



CORPORATION AND COMMITTEE MEETING PROTOCOL REMOTE MEETINGS

Prior to the meeting

- Please read papers ahead of the meeting.
- Please test your equipment and make sure you can hear.
- Ensure you can access MS Teams (see separate joining instructions). Please contact the Clerk for a test or advice if you have any problems accessing.
- Mute other devices and close any applications that might distract you or others in the meeting.
- Online safety – ensure any smart speakers are switched off (Alexa etc).

Commencing the meeting

- Join the call at least 10 minutes before the scheduled start time to ensure any access issues can be addressed.
- The Chair will lead the meeting, so do not start proceedings until everyone is present and the Chair commences.
- Take time for everyone to carry out introductions.
- Given the number of attendees, please ensure your device is on mute. The Clerk will be monitoring all attendees. If you wish to speak during the meeting please use the hands up function and unmute your device, the Clerk will then inform the Chair you wish to speak. Please do not respond until you are asked to.
- Do not interrupt or speak over people.
- The Chair will begin by summarising the agenda and purpose of the meeting.
- In the event of failure to access the meeting, please contact the Clerk. If you are unable to join the meeting, your apologies will be put forward and in the event where the absences affects quoracy, the meeting will be rescheduled.

Conducting the meeting

- Announce your name, so they are clear who is talking. Address someone by name if you want them to respond so that people are clear who needs to provide the answer.
- Use a headset with a microphone if you have one. If you don't, mute your microphone unless you are actually speaking.
- Item presenters to be succinct and only to talk about the item under discussion and not move around the agenda.
- Recap key points at the end of each agenda item to ensure everyone is clear.
- The Vice Chair will pick up chairing the meeting should the chair's connection drop out.
- The Deputy Chief Executive will minute if the Clerk's connection drops out.
- If you are struggling with a low download speed, it can help by switching your camera off.
- You can also change your background to avoid any distractions.
- Please note you can only view four people at any one time (the four last to speak).

Confidential items

- **Please remember the need for confidentiality** – you should be alone and non- members should not be able to hear the meeting.

- Please also note when using the chat function, any comments can be seen by participants who have left the meeting. Please make sure any confidential or private discussions are made verbally and not discussed as part of the chat function.

Ending the call

- Provide a meeting recap at the end of the call.
- Confirm that everyone is in agreement with next steps, responsibilities, and deadlines.

Ground rules for participants (Taken from ICSA - the Chartered Governance Institute)

- If you are using a video link remember that everyone will be able to see what you are wearing and make sure it is appropriate. Neutral colours and backgrounds work well.
- Check the view people will get from your camera and remove anything in the way or which might cause a distraction.
- Ensure your location is well lit, natural light is best.
- Make sure your microphone is working but keep it on mute throughout the meeting, except when you wish to make a comment or ask a question.
- Speak clearly and with sufficient volume into the microphone – you need to be heard but there should not be a need to raise your voice unduly.
- Look at the camera if you are on a video call. If you can be seen by everyone else all of the time, keep this in mind for the duration of the meeting.
- Remember to mute your microphone again after speaking.
- You may find it easier to concentrate if you use headphones or a headset as these will cut out any background noise in your location.
- Put your mobile phone (and any other devices which are close by) onto silent mode, or switch them off if you don't need them.
- If possible, attend the meeting in a quiet space (such as your home office), away from other family members and pets. It is best to arrange for childcare for the duration of the meeting if children are too young to be left unattended or play quietly for that long and you are attending the meeting from home. Let the other members of your household know that you need to be on the call without interruptions and when you are likely to be finished.
- Be well prepared, assemble all you need in good time, including any papers for the meeting, pens and paper to write on, devices to read the papers on and to join the call, your glasses and any refreshments you may need. Remember that others can hear you on the call and noises of eating and drinking will be off putting. Try to stick to drinks only and go on mute when you consume them. Remember to use the bathroom before the meeting - much better than having



to leave the call part way through. Comfort breaks should be offered if the meeting is a long one.

- Make sure all the devices you need for the meeting are fully charged or connected to power from the start of the call if there is any doubt that their remaining battery life is enough for the expected duration of the call.
- Join the call in plenty of time, try joining or dialling in at least 10-15 minutes before the start so that if you have any connection issues you have time to resolve them.
- Participating successfully in a virtual meeting can be difficult. Try not to speak across others or interrupt and where possible wait to be invited to speak by the Chair. If you do start to speak at the same time as someone else, pause and offer them the opportunity to go first. The person chairing the meeting should come back to you. If not try again once the other person has finished.