

Meetings and Writing

A thick orange arrow pointing to the right, with a small blue dot on its shaft.

Webinar on Meetings in a Digital Era

A horizontal bar with a maroon background and an orange semi-circle on the left side.

Thursday 8th July 2021

Time: 9:00am - 11:00am

VIRTUAL MEETINGS

Technology and Meetings

Pre-Meeting Coordination

Meeting Co-ordination

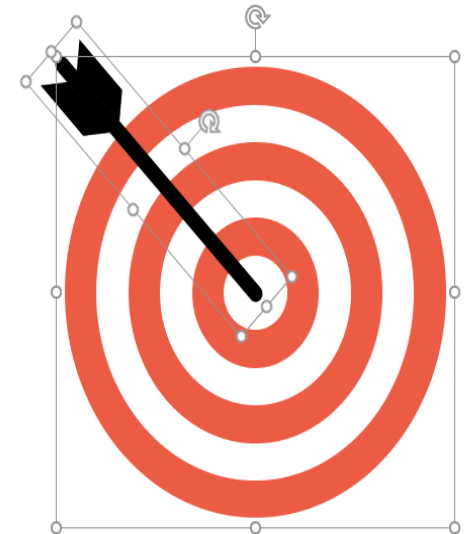
Post Meeting

Electronic Signatures



SESSION OBJECTIVES

1. To Understand the Laws, Regulations and Guidelines that apply to Virtual Meetings
2. To understand the technology in use at Virtual Meetings
3. To Effectively Plan and Conduct Virtual Meetings
4. To Understand the Risks Associated with Virtual Meetings
5. Virtual Meeting Etiquette
6. Q & A With a CS Practitioner





WHAT IS A VIRTUAL MEETING?



DEFINITIONS

- **Virtual Meetings** are meetings where people who are not present in the same physical location participate in online scheduled and structured discussions through use of videoconference, audio conference, web conference or a combination of these or such other electronic methods, to make decisions as would ordinarily be required in a physical meeting.
- **Virtual Meetings** also include **Hybrid Meetings** which allows for simultaneous physical attendance, and virtual participation.

LAW, POLICIES AND PROCEDURES:

- Virtual Meetings must be permitted by the applicable Laws, and/or the Constitutive Documents of the Organisation, to ensure they are lawfully constituted:
 - ✓ **Public Companies** - CMA Circular: CMA/MRT.005/2020 Dated 27.05.2020
 - ✓ **State Corporations** - Guidelines by Head of Public Service: OP/CAB.9/1A Dated 03.04.20; Mwongozo Code of Corporate Governance
 - ✓ **Societies** - **Advisory on the Conduct Of Virtual and Hybrid General Meetings** - Gazette Notice 5998 of 21.08.2020
 - ✓ **Saccos** - Circular MITC/SDC/2/18 Dated 15.4.2020
 - ✓ **Other Organisations: ICS Guidelines** GG 005 – Virtual Meeting Dated 29.05.2020

LAW, POLICIES AND PROCEDURES:

- ✓ **AGM/Board Meetings** - AoA/Constitutions /Bylaws/Board Manual
- ✓ **Other Internal Organizational Meetings** - Policies & Procedures relating to planning and conducting Meetings.

Note:

ICT and related Policies and Procedures must put in place by the Board and Management and properly documented.

TECHNOLOGY AND MEETINGS

Matters to consider while planning for Virtual Meetings:

- ✓ **Hardware and software** to be used to facilitate a Meeting



- ✓ **Computer Applications:**

- Meeting Apps: These are reliable cloud platforms for video, voice, content sharing, and chats that runs across mobile devices, desktops, telephones, and room systems.

TECHNOLOGY AND MEETINGS

- **Streaming Platforms** : These are live video streaming features on platforms that allow you to broadcast a live video out to your audience through your company page or personal social media profile e.g. Facebook Live. YouTube etc.

✓ TV /Radio Broadcasts:



✓ Organisational Websites:

✓ Social Media Applications:



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- ✓ **Audio/Video Teleconference Equipment:** Computers, TV Screens, Video Camera, Speakers, etc.

TECHNOLOGY AND MEETINGS

✓ Handset Telephone/Smartphone/Mobile Phone:

- Two-way and three-way (or more) calls:
 - Regular Calls



- **VOIP Over Calls:** A method and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet.



- **Bulk SMS:** Send Short Messages to a large number of persons

- **Unstructured Supplementary Service Data (USSD) Messages:** A service that allows mobile phone users to interact with a remote application from their device in real time. Does not require an internet connection and is supported by smartphones.

- **SMS (Application Programming Interface) API :** A solution that provides two-way communication service using short codes. Can be used to share information or collect feedback. It is a software intermediary that allows two web

applications to easily talk to each other.

Africa is talking : <https://africastalking.com>

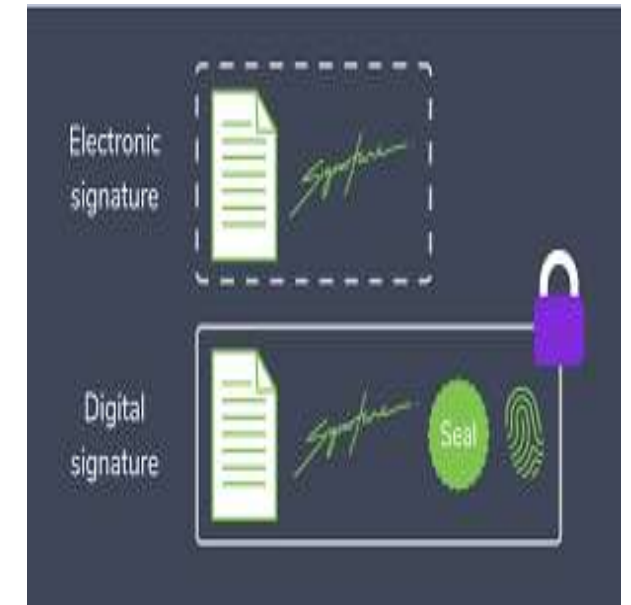
Uwazii Mobile : <https://www.uwaziimobile.com>



TECHNOLOGY AND MEETINGS

✓ Electronic Signatures:

- A person can sign documents online with a **click of the mouse** or by using their fingers to **trace a handwritten signature** onto a document.
- The problem of electronic signatures is that they are **not regulated like digital signatures** are and do not have the **secure coding that digital signatures have** where the signature is linked to the signer's identity and the time the document was signed.
- Essentially, electronic signatures are an image placed on the document, but they do not show when someone tampers with the document after it is signed.



TECHNOLOGY AND MEETINGS

✓ Digital Signatures:

- A signer electronically **signs a document**;
- The signature is created using the Signer's **private key**, which is always securely kept by the signer;
- **An algorithm** acts like an **encryption** creating data matching the signed document, called a hash, and **encrypting that data**;
- The resulting encrypted data is the **digital signature**;
- The signature is also **marked with the time that the document was signed** and a **Certificate Issued**;
- If the document changes after signing, the digital signature is invalidated.

See : <https://www.docusign.com/products/electronic-signature>

Considerations for Technology to be Used:

- The level of understanding and/or sophistication of the participants;
- The needs of the participants and the Organisation during the meeting;
- The number of participants in the meeting;
- The level of access to technology by all the participants;
- The type and number/frequency of meetings being held by the

Organisation;

- The size, level of complexity and /or sophistication of the Organisation



TECHNOLOGY AND MEETINGS

- **Affordability/Cost** of the technology;
- **Sound and Visual quality** of the technology;
- **The sensitivity of the information** and **technology security requirements** of the Organisation:
 - ✓ Purchase/use the right technology;
 - ✓ Use of end-to-end Encryption;
 - ✓ Passwords and ID;
 - ✓ Attendee Vetting etc.

PRE-MEETING PLANNING

Virtual Meeting Checklist:

- **Why and what type of Meeting** are we holding?
- Do we have relevant **authority** to hold the Meeting?
- Who are the **expected participants**?
- Do we need to send a **notice, agenda or program** for the Meeting?
- Is there **legally prescribed notice period** for such a meeting?
- What should be the **contents of the agenda**?
- Are there **reading, reference or other materials** to be shared for use before or at the Meeting?



PRE-MEETING PLANNING

- Does the Organisation have **Virtual Meeting policies and procedures** in place for use?
- What **type(s) of the technology** is to be used?
- Can a **majority of the participants** access the technology to be used?
- Have the participants been **trained on the proper use** of the technology?
- Are the **pre-meeting technology configuration** procedures in place to ensure that the technology works as expected?
- Is there an **ICT expert to assist** before and during the meeting?
- Is there **backup equipment** for use in case of technology failures?

Before the Meeting the Secretary should:

- Identify the **meeting coordinators/moderators**;
- Identify the **persons invited to attend and/or participate and /or speak**;
- Agree with the Chairperson the appropriate **meeting date, start and end time**, in view of the various **time zones**;
- **Invitations /notices /agendas /programs (clearly stating the meeting will be virtual meeting)** must be circulated in line with the laws and /or Constitutive Documents;
- Sharing any **reading ,reference or other** material in advance;
- **Request for the submission of written questions or comments** on any agenda item within **seventy-two (72) hours** in advance;





- Determine whether the Meeting will be a **fully virtual meeting or a hybrid meeting**;
- Establish whether or not there shall be:
 - ✓ **Plenary sessions** and/or parallel sessions during the Meeting.
 - ✓ **Breaks** and /or **how many breaks** shall be included
- Outline whether the sessions will be **interactive and/or how the participants will be expected to interact**;
- Send out **explanations of the electronic voting or polling processes** for any **resolutions** to be made at the Meeting, and **how the results of the vote or the polls** will be announced;
- **Agree** on whether **any recordings of the sessions** shall be made and/or distributed, or stored;

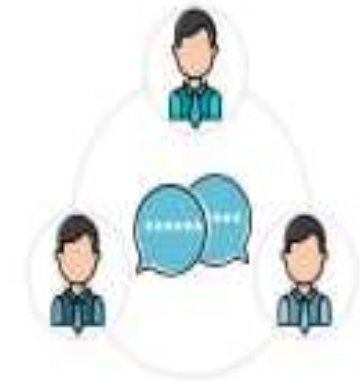
MEETING CO-ORDINATION

At the Meeting, the Secretary shall ensure the following:

- Host equipment is in good working condition;
 - Relevant ICT support is in place;
 - Virtual platform is accessible to participants at least fifteen (15) minutes before the scheduled meeting start time.
 - Has the **script/program** of the meeting from **beginning to the end**;
 - Has adequate **control of the screens, speakers and microphones** to avoid any interference;
 - Any **questions, feedback and comments** from participants have been **received, noted and shared** with the Chairman /Speaker for appropriate action.
- ⑩ Confirm attendance by carrying out a roll or use login details



- Confirm **quorum threshold** as provided by the relevant laws and/or **Constitutive Documents** of the Organisation.
- Guide the participants on **how the Meeting will be moderated**.
- **Read out aloud** the Notice and Agenda of the Meeting and/or **share on a screen** visible to all the participants.
- **Conflict of interests** be declared and duly noted (where applicable).
- Ensure the Meeting is **not too long** and /or there are **breaks scheduled**.
- Ensure any matters or **motions requiring resolution** shall be passed and **announcements made** in accordance with the requirements of the **laws and /or Constitutive Documents**
- Take **Minutes of the Meeting** in the usual manner for the Organisation
- **Any recordings** of the Meeting proceedings be **secured, shared and/or stored** in line with the Organization's Policies.
- **The Chairperson shall close the Meeting**, and the **Secretary shall duly end the virtual session** at the invitation of the Chairperson.



POST-MEETING CO-ORDINATION

In line with the applicable laws and /or Constitutive Documents the Secretary shall ensure that:

- **General Meeting resolutions** have been published on the Website and /or Newspaper as necessary and filed with the relevant authorities.
- **Any questions raised** at the AGM that required substantive responses have published on the Company's Website /Sent to the Shareholder's email addresses.
- **Board Minutes and /or resolutions** have been signed via electronic/digital signature OR physical copies have been delivered to Chairperson/or relevant persons for actual signature and duly filed thereafter.

Health Break



RISK MANAGEMENT IN VIRTUAL MEETINGS

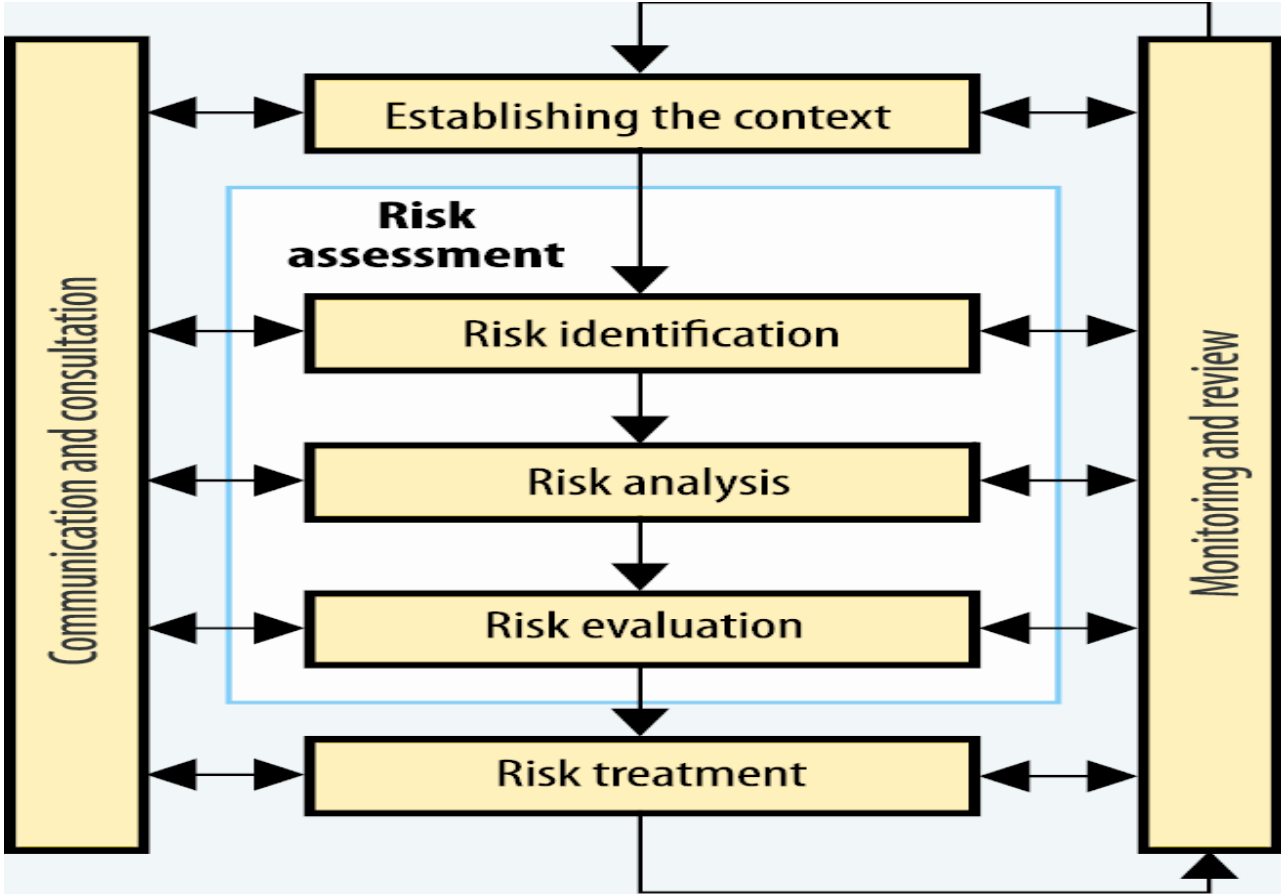


MANAGING TECHNOLOGY RISKS IN VIRTUAL MEETINGS

What is a Risk?

- Risk is the **probability** of an event occurring that could have an **effect** on the achievement of an objective.
- Risk is measured in terms of **impact** and **likelihood**.
- **Risk Management** – Consists of:
 - i) Identifying potential events that may affect an entity; and
 - ii) Managing the associated risk to be within the entity's risk appetite.
- Risk management provides **reasonable assurance** that the entity's objectives (or the objectives of a project) are achieved.

RISK MANAGEMENT PROCESS



RISKS ASSOCIATED WITH VIRTUAL MEETINGS

1. Cyber Security and Data Risks

- **Malicious Hacking:** Loss of data/exposure of confidential data
 - **Eavesdropping:** An intruder gathering information flowing through the network.
 - **Unauthorized** attempts to enter a meeting.
 - **“Zoom Bombing”:** unknown users drop in meeting sessions, often uninvited, to disturb the meetings.
 - **Phishing:** The fraudulent process of attempting to acquire sensitive information (e.g. usernames, passwords) by masquerading as a trustworthy entity in an electronic communication.
 - **E-mail spoofing:** Receiving e-mail messages that appear to have originated from one source but act was sent from another source
- Lack of awareness of what you can/cannot do is the weakest link in cyber security.**



RISKS ASSOCIATED WITH VIRTUAL MEETINGS

2. **Unstable/(Lack of) Internet Connectivity:** Interferes with the flow of the meeting.
3. **'Workplace' Ergonomics:** Risk of developing back injuries (especially when the working area at home is not very conducive).
4. **Privacy Risks:** The background communicates a lot; remote working – under what environment?
5. **Power Failure:** Power may go off interrupting the flow of the meeting
6. **Theft of Electronic Devices:** Bearing sensitive organizational information.
7. **Technological Failure** e.g. at time of taking a poll
8. **Frequent Disruptions from Family Members, Friends etc.**
9. **Viruses and Other Malicious Codes**

RISKS ASSOCIATED WITH VIRTUAL MEETINGS

Multitasking

What are your thoughts about multitasking
during a virtual meeting?
(A question for discussion by participants)



MANAGING RISKS ASSOCIATED WITH VIRTUAL MEETINGS

Meeting Platform

Select the right technology that suit the needs of your organization.

Evaluate the Organization's Information Infrastructure

Identify the level of security that allows Confidentiality, Integrity and Availability (CIA) of data.

Registration of Participants

Register all the participants at the meeting for records

Log-in Credentials

Only send virtual meeting (ID & password) to the verified participants through secure means

Virtual Meeting Recordings

Should be stored securely and communicated in a secure network

Data Encryption

E-mails should be properly encrypted in transit
Data stored in the cloud should also be encrypted

MITIGATION OF RISKS ASSOCIATED WITH VIRTUAL MEETINGS

- **Redundancy:** Having two or more internet providers to cater for any disruptions in internet connectivity.
- Enforce the **code of conduct and ethics**.
- **Avoid the free wi-fi** especially around airports and shopping malls: These are favorite spots for hackers.
- Provide **adequate controls around data confidential levels** (secret, confidential, public, internal use, etc.)
- **Sensitive agenda/information:** Consider holding a physical meeting if urgent (observe MOH guidelines) or shelve the agenda until normalcy returns.
- **Participant education/awareness:** On the security protocols; as well as how to use the platforms.

MITIGATION OF RISKS ASSOCIATED WITH VIRTUAL MEETINGS

- Participants should **not take screen shots of those in attendance.**
- Mitigate security risks - **use of virtual waiting rooms** (until the host allows them to join the meeting); ejecting capabilities.
- **Auto generate meeting IDs** rather than using the same ID all the time.
- **Don't always use the same password** for your meetings.
- **Lock the meeting space** once **all participants have joined.**
- **Update your videoconferencing solution software** to the latest version.
- **Power back Ups – Generators, UPSs**
- **Having a ICT technical person on standby** to assist in case of need.
- **Develop and implement an ICT policy and a Risk Management policy.**

WARNING!

PASSIVELY ACCEPTING RISKS.....

CAN BE DANGEROUS TO YOUR ORGANIZATION.



VIRTUAL MEETING ETIQUETTE



TIPS TO LOOK PRESENTABLE IN VIDEO CALL (Part 1)

1



Stay in the center of the screen

2



Your Camera should be at face level and maintain a 30inch distance

3



Source of light should be in front of you and not behind you

4



If you are using a phone ensure its on landscape screen setting

5



Your background should be clean and minimalistic to avoid distractions

6



Make sure nobody is moving behind you



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TIPS TO LOOK PRESENTABLE IN VIDEO CALL (Part 2)

7



Keep the camera on during a video call

8



Keep your mic on mute if you are not talking

9



Rename your ID with your Name and Organization

10



Try staying still and don't move around during a video call

11



Eating is not considered decent however a cup of tea or coffee is adequate

12



When you have to speak do not shout, speak in normal tones



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TIPS TO LOOK PRESENTABLE IN VIDEO CALL (Part 3)

13



Always keep time

14



Dress Smart and appropriately

15



When you are done presenting let the Video call members know by inserting I'm Done, Thank You

16



Stick to your presentation time limit

17



Always have a pen and paper to make note of important points

18



Make sure your mic, battery charge, camera, speaker and internet connection are all working prior to the meeting

19

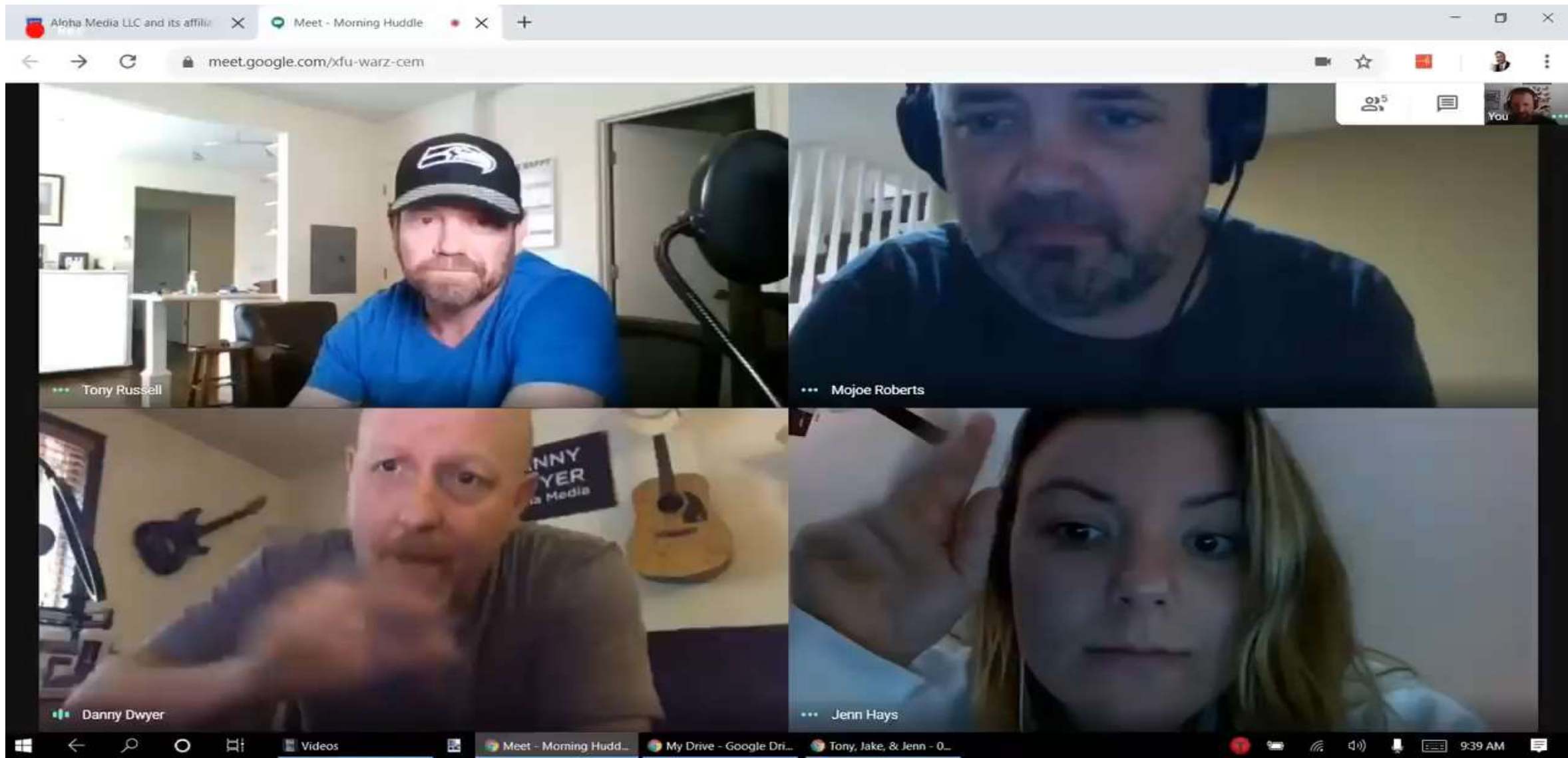


Be attentive focused and avoid multi tasking

20



If you have to speak prepare your presentation and talking notes prior to the meeting



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THANK
YOU