

**FIFTIETH MEETING OF THE
COMMITTEE OF REPRESENTATIVES OF GOVERNMENTS AND ADMINISTRATIONS**
(17–19 November 2020, Virtual Meeting)

Working Paper

AGENDA ITEM No. 2: Administrative Advice

(Paper presented by the Secretariat)

Meeting Arrangements

1. The Secretariat is responsible for the facilitation of CRGA 50, including the preparation of agendas, meeting documentation, access to the meeting, interpretation, and all Secretariat services for the meeting.
2. The principal Secretariat focal point for the meeting is Ms Coral Pasisi, Senior Adviser to the Director-General; email: coralp@spc.int, supported by Ms Efi Rex, Executive Office Manager; email: efi@spc.int.

Participation

3. Due to the COVID-19 pandemic and national restrictions, CRGA 50 will largely be conducted via virtual platforms using the Zoom online application. For members with delegates in either Noumea or Suva, provision will be made for limited in-person attendance at respective SPC premises.
4. Due to limited bandwidth and connectivity issues, members are also requested to limit individual participation, or to use video-conference facilities to accommodate a larger number of delegates on one connection. However, in-built computer microphones should be avoided as these have proven inaudible for many participants and interpreters. Please refer to headset/microphone instructions below.
5. In line with normal practice, only the Head of Delegation will be invited by the Chair to make interventions.
6. Each delegation will be allocated five (5) User IDs for the meetings.
7. CROP Agencies and CRGA Observers will be allocated two (2) User IDs.

Access to CRGA50 Meeting Papers, Photo Gallery and Video Gallery

8. CRGA session papers will be available by 30 October, from the nominated SPC site, which can be accessed at: Link: <https://www.spc.int/crga>. If passwords are required for these, they will be sent to the registered delegations and focal points.
9. Given the nature of the online meeting, the Secretariat recognised that normal governance training was not feasible this year. The Secretariat has produced short online videos on governance, SPC, and SPC's governance structure. These provide a brief refresher for any members and may provide useful background for any new attendees. Members are invited to access these videos ahead of the meeting at their leisure through the links provided on the CRGA website.
10. Presentations/videos/statements from observers and the photo gallery will also be made available ahead of CRGA through the CRGA website. We encourage members to watch these in advance of CRGA to allow more time for member participation at the meeting itself. These information resources will be drawn on and will provide enriched context throughout CRGA.

Meeting Virtual Platform Details

11. The virtual platform is Zoom (<https://spc.zoom.us/>). If you are unable to use Zoom, please contact the Secretariat so we can arrange a workaround alternative.
12. The meeting details, the meeting link and a SPC User ID will be provided to all registered delegates closer to the start of CRGA 50.
13. All attendees are strongly encouraged to join a virtual test for CRGA 50, to ensure connection and other technical issues are resolved in advance. Two test sessions will be held; on **Friday, 13 November 10 am**, and on **Monday, 16 November at 10 am** (both indicated in Noumea time).

Meeting Conduct and Courtesies

14. The Chair (Papua New Guinea) will open and manage the meeting. Participants joining the online meeting, using the issued User IDs, are requested to join from **1 hour** in advance of the meeting (from 8.00am) commencement time and not later than 8.45am to enable testing and instructions for virtual engagement
15. On accessing the meeting link, participants will be held in a virtual waiting room. **Only those users with an SPC-issued User ID will be granted access to the meeting platform.** All participants will be requested to mute and close videos on entry to the meeting platform. A guide on accessing the virtual platform appears in **Annex A**.
16. Members and observers may be asked to rename themselves when they join the meeting.
17. Heads of delegations wishing to make an intervention during the meeting should signify their intention by clicking 'Raise Hand' at the bottom right corner of the Zoom screen. The Chair will invite the Head of Delegation to speak, in turn.
18. Members will be requested to turn on their video and microphone when they are making an intervention, and to mute their microphone and turn off their video when completed.

Interpretation

19. Simultaneous interpretation will be available during the meeting.
20. To assist our interpreters to understand and render speech, please be sure to use a headset with an inbuilt microphone and speak clearly and not too quickly. Please do not use the bud-style headsets in common use with mobile phones. Please refer to *Important tips for communicating during remote (Zoom) meetings*, in **Annex B**.

Media Arrangements

21. For any media related queries, please contact: Mr Peter Foster, Director of Communications, on email: peterf@spc.int.

Annex A

Joining SPC's Zoom Meetings

GENERAL INFORMATION

- In order to join a Videoconference on SPC's Zoom meetings the following is needed:
- For the best experience and highest quality video and audio use a **laptop, desktop or notebook**, with the latest updates installed.
- Connecting your laptop, desktop or notebook to a **network cable** is more reliable than connecting through Wi-Fi.
- The **Zoom Application** is needed to be able to join the VC. SPC provides two interpreted channels which **cannot** be selected **without** the Zoom application installed.
- Use **Google Chrome**. Other browsers may work, but the default browser to use should be Google Chrome.
- A **quality headset** and, optionally, a quality camera.
- **Do not** use your device speaker and/or your device microphone. Using this combination will create **noisy feedback loops**.
- If using an active loudspeaker / microphone device instead of a headset, it must be the only active device/computer microphone in the room.



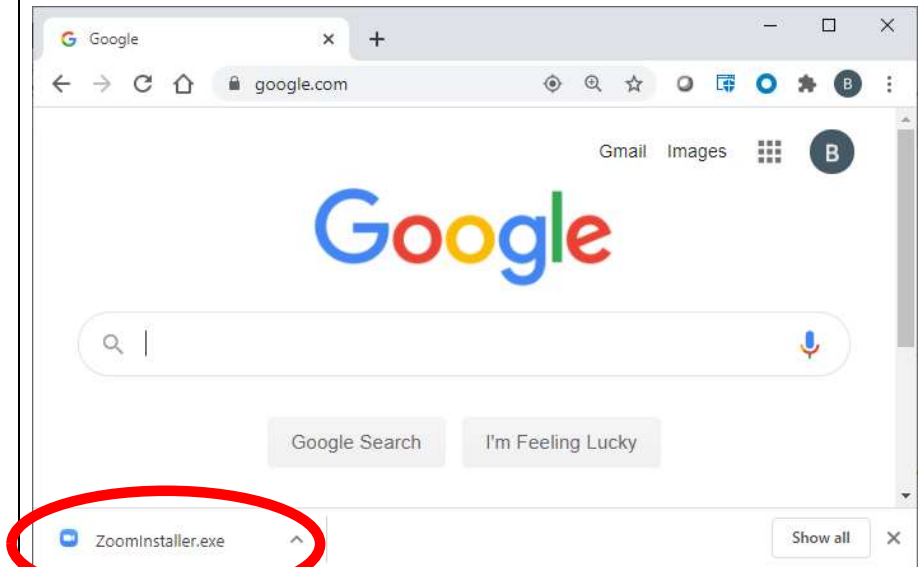
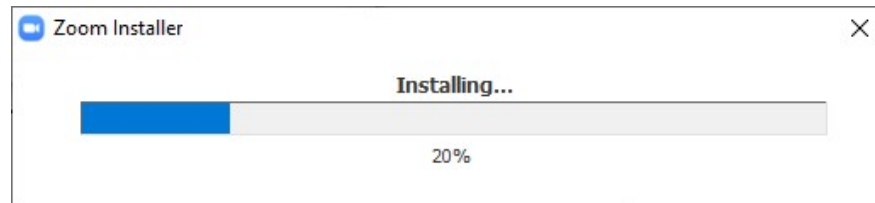
GETTING STARTED

To install the Zoom application, follow these 3 steps:

The Zoom application is available at <https://zoom.us/support/download> (the download will start automatically).

Click on **ZoomInstaller.exe** to start the installation.

Once installed, the Zoom application will automatically start.



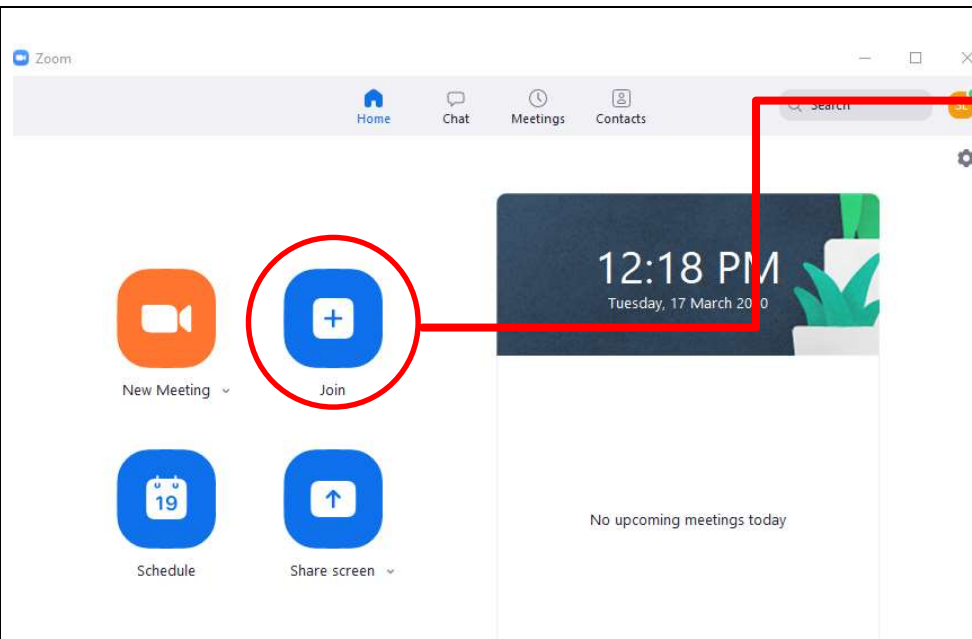
***Important note:** it is not possible to receive interpreted audio without the Zoom application installed.

JOINING THE MEETING

To join the meeting, click the Zoom link provided in the invitation.

(For example: <https://spc.zoom.us/j/97845795747>)

--OR-- Start the Zoom application and join:

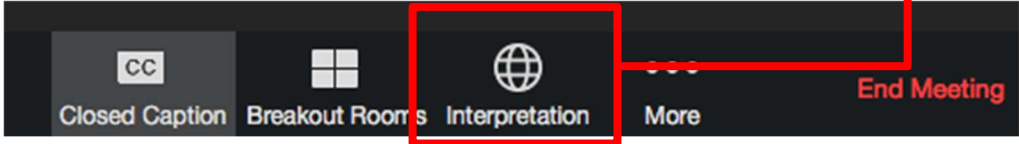


Join a meeting that is in progress.

Then enter the **meeting ID** and **password** provided.

SELECTING A LANGUAGE CHANNEL

The meeting is an interpreted meeting (EN/FR), you must choose your language in order to receive audio.



End Meeting

Please select a language by clicking on the **Interpretation** button at the bottom of the windows.

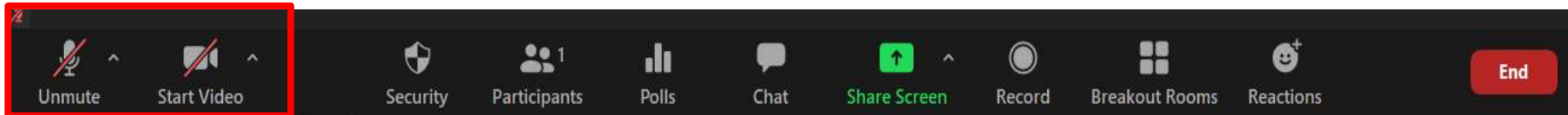
Once you have clicked on the **Interpretation** button, choose either **French** or **English**.

TECHNOLOGY USE THROUGHOUT THE MEETING

The **Mute/Unmute** and the **Start Video/Stop Video** buttons are found at the bottom of the screen.

Please remember to **Mute** your microphone unless you are speaking in the meeting.

Please also remember to **Stop Video** unless you are speaking in the meeting. This will help attendees with slow internet connections to receive better audio quality.

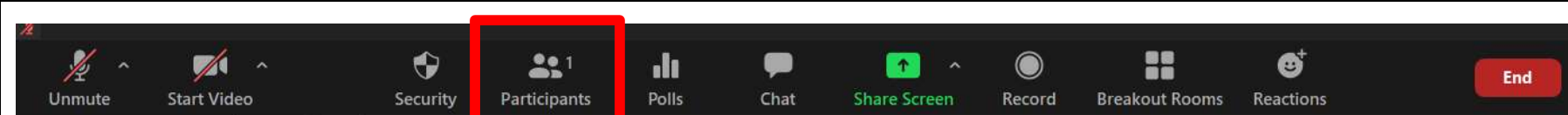
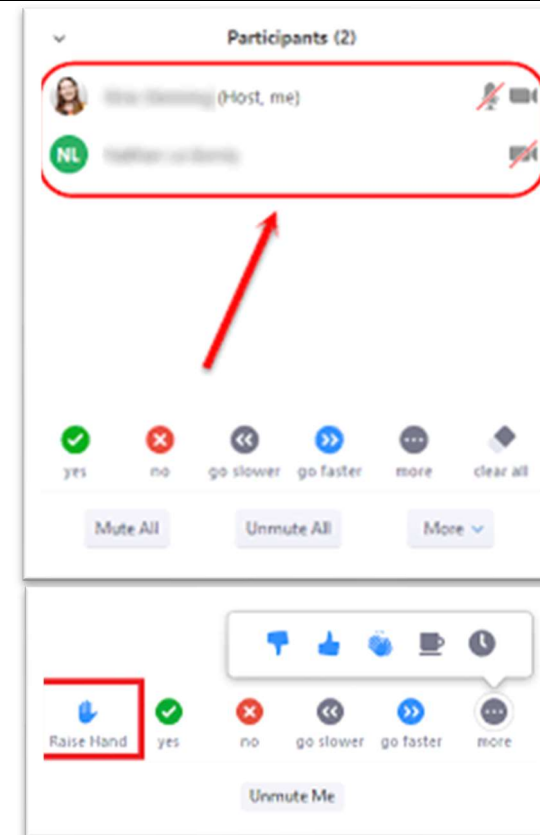


HOW TO RAISE YOUR HAND

If you wish to speak, please raise your hand. The CRGA chair will be notified and invite you to speak.

To raise your hand in the discussion:

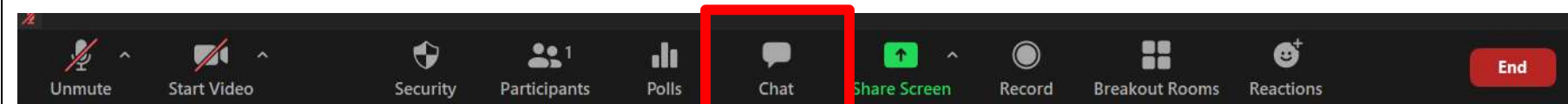
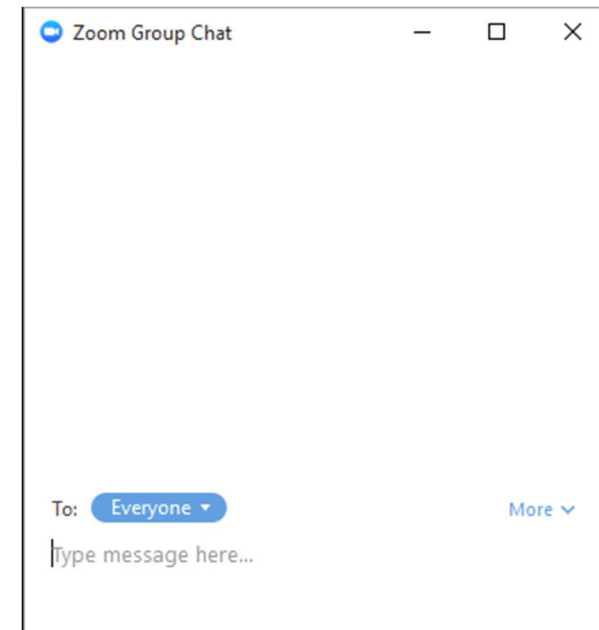
1. Click on Participants.
2. The participants pane will appear on the side – click on MORE
3. Click on Raise Hand.



HOW TO USE THE CHAT FUNCTION

Click on **Chat** to send messages to everyone without having to turn on your microphone. These messages are monitored, and the chair will be informed of the messages.

If you would like to send a message to one individual, please select their name (the blue pull-down list) and you can chat directly with that person



TIPS AND TRICKS



Timing: Ensure everything is tested and working well before the start of the event. Do not leave the setup and connection until the last minute.



Camera: Ensure the camera is not pointed towards the window or a light source. Ensure that your video is framed well by the camera to help connect better with other participants.



Microphone mute: When listening, please ensure your microphone muted.



Headset: For the best audio experience, it is highly recommended to use a headset with an inbuilt microphone. Any headset that works with your device is okay and a better option than device speakers.



Light: Please ensure the room is well lit. Do not place any light source into the view of the camera and try to avoid daylight as much as possible.



Speaking: Speak slowly and clearly, this helps other attendees to follow the discussion better. It also allows SPC's interpreters the time to provide a quality interpretation.

TROUBLESHOOTING

SPC's friendly ICT staff is available over **Zoom Chat** and through e-mail servicedesk@spc.int to help you troubleshoot technical problems you may have before or during the meeting.

Annex B

Important tips for communicating during remote (Zoom) meetings

To ensure all speakers can be heard and understood, by other participants and interpreters:

1. **You must download the Zoom application** from the Zoom link options. Do not use the web-based Zoom option – interpretation is NOT available on web-based Zoom.
2. **Click on ‘Interpretation’** in the menu button at the middle-bottom of the Zoom window **to choose either the English or French channel**. If you do not choose an option you will remain on the ‘floor’ channel, and you will not be able to hear the translation.
3. **Use an individual headset, with a USB connection**. (Bluetooth hardware will *not* work, given bandwidth limitations.) Speaking to an in-built computer microphone or to a desk-based microphone dramatically reduces and distorts the sound picked up and transmitted to other participants and interpreters. The interpreters will not be able to interpret inaudible speakers, and they will indicate ‘*inaudible*’.
4. **Eliminate background noise**: Speak clearly and audibly directly into the microphone pickup. Ensure no other noises are present (paper rustling, background talking, outside noise). Interpreters will do their best to interpret, but if the sound is inaudible or distorted, the interpreters will indicate ‘*inaudible*’.
5. **Switch on your camera when speaking** – this helps the interpreters follow the speech. **Switch off when not speaking** (and remember to press ‘mute’ on the Zoom screen).