



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM FOR ALL EMPLOYEES

FROM : 
THE MANAGER
Administrative Services Department

SUBJECT : REMINDERS ON WEBINAR/VIRTUAL MEETING ETIQUETTE

DATE : 23 AUGUST 2021

Ever since last year's implementation of flexible working arrangements, the Authority put in place virtual meeting mechanisms to enable us to meet, collaborate and share information online.

However, be reminded that virtual meetings do not eliminate the need for professionalism and decorum. Most etiquette rules that apply to regular face-to-face meetings also apply to online meetings.

So as not to compromise professionalism and to avoid the occurrence of awkward situations during online meetings, everyone is reminded to be cognizant of the following protocols:

1. **Prepare for the online meeting.** Know what the parameters are for the meeting in advance so that you know what to wear and how to prepare your surroundings at home to avoid distractions (i.e. reduce background noise, adequate lighting, etc.), specifically:
 - a. **Review the meeting agenda and any attached documents** before the start of the meeting and be prepared to discuss the issues and offer solutions. Ensure that you have access to all of the resources you will need before the meeting and that everything is working beforehand. (e.g. financial data, research observations, presentations, etc.).
 - b. **Optimize your setup for online meetings and test the online platform before the meeting.** Keep background noise to a minimum, check your lighting and speakers/mic, and turn your webcam on before the meeting to see how your workspace appears in the background. Make sure others at home know that you're working so they respect your space.
 - c. **Protect sensitive information.** If you are sharing your screen while presenting to the other attendees, make sure that only intended content is seen.
2. **Be punctual and prepare for technical difficulties.** It's impossible to prepare for every eventuality, but you should log on to the meeting in good time to make sure everything's working properly. Make sure the connection is stable and that you have a backup plan if necessary.



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3. **Dress appropriately and always be camera/video-ready.** Even if the meeting invite or agenda doesn't specify that the camera/video will be used during the meeting, wearing business-appropriate clothing during online meetings means that you won't be caught off-guard if face-to-face is the preferred way to communicate.
4. **Be present and mentally alert during the meeting.** Everyone's time should be utilized and optimized in such a way that the best suggestions, ideas, and opinions are presented and discussed during the meeting.
5. **Minimize body movements.** Avoid quick and unnecessary movements. It makes it difficult for webcams to capture sudden and quick movements.
6. **Mute microphones when not talking** to avoid background noise and distractions for others.
7. **Speak slowly and clearly.** Remember that sound quality is very important when using virtual meeting platforms. Although there may be unavoidable lags due to slower connections, speak one at a time so that important points are heard by all the attendees. If you want to speak, physically raise your hand or use the "raise hand" feature of the virtual meeting platform.
8. **Turn-off your video** if talking with someone else at home or if doing anything that might be distracting to others.
9. **Let everyone know when you have finished speaking** by saying one of these sign-offs: "That's all," "I'm done," and "Thank you."

Everyone is advised to be aware of these protocols since online business meetings have already become the norm in the organization nowadays.

For everyone's information and compliance.