

Stakeholder engagement on the EIB Group's Climate Bank Roadmap 2021-2025: Turning ambition into reality

Guide for webinar participants

This Guide for webinar participants provides key technical instructions for interested stakeholders to connect to and participate in the webinars as well as the ground rules to ensure an orderly and effective discussion.

The webinars will be hosted through [Zoom](#). Participation is free of charge. You can find more detailed technical information on [Zoom's Help Center](#). If you experience **technical difficulties**, please send us an email to cbr2025@eib.org and we will do our best to help you.

Joining the webinars

You can join the webinars via your computer or mobile device by clicking on the **invitation link** that will be provided on the event [web page](#) and via email to those who have [registered](#).

When clicking on the invitation link, you will be invited to download and install the **Zoom app**. This is however not obligatory. If you join via your **computer**, you can also choose to “**join from your browser**”. While all the most common current browsers are supported, it is recommended to use **Google Chrome** to participate in Zoom webinars.

If nothing prompts from browser, [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

Participating in the webinars are free of charge and do not require a Zoom account. You will, however, have to install the Zoom app to participate in the webinars through a **mobile device**. Please visit the App Store or Google Play Store to download it.

You will need to accept Zoom's Terms of Service and Privacy Policy. If you do not wish to do so, you can join via **telephone** by dialling one of the [national teleconferencing numbers](#) and introducing the meeting code. In this case, however, you will be able to listen, but not engage actively in the webinars

You will then be prompted to **insert your name and email address**.

Please insert the name of your organisation in brackets next to your name, so the webinar host can identify you (for example, when giving you the floor during the webinar). For example:



Name: Marc Smith



Name: Marc Smith (European Investment Bank)

The webinars will start at the time indicated on the [event web page](#). Please **connect 10 to 15 minutes ahead of time** to test your connection and resolve any problem.



Attendees joining via audio connections will not be able to take the floor.

*Attendees **SHOULD NOT** turn on their cameras to avoid network congestion and connection instability.*

Participating in the webinars



The objective of this stakeholder engagement initiative is to listen to stakeholders. While participants may ask questions, the EIB encourages them to share their expertise and views on the topics under discussion.

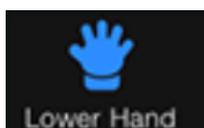
Intervening orally

Once you have joined the webinars, **your microphone** (and that of all other attendees) **will be automatically muted**.

The meeting host will allow time for discussion.



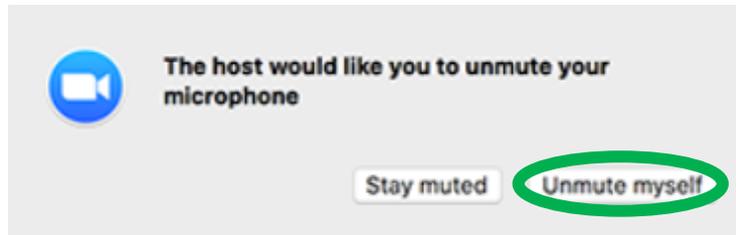
Click on the “**raise your hand**” icon if you wish to speak during the discussion time



The hand icon is on when your hand is raised

If you no longer wish to speak, click on the icon to “**lower your hand**”

When the meeting host says that it is **your turn to speak**, you will receive a notification allowing you to unmute your microphone. Please click on “unmute myself” to activate your microphone. Webinar participants will then be able to hear you.



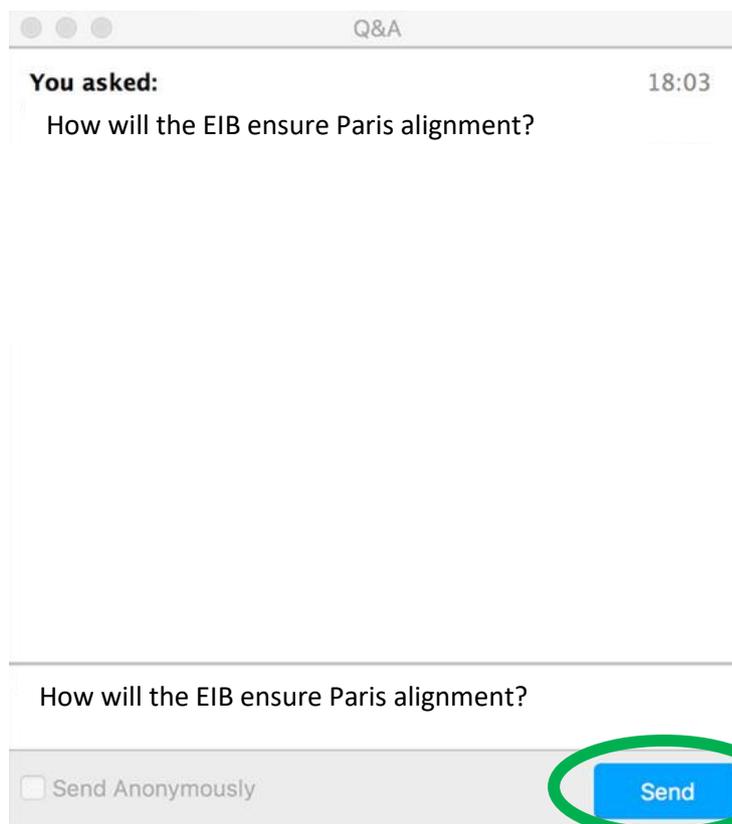
Once unmuted, please **introduce yourself** by stating your name and your organisation, if applicable.



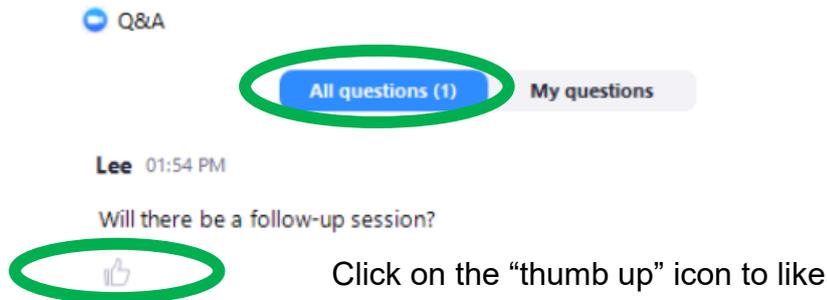
*In order to give participants equal opportunities to speak, **each intervention will be limited to 90 seconds**. You will hear a **sound when your time runs out**. Please help us ensure a fair management of the webinars by not going beyond the allocated speaking time.*

Intervening in writing

You can intervene in writing through the **Question & Answer (Q&A) box** by writing your comment or question and clicking “Send”. To promote a transparent discussion, anonymous comments will be disabled.



You can see other attendees' comments and questions by clicking on "**All questions**". You can also **like other attendees' comments and questions** in order to **increase the likelihood that they will be taken up** during the webinar.



You can also **send questions ahead of the webinars** via email to cbr2025@eib.org. The EIB will try to answer as many as possible during the webinars, but cannot guarantee an individual reply.



The EIB will take and publish minutes of the webinars. Attendees' statements will not be registered as formal contributions to the stakeholder engagement process. If you wish to make a formal contribution, please do so in writing as explained on the stakeholder engagement [web page](#).