



Terms of Reference

TeX SLA & Operations Advisory Council

PREAMBLE

The TeX SLA & Operations Advisory Council ('the Council') is one of three advisory councils to which the TeX Board has delegated the management of key aspects of the organisation.

The Council is responsible for operational matters relating to transfers and for setting the service levels to which members must adhere. It acts as a centre of expertise on all technical, regulatory and administrative issues that affect members' processing of transfers. It is open to members of all membership categories.

OBJECTIVES

- To improve the efficiency of transfer processing for the benefit of TeX members and the end consumer
- To represent the interests of TeX members both within TeX and in the wider industry
- To publish and maintain the TeX Service Level Agreement and the TeX Management Information Reporting Requirements
- To provide a forum where TeX members can share best practice and raise and resolve issues relating to transfer processing
- To keep TeX members and the TeX Board informed of relevant developments within TeX and the wider industry

RULES

Organisation

1. The Council exists at the discretion of, and under the supervision of, the TeX Board, which may, at its sole discretion, appoint or remove members, or the Council itself.
2. Membership of the Council will be on an individual, rather than organisational, basis. Members must be employed by, or formally accredited representatives of, fully paid up TeX members, or associate members. Membership will be a matter of record and members will be listed on the TeX web site.
3. The Council will have a Chair, and a Deputy Chair, elected by Council members.

Meetings

4. The Council will meet formally 4 times a year, and at other times, exceptionally, if required.
5. A quorum for each meeting will be 10, including the Chair or Deputy and should include an attendee from each TeX membership category unless agreed in advance by the Chair.
6. Secretarial services will be provided by TeX and minutes will be a matter of record for TeX members, being made available in the members section of the TeX web site.
7. Meetings will last no longer than 2.5 hours (unless required under exceptional circumstances) and will be held on-line or in TeX members premises, usually in London.

Decisions

8. The Council's authority is at all times subject to the change control process defined in the TeX By-laws.
9. Council decisions affecting:
 - a. the format or content of electronic messages exchanged between participants; or
 - b. the response and turnaround times defined in the TeX Service Level Agreementmust be submitted to the TeX Board for approval before coming into effect.
10. All other changes to the TeX Service Level Agreement and the TeX Management Information Reporting Requirements will be subject only to Council decisions.
11. Council decisions will normally be reached by general agreement of the members present as determined by the Chair, unless a vote is requested by any member. In the latter case the vote shall rest upon a simple majority of the organisations represented at the meeting.
12. Council decisions may only be made at formal meetings where the issue to be debated has been communicated to members in advance of the meeting, typically by listing on the agenda. This will allow interested parties to ensure they are represented.
13. Individuals representing their organisations must be responsible, active TeX members who are fully aware of the impact and outcomes of their voting decision.
14. Votes will be recorded in the minutes.

Communication

15. The Council will submit a written report to the TeX Board on its activities through the Chair once a year.
16. Modifications to the Councils Terms of Reference may be recommended to the TeX Board by the Council from time to time.
17. The Council will share information and foster good relations with all other TeX Advisory Councils and Committees.
18. Council members will have due regard to the requirements of the Competition Act.

19. Members of the Council will abide by TeX confidentiality rules and not share details of Council discussions outside of their own organisation.

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