

VIDEO MEETING ETIQUETTE GUIDELINES

Demonstrating the Mackenzie Health values, guiding principles and characteristics in all our daily interactions is core to what we do, and we want to apply these same principles in our ever-changing and increasingly virtual workplace.

Practicing good video meeting etiquette, where recording and sharing with internal and external audiences can so easily be done, is critical to ensuring that our meetings are productive and professional. These Video Etiquette Guidelines cover tips for:

- ✓ Meeting details and preparation
- ✓ Audio and video
- ✓ Your environment
- ✓ Conducting the meeting
- ✓ Participating in the meeting



MEETING DETAILS AND PREPARATION

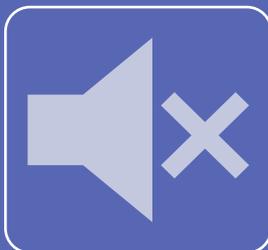
Before the meeting is scheduled to start:

- Make sure everyone has the right meeting link, phone-in details, meeting ID and participant ID
- Distribute an agenda and supporting documents in advance for review
- Join early to set up, test your connection and work through any technical issues
- Plug in your device prior to the meeting



AUDIO AND VIDEO

- Use a headset to improve your audio
- Position your camera and monitor at eye level so you can look into the camera and make eye contact with other attendees
- Ensure you are unmuted and that your camera is on when you want to speak



YOUR ENVIRONMENT

- Wear professional, non-distracting clothing
- Ensure your background is clean and work-appropriate
- Attend the meeting from a quiet area that has minimal background noise and movement; if you use a virtual background feature, ensure it is free of distractions
- Be thoughtful about your lighting and camera angle: avoid having a bright light source behind you



CONDUCTING THE MEETING

- Facilitate introductions of all participants at the beginning of the meeting
- Ensure someone is taking notes
- Summarize the meeting to ensure alignment on what was discussed and decided on, any action items and who is following up on what



PARTICIPATING IN THE MEETING

- Stay present, free from interruption, and focused
- Mitigate distractions such as messaging applications on your desktop
- Refrain from engaging in other conversations that can be captured on video
- Speak clearly and loudly; mute your microphone when you are not speaking
- Avoid interrupting or talking over people
- Be upfront about call disruptions