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Offices of the Executive Directors (OED)

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# **Business Continuity Plan** ***(Prepare, Respond, Recover)***

December 4, 2017

PLEASE RETAIN A COPY OF THIS PLAN IN YOUR HOME AND OFFICE.

Confidential

## Attention:

This **Business Continuity Plan (BCP)** is stored in a secured third party repository accessible at: <https://imf.mycoop6.com>, then selecting the Offices of Executive Directors tab. This repository contains your Business Continuity, five Annexes as well as any other information you may have chosen to store. There is one plan for all Executive Director Offices, and a customized **Vital Information Sheet** for each Office.

The **Vital Information Sheet** contains necessary contacts, locations and responses that may be needed at the time an event occurs. This **should be kept current by the Office and distributed** to all personnel.

The most up-to-date personnel list from the HR system is included in **The Vital Information Sheet**. This list should be used to account for personnel during a drill or event.

For access to this third party repository site, contact [BCP@imf.org](mailto:BCP@imf.org).

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## **Annexes**

Several annexes supplement this Plan; they **are stored separately in a secured third party repository accessible at: <https://imf.mycoop6.com>**

No.	Annex	Description
1	Office Emergency Contact Information	List of contact information for personnel in each Department
2	SSM (Senior Security Manager) and Office Liaison Emergency Contact Information	List of contact information for all assigned Department Senior Security Managers, OED BC Contacts and alternates.
3	Support Tools	Instructions for using GETS Cards, Conference Lines and Polycom Forms for Meeting Minutes, Phone Log and Status Updates
4	Fund Emergency Location Assignments for Washington D.C.	Evacuation Map Office assignments for Evacuation and Relocation Listing of Shelter in Place locations
5	Next of Kin Notification Procedures	Procedures to use in notifying next of kin in the event of injury or death

## Introduction

*The Deputy Managing Director/Chief Administrative Officer oversees and is responsible for recovery of all Fund operations.*

## Purpose

The purpose of this Business Continuity Plan is to provide the tools and information necessary for the Offices of the Executive Directors (OED) to prepare, respond and recover from an event that impacts IMF business operations. This Plan is designed to allow the Board to meet critical business obligations to member countries.

## Roles and Responsibilities

The **Plan Owner** is the Executive Director of each Office. They are accountable for ensuring compliance with the Security and Business Continuity Accountability Framework (SAF) and for obtaining appropriate advice to enable security and business continuity in all operations. Their responsibilities include:

Plan Owner	
<b>Oversee the Business continuity of the department</b>	Allocate appropriate resources to prepare, respond and recover from events that impact IMF business operations.
<b>Monitor and update security arrangements in overseas locations</b>	Consult with the Crisis Management Team (CMT) and modify the operating status of overseas locations where necessary.
	Update the Emergency Action Plan (EAP) for countries where the Fund does not have a designated ResRep or Head of Overseas Office.
<b>Manage the recovery after an event</b>	Direct recovery efforts for your department.
	Select the personnel who are needed at an operational recovery site and those that will work remotely following an event.

The **Business Continuity Contact** and alternate are assigned by the Executive Director. The Business Continuity Contact's responsibilities include:

Business Continuity Contact - Prepare	
<b>Represent the Department Director</b>	Act as the security focal point for all security and business continuity related matters on behalf of the department director.

<b>Disseminate information regarding the Fund's safety and security program</b>	<p>Make sure that all departmental personnel are aware of the key initiatives and developments in the Fund's Security and business continuity programs.</p> <p>Update the department's business continuity plan to reflect current processes, personnel, and organizational structure.</p> <p>Distribute the Vital Information Sheet to all department personnel and confirm all personnel are familiar with evacuation, relocation and shelter-in-place procedures.</p>
<b>Ensure staff are aware of emergency and communication procedures</b>	<p>Remind all departmental colleagues of the Fund's emergency communication procedures and response plans, including the appropriate course of action.</p> <p>Encourage the use of the department's communication tools: Government Emergency Telecommunications Service (GETS), conference lines, web meeting resources and the Fund Notification System (FNS) to maximize familiarity.</p> <p>Encourage personnel to maintain current emergency contact information in HRWeb</p> <p>Remind personnel to book mission travel using the Fund's business travel provider.</p>
<b>Appoint Emergency Wardens</b>	In coordination with the Fund's Life Safety Officer, appoint Emergency Wardens for your department.
<b>Monitor training compliance</b>	Coordinate the security and business continuity training requirements for the department and track completion.
<b>Ensure staff compliance with Fund safety and security policies</b>	Your departmental personnel must be aware of and comply with all the Fund security and business continuity policies, guidelines and procedures.
<b>Coordinate safety and security briefings</b>	For personnel deploying to High-Risk Locations, the SSM must ensure that security and business continuity briefings are factored into mission planning.
<b>Facilitate Business Continuity planning</b>	Facilitate the completion of department's Business Impact Analysis (BIA), plan and participate in the business continuity and remote work exercises.
<b>Business Continuity Contact - Respond</b>	
<b>Account for staff during drills and emergencies</b>	SSMs will account for departmental personnel during drills and emergencies through roll call and communicate to the HR Crisis Team the results with the names of those that are missing and extra. ( <a href="mailto:hrcrisis@imf.org">hrcrisis@imf.org</a> )
<b>Business Continuity Contact - Recover</b>	
<b>Recover normal work functions</b>	<p>Identify who will need equipment to work remotely and provide a list of personnel to the Workstation Recovery Team (<a href="mailto:WKSRECOVERY@imf.org">WKSRECOVERY@imf.org</a>).</p> <p>Communicate the list of personnel who will be working in an operational recovery site to the Business Continuity Management Office (<a href="mailto:BCP@imf.org">BCP@imf.org</a>).</p> <p>Provide status updates and any additional requirements to the Business Continuity Management Office (<a href="mailto:BCP@imf.org">BCP@imf.org</a>)</p>

### Vital Information Sheet

Each Office has a Vital Information Sheet containing:

- Your Evacuation, Relocation, Shelter-in-Place and Board/Office Recovery locations,
- Your Office contact information,
- Conference calling codes,
- Emergency Fund contact information,
- Other critical information as requested by the Office.

### Critical Contact Information

Each Office is encouraged to send to the Business Continuity Management Office (email [BCP@imf.org](mailto:BCP@imf.org)) its Member Country contact information for storage, ***into our secured confidential third party data repository (MyCoop). This will allow for access to this information in the event the Fund ITD systems are not functioning.*** This contact information can also be added to the Vital Information sheet if requested.

Information that may be captured for each country could include:

- ✓ Depository
- ✓ Fiscal Agency
- ✓ IMF Governor
- ✓ IMF Alternate Governor
- ✓ Minister of Finance
- ✓ Governor of Central Bank
- ✓ Other country contact

### Crisis Management Team

The crisis response and recovery of the Fund (operations and ITD) is managed by the **Crisis Management Team (CMT)**. The CMT is led by the Director of the Client Support and Facilities (CSF) Department and is supported by representatives from other key operational areas. The safety of Fund personnel and visitors is the CMT's highest priority. Additional responsibilities include evaluating the impact of the event, communicating and determining an appropriate response and guiding the institutional recovery.

The Secretary's (SEC) Department is represented on the CMT and will serve as the point of interface with the ED Offices. SEC will provide guidance on when the OED Business Continuity Plans will be activated.

## Fund Crisis Priorities

*The following items have been identified by the Office of the Managing Director (OMD) as the priorities to be focused on during an incident or disaster.*

Business Driver	Operational Recovery Requirements	Information Technology (ITD) Requirements
<b><u>Priority 1</u></b> <ul style="list-style-type: none"> <li>• Support Fund personnel</li> <li>• Communicate externally and internally (Heads of Departments, Management and the Board)</li> <li>• Restore external and critical administrative financial transactions</li> <li>• Manage headquarters facility restoration</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Emergency Communications</li> <li>• ITD Infrastructure</li> <li>• Facilities Restoration</li> <li>• Financial Transactions</li> <li>• </li> </ul>	<p>Within 24 hours</p>
<b><u>Priority 2</u></b> <ul style="list-style-type: none"> <li>• Resume work on Use of Fund Resources cases</li> <li>• Conduct vital bilateral surveillance (data, tools, travel capacity, review arrangements, and safeguards work)</li> </ul>	<ul style="list-style-type: none"> <li>• Board Operations</li> <li>• Use of Fund Resources</li> <li>• Bilateral Surveillance</li> <li>• Legal</li> </ul>	<p>Within 2-14 days</p>
<b><u>Priority 3</u></b> <ul style="list-style-type: none"> <li>• Restore all activities including: <ul style="list-style-type: none"> <li>➢ Technical Assistance</li> <li>➢ Publications (Global Financial Stability Report, Fiscal Monitor)</li> <li>➢ Research and training</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All other functions including: Policy Work, Technical Assistance, Infrastructure and publications</li> </ul>	<p>Within 14 - 30 days (For all active applications)</p>

Revised: Spring 2015 – Risk Management Unit (RMU)

### Preparing for an Event

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#### Preparation

There are several steps that your Office should take in advance that are outlined in this section. Key actions should include:

- ✓ Routinely validate and distribute the Vital Information Sheet to all personnel.
- ✓ Confirm that all personnel have up-to-date emergency contact details in the Human Resources system. This link provides the access for each individual to view and [Update personal contact information](#) or visit the HR Web.
- ✓ Comply with all international security training and travel requirements.
- ✓ Ensure all personnel can work remotely.
- ✓ Maintain the Office 'to-go' bag outlined below.

#### Working remotely requirements

Personnel must have an RSA SecurID token or the mobile phone RSA application to access any of the Fund's remote work solutions along with internet access. Procedures to complete a SecurID request form can be found on the Fund intranet at <http://WorkingRemotely> or visit the ITD support desk. Further instructions and tools are available through the [working remotely website](#).

#### Personal Preparedness

Knowing what to do before, during and after an emergency is a critical part of being prepared. The following information can serve as a guide for both home and ED Offices to prepare in advance.

##### *Home Preparation*

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Everyone should have a family emergency plan. It is possible that families are not together when disaster strikes and it is important to create a plan in advance. It is also essential to have a disaster supply kit that includes basic items for your home and car that you may need in case of emergency. Your plan should include:

- How to get to a safe place
- How to contact each another
- How to get back together
- What to do in a variety of situations

Your emergency planning should also address the [care of pets](#), and [aiding family members with access and functional needs](#). You may also want to inquire about emergency plans at daycare and school.

Once you have collected this important information, gather your family members and discuss the information to put in the plan. Practice your plan at least twice a year and update it according to any issues that arise. Some helpful guides and web sites include:

[Family Communication Plan for Parents and Kids](#) (PDF - 1.2 Mb)

<http://ready.gov>

<http://www.dhs.gov/how-do-i/prepare-my-family-disaster>

### *Office Preparation*

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1. Develop an emergency office 'to-go' bag

#### **For the Office: Items to consider pre-packing:**

- ✓ Vital Information Sheet
- ✓ Business Continuity Plan
- ✓ Umbrella & compact rain gear
- ✓ Basic first aid supplies, sunscreen & moist wipes
- ✓ Two way radio(s)

#### **Each individual may consider pre-packing:**

- ✓ Family emergency contact information
- ✓ Cash
- ✓ Battery operated cell phone charger
- ✓ Flashlight & dust masks
- ✓ Light jacket or sweater
- ✓ Athletic shoes and socks
- ✓ A sealed bottle of water and energy bars
- ✓ Medications

2. Additional resources and support tools are described in **Annex 3**.
3. Be familiar with the emergency locations identified in **Annex 4**, posted on the IMF Security Services Website and located in the third party repository.
4. Confirm all personal contact information is updated by staff visiting the [HR Web](#).
5. Save electronic documents on network drives that can be accessed remotely (avoid storing information on your local disk drive!).
6. Securely store passwords so that they are accessible remotely.

### *Travel Preparation*

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Security Services will provide every mission that intends to travel to a Fund-designated high risk location with a **Mission Security Assessment** (formerly referred to as Security Annex). The Mission Security Assessment will outline the security risks to Fund staff along with mitigation measures in place and recommendations on how to deal with any residual risks. When a mission proceeds to one of the designated [high-risk locations](#), Departments should attach the Mission Security Assessment as part of the mission brief to Management. Travelers should be aware that an oral security briefing with CSF Security may also be required.

List of countries that require mission security assessment are contained in the [country page](#) or this [list](#) of locations

To request a Mission Security Assessment, please click [here](#).

If you have any questions, please email [security@imf.org](mailto:security@imf.org) or [CSFSESI@imf.org](mailto:CSFSESI@imf.org)

### Responding to an Event

#### Event Descriptions

The three most common types of emergency response procedures are evacuation, shelter-in-place and relocation. Depending on the event, you may be instructed to take more specific or alternate action. Headquarters Emergency Location Assignments are located in **Annex 4**.

Site Type	Definition
Evacuation	An external location where departments/ED Offices gather after being instructed to leave their normal work site.
Shelter In Place	A location within the building that is away from external windows.
Relocation	Evacuate from one building into an alternative building.

If feasible, take the following items with you:

- ✓ 'To-Go' Bag
- ✓ Fund ID
- ✓ Money/Cash
- ✓ Keys
- ✓ Laptop, iPad
- ✓ Cell phone, Charger
- ✓ Coat

**Specific locations for each Executive Director's Office can be found on the Vital Information sheet.**

#### Emergency Communications

During an event there are multiple methods of communicating that will be used to advise personnel of the situation as well as appropriate actions to take. The table below described many of the communication channels.

Channel	Description
Public Address System (PA)	Used for making quick, <b>general broadcast announcements</b> . All headquarter buildings are equipped with Public Address speakers.
Office Telephone Alert (OTA)	A message can be either an audible alert from a Fund desk phone or a text message display on <b>your desk phone</b> screen.
Alert Line - 202-623-9999	This number <b>provides updates during events</b> . Anyone may call into this number to receive the latest information.
24/7 Emergency Phone Line: 202-623-9911 (x39911)	<b>Report all emergencies</b> through this line. The Fund Global Security Operations Center will respond accordingly.
Fund Notification System	Used to push messages to personnel via <b>email, text, Fund issued cell phone or personal phone</b> . It is based on the information in HRWeb. It is the responsibility of each individual to update their emergency contact information and to place an order of priority for telephone numbers listed. <a href="#">Contact Information</a>

### Recovering From an Event

When Fund operations are impacted at headquarters, there are two important components for recovery, IT systems recovery and operational recovery.

#### IT Systems Recovery (Recovery of Systems and Applications)

The Crisis Management Team will activate the IT Disaster Recovery Plans as needed to enable continuity of critical application groups within 24 hours. The initial set of mission critical IT application groups currently available include:

- Email Messaging Systems (Outlook, Exchange, Email Archive)
- IMF.org
- SWIFT
- WEO
- IMF Connect
- Financial Systems (iFIN)
- Financial Systems (PeopleSoft Financials)
- Human Resource Systems (PeopleSoft HRMS, *excluding HR Web*)
- Document Management (EDMS / DM5)
- Intranet
- File and Storage Management (Departmental File Shares, Backup)
- Remote Access (remote.imf.org, connect.imf.org, mail.imf.org)
- Core Network, user authentication, security components
- Mobile Device Management for iPads & iPhones

**All other IT systems/applications will be recovered over time.** Future plan includes the Locator and Board Calendar Management System.

#### Operational Recovery (Recovery of People)

**Workstations** are fully functional work areas with a computer, phone and internet access. At this time, the Fund has 30 recovery seats at a remote recovery site with the option of adding a trailer configured with 48 additional workstations.

*Availability- within two – four hours of activation*

**Personnel that require collaborative work space (i.e. conference room)** but do not require individual work stations. Facilities has a list of local hotels and conference centers that lease conference rooms as needed.

*Availability – time estimates will be provided as needed*

**Remote Work** - The majority of personnel are expected to work remotely for an extended period, should the facilities be unavailable.

*Availability – immediate, assuming internet connectivity*

### Alternate locations for the Offices of the Executive Directors and Board

The Executive Board and each Office will have a recovery location that will be used if your normal work site cannot be occupied following an event. Recovery of the Executive Board and ED Offices will be driven by the criticality of Board agenda items. Secretary's Department (SEC), in consultation with Management, will provide essential interface for the ED Offices, on the status of operations and Board meetings. The most likely scenarios are:

**If the event affects HQ1 but NOT HQ2**, the Board will be assigned to meet in HQ2-01-280 and Office personnel will be assigned conference room space in HQ2 in which to work.

**If the event affects HQ2 but NOT HQ1**, the Board will continue meeting in the Executive Board Room (HQ1-12-120A) and Office personnel will continue working in their normal office space.

**If the event affects BOTH HQ1 and HQ2**, the Board and Office personnel will relocate to meet and work in one of the following locations:

- World Bank Board Rooms
- Local hotel or conference center space
- Bretton Woods Recreation Center Clubhouse

**If the Board is unable to physically meet, the Secretary's Department may be asked by Management to call a Remote Board Meeting.**

The table below shows the pre-determined recovery sites for the Executive Board to use for meetings, and the office space for personnel. The number of personnel who will be provided with space to work will vary depending upon the Recovery Site chosen.

Site Affected	Executive Board Recovery Site	OED Personnel Recovery Site	OED Personnel Capacity
HQ1	HQ2-01-280	Refer to your Vital Information Sheet	Full staff
HQ2	No recovery site required, continue working in HQ1	No recovery site required, continue working in HQ1	Full staff
HQ1 and HQ2	World Bank location, local hotel or Bretton Woods Clubhouse,	World Bank location, local hotel or Bretton Woods Clubhouse	ED plus 1 additional staff member
Downtown Washington	Bretton Woods Clubhouse or local hotel	Bretton Woods Clubhouse or local hotel	ED plus 1 additional personnel member
All	Remote Board Meeting System	Work remotely	Full staff

### Key Considerations during Emergencies

- Annual or Spring meeting preparation
- Communications with Member countries
- Significant upcoming or pending Board Decisions

### Response and Recovery Task List

This task list begins with the initial stages of an event and provides a quick reference for ED Offices to respond to an event and to begin recovery of operations.

Recovery Time Objective	Description	Assigned Personnel
<24 Hours	If you witness an event, contact the Global Security Operations Center (GSOC) at 202-623-9911 (or x-3-9911)	
	Evacuate the building if instructed by Security and/or the building alarm – go to your evacuation site.	All Personnel
	At your evacuation site, check in with your Business Continuity Contact.	All Personnel
	The Business Continuity Contact reports the results of the accounting to the HR Crisis Team. (hrdcrisis@imf.org). The HR Crisis Team will be at your evacuation site and will be wearing bright orange vests.	BC Contact
	Verify safety and security of personnel and families.	BC Contact
	ED and alt ED to meet and discuss next steps, and determine who will work from home and the recovery site.	All personnel
	Information will be provided by SEC as to the time and site of the next Board Meeting. If not, contact SEC ( <a href="mailto:SECAI@imf.org">SECAI@imf.org</a> ) to find out.	
	Once released from the scene, return home or prepare for Board meeting as communicated from SEC.	
	If possible, check your Fund voicemail and leave a holding message to indicate you will not be available at this number except to retrieve messages and provide an alternate contact information as appropriate.	All personnel
	Contact critical parties external to the Fund to provide alternate contact information as appropriate	BC Contact
24 Hours to 15 Days	All personnel work remotely as possible	All personnel
	Maintain contact with SEC for Board meeting arrangements	Administrative Assistant
	Monitor the OED mailbox	Administrative Assistant
	Keep relevant counter parties in member countries informed regarding the Fund operations.	ED, Alt ED, Advisors

## Recovering from an Event

Recovery Time Objective	Description	Assigned Personnel
	Monitor the Alert Line (202-623-9999) and other communication tools.	BC Contact
	You will be notified once the recovery site is available. Select personnel will relocate to the chosen Recovery Site and begin working. All others continue working remotely until further notice.	
	Attend Board Meetings at an alternative location or via the Remote Board System as notified.	
15-30 Days	You will be notified when an alternate or your regular work site is available.	

### Meeting and Voting Procedures

#### **Board Meetings**

In the event of an emergency, Executive Board meetings can be convened physically at one the designated recovery sites (HQ2, the World Bank Board room, a local hotel or conference center space, or the Bretton Woods Clubhouse) or they can be conducted remotely (via telephone or video conference). In each case, these meetings will follow the standard procedures for Board meetings, as described in the Compendium of Executive Board Procedures.

#### **Decision to conduct a remote meeting**

In the event of a disruption that prevents the Board from meeting at Fund HQ, Management will decide if and when a remote Board meeting is necessary (e.g., UFR cases where a Fund disbursement is expected and cannot otherwise be concluded). To ensure the required quorum, such a decision must verify that a sufficient number of Executive Directors is able to participate.<sup>1</sup>

Any decision to have a remote Board meeting should be announced as soon as possible, with information clarifying the precise procedures for conducting the meeting. All necessary documents and supporting materials, including Directors' statements will be communicated electronically to participants ahead of the meeting according to the current practice. Attendance at the meeting will occur by invitation only. The Secretary will indicate if the attendance is restricted in advance of the meeting.

The Secretary will ask the Directors to indicate via the current Intranet process or e-mail if they would like to speak at the meeting. The order of speakers will be compiled into the Speakers List and e-mailed to OED.

#### **Systems to conduct a remote meeting**

Currently, there are two systems in place to conduct a remote Board meeting: (i) an audio teleconferencing system (conducted via an existing Fund contract with AT&T); and (ii) a video system (conducted through Adobe Connect as an enterprise web conferencing solution). The Secretary's Department will identify the system to be used and detail the instructions for participating.

**The procedures for conducting a remote meeting are not expected to deviate substantially from existing standard practice:**

- Meeting begins with the Secretary confirming a quorum
- Chairman makes opening remarks outlining the meeting procedures; addresses key substantive points
- Staff makes any opening remarks (if applicable)
- Chairman opens floor for interventions by Executive Directors
- Staff responds to any questions
- Any further interventions by Executive Directors

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<sup>1</sup> Article XII, Section 3(h) stipulates that a quorum shall be a majority of Executive Directors having not less than one half of the total voting power.

- Chairman concludes and confirms adoption of the proposed decision (if needed, the Chairman may call on each Executive Director to clarify whether they support, abstain, or object to the proposed decision)
- Chairman reads out brief summing up or indicates that the summing up will be circulated electronically
- Meeting concludes

### Maintaining the Executive Board Quorum

In light of logistical difficulties that may be posed by inclement weather (for instance the 2010 snowstorms) or unforeseen events (the 2011 earthquake) in Washington, D.C., that can potentially interrupt the Fund's normal working hours and /or prevent Directors and Fund staff from physically attending a meeting, staff has had reason to consider a potential scenario where no physical location can be immediately accessed for use to convene a meeting of the Executive Board.

The Fund's Rules and Regulations have therefore been amended to provide the Executive Board with general authority to (i) convene meetings by way of telecommunications and (ii) allow Executive Directors to participate by means of telecommunications equipment in the context of such meetings. Second, for the Executive Board to authorize the Managing Director to choose the location of meetings convened under the Business Continuity Plan.

Accordingly, the following decisions have been adopted by the Executive Board.

Rule C-12 of the Fund's By-Laws, Rules and Regulations is amended to read as follows:

"No Executive Director may vote at any meeting by any other method than in person unless the Executive Board decides otherwise in the context of a Board meeting convened by way of telecommunication. No Executive Director may vote at any meeting by proxy."

Decision No. A/12281 is revised to read as follows:

"The Managing Director, or the Managing Director's designate, is authorized to convene emergency meetings of the Executive Board at a location of the Managing Director's choosing, including, if necessary, a location outside the principal offices of the Fund in Washington, D.C., or by means of telecommunication, in the event of an emergency situation resulting in implementation of the Fund's Business continuity Plan. For purposes of a meeting by means of telecommunication that is held pursuant to this decision, Executive Directors may participate and vote by means of telecommunication."

### Other Communications

#### Office Conference Calling and Web Meetings

A conference call only or both conference call and a web meeting can be deployed using these tools. The *Access Codes* and *Host Codes* for each Office are located in the OED Office Vital Information sheet. It is important for the conference call lines to be used periodically (quarterly) to avoid deactivation.

To ensure confidentiality, each office has a separate assigned *Access* and *Host Code*. The conference call tool can be used in conjunction with the web meeting tool described below.

#### **How to join an AT&T Conference Call –**

No reservations are required and is available anytime.

1. Dial: 1-888-330-1716 or 1-713-353-7024 (if out of country add country code)
2. At the prompt, enter the Participant Access Code XXXXXXX, followed by #
3. If you are the Host Press \* (star key) when asked if you are the host
4. Enter your Host Code: XXXX and press the “#”
5. You will be brought into conference once the Conference Leader joins.

In addition to the conference call you may want to have a web meeting

#### **How to join an AT&T Web Meeting**

##### Before you join your first AT&T Web Meeting

**In advance** of joining this **Web Meeting** you may need to do the following which may require administrative rights. :

1. Go to <http://www.webmeeting.att.com>
2. Click on “Downloads”
3. Download the Meeting Manager software for your browser (Internet Explorer or Netscape Navigator / Mozilla / Firefox)
4. Install the downloaded software

As a reminder, Web Meeting does not have audio. You will need to use a conference call for audio communication.

##### To join a web meeting

1. Go to <https://www.webmeeting.att.com>
2. Enter your Meeting Number: 8883301716
3. Enter your Participant Access Code XXXXXXX
4. Enter your Email Address
5. Enter your Name
6. Click ‘Submit’
7. You will have an option to Click on ‘Participant’ or ‘Host’
8. If you are a Participant, click on Participant & follow the instructions on the screen to access your meeting

9. **If you are a Web Meeting Host (one person per meeting must Host):**
  - a. Follow the directions above except when given the option to join the meeting Click on 'Host'
  - b. Enter your Host Code: XXXX and press “#”
  - c. Follow the instructions on the screen to access your meeting

### Phone Information

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#### How to Access Internal Voicemail Externally

The following procedures outline how to check voicemail and update outgoing messages from any phone external to a Fund site.

- To access from outside Headquarters, dial your office number.
- Press \*
- Enter your 5 digit extension and follow directions from there

The following is a sample message that may be used for an internal and external greeting. Remember, DO NOT leave details of the event on your outgoing message – it may be accessed by the media.

“This is <<your name>>. I am unable to answer your call at this time. Please leave your name, number, and a brief message and I will return your phone call as soon as possible. Thank you.”

#### How to Forward your Fund Phone to your Fund cell phone/or Home Phone

The following procedures outline how to forward your Fund phone to your Blackberry and/or Home phone.

From the office:

1. Press CFwdALL soft key.
2. When you hear 2 beeps, enter 9+ your alternate telephone number.

Remotely:

3. Log into the IMF system using either: <https://remote.imf.org> or <https://connect.imf.org>
4. Launch the internet browser
5. Go to the Cisco Call Manager (CCM) User Website on the IMF intranet by typing in phone options in a blank tab, or Ctrl click: [Cisco Unified CM Console](#)
6. Login using your network id and password, then click on "line settings"
7. Make sure "line" is set to your extension
8. Click the box that says "Forward all Calls to"
9. **Put a "9" in front of the number you want to forward calls to**
10. Click "Save"

### **Travel**

All official IMF travel is managed through a third-party service provider, Travelocity Business, who provides 24-hour on-call support.

#### **Determining Flight Status**

You may contact the airlines directly for flight status. Also, you may want to sign-up for flight notifications with the airlines which will deliver the information to an e-mail or mobile device as soon as the airline knows the operating status of a flight.

#### **Obtaining a New Ticket for Flight Changes**

If you already have a ticket and your flight is changed, either the airlines will reissue the ticket, or Travelocity does the reissue. Travelocity will advise you.

#### **Travel Disruptions**

Travelocity monitors reservations by date order and will work with airlines for re-accommodations as needed. Travelocity monitors the airport status and checks reservations for personnel impacted by flight cancellations. In the event a flight is cancelled, they will check with the carrier for re-accommodation or, where needed, they will do the re-accommodation themselves and notify personnel.

#### **Booking Alternate Arrangements**

To avoid duplicate booking, you cannot book alternative arrangements until your current arrangements are cancelled. Airlines monitor their records for duplicate bookings and will cancel both sets of arrangements.

#### **Obtaining a Visa and/or Retrieving Your Passport**

Please contact the visa and passport office at 202-623-8904. If you do not get an answer, please contact Travelocity and they will coordinate with the visa office personnel.

More travel information is available on the [Transportation Intranet website](#).

#### **Travel Contact Information**

Fund Official Travel Services Phone: 202-623-5410

Mission Travel E-mail: [IMFTravel@bcdtravel.com](mailto:IMFTravel@bcdtravel.com)

Seminar Travel E-mail: [IMFTravel@bcdtravel.com](mailto:IMFTravel@bcdtravel.com)

### Remote Work Procedures

For more information go to the IMF [working remotely website](#).

#### Be sure you are using a supported computer and browser

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- The Fund supports remote access from remote computers running Windows XP, Windows Vista and Mac OSX
- Windows users can use Internet Explorer or Firefox browsers.
- Mac users can use Safari or Internet Explorer browsers.

Note: you are responsible for keeping your remote computer secure and staying up-to-date with security patches, and running appropriate security software (anti-virus, spyware protection and personal firewall).

#### Methods of remote access

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##### **To access email, calendar, contacts and task list (Outlook mail only)**

For quick access to email from any PC use Outlook Web Access, the preferred method during a crisis situation. Outlook Web Access (OWA) does not require any software on your remote PC - which means it also works from shared computers and kiosks.

To use Outlook Web Access from any computer, go to <https://mail.imf.org> and login with your username, password and SecurID passcode.

##### **For full-featured remote access including remote desktop access, using Windows Terminal Server (limited number of users)**

Windows Terminal Server will give you access to Fund-standard applications including email, DM5, the intranet and network drives. You will have to download and install software on your remote computer to use Windows Terminal Server. *During a crisis you may be asked not to use this tool due to access limitations.*

First time users will need to download the software. Go to <https://remote.imf.org> on your remote computer. Click on the Support Page link and follow the directions there for your PC. (XP, Vista, Mac)

Once you have downloaded and installed the Windows Terminal Server client software, you can use Windows Terminal Server by going to <https://remote.imf.org> and logging in with your username, password and SecureID passcode.

##### **To access all Fund applications using a Fund laptop**

SSL/VPN will provide access to MS Office Suite and other Fund applications (DM5 or applications dependent upon DM5). You must use a Fund laptop to access SSL/VPN.

On a Fund laptop, open a browser and type in <https://connect.imf.org> and log in with your username, password and SecurID passcode.

### Glossary

Acronym	Term
BC Contact	Business Continuity Contact
BCMO	Business Continuity Management Office
CMP	Crisis Management Plan
CMT	Crisis Management Team
EORT	Emergency Operations Response Team
GSOC	Global Security Operations Center
IRC	IT Recovery Center (Co-located with the World Bank)
SSM	Senior Security Manager

### Document Updates

This section logs the date any change was made to this document and the page numbers affected.

Page Changed	Nature of change	Date changed	By whom
All pages	Redesign OED BCP	7/22/11	Karlene Bowen
Finalize draft		3/8/2013	Karlene Bowen
13	Update remote Board meeting rules	4/3/2013	Karlene Bowen
Throughout document	Mostly regarding Board meeting remotely and rules	6/9/2015	SEC
All	Changed Attachment to Annex, other misc. updates	7/21/2015	BCMO
Throughout	Everything updated	12/30/2015	BCMO
Throughout	Everything updated	12/04/2017	Elisavet