

Royal American Companies Virtual Meeting Etiquette Policy

At Royal American Companies, we are committed to maintaining professionalism, respect, and efficiency in all aspects of our work, including virtual meetings. As remote collaboration becomes increasingly essential, this policy establishes clear etiquette guidelines to ensure productive, inclusive, and disruption-free meetings. By adhering to these best practices, employees can contribute to a positive and effective virtual meeting environment, in alignment with Royal American Companies' standards of excellence and professionalism.

Preparation

- **Know the platform:** Familiarize yourself with the features of the meeting platform you're using, such as Zoom, Microsoft Teams, or Google Meet. Ensure you know how to mute/ unmute, use the chat function, share your screen, and troubleshoot basic technical issues to keep meetings running smoothly. Check your setup: ensure your camera and microphone are working properly and choose a well-lit area with a professional background.
- **Camera usage:** Begin every meeting with your camera on.
 - **Presenting or leading a meeting:** Have your camera on. It can be difficult for others on the call to establish rapport with a blank screen.
 - **Attending a meeting:** If others have their camera on, your camera should be on. If all others have their cameras off, you may turn yours off (unless you are presenting).
 - **Unable to turn camera on (due to driving, camera not working, etc.):** Let others attending the meeting know either via an announcement or in the chat the (valid) reason your camera is not on.
- **Prepare an agenda:** If you are organizing or leading a meeting, always prepare an agenda to ensure a focused and productive discussion. A well-structured agenda helps keep the meeting on track, respects everyone's time, and drives meaningful results. Consider these key questions while planning:
 - What is the purpose of the meeting?
 - What would a successful outcome look like?
 - Who needs to be in the room to reach that outcome?
 - What do the participants need from you?
 - What do you need from the participants?
 - What is going to be your contribution during the call?
- **Review the agenda:** If you are invited to a meeting, take the time to review the agenda beforehand. Being prepared ensures you can actively contribute to the discussion, ask relevant questions, and help keep the meeting focused and efficient.

During the Meeting

- **Mute your microphone:** Keep your microphone muted when not speaking to minimize background noise and disruptions.
- **Maintain eye contact:** Look directly at the camera to create a sense of connection with participants.
- **Be mindful of your body language:** Sit up straight, avoid fidgeting, and present yourself professionally.

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- **Speak clearly and concisely:** Enunciate your words, maintain a steady pace, and keep your points focused.
- **Active listening:** Give your full attention to the speaker and avoid multitasking to ensure engagement.
- **Use the hand-raising feature:** If you have a question or comment, use the virtual hand-raising feature to avoid interrupting the flow of conversation.

Appearance and Demeanor

- **Dress professionally:** Business casual attire is expected, in line with workplace standards.
 - **Note:** If in office or working remote, one should always be camera ready during office hours of 8:30am – 5:30pm.
- **Minimize distractions:** Ensure your background is clean, free of clutter, and appropriate. Branded RA backgrounds are available on the marketing intranet page.
- **Be respectful:** Avoid side conversations, eating, or loud noises during the meeting.

Meeting Management

- **Time management:** Stick to the agenda and allotted time for each topic.
- **Take notes:** If necessary, take notes during the meeting to keep track of important information.
- **Follow up:** Send meeting minutes or key takeaways to participants afterward to reinforce decisions and next steps.

By following these best practices, employees at Royal American Companies can ensure productive and professional virtual meetings that foster collaboration and efficiency.