



PERSONAL PREPAREDNESS & RESPONSE GUIDE

CORPORATE SECURITY

Security is a shared responsibility

[HTTP://MYSECURITY](http://mysecurity)



WORLD BANK GROUP

RESOURCES

CRISIS MANAGEMENT TEAM (CMT)

- Manages the Country Office response to incidents which affect WBG staff, facilities, or resources
- Develops business continuity procedures and supports the recovery of time critical business processes

SECURITY OPERATIONS CENTER (SOC)

- The 24/7 emergency focal point for the World Bank Group
- Monitors and analyzes global threats and communicates the potential impact on WBG staff and operations

SECURITY SPECIALIST

- Provides security assistance and advice to staff in Country Offices
- Assists with crisis response and security incidents

HEALTH SERVICES DEPARTMENT (HSD)

- Manages the emergency medical program
- Oversees the medical emergency response procedures in Country Offices

TRAVEL ADVISORY

- Provides information on mission status and requirements
- Contains security and emergency medical contacts
<http://TravelAdvisory>

PROCEDURES

If you observe an incident, inform the CMT, SOC, or your Security Specialist once you are safe.

SHELTER IN PLACE

- If the danger is greater outside than inside, shelter in place
- Follow instructions from CO Crisis Management Team or public address announcements

During Severe Weather

- Move to a windowless interior room
- Take cover under a solid object
- Wait until all clear

EVACUATIONS

Fire

- If you see the fire, alert others and evacuate
- When you hear the alarm, evacuate immediately
- Follow instructions from authorities
- Do not use elevators

Non-fire

- Leave the building immediately
- Comply with CO Crisis Management Team or public address announcements
- Leave the exit routes clear
- Comply with directives from first responders

MEDICAL EMERGENCY

In Washington DC WBG offices:

- Contact the Security Operations Center (SOC) at +1 202-458-8888 (or x88888 from a desk phone).

In overseas locations:

- Call local resources and the Medical Emergency Response Coordinator (MERC) listed on the Travel Advisory (<http://traveladvisory>)
- If you cannot immediately reach the MERC, call the SOC

ACTIVE SHOOTER

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. If faced with an active shooter situation you will have to quickly decide the best way to protect your own life.



RUN

- Leave your belongings
- Escape, if possible
- Once safe, call Emergency Services



HIDE

- Lock/barricade the door
- Turn out the lights
- Silence your phone
- Hide behind or under large objects
- Remain very quiet



FIGHT

- Fight as a last resort and when your life is in danger
- Use any items available
- Commit to your actions

PREPAREDNESS AT WORK AND AT HOME



HELP SECURITY HELP YOU

- Verify your personal information in myHR
- Report suspicious activity
- Take role/country-specific security training
- Obtain Country Clearance prior to travel



KNOW YOUR CMT

- Participate in all drills organized by the CMT
- Keep emergency numbers handy (<http://traveladvisory>)
- Follow all instructions issued by the CMT



MAKE A PLAN

- Know alternate exits
- Identify safe locations to shelter
- Discuss the plan with family



HAVE A KIT | STORE EMERGENCY SUPPLIES

Recommended supplies:

- | | |
|----------------------------|---------------------------------|
| ■ Water | ■ Copies of important documents |
| ■ Non-perishable food | ■ Phone chargers |
| ■ Medications | ■ Personal hygiene items |
| ■ Flashlight and batteries | ■ Cash |
| ■ First aid kit | |

SECURITY TRAINING

Whether you are a new hire, current staff member, new manager, relocating or traveling, Corporate Security has a range of training opportunities to help you be prepared in any situation. Customized briefings and training sessions can be arranged by contacting corporatesecuritytraining@worldbank.org.

Security Responsiveness e-Learning

An interactive e-learning course that covers a variety of topics to keep you safe. The course is mandatory prior to any WBG business travel.



Highly interactive and tactical training program designed to educate staff on how to respond to emergencies while operating in very high threat environments.

Women's Security Awareness Training (WSAT)

A one-day program designed for a female audience that covers the specific safety challenges they face and ways to manage those challenges.

Strengthening Personal Safety (SPS)

One-day course designed to guide staff in Country Offices on how to prepare for and respond to location-specific emergencies.

Review the preparedness guides on <http://mysecurity> for information on responding to specific events

365/24/7 SECURITY OPERATIONS CENTER | SOC

- **EMERGENCY**
+1 (202) 458 8888
- **NON-EMERGENCY**
+1 (202) 473 3333
- **TEXT MESSAGES**
+1 (202) 460 9244
- **EMAIL**
wbgsecurity@worldbank.org
- **INTRANET**
<http://mysecurity>

The SOC can work with you to find the resource needed to assist you in an emergency to include security, health or others as required. Provide your name, UPI, location and callback number.



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