

## **SOP: Retrieval of Current Central Subject Files at HQ**

Most current non-GSM HQ records managed by Records and Archives (RAS) may be borrowed by HQ staff if the records are needed for staff use. GSM records for which the originals are stored in RAS (e.g. Resource Mobilization records and counter-signed Services Procurement contracts) may not be borrowed, as they are available to all staff electronically in GSM RM. However, they may be consulted in the RAS offices.

To borrow a file or to consult records in the RAS offices, email [records@who.int](mailto:records@who.int).

All WHO records are the property of the Organization. Staff who borrow files from RAS are responsible for their safekeeping and return.

- Track file movements if files are passed to another unit or staff member, and inform RAS of any such movements.
- If a file is lost, take the necessary steps to retrieve it. If this is unsuccessful, document the loss in writing (email or memo) to RAS.
- Never remove documents from a file or add documents to a file. If you have documents which should be added to a file, provide them to RAS for action.
- Do not reorganize documents within a file. If documents appears to be in the wrong order or in the wrong file, bring this to the attention of RAS for correction.
- Do not remove files from WHO premises.