TERMS OF REFERENCE FOR THE GLOBAL TECHNOLOGY & BUSINESS SERVICES COUNCIL

Drafted 18/06/2020

Approved by the Council 07/07/2020

Background and Name:

Role of the Global Technology & Business Services Council is to promote the interests of the global technology services and business services industry.

The name of the body/corporation is the Global Technology & Business Services Council hereinafter referred to as "the Council."

Objectives:

(a) Benefit member-based organisations of GT&BSC through consultations among members;

(b) Assist both the members and the international community serving as the focal point for international information exchange related to GT&BSC activities, respecting the roles and functions

(c) Better address future user needs in the GT&BSC development plans and applications; and

(d) Report periodically on the industry's development.

Participants:

Founding Members, Members, Affiliate Members, Advisors.

Founding Members – those associations on board at time of launch (no additional rights, just a recognition)

Members – Founding Members are Members of the Council and any association the Council votes in. A maximum of 14 full Members has been set. Full Members have full voting rights on matters arising.

Affiliate Members – can get involved with the work, but do not have a right to vote on matters arising. Affiliate Members can be voted to full Members status by the Council, but only if the number does not exceed 14 (unless the majority of the Council decided to increase the limit above 14 at any time).

Terms of Reference

The Terms of Reference is effective from (insert start date) and will be ongoing until amended or terminated by agreement between the parties. The Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the Council. The Terms of Reference will be published for public view on the Council's website.

Role of the Council
Role of the Global Technology and Business Services Council is to promote the interests of the global technology services and business services industry. The Council will do this by:
- guiding the evolution of the industry
- showcasing the contribution of the industry
- Communicating and actively promoting a clear proposition of the industry with consistent language
- attracting and upskilling talent across the industry
- collaborating globally to drive opportunity

The Council will do this by sharing best practice, challenges and opportunities, trends and creating forums to develop new thinking and new models in doing so strengthening each local association to further strengthen and coordinate the global technology and business services industry.

Responsibilities
The membership of the Council will commit to:

• wholeheartedly championing the Council within and outside of work areas

• sharing all communications and information across all Council members

• making timely decisions and taking action so as to not hold up the work of the Council

• notifying members of the Council, as soon as practical, if any matter arises which may be deemed to affect the development of the Council

• attending all meetings and if necessary, nominate a proxy

Members of the Council will expect:

• that each member will be provided with complete, accurate and meaningful information in a timely manner

• to be given reasonable time to make key decisions

• to be alerted to potential risks and issues that could impact the work of the Council, as they arise

• open and honest discussions, without resort to any misleading assertions

• ongoing 'health checks' to verify the overall status and 'health' of the Council

Activities and Procedures of the Council
The activities of the Council will include but not be limited to the following:
- Share content and IP - For example, best practice guides, codes of conduct, principles, templates, toolkits, case studies
- Influencing - One collective voice to influence EU, White House, other governments and regulators.

- Market Research - Data on global industry size in $, employees, etc. as well as trends
- Global Thinktanks - Bringing global leaders and governments together to share ideas and challenges
- Global Summit - A conference for all our members to present industry vision and futures and share best practice
- PR and Analyst relationship - A joint global response doc and PR programme for media, analysts and influencers
- Vision - Agree a global industry vision statement and language set
- Code of Conduct - To sign up to a global industry code of conduct
- Members - To share a list of member names and players in the community
- Website - To contribute to and maintain one website for the global industry
- Sustainability - Collaborate on a push for inclusion and diversity, wellness and impact sourcing
- Professional Development - Collaborating on attracting and upskilling talent

Composition and Structure of the Council

The Council will be comprised of members and affiliate members. There are 13 founding members which are the members of the Council. As additional organisations join, they will be granted Affiliate member status. They will be included in the programmes, will have an advisory voice but will not have voting rights on Council decisions and direction. There will be a maximum of three representatives per member organization and one equal vote per member.

The Council will vote in an annual basis rotation for Chair and Vice Chair. All council members will volunteer to support areas of work, such as Research, PR, public affairs, etc. The role of Chair or ViceChair is to ensure that meetings are moderated/agendas are agreed to/minutes prepared/action points are collated and time-bound implementation is done. Council members who are working together in this endeavour need to fulfil their part of the responsibility as per above agreements so that Chair/Vice Chair do not need to continue to follow up.

Procedure to join or exit Council:

Joining Criteria

Requests to join should be submitted by email to the Chairperson and the Chairperson will propose the Member at the next Council meeting for the Council to vote on accepting or rejecting the application.

Exiting Criteria:

A Member can resign from the Council without cause at any point, but must give 30 days notice, state a reason to the Chairperson for sharing with the Council, and handover any work in progress.

If a Member or Affiliate Member breaks the basic principles in the Association Code of Conduct and/or regularly fails to fulfil on tasks or join meetings, the Council will discuss at the next meeting and vote on that Member's resignation.

Should one of the Founding Members/Members leave the Council, the Council will vote on making an Affiliate Member a Member in order to keep the Council at 12-14 Members. There is no limit on the number of Affiliate Members.

Meetings of the Council

All meetings will be chaired by the Chairperson or Vice Chairperson. A meeting quorum will be 8 members of the Council. Decisions will be made by majority consensus of 60% of attendees. Meeting papers will be provided by the Chair or Vice Chair, this includes:

• preparing agendas and supporting papers

• preparing meeting notes and information.

Meetings will be held at least monthly until the end of 2020 and thereafter at least quarterly. Throughout 2020 all meetings will be held via Microsoft Teams. If required subgroup meetings will be arranged outside of these times at a time convenient to subgroup members.

Resourcing
The members of the Council agree to share the workload as equally as possible among themselves. There will be no requirement to pay a membership fee into the Council. It may however be agreed for all members to make an equal contribution to fund agreed programmes of work which require the use of external, paid for resource.

Assessment and Evaluation of the Council
The Council agrees to hold an Annual General Meeting for its Members and Affiliate Members and publish an annual report that details the work and results achieved of the Council against set objectives and targets.