

Suggested process for communication of the Board and their advisers with the Secretariat

I. Introduction

In order to ensure highest standards of efficiency, transparency and good practice, this document presents a protocol to assist members and alternate members of the Board (“the Board”), as well as advisers, in their communication with the Secretariat, with regard to the Board’s and their advisers’ requests for information.

II. Request for information process

It is recommended that all requests for information from the Board and advisers (“Request for information”) should be transmitted in written form following the guidelines below:

2.1.1 Registration of request

1. All requests for information should be transmitted to Office of Governance Affairs (“OGA”) via secretarytotheboard@gcfund.org from Board member directly with mark “Request for Information”. In case of alternate members and advisers on behalf of Board members requesting for information, the Board member should be in copy
2. OGA will acknowledge receipt of the request for information to the Board member, alternate member, and adviser (“requester”) within 48 working hours.
The acknowledgement message will remind the requestor that the summary of the question and response will be annexed to the report on the activities of the Secretariat for next meeting of the Board.

2.1.2 Response to the request

3. Standard response period will be no more than 2 week since the acknowledgement of receipt.
4. Within the standard response period, the Secretariat will respond to the requester, following the internal coordination.
However, the period may be extended for the matters of additional complexity. In such cases, the requestor will be notified before the end of 2-week period.
5. When sending the final response, the Secretariat will request an acknowledgement of receipt from the requestor.

2.1.3 Closure of the request

6. Once the complete response is provided, the requestor will acknowledge receipt.

III. Reporting to the Board

Upon the closure of one communication process, summary of the request from requester and of the response provided by the Secretariat will be annexed in the document titled “Report on the activities of the Secretariat” for the following meeting of the Board.