws, job postings, procurement requests for bids, and so on, into all the official languages. The European Union has the world’s largest translation bureau, with about 3,000 staff at an annual cost of US\$475 million. In 1999 this figure

¹⁶ Operating Procedures of the Inspection Panel, section II, Preparation of a Request, Language (para. 8), www.inspectionpanel.org. In the 1999 Clarifications to the Resolution that established the Panel, the Board of Executive Directors required that Panel Reports and Management Responses “be provided by Management to claimants in their language, to the extent possible” (para. 18).

¹⁷ Section 1, Overview of the Roles of the CAO, Communication, *CAO Operational Guidelines*, IFC and MIGA, www.cao-ombudsman.org.

¹⁸ The sources of the information about the selected international organizations are as follows: United Nations—*Resolution on Multilingualism, Report of the Secretary-General, A/56/656*, November 27, 2001; European Union—Amsterdam Treaty (European Union Language Charter), Council Regulation N.1, Article 2 and 3, of 1958; Organisation for Economic Co-operation and Development—OECD Rules of Procedures, Rules 27 and 28; and IMF—By-Laws, Rules and Regulations C-1, of 1946, amended in 1978.

corresponded to about 40 percent of the administrative budget of the European Union, which accounted for 2 percent of the overall budget.¹⁹

14. **OECD.** The official languages of the Organisation for Economic Co-operation and Development (OECD) are French and English: official documents are translated into these two languages. The OECD also translates official documents into German at the request of the German government, which reimburses the associated costs to OECD. The OECD has a translation unit of 87 staff, which handles all requests for translation. The unit's budget for 2002 was about US\$8.9 million (plus the German section, which accounted for about US\$1.7 million).

15. **IMF.** The IMF's bylaws provide that English is the working language. The IMF translates documents, speeches, and papers into English, and from English into other languages, as business requires. The languages into which IMF documents are most commonly translated are Arabic, Chinese, English, French, German, Portuguese, Russian, and Spanish. The IMF has about 90 staff in its Language Services Department, which handles all translation requests. They produce about 30 million words yearly, of which about 50 percent is outsourced.

16. **Selected Regional Development Banks.** The regional development banks have a variety of approaches to translation.

- **African Development Bank (AfDB).** The official languages are English and French. Documents are routinely translated into these languages, according to member countries' needs. AfDB also translates information—consultations, disclosed information, publications, and so on—into other languages, depending on its external communication needs. The Vice Presidency for Corporate Management includes the Languages Services Unit, which employs translation and interpretation staff.
- **Asian Development Bank.** English is *de facto* the working language. The Asian Development Bank does not have an official language policy, but it translates some documents into Japanese. A few documents of specific interest to local communities have been translated into Bahasa Indonesia, Chinese, Hindi, Khmer, Nepali, and Thai.
- **Inter-American Development Bank (IDB).** IDB has no official language policy; it uses English, French, Portuguese, and Spanish, the languages of its client member countries. In the Washington headquarters, the two working languages are English and Spanish. The IDB has 15 translation staff in Washington. Translation expenditures for 2000 were about US\$2 million, of which about US\$400,000 was for outsourced provision of translation.
- **European Bank for Reconstruction and Development (EBRD).** English, French, German, and Russian are the working languages. The EBRD's policy is that the languages should be used "according to the Bank's day-to-day needs, and taking into consideration the interests of efficiency and economy."²⁰ The EBRD has seven translation staff in London, and they outsource most of their translations. The EBRD is reviewing its public information and disclosure policies, and translation is a crucial issue in these reviews. A draft proposal recommends "on a one-year basis the Bank translate

¹⁹ Following its enlargement (10 countries signed the treaties in Athens on April 16, 2003), the European Union will have up to 23 official languages.

²⁰ Letter from the Chairman of the Conference on the Establishment of the European Bank for Reconstruction and Development, 1991.

each approved Country Strategy into the relevant official national language as set out in the relevant laws. In those countries where there is more than one official language, and where one of those languages is a designated working language of the Bank, the translation will only be provided in such working language.”²¹

C. World Bank Group Translation Practice and Costs

17. Initially, a centrally funded translation unit supplied all translations in the Bank. The unit’s size increased steadily through 1976, when it began to outsource some translations. In 1985, the Bank introduced a chargeback system for internal translations to decentralize decisionmaking, as well as foster user responsibility and create incentives for greater efficiency in the internal translation unit by placing it in a more competitive environment. In 1993, as decentralization expanded, Management granted approval for staff to procure translation from any appropriate source (see Box 1).

Box 1. Translation at the World Bank

1947 to 1985—Translations were provided without charge by Language Services Division. This Division had discretionary powers over what was translated and into which languages, subject to fiscal and other constraints. The criteria for translation decisions were not always clear.

1947—Formal translations into English began.

1962—Spanish translation added.

1966—French translation added.

1976—Arabic translation added. The translation unit began outsourcing translations systematically.

1981—Chinese translation added.

1985—Translations became available on demand and on a chargeback basis from the Languages Services Division.

1993—Translation requesters were permitted to procure translations from sources other than the language service unit. No other changes were made after an overall review was conducted with a user group on translation practice. Changes made in 1985 remained in effect.

1996—General Services Division convened a Translation Policy Review Group, which confirmed the advantages of the existing arrangement for translations in the Bank.

2001—In August, IBRD-IDA Board of Executive Directors requested preparation of a translation framework to facilitate access to information.

Today, each World Bank Group institution and each unit within the institutions can choose which documents to translate, into which languages to translate them, and from whom to purchase translation services. The system gives users responsibility for the quantity and quality of translation. The key participants in this system are as follows:

- GSDTR provides internal translation, within its capacity, to all Bank Group institutions on a chargeback basis.
- Washington staff—such as lawyers, other specialized staff, and Executive Directors’ staff—carry out translations or revisions for quality assurance purposes.
- Language program and team assistants based in Washington and country offices—especially in IBRD/IDA—undertake translation as part of their regular assignments, or as overtime work.
- Washington and country offices independently contract short-term consultants or external suppliers as translators.

²¹ Translations will not be considered official EBRD documents as they will be prepared only for the convenience of local communities or interested parties. All EBRD translations will carry a disclaimer. See <http://www.ebrd.com/about/policies/consult/main.htm>.

- Country office staff carry out and/or coordinate translations, including hiring local external suppliers (vendors).²²
- Foreign national publishers carry out translation as part of publishing contracts signed with the Bank Group's Offices of the Publisher.²³

1. *Bank Group Institutions*

18. This section outlines the translation practices of each of the Bank Group institutions. For IBRD/IDA, IFC, MIGA, Inspection Panel, and CAO, Annex C lists selected documents and the languages into which they are translated.

19. **IBRD/IDA.** Before 1985, although many categories of Bank information (press releases, internal memoranda, and books) were translated, no category of information was routinely translated, nor was there a standard set of languages into which documents were translated. Sampling of the Internal Documents Unit and IRIS repositories indicates that before translation was decentralized in 1985, research, studies, and publications were the most translated Bank documents; and the languages most frequently used were the international ones, led by French and Spanish. Translation activity has expanded significantly since 1985. Recently 47 Bank country offices reported that they provide translations for a range of project- and country-specific information, together with information about Bank activities; information has been translated into more than 30 languages.²⁴ In parallel, GSDTR in Washington reports that in FY01 it translated nearly 20 percent of its work into languages other than Arabic, English, French, Spanish, and Russian—up from less than 1 percent five years ago.²⁵ Many country offices, including those in Argentina, Brazil, China, India, Indonesia, Russia, and Vietnam, have built a network of vendors to provide translations within their budget and staff constraints. In Washington, the Office of the Publisher has broadened Bank readership across linguistic boundaries by licensing rights to foreign publishing houses and building a local publishers' network.

20. **IFC.** In IFC, each unit is responsible for translating its documents according to its business needs. Documents and publications are translated through local publishers, GSDTR, and local vendors. Common practices are (a) to translate into Arabic, Chinese, French, Russian, and Spanish

²² Country office staff include translators/interpreters, external affairs coordinators, language assistants, other coordinators, task team leaders.

²³ An increasingly significant market-based share of Bank and IFC translation consists of foreign publishing agreements. This system, established in 1996, licenses local publishers to publish Bank and IFC reports and studies in their own countries and languages. The Office of the Publisher grants reprint permission and negotiates license agreements and copublishing contracts with publishing houses and other partners. Translated editions of Bank documents have quadrupled since 1998, and the number of languages represented continues to grow. For example, in FY01, 71 contracts were licensed in 18 language editions (Arabic, Bahasa Indonesia, Chinese, Danish, Farsi, French, Hungarian, Japanese, Korean, Latvian, Portuguese, Romanian, Russian, Spanish, Thai, Turkish, Ukrainian, and Vietnamese.)

²⁴ These data were compiled from responses to a questionnaire sent to Regions, Networks, Public Information Centers, and country offices; 47 of the 68 country offices polled responded.

²⁵ GSDTR reports that it translates documents, letters, and speeches of the President of the World Bank; documents for the Spring and Annual Meetings; the IFC Annual Report and other IFC documents; MIGA and ICSID documents; Operational Policies/Bank Procedures for the World Bank and IFC; reports on institutional products such as lending instruments, hedging products, and Bank guarantees; press releases; Global Environment Facility (GEF) documents; confidential documents, including legal agreements, legal reports and studies, and documents for the Ethics Office and IFC's Office of the Compliance Advisor/Ombudsman; project mission reports; consultants' reports; Letters of Development Policy; communications from governments to various Bank offices; and training material from WBI. (Note that Bank units also translate many of these documents.) GSDTR continually improves its client focus; for example, an internal reorganization in 2000 created staff positions to coordinate projects and provided for team leaders in each unit to carry out some management tasks and establish standards. GSDTR has also expanded its use of technology: in June 2002, for instance, it purchased a system to optimize the management of workflow, terminology, and vendors but this would have to be upgraded to handle translations done by all Bank units and country offices, and exchange information and knowledge with other organizations.

those publications such as the Annual Report that are addressed to global audiences, and (b) to translate into the appropriate national/official language documents, publications, press releases, and country fact sheets that address local topics and concerns. In addition, when IFC requires project sponsors (and other investors) to prepare environmental impact assessments for projects under consideration, it translates these documents into the relevant local languages and makes them widely available.

21. **MIGA.** MIGA selects publications for translating, and the languages into which to translate them, according to such criteria as who the clients are, what language they speak, whether they are investors, and where MIGA has a representative. MIGA staff may translate documents—especially daily correspondence—or they may arrange translations through local publishers and vendors and revise them internally. MIGA translates such documents as its Annual Report into four of the six international languages and its Investment Guarantee Guide into several languages, and it may use the services of GSDTR or local vendors for such work.

22. **ICSID.** The ICSID Convention is available in ICSID's three official languages and, in translated editions, 15 other languages.²⁶ The ICSID Regulations and Rules and the ICSID Annual Report are published in the three official languages. ICSID lawyers can conduct business in any of the three official languages and, currently, in five other languages. If ICSID is requested to operate in additional languages, it accommodates the request by ensuring that qualified personnel are engaged.

23. **Inspection Panel.** The Panel translates into English all Requests for Inspection received in other languages. Moreover, since FY00 the Panel has translated its brochures and other outreach materials into several languages. When it gives presentations and workshops, it conducts them in English, or in French, Portuguese, or Spanish. It may also provide a translation and interpretation of the presentation in the local language; to date it has translated presentations into French, Spanish, Brazilian Portuguese, and Russian. Expenditures for translation in FY00 and FY01 averaged US\$12,500.²⁷

24. **CAO.** Interim and final reports, agreements, settlements, and remedial plans are translated into the language of the complainant and any other language the CAO deems necessary. In addition, the CAO seeks to enhance interactions with local communities by publishing its Operational Guidelines, terms of reference, information brochures, and other materials in the relevant international languages and by making them available through the Office of the CAO, the World Wide Web, and other culturally appropriate means. Whenever possible, the CAO communicates in the language of the communities affected by projects.

2. Website Content Translated

25. The World Bank's website contains a broad range of information about the Bank and its operations, activities, and staff, supplied for audiences such as bond investors, potential suppliers, students, job seekers, nongovernmental organizations, and civil society. As one of the most accessible sources of such information, the website is a valuable communication resource: the number of new visitors rose from around 500,000 per month in January 2002 to about 1 million per month in December 2002, and the number of 200-page book equivalents downloaded went from

²⁶ The translated editions—in Arabic, Chinese, Dutch, Finnish, German, Greek, Icelandic, Italian, Japanese, Korean, Norwegian, Portuguese, Romanian, Swedish, and Turkish—have been provided by governments after they ratified the Convention.

²⁷ This estimate does not include translations that are the responsibility of Management, per the 1999 Clarifications to the Resolution (April 20, 1999) that established the Panel (IBRD Resolution 93-10, IDA Resolution 93-6. September 22, 1993.), accessible at www.inspectionpanel.org.

about 530,000 per month to about 1.3 million per month over the same period.²⁸ Users in developing countries, represented about 10 percent of all identified requests. Residents of Latin America and the Caribbean Region (LCR) countries accounted for 41 percent of these requests, and residents of Europe and Central Asia Region (ECA) for 29 percent. About 7 percent of the Bank's website content is in a language other than English (see Annex D). There are no established criteria for selecting information to be translated. Table 2 describes the websites of the institutions of the World Bank Group and their language editions. Greater attention to translating and creating website material in other languages would facilitate access to Bank Group information at local and global levels.²⁹

Table 2. World Bank Group Websites: Language Use

<i>Institution website</i>	<i>Complete language edition</i>	<i>Partial language editions^a</i>	<i>Other languages available</i>
World Bank Group IBRD-IDA www.worldbank.org	English	Russian, Spanish	Users also have the option to access other languages, which include French, and country websites in Chinese, Hindi, Japanese, Kannada, Nepali, Portuguese, Spanish, Telugu, and Vietnamese. Documents and publications in languages other than English are normally posted and listed even on the English site. Country offices also have country pages not listed in the institutional site, where content is available in Czech, Hungarian, Latvian, Mongolian, Nepali, and Romanian.
IFC www.ifc.org	English	Arabic, Chinese, French, Japanese, Russian, and Portuguese	
MIGA www.miga.org	English		Some publications and documents are also posted in Arabic, Chinese, French, German, Japanese, Italian, Russian, Spanish, and Turkish.
ICSID http://www.worldbank.org/icsid/	English		Some documents are also available in Spanish and French.
Inspection Panel http://wbln0018.worldbank.org/ipn/ipnweb.nsf/ www.inspectionpanel.org	English		Some documents and publications are also posted in English, French, Portuguese, and Spanish.
CAO http://www.cao-ombudsman.org/ev.php	English	French, Spanish	Some documents are posted in Arabic, Chinese, French, Portuguese, Russian, and Spanish.

Note: Data as of March 2003.

^a Language editions of the World Bank Group institutional websites are all partial, as the content and all the website navigation features and menu are still in English. However, for some websites staff are making tremendous efforts to make the language editions more inclusive: for example, IFC's institutional website and the IBRD/IDA LCR Regional and country sites, and ECA Regional site.

3. Costs

26. The costs of the World Bank Group's present translation system are difficult to establish with precision because procurement and expense recording systems vary widely; most translation

²⁸ A "book equivalent" is a measure of the amount of content requested (e.g., the number of "bytes"). It is equal to one megabyte of information, roughly the amount of information in a 200-page, text-only book.

²⁹ Some materials are translated in response to specific requests; some materials are translated if the requester provides funding; some translation is planned as part of an outreach strategy; and some materials of Regional interest are translated into the languages spoken in the Region. Requests from users and a recent survey commissioned by LCR demonstrate that there is demand for website content in other languages (see "LAC Region: Summary of Online Survey Results for World Bank and Banco Mundial Surveys," Forum One Communications, Alexandria, Virginia, June 26, 2002). See Annex D for more information on the languages available on the Bank's website as of October 2002.

costs are bundled in the SAP system in a way that is difficult to disaggregate.³⁰ For example, expenses associated with hiring short-term consultants and vendors/contractors, and the time spent by language program and team assistants and other staff, are not consistently categorized as translation costs. In addition, the World Bank Group's accounting reporting systems do not consistently capture the costs of managing outsourcing: the costs of the staff time needed to prepare documents for translation, vet suppliers' qualifications, negotiate prices, conduct quality assurance, and manage resources. Examination of a sample translation project revealed that these management/transaction costs can add as much as 80 percent to the captured translation expenditures. With these caveats, it is estimated that the Bank Group spent some US\$13.7 million on translation in FY01 (see Table 3 and Figure 1).

Table 3. Estimated World Bank Group Translation Expenditures, FY01

Service provider	Costs (US\$)			Comment
	Recorded expenditures	Other expenditures	Total expenditures	
<i>Costs to Bank Group^a</i>				
GSDTR	2,800,000	2,500,000 ^b	5,300,000	In FY01, GSDTR translated 9,800,000 words at a cost of \$0.54/word, using internal staff (14 translators, coordinators, and support staff) and external suppliers (the latter at a cost of \$1.3 million). Chargeback revenue covered \$2.8 million (approximately \$0.28 per word), and the Bank covered the remaining \$2.5 million.
Other providers	2,100,000	[420,000]	2,520,000	20% estimated in coordination costs.
<i>Costs to IBRD/IDA</i>				
Short-term consultants ^c	1,500,000	[1,200,000]	2,700,000	Rates vary widely. No information on volumes produced is obtainable.
Contractors/vendors ^c	670,000	[536,000]	1,206,000	The cost per word ranges from about \$0.18-\$0.25 in the United States and Europe to an average equivalent of \$0.04-\$0.20 in borrower countries where the Bank has country offices. No comprehensive information on volumes is obtainable. Staff spend additional time in coordinating vendors.
Office of the Publisher	255,000 ^d	----	255,000 ^d	71 licensed agreements signed and 18 language editions produced.
Language program/team assistants ^e	648,000	[259,000]	907,000	58 language program and language team assistants spent about 17 percent of their time on language-related tasks. They spent 40 percent of that time on coordination and terminology.
Staff translators in country offices	380,000	[114,000]	494,000	Country offices have 13 staff translators who, it is estimated, spend 30 percent of their time on terminology, quality assurance, etc.
Staff in country and Washington offices		[390,000]	390,000	About 50 staff spend 20 percent of their time coordinating/managing translation activities.
Totals	8,353,000	5,419,000	13,772,000	

Note: Bracketed numbers show staff estimates.

^a A breakdown of these costs by institution is provided in Figure 1.

^b Includes unrecovered costs and an element of management costs.

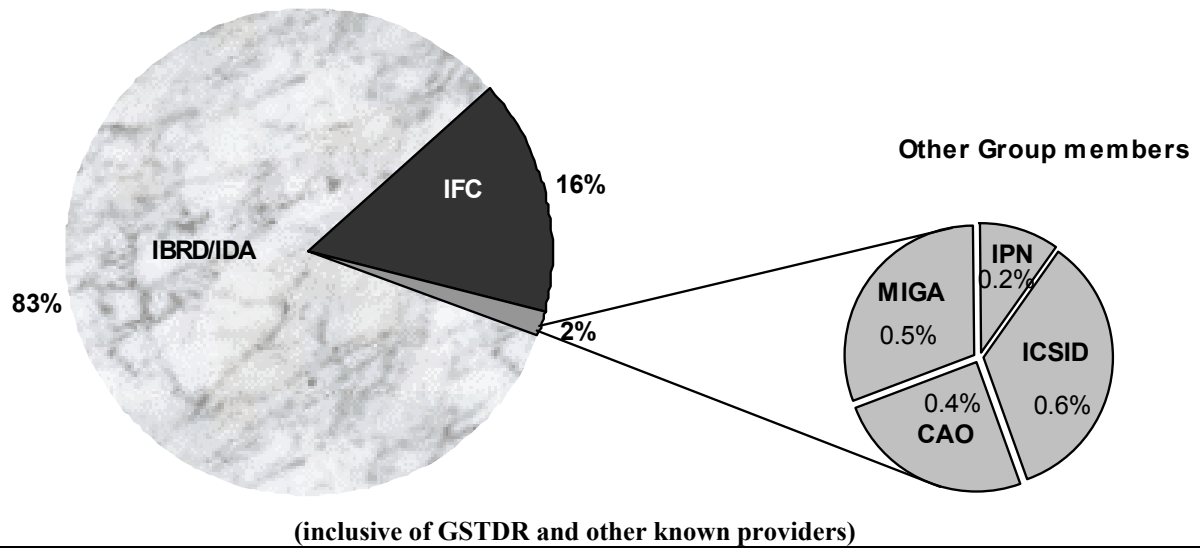
^c Located either in Washington or in-country, these consultants/vendors are contracted by Bank units and are separate from GSDTR's vendors.

^d These costs do not include translation costs that the Publisher incurs when using the services of GSDTR.

^e There are a total of 182 language program and language team assistants, employed at a cost of about US\$11 million.

³⁰ For example, until recently the SAP commitment line designated "translation/proof" for FY01 read \$5.9 million. However, this sum included interpretation, and excluded other translation costs. (Corporate Resource Management has begun to address some of the problems of tracking expenditures related to translation.) Additional translation costs could be traced by researching short-term consultants' terms of reference to quantify those who have been employed to carry out translations, and further data could be traced by examining contractual translation services. Finally, multilingual Bank staff also carry out language-related functions on a regular basis—including some translations—but the Bank's time recording system does not capture the time spent on these activities. The rough estimates for these costs provided in this paper were developed through an electronic survey of language program and team assistants and of country offices. The working group on translation costs used data from SAP and from the Short-Term Consultants' database, "Cats."

Figure 1. Known World Bank Group Translation Expenses, FY01 (Percentage)



Note: Numbers do not add up to 100 percent because of rounding.

III. ISSUES

27. Historically, the World Bank Group's overall approach to languages and translation has been flexible, to meet each institution's varied business needs and purposes. This approach to translation has the advantages of assigning responsibility for translation to the business owners of documents and publications—those who have the greatest stake in seeing that the content of the documents is appropriately communicated—and of allowing those business owners the flexibility to select the translation services most appropriate for their needs. However, this approach also has disadvantages, felt across the Bank Group at different levels. It is not sufficiently comprehensive and strategic, so the Bank Group has missed many opportunities to communicate with stakeholders. It lacks guidelines and mechanisms to help staff make informed decisions on languages and translation. It is not systematically and consistently managed, so it fails to fully exploit the institutions' structure of a strong center supporting and coordinating the efforts of strong decentralized groups. It lacks agreed standards and criteria for selecting and vetting providers, systems to retain and share knowledge, and consistent and integrated quality processes, so the quality of translations cannot be assured. Finally, it does not consistently and comprehensively take advantage of current technology that can facilitate translation management, project coordination, vendor management, communication, knowledge sharing, quality standards, and even the act of translating itself. This section briefly describes the issues that an improved translation framework will need to address.

A. Strategy

28. In a multilingual business environment, translation is an integral part of any outreach and communication strategy, whether at the corporate, regional, country, or even project level. Although several units in Bank Group institutions—generally working with the External Affairs offices—have started developing and implementing communication and dissemination strategies, translation often appears to be an afterthought. For example, the highest budget figures for translation in IBRD/IDA are recorded in the months just before the end of the fiscal year, perhaps indicating that translation is not a budgetary priority. A translation framework will need to include guidelines to staff on each institution’s language and translation approach, with criteria to help establish what can be translated, how to select languages, and how to address translation in communication and dissemination strategies.

29. **Document Planning.** The framework will also need to facilitate planning at the level of individual documents. Today, most documents are prepared in English without consideration for future translation, even when the outcome is intended to be a multilingual product. Translation is facilitated when staff write clearly, succinctly, and with a minimum of Bank-specific idioms, and use document types and categories, formatting, printing, and software programs that are standardized for international audiences. While these practices will never be fully achieved, the framework will need to include glossaries to help writers prepare documents that use consistent vocabulary that can be more readily translated, and the guidelines will need to cover the agreed technical specifications.

30. **Website Content.** The preparation and maintenance of multilingual websites entails different considerations than document translation. The content is simultaneously local, national, and international, and it must be constantly updated in all languages. The system must be fast, and it must be able to integrate writers, translators, and generators of new content.³¹ The guidelines to staff will need to cover (a) arranging website language editions; (b) arranging for content creation in, and translation into, other languages; and (c) deploying staff, using technology, and establishing workflow.

B. Management

31. Under the Bank Group’s current approach to translation, individual institutions and units select the suppliers they need to meet their demand. Many units have developed their own vendors; some IBRD/IDA country offices, for example, have built tremendous vendor capacity—some 350 suppliers covering more than 30 languages. At the same time, GSDTR has built a network of over 200 additional individual suppliers and some reference material and dictionaries in Arabic, English, French, Russian, and Spanish. But this translation practice and knowledge is not integrated or shared. There is no mechanism to accredit vendors or help local offices share information about suppliers and pricing, for example, or to allow country-based translators and GSDTR to share

³¹ The website of LCR and IFC should be taken as examples of efforts toward multilingual communication. For example, in the past year, LCR has tested and implemented a strategy to allow for Portuguese and Spanish editions of its institutional website. At the Regional level, content is created in, or translated into, Spanish for Regional concerns; country departments are then responsible for their own website and localized relevant content. The country websites are all outsourced locally. In the Regional office, a team of one webmaster/coordinator, one external affairs specialist, and one editor is coordinating the efforts. In country offices, an external company carries out the technical design and maintenance of the site, while an internal staff (editor) is responsible for the content. This model has shown good results, notably as measured by user access to LCR web pages.

glossaries, human resources, and reference material among themselves; and there is no central multilingual repository for the translated documents. Therefore, purchasing prices vary widely; qualification criteria are inconsistent; and, because suppliers must too often start from scratch to build their own tools, translations take longer, cost more, and use vocabulary that is inconsistent from document to document. As a result, some of the Bank Group's investment in translation is lost.

32. ***Translation Services.*** The World Bank Group institutions, like other organizations and the translation industry overall, increasingly turn to outsourcing to respond cost-effectively to fluctuating and wide-ranging demand. Outsourcing is a particularly attractive option for the Bank Group, since with its global reach it can potentially draw on language professionals from around the world and, at the same time, help create opportunities for vendors in borrowing countries. But, as experience in the language industry and in other organizations indicates, outsourcing needs to be supported by a core management function that creates and maintains a system and process to accredit and develop suppliers and share information about them; builds and facilitates an integrated terminology and glossary process; helps retain knowledge; ensures consistent quality of the translations produced; uses modern technology that allows translators to work remotely and share material; and finds a balance between retaining internal knowledge of overall translation practice and building external suppliers to serve demand.

33. ***Partnership.*** The Bank Group also misses the benefits of sharing resources with other organizations, or with governments that carry out translations. If the Bank Group develops a mechanism for collaborating with and leveraging expertise among development partners, it could not only produce economies of scale, but also contribute to improving the quality of much of the material on development that is available to non-English-speaking users. In addition, if the Bank Group is to be able to share translation information with other institutions, it will need to adopt international standards in this area and harmonize its procedures with those of other organizations (see Annex E for examples).

34. ***Quality Assurance.*** At present, the World Bank Group institutions have no integrated management and quality assurance process for their translation enterprise. As a result, the quality of translations varies. A translation framework should integrate interdependent processes—vetting of vendors, terminology and glossaries, document formatting, coordination, and revision—into a quality assurance cycle governed by standardized criteria, requirements, and techniques. In addition, it should provide tools with which to facilitate and manage the quality assurance process remotely. Such an assurance cycle is accepted widely in the translation industry as best practice.

35. ***Measuring Translation Activity.*** Preparation of this paper has been complicated by the fact that the Bank Group has no ready mechanism to capture and record the costs and outputs of translation work. In translation, as in other fields of endeavor in the Bank Group, it will be important to establish and maintain mechanisms to capture outputs and measure results—to gauge whether translation is of good quality, is managed effectively, responds to demand, and is reaching its target audiences. Accurate and comprehensive tracking of expenditures, outputs, and quality, together with measurement of demand, real needs, impact, and language(s) use, will be essential to improving the management of translation resources and effectively responding to multilingual needs.

C. Implementation Infrastructure

36. During the last two decades, in response to increased demand, the software industry has created tools to optimize translations, rationalize processes, help provide quality assurance, measure results, and track volumes, languages, and expenditures. Organizations that have used such tools as electronic glossaries and processing tools have found that they foster the use of consistent and accurate language across the organization, speed up translations and translation processes, and reduce costs.

- **Human language technology.** Human language technology tools are designed to assist, not replace, the translator. They include automatic hyphenators in different languages, and devices that manage terminology to ensure consistency of vocabulary in translated documents. They also include software packages (computer-aided translation tools) designed to boost the productivity of translators: for example, voice/speech recognition systems that allow translators to dictate text, and translation memory that searches previously translated material to offer suggestions to the translator and provides access to online dictionaries, remote terminology databases, and other knowledge resources.³²
- **Machine translation.** The quality of machine translation has made tremendous progress in the past decade, but machine translation remains suitable primarily for “first-pass” translation, or in an environment where use of the source language is repetitive and controllable—for example, it has been used for customer support questions and answers for computer users.³³
- **Workflow tools.** The translation industry has also developed integrated project management and workflow tools that allow the project management team to monitor translation projects and automatically (not manually) assign resources using standard terms of reference. Project managers control budget, scheduling, and production, and translation and editorial teams have authority over content. The tools also facilitate monitoring and managing of the quality of production.
- **Integrated web content management and workflow systems.** The software industry has developed a variety of systems to manage Web content, and many of them can be customized to serve multilingual needs.

37. **Bank Group Use of Technology.** The Bank Group is beginning to use these kinds of tools. For example, GSDTR has a translation memory tool to translate documents such as standard bidding documents, contracts, and legal agreements, and a speech/voice recognition tool. In June 2002, it acquired a Web-based multilingual workflow/content management tool. It has also recently acquired machine translation software developed by the Pan-American Health Organization, which

³² Translation memory programs integrate all translated sentences into the database; thus, during translation the program is continually increasing its database. It searches its database for each new sentence to be translated and, if it contains a similar translated sentence, offers this as a suggestion. The translator may choose to accept the suggestion, edit it, or ignore it and translate the sentence completely. This newly translated sentence is then added to the translation memory and can be used later, when a similar construction arises. Translation memories today can be shared over a network or the Web so that translators can work remotely from the same information and on the same project.

³³ Since 1976, the European Commission has used and customized a machine translation system known as Systran for browsing, drafting, and first-pass translating. Development costs up to 1999 were around 55 million Euros. Systran’s other users include such European Union institutions as the Parliament, the Court of Auditors, and the Council, and such other organizations and private sector entities as NATO, the U.S. Air Force, and Xerox Corporation. Systran’s average annual throughput is about 600,000 pages (1999 figure).

it will use in a pilot program in partnership with the Information Solutions Group (ISG) and LCR. In addition, in 2001 ISG acquired a Web content management system, which it is still implementing—in English for now, although the system does have multilingual capability. The translation framework will need to take full advantage of modern technology that can bring gains in productivity and cost-effectiveness, facilitate information dissemination and knowledge sharing in languages other than English, and accommodate linguistically diverse audiences.³⁴

IV. TRANSLATION FRAMEWORK

38. The Bank Group's present practice of vesting responsibility for decisions on translation in each document's business sponsor is appropriate for the Bank Group institutions' decentralized approach. It allows each unit the flexibility to ensure timely response, especially to in-country demand for country documents, and to deal with the changing nature of language itself. Therefore, this paper does not recommend changes to the institutions' overall language approach; indeed, it suggests that given the nature of the World Bank Group's business, it would not be well served by adopting one or more official languages or establishing sweeping rules about which documents must be translated into which languages.³⁵ The paper's proposals are based on the premise that overall translation would continue to be demand-driven. Nevertheless, all of the Bank Group institutions through their disclosure policies seek out opportunities to explain their work to the widest relevant audiences, reaching more people and easing access to information. If the Bank Group is to realize this vision, it must move toward a more systematic and consistent approach to translation and languages, guide and empower staff to put it into practice, provide for adequate funding, and establish clear accountabilities. This section proposes a framework that addresses each of the issues discussed in Section III.

A. Strategy: Effective Translations and Guidance to Staff

39. The framework for translation services would make translation more efficient and effective. It would encourage planning for translation in the context of preparing communication and dissemination strategies—for example, country teams and Regions could estimate translation needs associated with the program set out in the Country Assistance Strategy (in the context of the communication and outreach thrust), and firm up those estimates during annual budget planning.

40. *What to Translate?* Within each institution's own translation approach, business sponsors will continue to exercise judgment and choose languages and documents according to their business needs and particular cases and audiences.³⁶ However, the following approach is proposed as good practice for the Bank (including the Inspection Panel), IFC (including CAO), and MIGA.³⁷

³⁴ Savings for the Bank from the use of up-to-date technology are anticipated, but their magnitude cannot be gauged until a consistent method to capture expenses and productivity can be established and implemented.

³⁵ ICSID is an exception, because it has an established language policy that to date has enabled it to meet its language needs and those of its clients.

³⁶ Documents and publications prepared in English and potentially to be translated are included here. Documents prepared in languages other than English, if needed by institutions' staff and Board and if not subject to policies, are normally translated into English.

³⁷ For continuity of approach, IBRD/IDA, IFC, MIGA, the Inspection Panel, and the CAO would retain the provision that the original English version of translated material they own remains the sole official version of the document, and should ensure that all translated documents bear an appropriate notice to this effect.

- ***Documents and publications that address the institution’s overall business and strategic thinking that are destined for a wide international audience*** (such as institutional annual reports; operational policies, procedures, and guidelines; and issues and strategy papers) would be translated into six “international languages”: Arabic, Chinese, French, Portuguese, Russian, and Spanish.³⁸ Business sponsors would have to exercise judgment and adjust these international languages to particular cases and audiences, reflecting demand. In IBRD/IDA, for example, a recent issues paper on adjustment lending was translated into five international languages but not into Chinese, because China does not borrow from the Bank for adjustment purposes. Publications driven by market demand would be normally translated into the international languages plus into any other language as per demand.
- ***Documents provided to an audience for public consultation.*** Documents provided for international public consultation would normally be translated into relevant international languages, subject to the business sponsor’s judgment. Documents provided for local public consultation would be translated into the language(s) used by the parties to be consulted.
- ***Documents and publications that address country- and project-specific information*** would be translated into national/local languages as appropriate. For country- and project-specific documents, consideration could be given to translating them into the national language of the country or local languages used within the country. In addition, as appropriate, project-specific documents could be translated into language(s) understood by the people affected by, or likely to be affected by, the project.³⁹ Country and task teams would need to exercise judgment on each project, country study, and so forth, depending on such factors as the level of public interest in the project, the degree of impact on people, the literacy level of the population, and the number and extent of changes in the developing project.
- ***Web content.*** Each institution would determine how to present information on its websites, taking into account the unique needs of such communication: the content can be local and international simultaneously; multilingual sites must be complete—that is, they must include not only content, but also navigation menus, buttons, localized images, layout, and so on; and the content may be either translated or created, depending on regional and local needs. Local sites would be addressed to and designed for a local audience.

Applying these good practice principles is expected to increase clarity about what is translated and thus to permit—as some Executive Directors have requested—the eventual finalization of a list of documents that will normally be translated into international languages, and into national or local languages. Management will finalize such a list as illustrated in Annex F following the first year of implementation experience, using inputs from outreach staff in the upgraded Public Information Centers, External Affairs and others.

³⁸ The term “international languages” is used here to indicate those national/official languages that are spoken across countries by the world’s widest literate population. Table B1 in Annex B shows the national/official languages spoken by most of the world’s peoples, and the number of World Bank Group member countries that use them.

³⁹ If the people affected by a project are not literate or do not have a written language, the communication and dissemination strategy for the project should not depend on printed translations.

41. ***What Will Not Be Translated?*** The Bank Group institutions will not translate documents owned by clients, borrowers, or project sponsors—for example, environmental analysis reports⁴⁰ or Poverty Reduction Strategy Papers (PRSPs),⁴¹ resettlement instruments or indigenous peoples' development plans, or Letters of Development Policy. Even though the client provides an English version of such documents to the Bank Group institution, if the client has prepared a version in a local language, it would be good practice for the institution to request the non-English version and make it available to the public along with the English version.

42. ***Guidelines.*** To help units evaluate which documents to translate into which languages, each institution's Management would prepare guidelines for staff, setting out which documents should be translated on a recurrent basis and for which documents staff would need to exercise judgment. To assist staff in making the necessary decisions, the guidelines would include a translation and languages decisionmaking map and criteria for selecting documents and languages.

- ***Selection of Documents.*** An institution's criteria for selecting documents for translation might include, for example, the document's disclosure status, the purpose of the document, and its destination and audience—international or local/national.
- ***Selection of Languages.*** In addition, in deciding which language(s) to select for international audiences, institutions would take into account (a) the number of client countries that use a certain language as their official/national language, (b) the size of the audience/target population that uses the language, and (c) the illiteracy rate (as translating documents into languages in which a large portion of the population is illiterate is a waste of resources, staff would plan different types of outreach for such populations).⁴² Similarly, in selecting languages to reach national/local audiences, institutions could take into account the national/official language, the prevalence of local languages, and the illiteracy rate.

43. ***Training.*** A very important facet of the framework would be the provision of appropriate training for staff. The institutions would need to ensure that all staff receive a copy of the translation guidelines and instruction in their use; and they would also need to provide suitable ongoing training.

B. Management: Support for Decentralized Provision

44. The Bank Group would not be able to meet increased demands for translation cost-effectively without adopting a more efficient and structured approach to translation management. The proposed framework would (a) leave the responsibility for translation decisionmaking with the business owners of the documents to be translated; (b) rely more heavily on local vendors and resources, which are more cost-effective on a per-word basis; and (c) provide a strong and effective central function to support and facilitate the process and ensure quality throughout the institutions and country offices. This section elaborates on the functions and responsibilities of each aspect of

⁴⁰ According to the Bank's OP/BP 4.01, *Environmental Assessment*, the borrower can provide the environmental assessment report to the Bank in English, or in French or Spanish with an executive summary in English.

⁴¹ However, the Joint Staff Assessment of a PRSP and the Chairman's Summing-Up of the PRSP discussion should be made available in the same language as the PRSP itself.

⁴² These are the same criteria used to arrive at the broad suggested approach outlined in para. 40. Depending on membership and business needs, each institution's set of languages could differ from those used by the other institutions.

the framework. At the end of the section, Figure 2 illustrates the translation management framework.

45. ***Translation Services Core Facility.*** A central feature of the new translation framework would be a core facility, that would carry out the following responsibilities for both document and website translation:

- Provide translations on demand, and facilitate more efficient contracting of translation services from external vendors.
- Maintain and manage glossaries, dictionaries, and reference material in a central location to be shared by the institutions' units, country offices, and local translation vendors. Help reach terminology decisions in consultation with business owners of documents and with local translation/language resources.
- Provide and facilitate quality assurance guidance/processes, including the maintenance of guidelines to be shared by units, country offices, and local translation vendors.
- Promote and facilitate a vendor management system, integrated across the Bank Group, by creating and implementing good practice guidelines and processes for selection and qualification of suppliers, carrying out price negotiations, defining quality standards, and maintaining a central database on vendor price, quality, and performance.
- Monitor and manage costs, fees, and volumes, and measure results.
- Maintain a storage and retrieval system for translated documents that would be accessible by all units and would be integrated with other Bank systems (IRIS, Internal Documents Unit, etc.). Maintain all language technology solutions and share them with all units and offices.
- Assist units with project coordination/management. Provide translation workflow infrastructure and define business rules for translation management.
- Develop partnerships and facilitate the sharing of information with other organizations and governments.
- Provide support to Bank offices on translation practices, production workflows, and translation and related technologies.

46. ***Local Offices.*** Since local offices are the closest to the audience, their role, would be to understand the demand for translated documents, watch language migrations and changes, and make decisions on language selection. In addition, they would need to facilitate certain interactions between the Translation Services Core Facility and local vendors—particularly, advising the Translation Services Core Facility about prices for translation in the local market and about the reliability of local vendors.

47. ***Translation Partnerships.*** The Bank Group institutions work with many other organizations—development partners, governments, and nongovernmental organizations. Just as such organizations could profit from the Bank Group's glossaries and translated documents, so the Bank Group institutions could also draw on partner organizations ones to improve their work. The Translation Services Core Facility would be responsible for developing translation partnerships that would foster the exchange of translation knowledge, information on vendors, and translation

V. IMPLEMENTATION AND COSTS

49. Implementation of the framework would be based on two key principles:

- Organizational changes would be minimized and, where possible, limited to already planned or ongoing organizational changes (such as the upgrading of PICs).
- To prevent disruptions to translation services carried out centrally or in country offices, implementation would be phased in and synchronized through existing product cycles and business processes.

This section explains how implementation could be phased in and what the costs of the system could be. It is important to note that the costs can be only estimates until systems are in place to accurately gather all requirements, and record translation volumes in all the Bank Group institutions. One aspect of implementation will involve measuring progress, demand and volume, and bringing greater specificity to the estimates.

A. Fleshing Out the Framework

50. The framework is designed to take advantage of the Bank Group institutions' structure of a strong center supporting and facilitating work that is carried out in strong local offices. This section identifies the Bank Group units that could carry out the roles described in Section IV.

51. ***Translation Services Core Facility.*** GSDTR already carries out some of the functions of the proposed Translation Services Core Facility. It provides translations in international and other languages for IBRD/IDA, IFC, MIGA, and ICSID; manages outsourcing on behalf of Bank Group clients; coordinates its own translation projects (scheduling, price quotations, budget monitoring); manages its own paper and electronic libraries; does terminological work; and uses technology to optimize its services. While the volume of translations produced by GSDTR has remained steady in the past three years, the available evidence suggests that the share of many of the services GSDTR carries out is declining as other Bank Group units directly manage their own translation needs, employing their own staff and resources independently to respond to demand. The principle of minimizing organizational changes, together with the Bank Group's business needs and the pattern and location of demand for translation, would suggest that GSDTR leverage its knowledge, expertise, and competencies to take on the role of the Translation Services Core Facility.

52. ***Country Offices and Public Information Centers.*** Many IBRD/IDA country offices already have the basic elements they would need for the translation framework: decisionmaking authority, experience in translation coordination, and staff and vendor translators. The framework would help them use these elements more systematically and effectively. They would share information with the Translation Services Core Facility and receive information from it; assist in evaluating and shaping the technology used and services provided; and train staff in the use of the system. The PICs in country offices will play an increasingly important role in disseminating Bank information in any language.⁴³ Future upgraded PICs, together with External Affairs, would advise

⁴³ For improved outreach, it would be good practice for country offices to focus more on communicating in local languages—for example, by answering the phone, using signage, and so on, in the local language, and by using oral forms of communications (e.g., radio) for audiences that do not read.

country management units on documents to be translated, and on dissemination strategies linked to broader strategic communications. They would also assist in gauging the results of in-country communications.⁴⁴ Where IFC and MIGA are involved in the countries where the Bank has country offices, they would be able to develop a relationship with those offices that will allow them to share knowledge, resources, and facilities.

53. ***Bankwide Advice.*** EXT would be responsible for the Bank's overall language strategy. In the local offices, EXT/PICs would serve as a resource for staff with questions on using translation—of both operational documents and publications—to reach the audiences they need to reach.

B. Transition

54. OPCS/EXT (including PICs) would provide general guidance during the three-year transition to the new framework, serving as a strategic link between the core facility and the users, in Regions, units, country offices and other institutions units. A transition team, located in GSDTR, would be established to spearhead the process and coordinate the activities of all the players. In addition to collaborating closely with EXT, GSDTR, and OPCS, the team would work with Bank staff in Regions and country offices, Archives, ISG, and others, and with similar staff in IFC and MIGA. At the end of Year 1, the transition team would prepare an implementation progress report to the Management and Board, including refinement of needed investment and costs. At the end of the transition period the team could be disbanded, absorbed into another unit, or continued in place, depending on evaluation of the Bank's needs at the time.

55. ***Phased and Modular Implementation.*** Implementation of the translation framework would be phased throughout three years, with the focus as follows:

- Prepare operational infrastructure. Create and integrate the vendor management system (resources, qualification criteria, and prices); upgrade GSDTR translation technology and integrate newly purchased technology into the system, including with institutions' Web management systems; create and expand online glossaries to be used by everyone in the Bank Group and in partner organizations; set priorities for languages on the basis of what is already available and the needs of Bank Group units;⁴⁵ train staff in Washington and country offices; and manage the transition to the framework.
- Prepare and implement indicators to record and measure expenditures, volumes, and language demand. Prepare and deliver guidelines on translation approach. Train staff.
- Facilitate work by each unit/Region of the Bank Group institutions to plan their FY05 translation needs as part of their business plans.
- Revise recurrent budget and other resources needed for the business units (and the Translation Services Core Facility).
- Continue using system and refining functionality, keeping in mind local needs and feedback. Establish final workflow, and integrate writers into the workflow. Complete migration to new system.

⁴⁴ *Strengthening Public Information Centers*, OPCS and External Affairs, January 2, 2003; revised May 2003.

⁴⁵ Annex F illustrates how the Bank Group institutions might phase in their translation approach by translating selected documents in the first year.

- Develop and refine the relationship for translation between country offices/PICs and IFC/MIGA.
- Report implementation progress to Management and Board at the end of each implementation year.
- Develop partnerships with organizations and governments to share knowledge and resources.

C. Costs

56. During the transition period, the Bank would make the needed investments in training, technology, and development of language management skills and a solid vendor and partner base. During this period it would also be necessary to prepare and disseminate guidelines on languages and translation to guide staff, operationalize the framework worldwide, and develop the key criteria by which to measure volume, trends, language needs, language combinations, productivity rates, and quality standards. The three-year transition to the new framework would involve two stages of investment—upgrading facilities to manage translations more efficiently across the Bank Group, and building up capacity to manage higher translation volumes.⁴⁶ Table 4 shows the incremental costs of implementing the new translation management system (the costs for Years 2 and 3 are indicative).

Table 4. Estimated Cost of Implementing the Translation Management System and Operating and Maintaining the Core Function (including technology)

	<i>Cost (US\$), Year 1</i>	<i>Cost (US\$), Year 2</i>	<i>Cost (US\$), Year 3</i>
Acquisition and maintenance of technology for Translation Services Core Facility to create and facilitate vendor, glossary, and workflow management, and development of translation repositories to serve the translation needs of all Bank Group institutions.	450,000	510,000	210,000
Data capture and management for implementation of translation system, to serve Bank Group units and translation providers, and to share knowledge with external partners, governments, and organizations.	525,000	525,000	525,000
Travel and training to (a) all staff on language approach, (b) all relevant staff on use of technology, integrated workflow, and archiving. Travel and development of partnerships with external partners, governments, and organizations.	150,000	330,000	100,000
SUBTOTAL	1,125,000^a	1,365,000^b	835,000^b
Overall oversight of implementation and transition team. Progress report to the Board. <ul style="list-style-type: none"> ▪ Guidelines to staff on translation approach and language selection ▪ Implementation of budget codes for translation, archiving systems, demand indicators and success indicators. ▪ Gather and implement requirements for multilingual web content, taking as benchmark the ECA and LCR's experience and results. ▪ Measure incremental requirements for translation of Bank units, Regions, etc. and include them in the business plan for FY05. Include requirements for Executive Directors offices. 	200,000	200,000	100,000
TOTAL	1,325,000	1,565,000	935,000

Note. All costs are in FY03 US\$.

^a Figures supplied by GSD.

^b Indicative; to be determined following a review at the end of the first year.

^c This expenditure will be financed through overall redeployments within the Bank's FY04 administrative budget.

⁴⁶ It is important to note that even without increased volumes, the investment in technology will improve the overall quality of Bank translations.

57. **Refining Cost Estimates.** The implementation plan has been fully costed and funded (incremental budget of US\$1.125 million plus redeployment of US\$0.2 million from the Bank's administrative budget) for FY04, which corresponds to Year 1. Notwithstanding the extensive research and consultations conducted for this paper, it is impossible to gauge accurately the future costs of the new framework. Progress against the objectives agreed with the Board will be reviewed at the end of Year 1, and the funding for subsequent years determined at that time in consultation with the business units, EXT, and SRM. The review will include the costs that business units may incur for higher volumes of translation, and may range between US\$2.5 and \$4 million.⁴⁷

58. **Budget Allocation.** The Translation Services Core Facility would have its own budget of US\$1.125 million, while EXT/OPCS would receive the remaining US\$0.2 million. Business sponsors of documents would remain responsible for decisions about what to have translated and by whom, and how to use their translation budgets. However, they would need to account separately for translation activity. Because business sponsors have diverse translation needs and fluctuating portfolios, Management expects that business units will provide specific justification in their individual business plans for tapping the estimated translations resource envelope.

D. Risks

59. The principal risk to the Bank lies in *not* undertaking the investment to manage translation needs more effectively. Without an integrated quality assurance process, or guidelines and criteria to help staff make decisions on languages or translations, the Bank is not carrying out its responsibilities to communicate effectively with stakeholders and people affected by its work. However, the new framework would also bring risks. Increasing the numbers of translations could also mean increasing the potential for miscommunications, and thus the risk of corporate liability. This risk would have to be managed. A proper quality assurance process, including vendor vetting and selection, terminology and glossary management, and so forth, would be built into the translation workflow process to provide business owners the resources to procure quality translations. Business owners would remain responsible for the overall quality of their documents, and GSDTR would remain fully responsible for the quality of the translations it produces. The use of formal disclaimers should help protect the Bank and its staff from the consequences of mistranslations. A second risk lies in the framework's assumption that adequate numbers of good translators are available to carry out the increased amount of translation the Bank would require. By putting in place a system to find and vet vendors and check the quality of their work, the framework would address the issue of quality, and the Bank's needs for translation would create demand that would help increase the numbers of translators over time.

E. Expected Outcome

60. The result of investing in the new framework would be an increased capacity to cost-effectively translate the growing volumes of Bank Group material—both disclosable documents and website information—on the basis of agreed good practices and with more consistent quality standards.

⁴⁷ The US\$2.5-4.0 million range is a Bank Group-wide estimate based on an assumption of increasing the number of translations and reducing costs, including through increased use of vendors, economies of scale, and other enhanced systemic efficiencies. Actual Regional and country costs cannot be projected in advance; more accurate estimates would be developed and provided to the Board during the first year of the transition.

LANGUAGE DEFINITIONS

1. ***Language Policy.*** A language policy establishes and governs the use of language(s) in a country or organization. For countries, a language policy is what government does officially—through legislation, court decisions, executive action, or other means—to (a) determine how languages are used in a public context; (b) cultivate the language skills needed to meet national priorities; and (c) establish the rights of individual or groups to learn, use, or maintain languages. It also covers the government’s own language use, including steps to facilitate clear communications, train and recruit personnel, guarantee due process, foster political participation, and provide access to public services, proceedings, and documents. For organizations, a language policy governs which oral and written languages are used in internal and external communications and interchanges.
2. ***Lingua Franca.*** A common language used among people who speak different languages. Technically speaking, a lingua franca is an auxiliary language, generally of a hybrid and partially developed nature, that people who speak different and mutually unintelligible tongues use over an extensive area to communicate with one another—often for commercial purposes. The original lingua franca was a tongue actually called Lingua Franca (or Sabir) that was used for commerce in the Mediterranean area during the Middle Ages; it was based on Italian and included words from Spanish, French, Greek, and Arabic. There are many more modern examples, such as the hybrid pidgin English, Chinook jargon, and bazaar Malay. Occasionally the term *lingua franca* is applied to a fully established formal language: Swahili, a native language, is a lingua franca in East Africa, and it was formerly said that French was the lingua franca of diplomacy.
3. ***Official/National Language.*** A language is official when a country’s constitution or any law has declared it to be so; citizens and the state have the right and the obligation to communicate in that language. All laws, public services, and daily life are conducted in the official language. The scope of an official language may be national or local; an official language of a country is known as a national language. In Spain, for example, Spanish and Catalanian are both official languages, but Spanish is the national language, and Catalanian is official only in the province of Cataluña. Similarly, in Peru, Spanish is the sole national language, but indigenous languages are official in the regions in which they are spoken. A country may have more than one national language: in Canada, French and English are both national and official languages; all official communications from the state (laws, bills, regulations, public services, and even commercial advertisements) must be in both languages, and every citizen has the right to be served in either French or English. In a company or organization, the term *official language* designates the language that is used for all communication among staff, external partners, and clients and in all official company documents. It also designates the right to communicate in the official language(s). For example, English is the official language of Iveco, a European manufacturer of commercial vehicles. The official languages of the United Nations are Arabic, Chinese, English, French, Russian, and Spanish.
4. ***Working Language.*** The working language is used for carrying out the business of any organization or group. The term also refers to the varying levels of fluency that may be required in a work environment. The legal status of a working language is irrelevant.

LANGUAGE AND LITERACY DATA ON WORLD BANK GROUP MEMBER COUNTRIES

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Afghanistan	•	•	•	•	•	Pashto, Dari	Art 3, Constitution as adopted in 1963/64 – Current Legal Framework as per “Bonn Agreement”, 5 December 2001. Art 8 as per Constitutions of 1987, and 1990 maintain the same provision for languages.	64
Albania	•	•	•	•	•	Albanian	Art 14 – Constitution as adopted in 1998.	15
Algeria	•	•	•	•	•	Arabic	Art 3 – Constitution as adopted in 1976.	32
Angola	•		•	•	•	Portuguese	Various laws relating to state and judicial administration recognize Portuguese as the state language.	--
Antigua and Barbuda	•			•		English	Art 29 and 38 – Constitution as adopted in 1981. No national language as such but English is required to be part of Senate and House.	--
Argentina	•	•	•	•	•	Spanish	Art 75 – Constitution of 1853 as amended up to 1998. Indigenous people have the right to education in their language.	3
Armenia	•	•	•	•	•	Armenian	Art 12 – Constitution as adopted in 1995.	2
Australia	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	--
Austria	•	•	•	•	•	German	Art 8 – Constitution as adopted in 1929.	--
Azerbaijan	•	•	•	•	•	Azerbaijan	Art 21 – Constitution as of November 1995. Azerbaijan is the state language.	--
Bahamas	•	•		•	•	English	Art 19 and 20 – Constitution as adopted in 1973, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	5
Bahrain	•	•		•	•	Arabic	Art 2 – Constitution as adopted in 1973.	12
Bangladesh	•	•	•	•	•	Bangla	Art 3 – Constitution as adopted on 4 November 1972, suspended following coup of 24 March 1982, then restored on 10 November 1986.	59
Barbados	•	•	•	•	•	English	Art 13, 18, 22 – Constitution as adopted on 30 November 1966. Contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	0.3
Belarus	•	•		•	•	Belarusian, Russian	Art 17 – Constitution as adopted on 15 March 1994 and amended in 1996. (Russian is language of interethnic communication.)	0.3
Belgium	•	•	•	•	•	Dutch, French, German	Art 2, 4 etc... - Constitution of 7 February 1831, revised 17 February 1994.	--
Belize	•		•	•	•	English	Constitution as adopted on 21 September 1981, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	7
Benin	•	•	•	•	•	French	Constitution as adopted on 11 December 1990, contains provisions for linguistic rights and promotion of national languages of intercommunication. Various laws relating to state and judicial administration recognize French	61

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Bhutan	•		•			Dzongkha	as the state language. Various laws relating to state and judicial administration recognize Dzongkha as the state language.	--
Bolivia	•	•	•	•	•	Spanish	Constitution of 2 February 1967, as modified up to 1 April 1994, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Spanish as the state language.	14
Bosnia and Herzegovina	•	•	•	•	•	Bosnian, Croatian, Serbian	Constitution as adopted on 1 December 1995. No national language. The Dayton Peace Agreement recognizes 3 constituent peoples and 3 languages.	--
Botswana	•	•	•	•	•	English, Tswana	Art 62 and 80 – Constitution as adopted on 1 December 1995. No national language as such but English is necessary for Senate and House.	22
Brazil	•		•	•	•	Portuguese	Art 13 – Constitution as of 5 October 1988.	13
Brunei	•	•				Malay, English	Art 82 – Constitution as of 29 September 1959.	8
Bulgaria	•	•		•	•	Bulgarian	Art 3 – Constitution as adopted on 12 July 1991.	2
Burkina Faso	•	•	•	•	•	French	Art 3 – Constitution as adopted on 27 November 1977.	75
Burundi	•	•	•	•	•	Kirundi, French	Art 8 – Constitution as adopted in 1929. National language is Kirundi, official languages are Kirundi and other languages determined by law.	51
Cambodia	•		•	•	•	Khmer	Art 5 – Constitution as adopted on 21 September 1993.	31
Cameroon	•	•	•	•	•	English, French	Art 1 – Constitution as adopted on 2 June 1972 and modified up to 18 January 1996.	28
Canada	•		•	•	•	English, French	Constitution Act, 1867 and Constitution Act, 1982.	--
Cape Verde	•		•	•	•	Portuguese, (Kabuverdianu)	Art 10 – Constitution as adopted on 25 September 1992. Does not specify national language as such.	25
Central African Republic	•	•	•	•	•	French, Sango	Art 17 – Constitution as adopted on 14 January 1995.	52
Chad	•	•	•	•	•	Arabic, French	Various laws relating to state and judicial administration recognize the two languages.	56
Chile	•	•	•	•	•	Spanish	Various laws relating to state and judicial administration recognize Spanish as the used state language.	4
China	•	•	•	•	•	Mandarin Chinese	Art 19 – Constitution as adopted on 4 December 1982. The state promotes the nationwide use of Putonghua.	14
Colombia	•	•	•	•	•	Spanish	Art 10 – Constitution as adopted on 5 July 1991.	8
Comoros	•	•	•	•		Arabic, Comorien, French	Art 2 – Constitution as adopted on 20 October 1996.	44
Congo Democratic Republic	•	•	•	•	•	National languages: Kikongo, Lingala, Swahili, Tshiluba. Official languages: French, English	Art 6 and 123 – Draft Constitution of 14 November 1998. French and English and the four national languages are the working languages of the Parliament.	37

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Congo, Republic of	•	•	•	•	•	French, Lingala, Munukutuba	Art 3 – Constitution as adopted 15 March 1992.	18
Costa Rica	•	•	•	•	•	Spanish	Art 76 – Constitution as adopted on 7 November 1949, including reforms up to 1997.	4
Côte d'Ivoire	•	•	•	•	•	French	Various laws relating to state and judicial administration recognize French as the state language.	50
Croatia	•	•	•	•	•	Croatian	Art 12 – Constitution as adopted on 22 December 1990. While the Croatian language in Latin script is the official language, in individual local units, another language and the Cyrillic or some other script may be introduced into official use.	2
Cyprus	•	•	•	•	•	Greek, Turkish	Art 3 – Constitution as adopted on 6 August 1960.	3
Czech Republic	•	•	•	•	•	Czech	Various laws relating to state and judicial administration recognize Czech as the official language.	--
Denmark	•	•	•	•	•	Danish	Various laws relating to state and judicial administration recognize Danish as the official language.	--
Djibouti	•		•	•		Arabic, French	Art 1 – Constitution as adopted on 4 September 1992.	35
Dominica	•		•	•	•	English	Constitution as adopted on 3 November 1978. No national language as such, but English is required in government bodies. Various laws relating to state and judicial administration recognize English as the state language.	--
Dominican Rep.	•		•	•	•	Spanish	Various laws relating to state and judicial administration recognize Spanish as the state language.	16
Ecuador	•	•	•	•	•	Spanish	Art 1 – Constitution as adopted on 5 June 1998.	8
Egypt Arab Republic	•	•	•	•	•	Arabic	Art 2 – Constitution as adopted on 11 September 1971.	44
El Salvador	•	•	•	•	•	Spanish	Art 62 – Constitution as adopted on 20 December 1983.	21
Equatorial Guinea	•		•	•	•	Spanish	Art 1 – Constitution as adopted on 1 September 1988.	16
Eritrea	•		•	•	•	English	Art 4 – Draft Constitution of July 1996, guarantees equality among Eritrean languages. Various laws relating to state and judicial administration recognize English as the state language.	43
Estonia	•	•		•	•	Estonian	Art 6 – Constitution as adopted on 28 June 1992.	0.22

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Ethiopia	•		•	•	•	Amharic, Tigrigna, English	Art 5 – Constitution as adopted on 8 December 1994. Amharic is the working language of the Federation.	60
Fiji	•	•	•	•	•	English, Fijian, Hindustani	Section 4 (1,2,3,4) – Constitution as adopted on 25 July 1997.	7
Finland	•	•	•	•	•	Finnish, Swedish	Art 14 – Constitution as adopted on 17 July 1919.	--
France	•	•	•	•	•	French	Art 2 – Constitution as adopted on 4 October 1958, and modified up to 25 June 1992.	--
Gabon	•	•	•	•	•	French	Art 2 – Constitution as adopted on 26 March 1991, recognizes French as working language.	--
Gambia	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	62
Georgia	•	•	•	•	•	Georgian	Art 8 – Constitution as adopted on 24 August 1995. The state language of Georgia is Georgian; in Abkhazia, Abkhazian is also the state language.	--
Germany	•	•	•	•	•	German	Art 3 – Constitution as adopted on 23 May 1949 and amended up to 1995, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize German as the state language.	--
Ghana	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	27
Greece	•	•	•	•	•	Greek	Art 5 – Constitution as adopted on 11 June 1975, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Greek as the state language.	3
Grenada	•	•	•	•	•	English	Art 25 and 30 – Constitution as adopted on 19 December 1973. Requirement to know and speak English for Parliament and House of Representatives.	--
Guatemala	•	•	•	•	•	Spanish	Art 143 – Constitution adopted on 31 May 1985 and updated in 1993.	31
Guinea	•	•	•	•	•	French	Art 1 – Constitution updated on 23 December 1990.	--
Guinea-Bissau	•		•	•		Portuguese	Various laws relating to state and judicial administration recognize Portuguese as the state language.	61
Guyana	•	•	•	•	•	English	Art 53 – Constitution as adopted on 6 October 1980, updated to 1996. Requirement to know and speak English for government, Parliament, and state bodies.	1
Haiti	•		•	•	•	Haitian Creole French, French	Art 5 – Constitution as adopted on 10 March 1987.	49

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Honduras	•	•	•	•	•	Spanish	Art 6 – Constitution as adopted on 20 January 1982.	24
Hungary	•	•	•	•	•	Hungarian	Art 68 and 70A – Constitution as adopted on 20 August 1949, updated to 1996, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Hungarian as the official language.	1
Iceland	•	•	•	•	•	Icelandic	Various laws relating to state and judicial administration recognize Icelandic as the state language.	--
India	•		•	•	•	English, Hindi	Art 343, and Eight Schedule – Constitution as adopted on 26 November 1949, updated to 1996. Hindi in Devanagari script is the official language of the Union. English is used for all official purposes of the Union. Fifteen languages are recognized as official in their state: Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Malayalam, Marathi, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telegu, and Urdu.	42
Indonesia	•	•	•	•	•	Bahasa Indonesia	Art 36, Constitution as adopted on August 1945.	13
Iran, Islamic Republic of	•		•	•		Farsi	Art 15, Art 16 (which includes Arabic to be taught in schools) – Constitution as adopted on 24 October 1979.	23
Iraq	•		•	•		Arabic, Kurdi	Art 7 – Interim Constitution as adopted on 16 July 1970. (Kurdish is official in the Kurdish region.)	60
Ireland	•	•	•	•	•	English, Irish	Art 8 – Constitution as adopted on 1 July 1937.	--
Israel	•	•	•	•	•	Arabic, English, Hebrew	Various laws relating to state and judicial administration recognize the use of the three languages.	5
Italy	•	•	•	•	•	Italian	Constitution as adopted on 22 December 1947, contains provisions for linguistic rights. Various laws relating to state and judicial administration recognize Italian as the used official language.	2
Jamaica	•	•		•	•	English	Constitution as adopted on 24 July 1962.	13
Japan	•	•	•	•	•	Japanese	Various laws relating to state and judicial administration recognize Japanese as the used official language.	--
Jordan	•	•	•	•	•	Arabic	Art 2 – Constitution as adopted on 1 January 1952.	10
Kazakhstan	•	•	•	•	•	State language: Kazakh. Russian has official status in state institutions and administrative bodies.	Art 7 – Constitution as adopted by referendum on 30 August 1995. Art. 5 of Law of Languages no. 151-1, of 11 July 1997, states that “Alongside the Kazakh language the Russian language shall be an official language from national and local self-government bodies and entities.”	1
Kenya	•	•	•	•	•	English, Kiswahili	Art 53 – Constitution as adopted on 12 December 1963.	17
Kiribati	•		•	•		English, Kiribati	Section 127 – Constitution as adopted on 12 July 1979. Both languages are recognized, but English prevails.	--
Korea	•	•	•	•	•	Korean	Revised Constitution as adopted on 9 April 1992.	2

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Kuwait	•	•	•	•	•	Arabic	Art 3 – Constitution as adopted on 11 November 1962.	18
Kyrgyz Republic	•		•	•	•	Kirghiz, (Russian)	Art 5 – Constitution as adopted on 5 May 1993 at the session of the Supreme Soviet of the Kyrgyz Republic. The Kyrgyz language is the State language. The republic is preserving the development and functioning of Russian.	--
Lao People's Democratic Rep.	•		•	•	•	Lao	Art 75 – Constitution as adopted on 15 August 1994.	34
Latvia	•	•	•	•	•	Latvian	Art.4 – Constitution as amended in 1998.	0.2
Lebanon	•	•	•	•	•	Arabic. Laws determine where French is used.	Art 11 – Constitution as promulgated 23 May 1926.	14
Lesotho	•	•	•	•	•	English, South Sotho	Various laws relating to state and judicial administration recognize the two languages.	16
Liberia	•	•	•	•		English	Art 41 – Constitution as adopted on 6 January 1986.	45
Libyan Arab Jamahiriya	•		•	•	•	Arabic	Art 2 – Constitution as adopted on 11 December 1969.	19
Lithuania	•	•		•	•	Lithuanian	Art 14 – Constitution as adopted on 25 October 1992.	0.42
Luxembourg	•	•	•	•	•	French	Constitution as adopted on 17 October 1868. In addition the law establishes languages in use.	--
Macedonia	•	•	•	•	•	Macedonian	Art 7 – Constitution as adopted on 17 November 1991. Macedonian language using the Cyrillic alphabet. In units of local self-government where a considerable number of inhabitants belong to a nationality, this language and alphabet are also in official use.	--
Madagascar	•	•	•	•	•	Malagasy	Art 4 – Constitution as adopted on 19 August 1992.	33
Malawi	•	•	•	•	•	English	Art 51 and 94 – Constitution as adopted on 16 May 1994. Requirement to know and speak English for Parliament and state bodies.	39
Malaysia	•	•	•	•	•	English, Malay	Art 16, 19, 152, 161 – Constitution as adopted on 31 August 1957.	12
Maldives	•		•	•		Arabic, Dhivehi	Art 8 and 66 – Constitution as adopted on 27 November 1997.	3
Mali	•	•	•	•	•	French	Art 25 – Constitution as adopted on 27 February 1992.	74
Malta	•				•	English, Maltese	Art 5 – Constitution as adopted in 1964.	8
Marshall Islands	•		•	•		Marshallese	Section 12 – Constitution as adopted on 1 March 1979, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Marshallese as the official language.	--
Mauritania	•	•	•	•	•	Arabic	Art 6 – Constitution as adopted on 12 July 1991. The national languages are Arabic, Poular, Soninke, and Wolof; the official language is Arabic.	59

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Mauritius	•	•	•	•	•	English, (French)	Art 33, 49 – Constitution as adopted on 12 March 1968. The official language of the Assembly is English, but any member may address the chair in French.	15
Mexico	•		•	•		Spanish	Art 4 – Constitution as adopted on 1917, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Spanish as the official language.	9
Micronesia	•	•	•	•	•	Chuuk, Kosraean, Ponapean, Yapese, English	Section 19 – Constitution as adopted on 12 July 1978. Legislative proceedings are conducted in English. A member may use his own language if not fluent in English, and Congress shall provide translation. Legislative proceedings are conducted in English.	--
Moldova	•		•	•	•	Moldovan, (Russian)	Art 13 – Constitution as adopted on 29 July 1994. Moldovan is the state language. The Russian language and other languages spoken within the national territory of the country are preserved and their use encouraged.	1
Mongolia	•	•	•	•	•	Mongolian	Art 8 – Constitution as adopted on 13 January 1992.	2
Morocco	•	•	•	•	•	Arabic	Preamble – Constitution as adopted 10 March 1972 and revised 4 September 1992.	50
Mozambique	•	•	•	•	•	Portuguese	Art 8 – Constitution as adopted in November 1990.	55
Myanmar	•		•	•		Burmese	Various laws relating to state and judicial administration recognize Burmese as the used state language.	15
Namibia	•			•	•	English	Art 3 – Constitution of February 1990.	17
Nepal	•	•	•	•	•	Nepali	Art 6 – Constitution as adopted on 9 November 1990. The Nepali language as the official language. All the languages spoken as the mother tongue in the various parts of Nepal are the national languages of Nepal.	57
Netherlands	•	•	•	•	•	Dutch	Various laws relating to state and judicial administration recognize Dutch as the state language.	--
New Zealand	•	•	•	•		English	Bill of Rights Act as adopted in 1990 contains provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	--
Nicaragua	•	•	•	•	•	Spanish	Art 11 – Constitution as adopted on 9 January 1987. Spanish is the official language of the state. The languages of the communities on the Atlantic Coast of Nicaragua are also be official in the cases determined by law.	33
Niger	•	•	•	•		Official language: French. National languages: Arabic, Fulfulde, Gourmanchéma, Hausa, Kanuri,	Art 3 – Constitution as adopted on 20 April 1996.	83

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
						Tamajaq, Tubu, Zarma.		
Nigeria	•	•	•	•	•	Edo, Efik, Adamawa Fulfulde, Hausa, Idoma, Igbo, Yerwa Kanuri, Yoruba, English	Constitution as adopted on 1 October 1979, as amended. Art 53 provides that the business of the National Assembly is conducted in English and in Hausa, Ibo, and Yoruba. Art 95 provides that the business of a House of Assembly is conducted in English, but the House may in addition to English conduct the business of the House.	35
Norway	•	•	•	•	•	Norwegian	Art 92 – Constitution as adopted on 17 May 1814. General indication of “language of the country.” Also, various laws relating to state and judicial administration recognize Norwegian as the state language.	--
Oman	•	•	•	•	•	Arabic	Art 3 – Constitution as adopted on 6 November 1996.	27
Pakistan	•	•	•	•	•	English, Urdu	Art 251 – Constitution as adopted on 10 April 1973. The national language of Pakistan is Urdu, and arrangements are made for its being used for official and other purposes within fifteen years from the commencing day 2. Subject to clause 1, the English language may be used for official purposes.	56
Palau	•		•	•	•	English, Palauan	Section 1 – Constitution ratified in a referendum on 9 July 1980. The Palauan traditional languages are the national languages. Palauan and English are the official languages.	--
Panama	•	•	•	•	•	Spanish	Art 7 – Constitution as adopted on 11 October 1972.	8
Papua New Guinea	•	•	•	•	•	English, Hiri Motu, Pisin	Section 67, 68 – Constitution as adopted on 16 September 1975.	35
Paraguay	•	•	•	•	•	Guarani, Spanish	Art 140 – Constitution as adopted in June 1992.	7
Peru	•	•	•	•	•	Spanish	Art 48 – Constitution as adopted on 29 December 1993.	10
Philippines	•	•	•	•	•	English, Filipino	Art 14 – Constitution as adopted on 2 February 1987. The national language of the Philippines is Filipino. For the purposes of communication and instruction, the official languages of the Philippines are Filipino and, unless otherwise provided by law, English.	5
Poland	•		•	•	•	Polish	Art 27 – Constitution as adopted on 2 April 1997.	0.26
Portugal	•	•	•	•	•	Portuguese	Art 9 – Constitution as adopted on 2 April 1976. Preservation of Portuguese language.	7
Qatar	•				•	Arabic	Art 1 – Constitution as adopted on 2 April 1970.	18
Romania	•	•		•	•	Romanian	Art 13 – Constitution as adopted on 2 April 1970.	2
Russian Federation	•		•	•	•	Russian	Art 68 – Constitution as adopted on 12 December 1993. The state language of the Russian Federation throughout its territory is Russian. The Republics have the right to institute their own state	0.43

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
							language.	
Rwanda	•	•	•	•	•	National language: Kinyarwanda. Official languages: French, Kinyarwanda.	Art 4 – Constitution as adopted 30 May 1991. Kinyarwanda is the national language; Kinyarwanda and French are the official languages.	32
Samoa	•	•	•	•	•	English, Samoan	Art 9 and 15 – Constitution as adopted on 1 January 1962, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize the two languages.	1.33
San Marino	•					Italian	Various laws relating to state and judicial administration recognize Italian as the state language.	--
Sao Tome and Principe	•		•			Portuguese	Various laws relating to state and judicial administration recognize Portuguese as the state language.	--
Saudi Arabia	•	•	•	•	•	Arabic	Art 1 – Constitution as adopted on March 1992.	23
Senegal	•	•	•	•	•	Official language: French. National languages : Diola, Malinké, Poular, Sérère, Soninké, Wolof.	Art 1 – Constitution as adopted on 3 March 1963. The official language of the Republic of Senegal is French. The national languages are Diola, Malinke, Poular, Serere, Soninke and Wolof.	62
Serbia and Montenegro	•		•	•	•	Serbian	Art 15 – Constitution as adopted on 27 April 1992. The Serbian language in its Ekavian and Ijekavian dialects and the Cyrillic script is official, while the Latin alphabet is officially used in the manner established by law. In regions inhabited by national minorities, their own language and alphabets are officially used as well.	--
Seychelles	•	•		•	•	Creole, English, French	Art 4 – Constitution as adopted on 8 June 1993.	--
Sierra Leone	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	--
Singapore	•	•	•	•	•	Bengali, Mandarin Chinese, Malay, Tamil, English	Art 44, 53, 152 – Constitution as adopted on 16 September 1963.	7
Slovak Republic	•	•	•	•	•	Slovak	Art 6 – Constitution as adopted on 3 September 1992.	--
Slovenia	•	•	•	•	•	Slovenian	Art 11 – Constitution as adopted on 23 December 1991. The Slovenian language is the official language in Slovenia. In the communes with Italian or Hungarian populations, the Italian or	--

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Solomon Islands	•	•	•	•		English	Hungarian language is also the official language. Art 10 and 20 – Constitution as adopted on 7 July 1978, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	--
Somali Democratic Republic	•	•	•	•		Arabic, Somali	Art 3 – Constitution as adopted on 23 September 1979.	--
South Africa	•		•	•	•	Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa, isiZulu.	Section 6 – Constitution as adopted on 8 May 1996.	14
Spain	•	•	•	•	•	Spanish	Art 3 – Constitution as adopted on 29 December 1978. Castilian is the official Spanish language of the state. All Spaniards have the duty to know it and the right to use it. The other languages of Spain are also official in the respective autonomous communities, in accordance with their statute.	2
Sri Lanka	•	•	•	•	•	English, Sinhala, Tamil	Art 18 – Constitution as adopted on 31 August 1978. The official language of Sri Lanka is Sinhala. Tamil is also an official language. English is the link language. Art 19: The national languages of Sri Lanka are Sinhala and Tamil.	8
St. Kitts and Nevis	•	•	•	•	•	English	Constitution as adopted on 19 September 1983, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize English as the state language.	--
St. Lucia	•	•	•	•	•	English	Art 31 – Constitution as adopted on 22 February 1979. Requirement to know and speak English to be part of the House of Representatives.	--
St. Vincent and the Grenadines	•	•	•		•	English	Art 25 – Constitution as adopted on 27 October 1979. Requirement to know and speak English to be part of the House of Representatives. Art 3, 8, and 15 contain provisions for linguistic rights.	--
Sudan	•	•	•	•	•	Arabic	Art 3 – Constitution as adopted June 1998. Arabic is the official language in the Republic of the Sudan, and the State allows the development of other local and international languages.	41
Suriname	•				•	Dutch	Art 8 – Constitution as adopted on 30 October 1987, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Dutch as the state language.	--

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
Swaziland	•	•	•	•	•	English, Swati	Various laws relating to state and judicial administration recognize the two languages.	20
Sweden	•	•	•	•	•	Swedish	Art 2 – Constitution as adopted on 1 January 1975 contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Swedish as the used state language.	--
Switzerland	•	•	•	•	•	French, German, Italian, Rheto-Romance	Art 116 – Constitution as adopted on 29 May 1874 and consolidated in 1998.	
Syrian Arab Republic	•		•	•	•	Arabic	Art 4 – Constitution as adopted on 12 March 1973.	25
Tajikistan	•		•	•	•	Tajiki, (Russian)	Art 2 – Constitution as adopted on 6 November 1994. The state language of Tajikistan is Tajik. Russian is a language of interethnic communication. All nationalities and peoples are entitled to use their mother tongue.	1
Tanzania	•	•	•	•	•	Swahili	Various laws relating to state and judicial administration recognize Swahili as the state language.	24
Thailand	•		•	•	•	Thai	Art 30 – Constitution as adopted on 27 September 1997, contains only provisions for linguistic rights. Various laws relating to state and judicial administration recognize Thai as the state language.	4
Timor-Leste	•	•	•		•	Tetum, Portuguese	Section 3. Constitution as adopted on 22 March 2002.	--
Togo	•	•	•	•	•	French	Art 3 – Constitution as adopted on 27 September 1992.	42
Tonga	•	•	•	•		English, Tongan	Various laws relating to state and judicial administration recognize the two languages.	--
Trinidad and Tobago	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	2
Tunisia	•	•	•	•	•	Arabic	Art 1 – Constitution as adopted on 1 June 1959.	28
Turkey	•	•	•	•	•	Turkish	Art 3 – Constitution as adopted on 9 November 1982.	14
Turkmenistan	•	•		•	•	Turkmenistán	Art 13 – Constitution as adopted on 18 May 1992.	--
Uganda	•	•	•	•	•	English	Art 6 – Constitution as adopted 8 October 1995. The official language of Uganda is English. Art 4: The State promotes public awareness of the Constitution by-translating it into Ugandan languages and disseminating it as widely as possible.	32
Ukraine	•	•		•	•	Ukrainian	Art 10 – Constitution as adopted on 28 June 1996. The state language of Ukraine is Ukrainian. The free development, use, and publication of Russian and other languages of national minorities are guaranteed.	0.38
United Arab Emirates	•	•	•	•	•	Arabic	Art 7 – Provisional Constitution as adopted on 2 December 1971.	23

Country	Membership ^a					National/official languages	Constitutions – Laws	Illiteracy rate (%) ^b
	IBRD	ICSID	IDA	IFC	MIGA			
United Kingdom	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	--
United States	•	•	•	•	•	English	Various laws relating to state and judicial administration recognize English as the state language.	--
Uruguay	•	•		•	•	Spanish	Various laws relating to state and judicial administration recognize Spanish as the state language.	2
Uzbekistán	•	•	•	•	•	Uzbek	Art 4 – Constitution as adopted on 8 December 1992.	0.76
Vanuatu	•		•	•	•	Bislama, English, French	Art 3 – Constitution as adopted on 23 January 1961. The national language of the Republic of Vanuatu is Bislama. The official languages are Bislama, English, and French. The principal languages of education are English and French. The Republic of Vanuatu protect the different local languages.	--
Venezuela	•	•		•	•	Spanish	Art 6 – Constitution as adopted on 23 January 1961.	7
Vietnam	•		•	•	•	Vietnamese	Various laws relating to state and judicial administration recognize Vietnamese as the state language. Art 5 and 133 – Constitution as adopted on 15 April 1992 contains only provisions on linguistic rights.	7
Yemen, Republic of	•		•	•	•	Arabic	Art 2 – Constitution as amended on 29 September 1994.	52
Zambia	•	•	•	•	•	English	Art 1 – Constitution as adopted on 24 August 1991.	21
Zimbabwe	•	•	•	•	•	English	Art 1 – Constitution as adopted on 21 December 1979. Also provisions for linguistic rights.	11
Total	184	139	164	175	163			

Source: Country constitutions, UNESCO MOST – Ethnologue (UN 1998), as published June 2002.

^a Data from the Secretariat of the respective institutions, as published on the Web on March 20, 2003. For ICSID, data refer to member countries that have deposited the ratification; to date 154 states have signed the Convention.

^b Data (% of people ages 15 and above) from World Development Indicators, 1999 and 2001.

**Table B1. The World's Most-Spoken National/Official Languages
(including first and second language speakers)**

<i>Language</i>	<i>Number of countries Law</i>			<i>Population, including all countries and 2nd language speakers</i>	<i>Additional Comments</i>
	<i>All</i>	<i>World Bank members</i>	<i>World Bank borrowers</i>		
<i>Mandarin Chinese</i>	1	1	1	1,052,000,000	
<i>English</i>	57	57	47	508,000,000	
Hindi	1	1	1	487,000,000	
<i>Spanish</i>	22	19	18	417,000,000	
<i>Russian</i>	15	15	15	277,000,000	Includes Russian Federation and former Russian Republics. Russian is in decline in the former Soviet republics, which during the 1990s have changed their constitutional or legal provisions on language use.
Bengali	1	1	1	211,000,000	Bengali (alternate name Bangla) is the national official language in Bangladesh. It is also a regional official language in India where about 71 million speak it.
<i>Arabic</i>	25	25	18	200,000,000	Includes West Bank-Gaza.
<i>Portuguese</i>	8	8	7	191,000,000	
Bahasa Indonesia	1	1	1	140,000,000	
<i>French</i>	36	26	21	128,000,000	
German	3	3	-	128,000,000	
Japanese	1	1	-	126,000,000	
Urdu	1	1	1	104,000,000	Urdu is the national/official language in Pakistan. It is also a regional official language in India, where about 48 million speak it.
Farsi Eastern and Western	2	2	2	87,000,000	Farsi Eastern (alternate name Dari) and Farsi Western are respectively the national/official languages of Afghanistan and Iran. The literary language is virtually identical in the two countries, with very minor lexical differences.
Korean	1	1	1	78,000,000	
Vietnamese	1	1	1	68,000,000	Note that languages such as Javanese, Tegulu, and Marathi have a larger population of speakers than Vietnamese. These languages are, however, regional/official languages; that is their users are also expected to speak also the national/official language set by the law. Another example is Tamil which is a national language of Sri Lanka, spoken in Singapore and it is also a regional/official language in India, reaching, with 1 st and 2 nd language speakers a larger language population.
Turkish	1	1	1	61,000,000	

Sources: Population and language data derived from Ethnologue, June 2002. For translation, considerations such as illiteracy rate, population above 15 years old, level of education in a certain language, and so forth, play a crucial role in the choice of languages. For communications addressed to a multinational community such as World Bank's member countries, the criteria used to identify the languages that would reach the widest international audience possible (shown in italics in the table) were the following: (a) number of client countries that use a certain language as their *official/national* language; (b) the size of the population that uses the language, and (c) the illiteracy rate. Data on World Bank borrowers from OP 3.10, Annex D, July 2002.

**OVERVIEW OF SELECTED DOCUMENTS TRANSLATED
IN THE WORLD BANK GROUP, FY00-01**

<i>Document type</i>	<i>IBRD/IDA</i>			
	<i>FY00</i>		<i>FY01</i>	
	<i>In English</i>	<i>Translations into languages</i>	<i>In English</i>	<i>Translations into languages</i>
World Bank Annual Report	1	Arabic, Chinese, French, Russian, Spanish, and Japanese (reduced edition)	1	Arabic, Chinese, French, Russian, Spanish, and Japanese (reduced edition)
World Development Report	1	Arabic, Chinese, French, German, Japanese, Portuguese, Russian, Spanish, Vietnamese	1	Arabic, Chinese, French, German, Japanese, Russian, Spanish, Vietnamese, and Portuguese (Web edition only)
World Development Report Summary	1	French, Spanish	1	Arabic, French, German, Spanish, Russian, Portuguese, Czech
Country Assistance Strategy	28 (24 disclosed)	Arabic, Azerbaijani, Bosnian/Croatian/Serbian, French, Khmer, Macedonian, Polish, Portuguese, Spanish, Vietnamese ^a	30 (21 disclosed)	Armenian, Bengali, French, Portuguese, Romanian, Russian, Serbian, Slovak, Spanish, Turkish, Ukrainian ^a
Selected operational statements	--	--	--	Arabic (2 Ops and 2 BPs), Chinese (3 Ops and 2 BPs), French (3 Ops and 2 BPs), Portuguese (3 Ops and 2 BPs), Russian (3 Ops and 2 BPs), Spanish (3 Ops and 2 BPs)
World Bank country study	14	French, Hungarian, Spanish	9	Spanish

Other Selected Translated Documents^b

Project Appraisal Document	Albanian, Armenian, Bosnian, Croatian, French, Lao, Portuguese, Romanian, Ukrainian
Project Information Document (summary and document)	Albanian, Lithuanian, Nepali, Portuguese, Romanian, Russian
Aide-mémoire	Bosnian, Bulgarian, Croatian, French, Portuguese, Russian, Ukrainian
Country Economic Memorandum	Albanian, Arabic, Lao, Nepali
Economic and Sector Work	Chinese, Croatian, Hindi, Lithuanian, Russian
External Affairs brief, press release, presentation, speech	Arabic, Albanian, Armenian, Bengali, Bosnian, Bulgarian, Croatian, French, Hindi, Latvian, Polish, Portuguese, Romanian, Russian, Serbian, Thai, Turkish, Vietnamese, Uzbek

^a In both FY00 and FY01, 14 Country Assistance Strategies were translated.

^b Selected translations carried out by Regions and country offices; data from questionnaire sent to country offices through External Affairs officers. Country offices and Regions have translated more material during the past decade than is indicated in this Table, but the absence of consistent data precludes further detail.

IFC		
Language editions		
Document type	FY00	FY01
Annual Report	Arabic, Chinese, English, French, Japanese (reduced version), Russian (electronic only), Spanish	Arabic, Chinese, English, French, Japanese, Russian (electronic only), Spanish
Building the Private Sector in Africa	English, French	
Results on the Ground, volume 3	English French, Spanish	
Project Finance in Developing Countries	English, Japanese, and Korean	
China's Emerging Private Enterprises		English, Chinese
IFC Safeguard Policies	Arabic, Chinese, English, French, Portuguese, Russian, Spanish	
Press releases	Relevant country language	Relevant country language
Country fact sheet	Relevant country language	Relevant country language
MIGA		
Annual Report	Arabic, Chinese, English, French, Spanish	Arabic, Chinese, English, French, Spanish
Investment Guarantee Guide	Arabic, Chinese, English, French, German, Japanese, Italian, Spanish, Turkish	
FDIXchange User Guide	French and Spanish	
MIGA Convention/By-Law	French and Spanish	

<i>Inspection Panel</i>			
	<i>Document type</i>	<i>Translations</i>	
		<i>From</i>	<i>Into</i>
FY00	The Inspection Panel Brochure	English	Arabic, German, Hindi, French, Portuguese (Brazilian and Continental), Russian, Spanish, Tagalog.
	Argentina Special Structural Adjustment Loan Request	Spanish	English
FY01	Chad Petroleum Development and Pipeline Project Request	French	English
	Letters related to the NTPC Project	Hindi	English
	Ecuador Mining Development and Environmental Control Technical Assistance Project Request	Spanish	English
	India NTPC Power Generation Project 2 nd Request	Hindi	English
<i>CAO</i>			
	<i>Document type</i>	<i>Translations</i>	
		<i>From</i>	<i>Into</i>
FY00	Operational Guidelines	English	Arabic, Chinese, French, Portuguese, Russian, Spanish
FY01	Annual Report	English	French, Spanish
	Independent Commission Report	Spanish	English, French
	Various correspondence		According to complainants' linguistic preference.

LANGUAGES OF WORLD BANK COUNTRY WEBSITES/WEBPAGES

<i>Country</i>	<i>Website address</i>	<i>Language/s</i>
Argentina, Chile, Paraguay, Uruguay	http://www.bancomundial.org.ar/	Spanish
Belarus	http://www.worldbank.org.by/ECA/Belarus.nsf/	English, Russian
Bolivia	www.bancomundial.org.bo	Spanish
Brazil	www.bancomundial.org.br	Brazilian, Portuguese
China	http://www.worldbank.org.cn/	Chinese, English
Côte d'Ivoire	http://www.banquemondialecoci.org/indexf.html	English, French
Czech Republic	http://www.svetovabanka.cz/	Czech, English
Ecuador	www.bancomundial.org.ec	Spanish
Hungary	http://www.worldbank.hu/hunweb/index.htm	English, Hungarian
Kazakhstan	http://www.worldbank.org.kz/	English, Russian
Kyrgyz Rep.	http://worldbank.org.kg/ru/	English, Russian
India	http://www.vishwabank.org/ http://www.prapanchabank.org/	Hindi, Kannada Telugu
Japan	http://www.worldbank.or.jp	Japanese
Latvia	http://www.worldbank.org.lv/eca/Latvia.nsf/	English, Latvian
Madagascar	http://www.worldbank.org/infoshop/madag.htm	French
Mali	http://www.banquemondiale.org.ml/index.html	French
Mexico	http://www.bancomundial.org	Spanish
Mongolia	http://www.worldbank.org.mn/	English, Mongolian,
Nepal	http://www.bishwabank.org.np/	Nepali
Peru	http://www.bancomundial.org.pe	Spanish
Romania	http://www.worldbank.org.ro/	English, Romanian
Russian Federation	http://www.worldbank.org.ru/rus/	Russian
Vietnam	http://www.worldbank.org.vn/Vietnamese/index.htm	Vietnamese

Note. Data as of January 2003. National information on 54 other countries where English is the national/official language (or one of the national/official languages) can be found on the institutional site of the Bank's external website.

TRANSLATION INDUSTRY—GROWTH AND STANDARDS

1. Globalization has meant rapid growth in the market for translation and software or Web localization services: at US\$11 billion in 1999, the market is expected to grow to US\$20 billion by 2004.¹ Non-English-speaking Internet users will exceed English-speaking ones: in FY98, over 60 percent of Microsoft's revenues came from outside the United States.²
2. Many multinational corporations are finding that the cost of not translating poses too great a risk to international sales. Many such corporations now view translation as a strategic imperative that requires complex planning and market-based innovations to lower translation costs, raise quality, and shorten turnaround time. This trend has created a buoyant market in language-related services such as multilingual design; typesetting and data processing in foreign languages; multilingual technology, ranging from automatic hyphenators in different languages to terminology-management tools; and machine translation to perform a first-pass translation. In the early days of the industry, corporations performed much of their translation in-house, either at their headquarters or more commonly in regional centers and local facilities. Now much of this work is outsourced, so service providers have proliferated around the globe: Allied Business Intelligence estimates the worldwide number of full-and part-time translators to be 317,000.
3. Rapid growth in the language industry has also brought fragmentation and variation in quality. But service standards are emerging in areas such as quality management, linguistic data interchange, bidding procedures, training and skills requirements, project management, and technology. Professional translator associations are growing,³ and trade and professional organizations have made progress in developing industry standards. Table E1 identifies organizations and areas in which standards have emerged, the status of World Bank practice vis-à-vis these standards, and the implications these standards may have for the Bank.

¹ *Language Translation: World Market Overview, Current Development and Competitive Assessment*, Allied Business Intelligence, Oyster Bay, New York, 1998.




² Robert C. Sprung and Simme Jaroniec, eds., *Translating Into Success: Cutting-edge Strategies for Going Multilingual in a Global Age* (Amsterdam/Philadelphia: John Benjamin Publishing Company, 2000).

³ Some associations from around the world include American Translators Association, Australian Institute of Independent Translators, Colegio de Traductores Públicos de la Ciudad de Buenos Aires, Fédération International Des Traducteurs, Japan Association of Translators, Société Française des Traducteurs, South African Translators' Institute, and Translators' Association of China.

Table E1. Some Language Industry Standards

<i>Organization/project</i>	<i>Coverage of standards</i>	<i>Implications for the World Bank</i>
 <p>International Organization for Standardization</p> <p>A network of national standards institutes from 140 countries working in partnership with international organizations, governments, industry, business, and consumer representatives. A bridge between public and private sectors.</p>	<p>Language-related standards covering coding, machine-readable terminology, etc. (Website http://www.iso.org): ISO/TC 37, <i>Terminology and other language resources</i>; ISO 639, <i>Codes</i>; ISO 12620, <i>Terminology data categories</i>; ISO 12200, <i>Computer applications in terminology—Machine-readable terminology interchange format (MARTIF)</i>; ISO 704, <i>Terminology Work</i>; ISO 1087-1, <i>Vocabulary—Part 1: Theory and application</i>; ISO 1087-2, <i>Vocabulary—Part 2: Computer applications</i>; ISO/DIS 16642, <i>Terminological markup framework</i>.</p>	<p>These standards can facilitate the exchange of information with and among organizations. If the Bank is to exchange terminology and glossary information with other organizations, it would be best to use the same standards, structures, and language codes.</p>
	<p>Germany's DIN has developed standards for contracts and work procedures (DIN preliminary standard 2345, www.din.de).</p>	<p>The Bank should be aware of this standard when purchasing translations in Europe.</p>
 <p>TermNet, the International Network for Terminology, promotes international cooperation in the field of terminology, so as to stimulate the development of the terminology and knowledge market, as well as terminology proper.</p>	<p>Language-related standards pertaining to terminology in both printed and computerized forms. Website: http://www.termnet.at/.</p>	<p>These standards can facilitate the exchange of information with and among organizations. The Bank should be aware of and check them as it builds terminology and glossaries.</p>
 <p>OASIS is an international, not-for-profit consortium that designs and develops industry standard specifications for interoperability based on XML.</p>	<p>Language-related standards: OASIS <i>XLIFF, XML specification for multilingual data exchange</i> Website: http://www.oasis-open.org.</p>	<p>These standards facilitate the exchange of multilingual data.</p>
<p>International Components for Unicode for Java</p>	<p>The International Components for Unicode for Java (ICU4J) is a collaborative project that provides robust, full-featured, commercial-quality, and freely –available Unicode support on a wide variety of platforms. Website: http://oss.software.ibm.com/icu4j/.</p>	<p>Bank is compliant with Unicode for Java.</p>
<p>Workflow Management Coalition</p>	<p>The Coalition has developed a framework for the establishment of workflow standards. This framework includes five categories of interoperability and communication standards that will allow multiple workflow products to coexist and interoperate within a user's environment. Website: http://www.wfmc.org.</p>	<p>These standards facilitate interoperability among multiple workflow products, which the Bank may decide to use.</p>

Table E1. Some Language Industry Standards (cont'd)

Organization/project	Coverage of standards	Implications for the World Bank
ICE Specification	It provides businesses with an XML-based common language and architecture that facilitates reliable automatic exchange, update, supply, and control of assets without manual packaging or knowledge of remote website structures. Website: http://www.icestandard.org .	
WebDAV	WebDAV provides a network protocol for creating interoperable, collaborative applications. Website: http://www.webdav.org	
 <p>The Unicode Consortium is a nonprofit organization founded to develop, extend, and promote use of the Unicode Standard, which specifies the representation of text in modern software products and standards.</p>	Language-related standards: Unicode Language Resource Website: http://www.unicode.org Related sites: IBM Unicode Website; Examples of Unicode usage for business applications	Bank is in line with Unicode.
 <p>OLIF is XML-compliant and offers support for natural language processing (NLP) systems, such as machine translation, by providing coverage of a wide and detailed range of linguistic features.</p>	The official OLIF v.2 lexical exchange format was published in February 2002 by the OLIF2 Consortium and is open to all for display and download from the Specification page of the OLIF website, http://www.olif.net	Useful if Bank adopts search systems and such natural language processing systems as creation of abstracts from content.
	TMX allows easier exchange of translation memory data between tools and translation vendors with little or no loss of critical data. Website: http://www.lisa.org/tmx/	Useful if Bank adopts a translation memories system and shares it with users and partners.
TBX	TBX is an open XML-based standard format for terminological data. Website: http://www.lisa.org/tbx/	Useful if Bank adopts glossaries/terminology systems.

**SELECTED WORLD BANK GROUP DOCUMENTS AND PUBLICATIONS
AND THEIR POSSIBLE STATUS UNDER THE TRANSLATION FRAMEWORK**

<i>Document/publication</i>	<i>Languages</i>	<i>Decisionmakers</i>	<i>Reason (Decisive factor), Comments</i>
<i>Documents and publications that address the overall business and strategic thinking of the Bank intended for wide international audience</i>			
IBRD/IDA			
Free Publications			
Annual Report	International ^a languages	Office of the Publisher	Widest possible relevant audience internationally.
Selected publications such as President's Speech to Annual Meetings, "10 things...", "Knowledge and Resources..."	International languages, plus any other language to reach broader audiences within clients and donors		
Marketable Publications			
World Development Report	At least international languages and any other language as demanded by market	Office of the Publisher and business sponsor	Widest possible relevant audience and per market demand. [The World Development Report can be translated into at least six international languages. However, as appropriate and determined by Development Economics and the Office of the Publisher, the World Development Report will be copublished in as many languages as the market demands]
All other titles	Any language, as demanded by market	Office of the Publisher and business sponsor	Widest possible relevant audience and per market demand.
Documents			
Strategic Framework Paper	International languages	Business sponsor	Widest possible relevant audience internationally.
Operational Policies/Bank Procedures			
Policy papers			
Issue Papers			
Sector strategy papers			
Quality Assurance Group synthesis reports			
OED process reports			
OED sector and thematic evaluations			
IFC			
Free Publications			
Annual Report	International languages	Office of the Publisher and business sponsor	Widest possible relevant audience internationally.
Publications such as "Investing in Private Education in Developing Countries"			Widest possible and relevant audience internationally. Reflect particular case and audience.
Marketable Publications			
Any title	Any language as per particular case, audience and market	Office of the Publisher and Business sponsor	Widest possible relevant audience internationally. Reflect particular case and audience.
Documents			
Articles of Agreement, By Laws	International languages	Business sponsor Unit	Widest possible relevant audience internationally.
IFC policies and procedures			

<i>Document/publication</i>	<i>Languages</i>	<i>Decisionmakers</i>	<i>Reason (Decisive factor), Comments</i>
<i>Documents and publications that address the overall business and strategic thinking of the Bank intended for wide international audience</i>			
Investment guidelines and processes	International languages	Business sponsor Unit	Widest possible relevant audience internationally.
Good Practice Manual			
A Community Development Resource Guide for Companies			
OEG – findings			
MIGA			
Free Publications			
Annual Report	International languages	Business sponsor	Widest possible relevant audience internationally.
Documents			
Convention and By-Laws	International languages	Business sponsor	Widest possible relevant audience internationally. Reflect particular case and audience.
Investment Guarantee Guide	At least in the international languages		Widest possible relevant audience internationally. Reflect particular case and audience.
INSPECTION PANEL			
Publications			
Annual Report	International languages	Business sponsor	Widest possible relevant audience internationally.
Inspection Panel Brochure	International languages and any other national/local ones as necessary		Widest possible relevant audience internationally and locally. Reflect particular case and audience.
Documents			
Legal Framework: Resolution No. IBRD 93-10, Resolution No. IDA 93-6, Clarifications (1996-1999), Operating Procedures, Administrative Procedures	International languages	Business Sponsor	Widest possible and relevant audience internationally.
CAO			
Publications			
Annual Report	International languages	Business sponsor	Widest possible relevant audience internationally.
Documents			
Resolutions, Operational Guidelines	International languages	Business sponsor	Widest possible relevant audience internationally.
<i>Documents and publications that focus on country-and project- specific information</i>			
IBRD IDA			
Publications	National language	Office of the Publisher and business Sponsor	Widest possible relevant audience nationally and locally.
Documents			
Economic & Sector Work	National/local language of the country and project area concerned	Business sponsor	Widest possible relevant audience nationally and locally. Reflect particular case and audience.
Project Information Documents			

<i>Document/publication</i>	<i>Languages</i>	<i>Decisionmakers</i>	<i>Reason (Decisive factor), Comments</i>
Documents and publications that focus on country-and project- specific information			
Project Appraisal Documents	National/local language of the country and project area concerned	Business sponsor	Widest possible relevant audience nationally and locally. Reflect particular case and audience.
Program Documents			
Tranche Release Documents			
Integrated Safeguard Data Sheets			
Implementation Completion Reports			
Legal Agreement	National Language of country concerned	Business sponsor	Widest possible relevant audience nationally and locally. Reflect particular case and audience.
Heavily Indebted Poor Country documents and related Chairman Concluding Remarks	National/local language of the country concerned	Business sponsor	Widest possible relevant audience nationally and locally. Reflect particular case and audience.
Country Assistance Strategy and related Chairman Concluding Remarks			
OED Country Assistance Evaluations	National/local language of the country concerned	Business sponsor	Widest possible and relevant audience nationally. Reflect particular case and audience.
OED Project Performance Assessment Reports			
OED Impact Evaluation Reports			
IFC			
Publications	National/local language of the country concerned	Business sponsor	Widest possible relevant audience nationally.
Documents			
Summary of Project Information	National/local language of the country concerned	Business sponsor	Widest possible relevant audience nationally.
Country Fact Sheet			
MIGA			
Publications	National/local language of the country concerned	Business sponsor	Widest possible relevant audience nationally.
Documents			
INSPECTION PANEL			
Documents			
Request for Inspection	English, if applicable	Business sponsor	Per policy
Report and Recommendations (also known as Eligibility Report)	Language of the claimant	Business sponsor	Per policy
Panel Investigation Report on Project			
Management Recommendations to the Investigation Report			
Workshops, presentations	National/local language of the	Business sponsor	Widest possible relevant audience nationally and locally.

<i>Document/publication</i>	<i>Languages</i>	<i>Decisionmakers</i>	<i>Reason (Decisive factor), Comments</i>
<i>Documents and publications that focus on country-and project- specific information</i>			
	country, audience concerned		
CAO			
Documents			
Correspondance	Language of complainant's preference	Business sponsor	Widest possible relevant audience nationally and locally.
<i>Documents provided to an audience for public consultation</i>			
ALL INSTITUTIONS and UNITS			
All documents for consultation	Languages that reflect particular case and audience	Business sponsor	Widest possible relevant audience internationally, nationally or locally.

Note. "International languages" denotes, the six languages identified in the paper: Arabic, Chinese, French, Portuguese, Russian, and Spanish.