



### Introduction

- The Inquiry Members in the Irish Nationwide Building Society (“INBS”) Inquiry have determined that, due to current public health advice on COVID-19, certain hearings will proceed using secure remote access technology known as Cisco Webex (“Webex”).
- These hearings will take place on a remote basis and will be referred to as “Remote Hearings”.
- This Protocol sets out the rules, procedures and considerations for Remote Hearings. Any amendments to this Protocol will be notified to all parties.
- A Remote Hearing is to be treated in the same manner as an in-person hearing.
- Members of the public / press will be invited to join a Remote Hearing by way of an email containing Webex login details. These details should not be shared with any third party without the written consent of the Inquiry Members.
- Recording of a Remote Hearing, other than by the appointed stenographer, is not permitted.
- Members of the public / press may only attend a Remote Hearing which is being held in public (i.e. a non-private Remote Hearing).
- The co-operation and patience of all parties is necessary for the smooth running of the Remote Hearings.
- The public / press are asked to familiarise themselves with the “Remote Hearing – Checklist & Webex Guide” (at Appendix 1) which contains illustrative step-by-step instructions on how to log in via Webex.

### Remote Hearing Preparations

- Prior to the scheduled date for the Remote Hearing, members of the public / press should contact [hearings@centralbank.ie](mailto:hearings@centralbank.ie) to request Webex login details for the Remote Hearing. To ensure that you are in a position to join the hearing in good time, it may assist you to request the Webex login details no later than 30 minutes in advance of the scheduled hearing.
- If you have not received an email invitation with Webex login details, please call the Grant Thornton (“GT”) Service Desk number at + 353 1 500 8181.
- To log in to Webex, you can either (i) dial the applicable telephone number and key in an individually assigned access code; or (ii) click on the link, that you will have received by email. The Inquiry recommends option (ii).
- When logging in by telephone, verify that the telephone number and access code navigate you to a staging area where you will hear an audible beep.
- When logging in by link, verify that the link accurately navigates you to a staging area on screen entitled “INBS Remote Hearing”.
- Please note that the following personal data will be captured by Webex when you login to the



## Protocol for INBS Remote Hearings

June 2021

Remote Hearing: Name, Email Address, IP Address and Telephone Number (note: telephone number will only be captured if you choose to dial into a Remote Hearing by telephone). GT will arrange to delete this personal data from Webex at the conclusion of the Remote Hearings.

- Please identify a quiet, private and secure location for attending the Remote Hearing and make best efforts to eliminate background noise.
- Please ensure that all visual or voice enabled devices (e.g. Amazon Alexa and google speakers) are turned off.
- Please ensure your chosen device is sufficiently charged and that power cables are available.

### Joining the Remote Hearing

- Please log in to Webex at least fifteen minutes in advance of the scheduled hearing time to allow for the IT Technicians to carry out the necessary technical checks and assist with connecting you to the Remote Hearing.
- We appreciate your patience while you are in the staging area.
- The Audio Visual Operator will inform you when you are being moved to the live Remote Hearing. Your microphone will automatically be “muted”.

### At the Start of the Remote Hearing

- The Registrar will make announcements outlining the relevant rules and protocols which participants are expected to observe during the Remote Hearing.
- The Chairperson will ask for attendances from each participant. Members of the public / press will not be asked to provide attendances.
- The Chairperson will announce the commencement of the hearing.

### During the Remote Hearing

- As a member of the public / press, your microphone will be automatically muted and your video feed will remain off for the duration of the hearing.
- In the event of unforeseen technological issues, the Inquiry Members may decide to temporarily adjourn the Remote Hearing. In these circumstances, participants will be returned to the staging area. A GT Representative will then notify you of next steps and / or an email will be sent from [RDUServiceDesk@ie.gt.com](mailto:RDUServiceDesk@ie.gt.com) to all participants notifying them of next steps.
- Similarly, if a participant loses internet connection or loses audio function during the Remote Hearing, they are asked to call the GT Service Desk number at + 353 1 500 8181.
- In the event that the Remote Hearing goes into private session, you will be moved from the main hearing area back into the staging area. A GT Representative will indicate that the Inquiry



has moved into private session and it is your choice whether to log off completely or stay logged into the staging area.

### Lunch Adjournment

In the event of an adjournment for lunch, the same process as above will be followed. Public / Press are asked to access the staging area at least fifteen minutes in advance of the scheduled resumption of the hearing, using the same login method as used to access the earlier hearing.

### Closure of the Remote Hearing

- The Chairperson will announce the formal closure of the hearing and provide the scheduled date and time for the next hearing day (as applicable). The Remote Hearing will thereafter be terminated.
- Participants are asked to ensure that they have successfully logged out of Webex.



### APPENDIX 1 - Remote Hearing: Checklist

1. Ensure you have received an email invitation with details to log in to Webex.
2. If you have not received a Webex invite, please call the GT Service Desk number at + 353 1 500 8181.
3. Identify a quiet, private and secure location to join the hearing.
4. Verify the stability and sufficiency of your phone reception / internet connection (a hard-wired / ethernet cable is recommended if the Wi-Fi signal is poor).
5. Locate away from any equipment which might interfere with connectivity before or during the hearing.
6. Ensure your chosen device is sufficiently charged and power cables are readily available.

#### Logging in by Telephone

1. Verify that the telephone number and access code in the email invite navigate you to a staging area where you will hear an audible beep.
2. Your microphone will be automatically muted for the duration of the hearing.

#### Logging in by Link

1. Verify that the link in the email invite navigates you to a staging area on screen entitled “INBS Remote Hearing”
2. Use Google Chrome for optimum performance:



3. Close all open non-essential applications, web pages and documents to reduce risk of connection interference.
4. Your microphone will be automatically muted and your video feed will remain off for the duration of the hearing.



### WebEx Guide

#### Joining a Meeting

To join the hearing by logging in by link click the “Join Meeting link” in the email invitation:

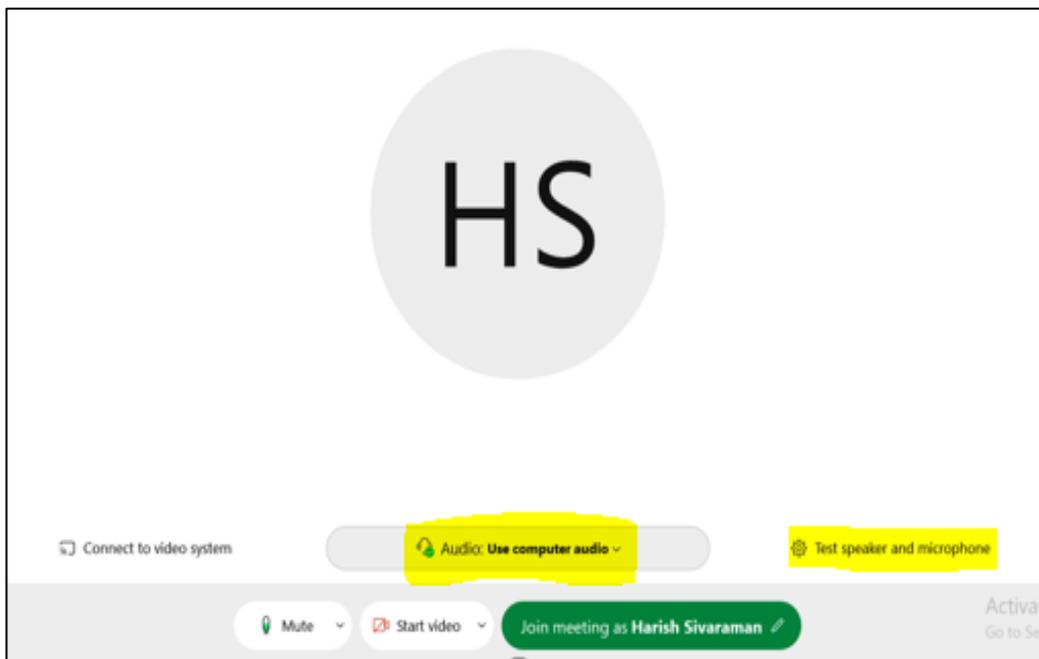


Join meeting

#### Connect Audio

Before joining the hearing, you can choose the settings you use for audio:

1. Click the audio connection options in the Webex Meetings app:

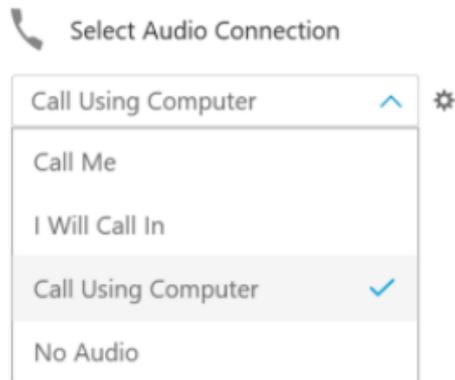




## Protocol for INBS Remote Hearings

June 2021

2. Choose how you want to hear the audio in the hearing:



- **Use computer for audio**—Use your computer with a headset or speakers. This is the default audio connection type. You can change your headset, speakers, and microphone.
- **Call me** — Enter or select the phone number that you'd like the meeting to call.
- **Call in** — Dial in from your phone when the hearing starts. A list of global call-in numbers is available after you join the hearing.

### Leaving a Meeting

Click the **Leave** icon in order to exit the hearing:

