

ELEXON'S COMMITMENTS WHEN
HOLDING ONLINE MEETINGS

ELEXON



Since the start of the COVID-19 pandemic, Elexon staff have been working remotely, and successfully delivering our services.

To help the industry to manage the effects of the pandemic we will continue to carry out our meetings and Workgroups remotely, using online software platforms.

To ensure that these meetings are well-run, offering a good user experience for our customers with effective use of technology, we are making the following commitments:

Before any meeting that we chair, we will:

- Send out an agenda in advance, including any slides and documents, and allow participants enough time to read through them.
- Talk through the agenda in advance (where possible) with the people attending the meeting and check that it covers their expectations.



Length of meeting

Long meetings and Workgroups are sometimes necessary. However, we will make sure that our online meetings last for no longer than they have to, as we appreciate that our customers may need to manage other commitments, especially if they are working from home.

We will:

- Not go through formal introductions for people attending regular meetings (unless it is the first meeting of its kind, or there is a special reason to have introductions).
- Make sure that regular breaks away from the computer are built into the agenda for longer meetings.
- Share presenting responsibilities between the attendees where possible to offer a better, more interactive experience for all.

Making best use of online meeting software

There are different software options for online meetings, including Skype, Microsoft Teams and GoToWebinar. Each one has its pros and cons.

As far as possible we work to ensure that the software we use is suitable for each meeting, depending on who is attending.

If you are arranging meetings with us, please remember to ask your attendees to test if they can connect to the meeting well in advance. This is so that any difficulties in connecting can be identified early and a workaround put in place, such as choosing different software to use.

Remember to diarise meetings. And whatever technology you choose, make sure to book the meeting into your Outlook calendar and send the invitation to other attendees.

To make best use of software and to ensure a smooth meeting experience, when we are chairing meetings we will:

- Generally avoid using video when meetings involve larger numbers of people, unless it is really necessary. This is because it can make participation more difficult for some attendees.
- Use the chat function in the meeting software, especially for collecting feedback on discussions, and answering questions.
- Ask all participants to keep their microphones muted whenever they are not speaking. In larger meetings and longer presentations, we may ask participants to use the 'raise hand' or chat functions to make sure that we can address everyone's questions and comments.
- Ask anyone who is presenting, or sharing their screen to make sure they set any other communications platforms to 'Do Not Disturb'. This avoids other meeting attendees seeing messages pop up on the presenter's screen.

Our commitments when holding online meetings are based on best practice over the last few months of remote working. If there is anything you think we could do to improve our online meetings please get in touch with the [Elexon communications team](#).

