

**Date: 10/04/2020**

**Dear Colleague,**

Nation wide Lock Down due to **COVID – 19 pandemic** has forced all of us to look forward to new ways of working. **Work From Home (WFM) and Video Conferencing (VC)** have become **NEW NORMAL**. What is more surprising is that VC have been found to be equally effective and in some cases, it is more rewarding also as various technical solutions have made it possible to ensure that large number of people from any corner of the world can join and contribute. This is going to be a game changer and I have no doubt that in the time to come, more and more business related travel will be replaced by VC.

We as a company also have had multiple VCs in last few days amongst ourselves as well as with our esteemed clients and suppliers. Some of the participants were very senior industry leaders. **This has necessitated that certain protocols and etiquette be followed while participating in VCs.**

**Following are some of the very basic rules which should be followed while in VC during WFH and I request all of you to adhere to them strictly.**

- 1. If VC is expected almost on every day during WFM, one should be available **ONLINE** and regularly visit to the preferred / agreed mode of communication such as E mail / SMS / WhatsApp etc. to check if there is any notification for VC. **Ideally such monitoring should be done at least once in 30 Minutes.****

2. Please note that one's ONLINE presence is essential while WFH as it not a VACATION or LEAVE.
3. If any meeting is scheduled, please report your confirmation immediately if you are expected to join it. If for any reason, such as conflict with another VC or so, please communicate the same to the respective group so that any corrective actions such rescheduling of subject VC can be done.
4. If one has agreed to join the VC, he / she needs to be available at the scheduled time. It is inappropriate that somebody should call him / her to join the VC.
5. If it is a business VC, attire should be appropriate. T shirt without Collar, sleeve less clothes, night dress etc. should be avoidable.
6. Select a place which is well illuminated. Source of light should be in front of the face and not behind it. There should not be any window or other source of light at the back.
7. Please ensure that either there is a wall or a curtain behind the back. Nobody should be seen passing behind one while in VC.
8. Please ensure that your source of video such as Cell phone or camera is either fully charged or if possible, plugged in during VC.
9. Ideally the phone or camera should be rested properly and adjusted in such a way that it remains **FIRM**. Holding the phone or camera in hand should be avoidable. One's video frame should be still and should not be moving without any reason.
10. One's seat must be stable. Rocking chair, Swing etc. should be avoided. Continuously moving picture frame disturbs the concentration of others participants.
11. Keep an agenda of the meeting handy so that precious time is not wasted and none of the desired point is missed from the discussion.
12. Keep a pen and notebook ready for taking notes as most of the time, MOM or action list shall have to be prepared based on the decisions taken during the meeting.

- 13.** Preferably, only one person should speak at a time. A moderator should be defined at the beginning of the VC.
- 14.** Do not eat anything during VC. If at all, one wants to drink something, avoid sipping the same while speaking.
- 15. Last but not the least,** try to complete VC maximum in an hour as most will lose focus in a very prolonged VC.

Please do not hesitate to suggest the above mentioned guidelines and improve the same.

**All the very best.**

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