

Guidance for virtual meetings for registered societies

1. Convening the meeting

1.1. The society needs to satisfy the usual requirements under the society's constitution to convene its meeting. The society's members must know that there is a meeting called for, when it will be held, and what will be discussed (notice). For the meeting to be valid, the minimum number of members (quorum) required by the society's constitution must be present.

1.2. Notice of the meeting

1.2.1 The notice period should not be less than what is required in the society's constitution or the alternative arrangements prescribed under the COVID-19 (Temporary Measures) Act 2020. This is to allow members to have sufficient time to consider the matters to be tabled, pose questions if necessary and make the necessary arrangements for voting.

1.2.2 The notice and any proposed resolutions should be drafted in plain language to prevent any misunderstanding over any matters being proposed. If the society has a multi-lingual membership, the society should draft the notices and proposed resolutions in the appropriate language(s).

1.2.3 The notice should inform the society's members how to participate in the virtual meeting using the platform chosen (see point 2).

1.2.4 There should be a helpline number for members who need assistance with using the technology before or during the meeting.

1.2.5 See sample notice of meeting at **Annex A**.

2. Choice of digital platform and tools for virtual meetings

2.1. A society may need to use a number of tools and platforms to achieve the virtual meeting if it does not have the resources to subscribe for a service that has all the necessary features altogether. For possible online business solutions and tools, please visit: <https://www.imda.gov.sg/for-industry/Digital-Solutions-Package-For-Companies/Digital-Solutions-Directory>

2.2. The important things to consider are listed below in paragraph 2.3. Essentially, the society needs to admit **only its** members to the meeting (identification), allow members to see each other (video) and the presentations (sharing of content), voting only by members, and proxy voting.

2.3. Criteria for choice of platform

- 2.3.1. The integrity of the meeting depends on the certainty and security in identifying the member who is eligible to vote. Hence, the platform must provide secure login for members to participate and vote at the meeting. This may include having members verified in a waiting room before being admitted into the virtual meeting.
 - 2.3.1.1. One way in which verification can be done is by having the society's staff identify the member based on an official document such as their National Registration Identity Card¹ (NRIC), and ensuring that the photo matches the individual on screen.
- 2.3.2. The platform must provide for a participant list so that the attendance can be counted for the purposes of quorum.
- 2.3.3. The platform should allow for electronic voting.
 - 2.3.3.1. The platform should permit the raising of hands if the way in which voting is taking place is by a show of hands. In the event voting is not available on the platform, please see paragraph 4.
- 2.3.4. It should allow content to be shared so that the attendees can view documents, presentations or things written on whiteboards. This can include sharing of certain documents/ things that are required to be laid before the meeting such as financial statements.

3. Questions from members

- 3.1. If members submit questions that concern a matter that will be put to a vote, these questions should be addressed by the board ahead of the meeting so that members have sufficient time to consider the matter before submitting any proxy instrument.
- 3.2. Discussion should be limited to the agenda set out for the meeting.

4. Voting

- 4.1. Electronic voting and voting by proxy for general meetings is allowed. See sample proxy form at **Annex B**.
- 4.2. Where voting is done by proxy, proxy votes must be voted as specified in all valid proxy forms. Societies are also advised to appoint an independent person to direct and supervise the count of votes cast through proxy, and maintain records of proxy forms submitted.

¹ Verification of identity via NRIC is allowed when just the sight of an individual's physical NRIC and information is needed for verification purposes. It is permitted as long as there is no intention to control or possess the physical NRIC, and that no personal data is retained and the NRIC is returned immediately.

4.3. Electronic voting

4.3.1. Electronic voting can be by a show of hands or by poll (i.e. by written ballot). The constitutions of societies may stipulate what matters need to be decided by members using a poll.

4.3.2. If voting is to be conducted by a *show of hands*, the digital platform or tool selected has to permit the society to having voting by a show of hands. Some platforms allow the host to see which participants digitally raise their hands. Hence, the society can state the decision to be made (the resolution) and have the members to raise their digital hands for “Yes”, count the votes. It can then be repeated for those who vote “No”.

4.3.3. For *motions*, the same digital hand can be raised to propose or to second any motions (i.e. any proposals for consideration).

4.3.4. For voting conducted by *polling*,

4.3.4.1. Where the system provides – follow their instructions.

4.3.4.2. Where you need another tool, the key selection criteria are:

- (a) Ensuring that only the society’s members or proxies vote on the society’s forms
- (b) Counting of the votes
- (c) Announcement of the results of the voting

(i) *Ensuring only the society’s members are the ones voting.* In ensuring this requirement in point 4.3.4.2(a), the crucial elements are to ensure that the society’s members are the ones who receive the voting form and that they are the ones who voted. There are various ways this can be done:

- Issue the electronic forms, which can be a pdf or word document with watermark via the registered email addresses of the members to members who have been verified as being present and attending the virtual meeting;
- Assigning access to a cloud facility to members who have been verified as being present and attending the virtual meeting, to download the needed voting form; or
- Some other way that the society can develop with its advisors.

(ii) *Counting the votes.* The society should appoint staff or independent parties to assist with the counting with possibility of the counting being witnessed by those who wish to be present.

(iii) *Announcement of the results of voting:* Considering point 4.3.4.2 (c) first, societies must know that the results of voting need **not** be announced immediately following each item is

considered, unless the items are interrelated with one item affecting subsequent items. Hence, it is possible to table the decisions and have the members vote on them, with the members:

- 1) Submitting their votes on the forms via email (note the need for security over access to the voting forms see para. 4.3.4.2(i));
- 2) Uploading their voting slips to the society's cloud depository; e.g. a dropbox.com, googledrive, onedrive or box.com facility; or
- 3) Any other ingenious way the society can conceive of.

We are grateful to the Commissioner of Charities and the Chartered Secretaries Institute of Singapore for allowing us to use and adapt their "Guidance for virtual meetings".

Annex A

Sample Notice of Annual General Meeting Template

[Society name]

[Address]

[Date]

Notice of the Annual General Meeting of [Society name]

Dear member,

Notice is hereby given that the upcoming Annual General Meeting of the members of [society name] will be held *by way of electronic means/at [venue] on [AGM date] at [time] to transact the following business:

As Ordinary Business

- Resolution 1 To *adopt/ receive Management Committee's Statement, Audited Financial Statements and Auditor's Report for Financial Year ended on [financial year end]
- Resolution 2 To *adopt/ receive Annual Report for Financial Year ended on [financial year end]
- Resolution 3 To *appoint/ re-appoint [name of audit firm or internal auditors] as Auditor
- Resolution 4 To *elect/ re-elect [individual name] as a *governing board member of [society name] under [relevant section of society's constitution]

As Special Business

- Resolution X [To indicate the special resolution as clearly as possible]

This Notice has been made available on the Society's website and may be accessed at the URL [URL].

Attached are:

- The agenda for this meeting
- The minutes of the last Annual General Meeting
- The Statement by the Management Committee, Audited Financial Statements and Auditor's Report for Financial Year ended on [financial year end]
- The Annual Report for Financial Year ended on [financial year end]
- Key information on Auditor proposed to be *appointed/ re-appointed
- Key information on *governing board members proposed to be *elected/ re-elected
- Particulars of the electronic means by which the meeting will be conducted and how members may participate in/ access the meeting (including pre-registration requirements, if any), and other administrative details
- Proxy form

Important Notes:

In light of the COVID-19 situation and pursuant to the relevant order under the COVID-19 (Temporary Measures) Act 2020, the following arrangements will be adopted for the Annual General Meeting:

- (a) A member can attend the Annual General Meeting by observing and listening to the proceedings of the meeting by electronic means. The details are attached in [Annex XX];
- (b) A member may submit questions to the society via post or email or such other electronic means as the Society considers appropriate. The questions must reach the society at least [XX] days prior to the Annual General Meeting;
- (c) All substantial and relevant questions will be addressed by the Board and/or management prior to, or at, the Annual General Meeting. Questions that concern a matter that will be put to a vote will be addressed by the Board and/or management before the closing date for the lodgement of proxy forms. Such

questions will be addressed via *the society's website/ at the upcoming virtual information session on [date];

(d) A member may vote by appointing the chairman of the meeting or any person (other than the chairman) as the member's proxy to vote at the meeting by depositing with the Society an instrument of appointment (also known as "the proxy form") by post to [address], or by electronic mail to [email address]. The completed proxy form must reach the Society at least **[XX] hours** before the time for holding the Annual General Meeting. A copy of the proxy form is attached in [Annex XX]. In appointing the chairman of the meeting or any person (other than the chairman) as a proxy, a member must give specific instructions with regards to voting, or abstentions from voting, in the form of proxy, failing which the appointment may be treated as invalid.

Regards,

[Name]

[Position]

Note to societies: This template is only a sample for reference. Please check the society's constitution and/or any relevant legislation governing the legal structure of the society to find out whether the society needs to make any changes to this template before using it.

Annex B

Sample Proxy Form Template

Annual General Meeting

I, _____ *[name of member]* (*NRIC/ FIN/ UEN No.)
of _____ *[address]*
being a member of *[society name]* (“the Society”) hereby appoint the Chairperson of
the meeting or any person (other than the Chairperson), *[name of Chairperson or
person and designation in the Society (if applicable)]*, as my proxy to attend, speak
and vote for me and on my behalf, at the Annual General Meeting of the Society, to
be held at *[venue]* on *[AGM date]* at *[time]* and at any adjournment thereof in the
following manner:

No.	Business to be transacted	For	Against	Abstain
Routine Business				
1	Adoption of Statement by the Management Committee, Audited Financial Statements and Auditor’s Report for Financial Year ended on <i>[financial year end]</i>			
2	Adoption of Annual Report for Financial Year ended on <i>[financial year end]</i>			
3	*Appointment/ Re-appointment of <i>[name of audit firm or internal auditors]</i> as Auditor			
4	*Election/ Re-election of <i>[individual name]</i> as a *governing board member of <i>[society name]</i> under <i>[relevant section of society’s constitution]</i> <i>Note: This clause should be repeated for each nominee.</i>			

Special Business				
5	[Indicate the relevant matter to be discussed at the AGM such as approval to amend society's constitution.]			

* delete as appropriate

Important Notes:

- Please tick with “√” within the relevant box for each matter that will be transacted at the Annual General Meeting.
- The Society shall be entitled to reject the proxy form if it is incomplete, improperly completed or illegible or where the true intentions of the appointer are not ascertainable from the instructions of the appointer specified in the proxy form.
- The completed proxy form must be deposited at the office of the Society at [address] or emailed to [email address], at least **[XX] hours** before the time for holding the Annual General Meeting.
- The proxy form must be under the hand of the appointer or of his attorney duly authorised in writing. Where the proxy form is executed by a corporation, it must be executed either under its seal or under the hand of an officer or attorney duly authorised.

Dated this _____ day of _____ 2021.

Signature of member

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