Guidelines for remote participation in committee meetings

Background

Many comments from ISO members in the preparation of the ISO Strategy 2016-2020, complemented by the ISO Action Plan for developing countries 2016-2020, supported the importance of promoting remote participation at committee meetings with a goal to ultimately increase committee participation.

To support the goal of increasing stakeholder engagement, and further the goal of better project management and coordination of the committee work, ISO/TMB took resolution 70/2016 to allow remote participation for all ISO meetings and ISO committees.

This document provides guidelines and recommendations to the committee manager, meeting host and meeting participants - before, during and after a meeting.

Note

Zoom is the new web conferencing tool which has replaced WebEx as of June 1st 2018. Eligible WebEx accounts which have been used in the last 12 months have been migrated to Zoom automatically. If your WebEx account was not used in the last 12 months or you are no longer eligible. For any questions about ISO Zoom accounts, please contact the ISO Web Conferencing team at webconferencing@iso.org

It is important that the remote meeting organizer (host) and participants know what is needed to run/participate in a web meeting efficiently.

- What do I need to organize an ISO web meeting?
- What do I need to participate in an ISO web meeting?

The answers to these questions and more can be found by following this link.

ISO has also developed a quick guide to Zoom meetings.

Before the meeting

Committee manager:
- Check that host agrees to remote meeting participation (see below). If not possible, remote meeting participation cannot be done
- Circulate the meeting agenda including the following:
  - Option to participate remotely
  - List of all items for decision
  - Executive summary/expected outcome for each agenda item
Ensure the same registration and accreditation rules to remote and physical participants (the deadlines in the Directives around meeting notices and document distribution apply)

Make efforts to accommodate the time zones of the remote participants

Circulate this remote participation guidelines to all meeting participants

Test the connection with the host well in advance of the meeting:

- Use two computers in the meeting room to run the web conference (one to host the Zoom meeting, the other to join the meeting as a participant and give the presentations); this allows one person to manage the Zoom meeting (answering Zoom chat messages, muting participants, etc.) and another person to give a presentation without being distracted by Zoom's control panel

Meeting host:

- Respond to request for remote meeting participation from the committee manager ensuring that the necessary equipment will be installed during the meeting:
  - Zoom system requirements as detailed at https://support.zoom.us/hc/en-us/articles/204003179-System-Requirements-for-Zoom-Rooms
  - The following equipment needs to be installed:
    - A computer with a browser and acceptable internet speed
    - Projector and a conference room telephone
    - Ask for a wired internet connection (instead of a wi-fi one) for the hosting computer (for performance reasons)
    - Meeting room with a sound system that allows for telephone or microphone input and speaker output: speakerphone placed in the center of a table, or a microphone sound system with 3.5mm TRS (mini-jack) connectors

Meeting participants:

- Register to the meeting as usual
- Read the remote participation guidelines
- Test your connection well in advance of remote participation

During the meeting

Committee manager:

- Ensure that those participating remotely are authorized individuals and that their attendance is noted in the attendance sheet
- Ensure to apply the same rules to remote participants regarding who can participate at meetings (for example, only the head of delegation can speak at plenaries unless s/he gives the floor to someone else in the delegation)
- Ensure that a tour de table is conducted at the beginning of the meeting so that everyone knows who (including NSB or organization and name) is participating physically and remotely
- Remind participants that:
  - The meeting will continue even if the remote connection breaks
  - Every time they speak, individuals should start by identifying the NSB or organization they represent and their names
  - Speakers are to speak one at a time, be brief, clear and speak slowly
  - Remote participants should mute their lines when not speaking
  - Physical and remote participants have equal rights
  - Just before a vote, Chair will summarize the points on which participants are expected to vote
Those participating remotely will have no right to require that votes be revisited, for example, in case of a faulty connection

- Involve remote participants throughout the meeting (use of online chat which can be saved)

**Meeting host:**
- Ensure the necessary technology, equipment and support during meeting – as detailed above under ‘Before the meeting’

**Meeting participants:**
- When speaking, start by identifying your NSB or organization and your name
- Speak one at a time, be brief, clear and speak slowly
- Mute your line when not speaking
- When voting/commenting, use the chat function on the electronic meeting tool to indicate:
  - the national standard body or liaison organization you represent
  - your voting position; e.g. “BSI: yes” or “JISC: no” to ensure that the votes are correctly counted by the committee leadership

**After the meeting**

A feedback survey has been incorporated into ISO Meetings and will automatically be sent to participants after the meeting.