



Virtual Meeting Camera Use Policy

Company Policy No: 91
Company: Direct Healthcare 24 Ltd
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Virtual Meeting Camera Use Policy

1. Introduction and Scope

- 1.1. This policy outlines the Company's expectations for employee conduct during virtual meetings conducted via Microsoft Teams or any other company-approved video conferencing platform.
- 1.2. This policy applies to all employees of the Company.
- 1.3. This policy is non-contractual, and the Company reserves the right to amend or withdraw it at any time.
- 1.4. From time to time, you will be required to attend virtual meetings, including team meetings, one-to-one discussions, client calls, and training sessions, both internally with colleagues and externally with clients.

2. Professional Presentation

- 2.1. You are expected to present yourself professionally in all virtual meetings, regardless of whether the participants are internal colleagues or external parties like clients. This includes appropriate dress and ensuring your background is tidy and free from distractions including other people (as calls are confidential) and any pets/animals.

3. Camera Use Requirement

- 3.1. **Unless a valid exception has been pre-approved (as per section 3.2), your camera must be switched on for the duration of all internal and external virtual meetings.** This expectation applies even if other participants choose not to have their cameras on.
- 3.2. If you believe you have a **genuine and legitimate reason** for not being able to have your camera switched on for a meeting, you **must** inform your **line manager** and, if appropriate, the HR department **in advance** of the meeting, clearly explaining your circumstances. Examples of genuine reasons may include, but are not limited to, technical issues, specific personal circumstances, or a requirement for focused work where visual interaction is not essential (e.g., attending a training session as an attendee only).
- 3.3. **The Company acknowledges that there may be circumstances where camera use is not practical or appropriate.** All requests for exceptions will be considered on a case-by-case basis. Factors taken into account will include the nature and purpose of the meeting, the impact on collaboration and communication, and the reason provided by the employee.

4. Reasonable Adjustments

- 4.1. The Company is committed to providing a supportive and inclusive working environment. **Reasonable adjustments** will be considered for employees with disabilities or other protected characteristics, in accordance with the Equality Act 2010. Employees requiring such adjustments should contact the HR department to discuss their specific needs.