

Guidelines for BoardEffect Use During a Crisis

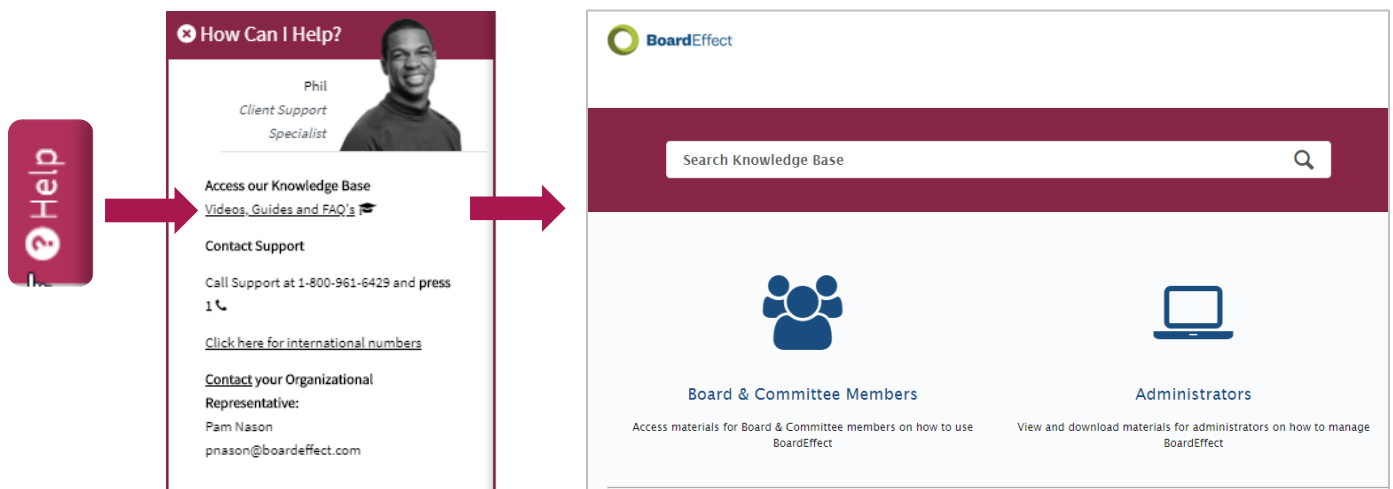
A crisis event that prevents governing bodies from holding live meetings can significantly impact governance continuity. As a company firmly committed to Modern Governance, we understand the substantial disruption that such challenges can present. To help BoardEffect subscribers navigate through the uncharted waters presented by the COVID-19 pandemic, we wanted to provide some general guidelines for disseminating information and holding remote meetings during a crisis.

As a cloud-based service, BoardEffect provides the tools necessary to host your meeting calendar, meeting books and meeting materials, library documents, surveys, for easy consumption by your board members.

Disclaimer: The information below encompasses general guidelines for use of BoardEffect and other technologies to host board meetings. To ensure compliance with national, state, or local legal statutes, readers should seek the advice of legal counsel regarding the permissibility of holding remote board meetings in their areas prior to employing the guidelines below.

Useful BoardEffect Features for Sharing and Receiving Information

There are several BoardEffect features that can be useful when disseminating or gathering crisis-related information. A brief description of these features is included below, along with a list of relevant help documents that you may wish to explore. To access the help documents, log in to your BoardEffect site, click on the red Help tab on the right side of the page and click on the link to *Access our Knowledge Base*. Once displayed, you can browse to the specific topics listed, or use the search field to navigate to them quickly.



BoardEffect Homepage: Events, Meeting Books and Documents

Members have quick access to Events and Meeting Materials, Library Documents and other content from the Homepage.

Consider employing the libraries to store important notices or alerts, and then feature link to the documents in the Welcome Message or News to increase their visibility.

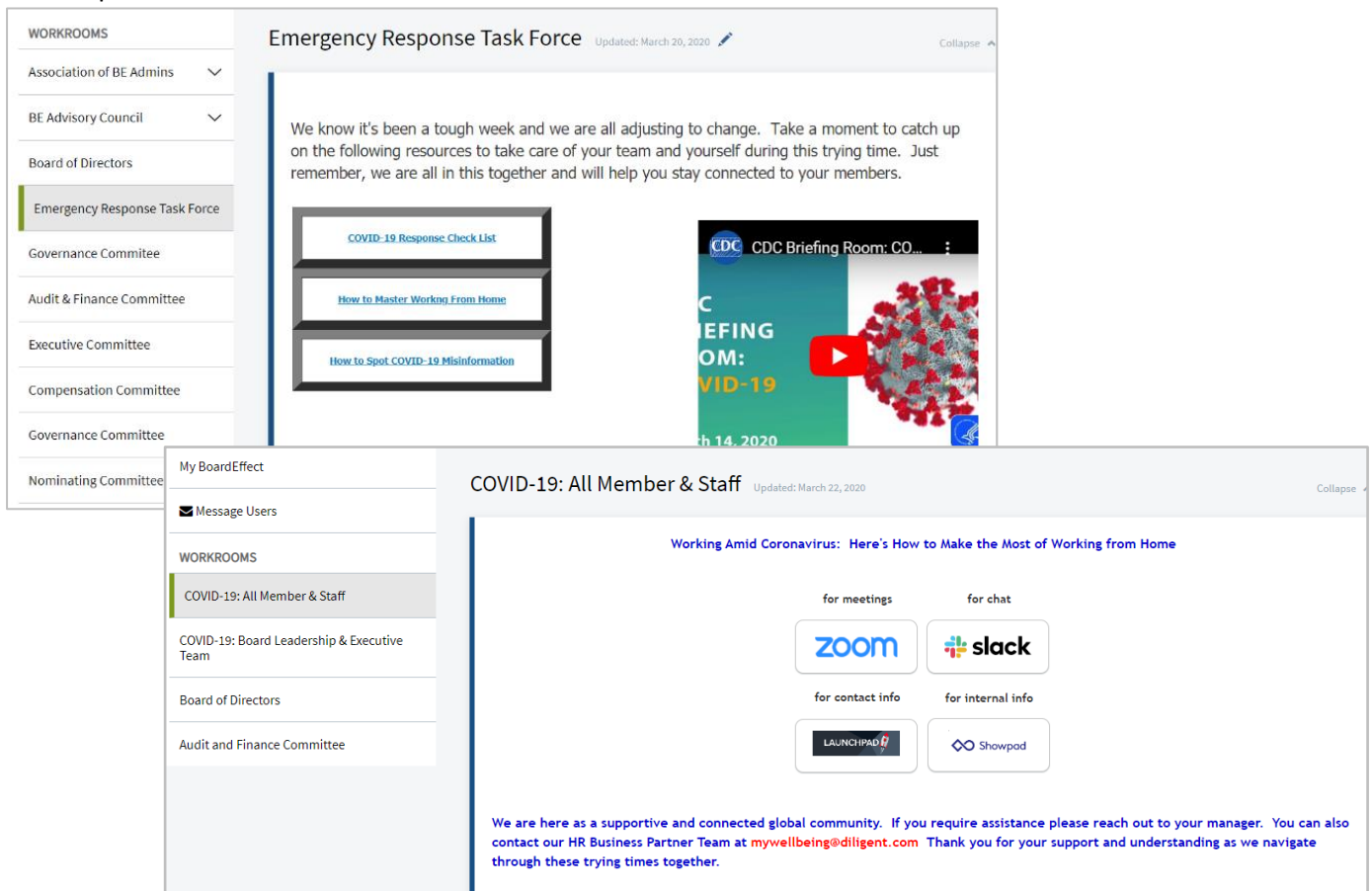
Use the Welcome Message and News options: Embed or link to videos or live stream video. Include a list of crisis management contacts or link to important documents.

Suggested help documents:

- Welcome Message & News
- Message Users
- Discussions
- Libraries and/or Handbooks to organize information and documentation for easy access both online and off

Emergency Response Workroom

Create Workrooms for Emergency Response teams and staff to centralize and manage all emergency response content.



The screenshot displays the BoardEffect Workrooms interface. On the left, a sidebar lists various workrooms under the heading 'WORKROOMS'. The main content area shows two workrooms:

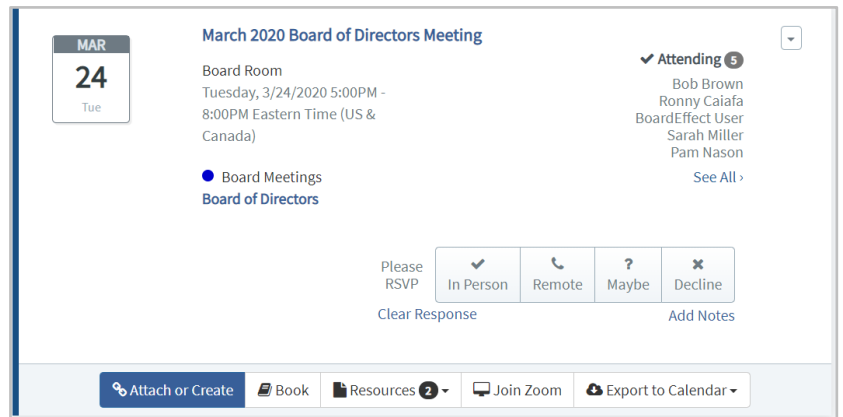
- Emergency Response Task Force** (Updated: March 20, 2020): This workroom contains a message: "We know it's been a tough week and we are all adjusting to change. Take a moment to catch up on the following resources to take care of your team and yourself during this trying time. Just remember, we are all in this together and will help you stay connected to your members." Below the message are three links: "COVID-19 Response Check List", "How to Master Working From Home", and "How to Spot COVID-19 Misinformation". There is also a video thumbnail titled "CDC Briefing Room: COVID-19" dated March 14, 2020.
- COVID-19: All Member & Staff** (Updated: March 22, 2020): This workroom features a message: "Working Amid Coronavirus: Here's How to Make the Most of Working from Home". It includes four buttons: "for meetings" (Zoom), "for chat" (Slack), "for contact info" (Launchpad), and "for internal info" (Showpad). At the bottom, there is a supportive message: "We are here as a supportive and connected global community. If you require assistance please reach out to your manager. You can also contact our HR Business Partner Team at mywellbeing@diligent.com. Thank you for your support and understanding as we navigate through these trying times together."

Meeting Management

BoardEffect allows you to prepare for your meetings from any location. Use the Scheduler feature to help with coordinating and rescheduling meetings. Decentralize and streamline the process of assembling Meeting Materials using Contributors and Approval Workflow, and use integrations to embed your video conference link.

Suggested help documents:

- Scheduler (for scheduling and rescheduling)
- Contributors and Approval workflow - if building books from home
- Zoom & GTM Integration for remote meetings
- Minutes
- Handbooks



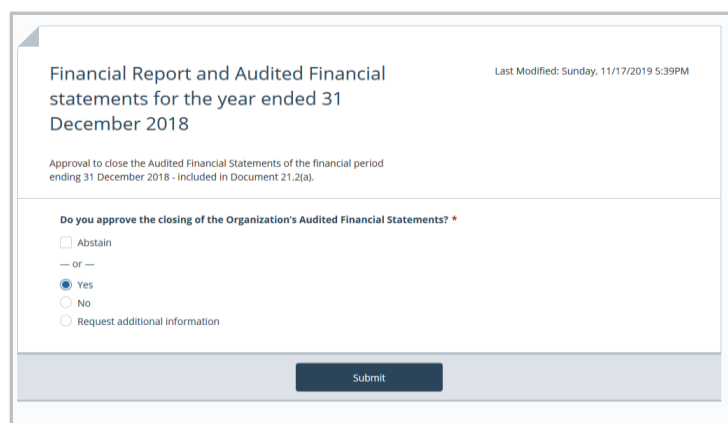
Electronic Voting and Approvals

Consider using Polls to allow board members to record their own votes in regions where the practice is permissible. We recommend consulting with your legal counsel if you are unsure about the legality of online voting in your region.

Gather information and feedback with Surveys, and use Document approvals and Meeting Book Workflow to record and document your review and approval process.

Suggested help documents:

- Polls
- Approvals
- Minutes



Video conferencing and document sharing

The Meeting Video feature allows you to include your conference link as a button displayed directly in the Event, so members can simply click to join the video conference.

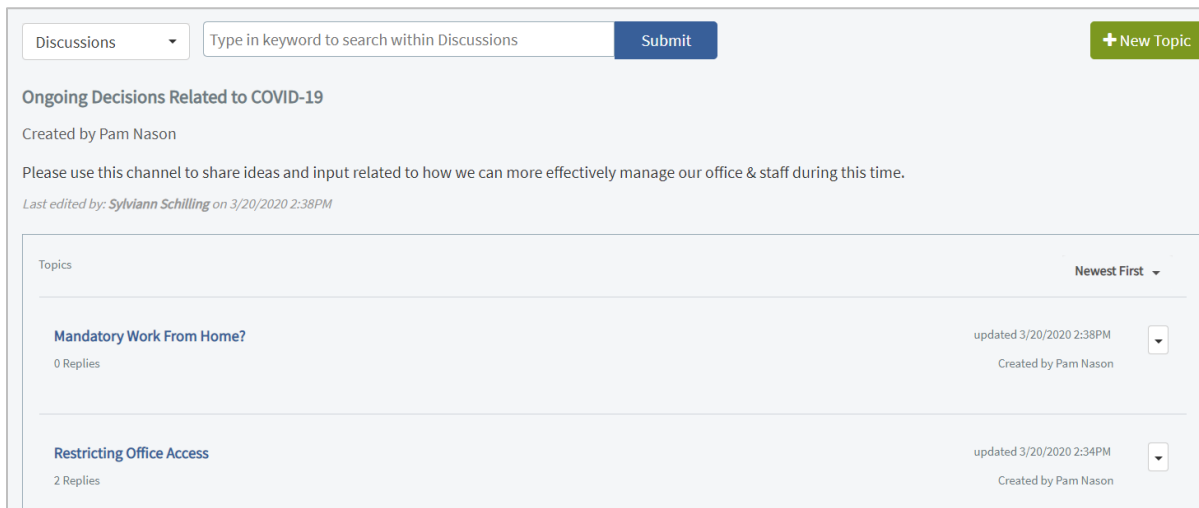
BoardEffect

Suggested help documents:

- Video Conferencing: Zoom & GTM
- Google Drive

Secure Communications


Use Discussions to securely manage ongoing discussions throughout the crisis.



The screenshot shows the BoardEffect Discussions interface. At the top, there is a search bar with a dropdown menu set to "Discussions", a text input field "Type in keyword to search within Discussions", a "Submit" button, and a "+ New Topic" button. Below this is a section titled "Ongoing Decisions Related to COVID-19" created by Pam Nason. A message reads: "Please use this channel to share ideas and input related to how we can more effectively manage our office & staff during this time." The last edit was by Sylviann Schilling on 3/20/2020 2:38PM. A "Topics" section follows, sorted by "Newest First". Two topics are listed: "Mandatory Work From Home?" (0 Replies, updated 3/20/2020 2:38PM, created by Pam Nason) and "Restricting Office Access" (2 Replies, updated 3/20/2020 2:34PM, created by Pam Nason).

Contact information

Make sure all Profile information for Board Members and staff is current and updated.



The screenshot shows the profile page for Franklin Emard. The profile includes a placeholder for a profile picture, the name "Franklin Emard", and the email address "femard@emard.com". Below the profile information are tabs for "Contact", "Workrooms", "Term Info", and "Additional". The "Contact" tab is active, showing a section for "COMPANY INFORMATION" with the following details: Editor, Olympic Graphic Arts, 4379 Highway 116, Philadelphia, PA, 19103, US, 215-558-8189 (Phone), 215-483-3003 (Mobile), and femard@emard.com. There are also sections for "PERSONAL INFORMATION" and "ALTERNATE CONTACT INFORMATION" which are currently collapsed.

Holding Remote Board Meetings

Where permitted, users can leverage BoardEffect in conjunction with web conferencing software to host remote board or committee meetings. Some recommendations are included below.

1. Develop standards and protocols, ensuring that phones are silenced, and background noise is minimized. Have board members practice proper meeting etiquette to avoid talking over one another, allowing the board chair or moderator to recognize speakers and allot speaking time in a manner similar to protocols in an in-person meeting setting.
2. Prepare the computing devices well in advance, ensuring that they have proper connectivity and that all software and security updates have been run prior to the meeting. Verify that device batteries are functioning properly and that participants have power cords and working headsets, as well as any other components necessary to ensure smooth and reliable device operation.
3. Designate a person to host the meeting and manage the sharing of a computer screen during the session.
4. Determine what you will want to show during the meeting and have it available on the host computer for display through the web conferencing software.
5. Verify that board members can make use of devices equipped with cameras during the meeting, and then ensure that the cameras are turned on. Coach board members to make sure that their chosen meeting space is as presentable as possible since the background will be on camera.
6. Meet with board members prior to the board meeting to verify their Internet capacity. Also, take time to assess their comfort level with joining a meeting, enabling their audio, and turning on their cameras. Provide documentation to assist them in utilizing the technology as appropriate. Remind them of proper protocol related to avoiding the use of chat capabilities in the web conferencing software during a live meeting. Instruct them to close all unnecessary software during the meeting to maximize bandwidth and keep distracting notifications from displaying.
7. Record the stream or use the web conferencing software's recording capability to record the meeting, ensuring that the video is saved locally after the meeting has ended so that it can be posted on hosting services like YouTube or Vimeo and synchronized with the BoardEffect meeting agenda.

In summary, successful remote meetings are entirely possible with proper preparation and practice. We hope that these guidelines are useful as you consider your options for maintaining continuity during the COVID-19 crisis, and we invite you to contact BoardEffect technical support at 1-800-961-6429, Option 1, if you have additional questions.