

SOP Centrally Managed Records at HQ

Incoming and outgoing paper correspondence at HQ is managed centrally by Records and Archives (RAS). In addition to this, HQ contracts requiring counter-signature by an external party, and all HQ Resource Mobilization records, are managed centrally by RAS in both paper and electronic forms.

To ensure that the centrally-managed files are complete and accurate, staff are required to return or forward the following records to RAS:

- All originals of incoming mail with RAS stickers affixed, once any necessary actions are taken. Addressees should cross out or initial their unit acronyms in the routing information, to indicate that the document has been seen, and should forward the records to other units as indicated, or direct to appropriate unit(s).
- Routing copies of all outgoing correspondence. If the file classification code is known, it should be included on the outgoing document. RAS may also be contacted to obtain the appropriate file classification codes before preparing outgoing correspondence.
- Incoming and outgoing faxes, once action is taken
- Internal documents such as memos and reports that relate to the above records (the file classification code should be included when sending documents to RAS).
- Counter-signed Services Procurement contracts (APWs, TSAs, Consultants, contracts created outside GSM related to LOAs) along with contractual and supporting documents
- Any other contracts requiring counter-signature from external parties, such as Service Level Agreements, etc.

Note: Prior to GSM, HQ Meetings records were managed by RAS. Since the implementation of GSM, these records are managed by individual units, but should be sent to the Archives when no longer of administrative use. Meetings records that should ultimately be sent to RAS include invitations, correspondence, agenda, lists of participants, reports, recommendations, presentations, declarations of interest and confidentiality agreements. These, along with records supporting GSM transactions for Meetings, should be filed in the GSM records management system, with the exception of confidential documents such as declarations of interest. Please contact records@who.int for correct procedures before sending HQ Meetings records to RAS.

The following items are *not* to be sent to Records and Archives:

- Financial records
- Procurement records (apart from counter-signed contracts)
- Human Resources records
- General administration records (conference services requests, building maintenance requests, office equipment requests, catering requests, translation requests)
- Publications
- Travel records (Travel Reports are automatically retained in the GSM records management system, and other travel records are not required in RAS)