Provision of IET Business Cards and Email Addresses to Volunteers

Policy
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1. Why we have this Policy

1.1. Volunteers engaged in IET roles are significant ambassadors for the IET and, in some of these roles, it can be important for them to be recognised as representing the IET. This policy aims to clarify the circumstances under which IET business cards and email addresses will be provided to volunteers in support of their IET activities, and how these may be used.

2. Who this Policy relates to

2.1. This policy is intended to encompass all volunteer roles within the IET, in all countries. The policy sets out the circumstances where cards and email addresses are needed and explains why not all volunteer roles will be granted the use of these.

3. Other Policies, Procedures and/or Guidelines you need to read in relation to this Policy

3.1. Volunteer Code of Conduct
3.2. Terms of Use for IET Office 365
3.3. IT Acceptable Use Policy
3.4. Information Security Facts and Guidance

4. Overview of this Policy

4.1. This policy relates to the provision and use of IET business cards and Microsoft Office 365 (Office 365) accounts (name@ietvolunteer.org).
4.2. Appendices 2 and 3 list the volunteer roles for which business cards and Office 365 accounts (email addresses) may be provided and sets out how these may be used.

5. The Policy itself

Business Cards

5.1. Members who are acting in the capacity of official volunteers in positions where they need to represent the IET may present IET business cards. Appendix 2 gives a guide to those roles considered to have an accepted need for business cards; other roles will be considered on a case by case basis by the Director of Governance and External Engagement.

5.2. IET business cards may only be presented by people who have the authority and accountability to represent the IET in their field of expertise or in their local area. A person who is not acting in the capacity of an official volunteer on behalf of the IET may not present IET business cards.

5.3. IET business cards must never be used to imply that the holder has an authority delegated by the IET which they do not have.

5.4. A member wishing to have IET business cards must seek authorisation from the member(s) or staff who would be directly accountable for his/her actions in carrying out the volunteer role which he/she holds. These can be found in Appendix 2.

5.5. Members must not present IET business cards if they no longer hold one of the roles listed, and are responsible for ensuring that any remaining in their possession are destroyed securely or returned to a staff contact for disposal.
5.6. Outdated IET business cards (eg not showing the IET’s current logo), and any remaining in possession when an individual volunteer’s term of office ceases, should be destroyed securely or returned to a staff contact for disposal.

5.7. IET business cards must always be compliant with the IET brand guidelines and should only be produced using the approved template. Local Network volunteers can use templates provided on the Marketing Toolkit. Otherwise, support can be provided by the relevant staff contact.

5.8. No person may place the IET name or logo on their own business cards.

**IET Office 365 Email Accounts**

5.9. The IET currently provides Office 365 accounts for use by volunteers in certain roles. Guidance on this can be found in Appendix 3.

5.10. Use of Office 365 accounts must be in accordance with the IET’s IT Acceptable Use Policy and Information Security Facts and Guidance.

5.11. Volunteers must sign up to the Office 365 Terms and Conditions of Use before starting to use their account, and only use their Office 365 account in accordance with these.

5.12. Office 365 accounts must not be used for the transfer or storage of any illegal or inappropriate materials.

5.13. Members are responsible for ensuring that all Office 365 addresses that are promoted publicly are continually monitored.

5.14. Office 365 accounts must only be used for purposes that support IET volunteering activities, which also excludes use in relation to the holder’s membership or profession.

5.15. Access to accounts will be suspended or removed when the volunteer ceases their volunteering role(s).

5.16. Access to Groups and Teams within Office 365 will be in accordance with the recognised role(s) the volunteer is recorded as being engaged with.

5.17. Users of generic Office 365 volunteer email addresses (eg: Brighton@ietvolunteer.org) are responsible for ensuring the address is monitored accordingly, used appropriately, only promoted for the purpose that it was intended, and for ensuring that any correspondence is effectively handed over to other volunteers when leaving a volunteering role.

5.18. In some specific roles, @theiet.org email accounts may be set up to manage correspondence relating to that role, for example the President. These will only be created for named roles (not individuals) and will be accessed and managed with the assistance of staff supporting that role.

**Personal Email Accounts**

5.19. Individuals are discouraged from setting up personal email accounts that suggest affiliation with the IET (eg: name-IET@gmail.com), on the basis that should it be used or be interpreted to infer an authority that does not exist, it could invite a disciplinary investigation under the IET Rules of Conduct.

6. **Roles and Responsibilities**

6.1. Any member of staff asked to provide or advise on the provision of IET business cards to members should familiarise themselves with this policy and give guidance accordingly. If in any doubt about whether a volunteer role qualifies for business cards, advice should be sought from the Volunteer Support Unit or Director of Governance and External Engagement.

6.2. Members and staff who have access to the website which carries the editable template for IET business cards (the Marketing Toolkit) should familiarise themselves with this policy and produce or provide business cards only to those volunteers who
have a demonstrable need for them. In all cases, they must ensure that they conform to brand guidelines.

6.3. Members who hold IET business cards must not use them in such a way that other parties could be misled about the holder’s authority to represent the IET.

6.4. Staff responsible for administering the Office 365 tenancy will manage processes for the creation, management and suspension of these accounts and will handle queries on the use of these.

6.5. Queries relating to this policy should be directed to your staff contact or the Volunteer Support Unit (volunteer@theiet.org). The Director of Governance and External Engagement is ultimately responsible for the application of this Policy.

7. **Procedure for authorisation and production of IET business cards**

   **Volunteers with access to the Marketing Toolkit:**

   7.1. The IET business card template is held on the Marketing Toolkit accessible via the website to registered users of the service. Volunteers requiring access or help to create business cards can contact the Communities Operations Team via communities-support@theiet.org.

   **Volunteers in other roles:**

   7.2. Please contact your staff contact who will be able to order cards on your behalf. You may be asked to complete a simple form which can be found at Appendix 4.

8. **What happens if you do not follow this Policy**

8.1. If you do not follow this Policy the risks to the IET are that volunteers may be accorded an authority that they do not have, or that the IET is unable to continue to offer an IET Office 365 tenancy because the licence terms have been breached.

8.2. Breach of this Policy may result in removal of Office 365 licences and/or the right to use IET business cards.

8.3. Volunteers found to be misusing IET business cards will be reprimanded and may be prevented from holding volunteer positions in the future. If a case of misuse is considered to be a breach of the Volunteer Code of Conduct or Rules of Conduct (for Members), it may result in the appropriate disciplinary action being taken.

9. **Queries and Comments**

Queries regarding how this Policy works in practice, or comments or suggestions as to how it could be improved, can be directed to the Head of Volunteer Support via volunteer@theiet.org.
Appendix 1

Control Sheet

Policy

Document owner: Volunteer Support Unit
Document reviewer: Katherine Bunting, Head of Volunteer Support
Document adopted on: 9 May 2018
Next review date: 30 September 2021

Review/change history

<table>
<thead>
<tr>
<th>Date of Review/Change</th>
<th>Summary of changes</th>
<th>Version no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 July 2010</td>
<td>Original version.</td>
<td>1.0</td>
</tr>
<tr>
<td>20 August 2012</td>
<td>Updated to add Sectors and reflect changes in the governance structure.</td>
<td>2.0</td>
</tr>
<tr>
<td>1 June 2015</td>
<td>Updated to include provision of email addresses (email alias).</td>
<td>3.0</td>
</tr>
<tr>
<td>18 October 2016</td>
<td>Updated to reflect use of generic email addresses.</td>
<td>4.0</td>
</tr>
<tr>
<td>24 February 2018</td>
<td>Updated to reflect introduction of Office 365.</td>
<td>5.0</td>
</tr>
<tr>
<td>10 June 2019</td>
<td>Updated to reflect changes in volunteer roles permitted to hold Office 365 accounts.</td>
<td>6.0</td>
</tr>
<tr>
<td>30 Sept 2019</td>
<td>Updated to reflect closure of the IET Email Alias service.</td>
<td>7.0</td>
</tr>
<tr>
<td>02 Sept 2020</td>
<td>Updated to reflect change in name of Education volunteer role</td>
<td>8.0</td>
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</table>
Appendix 2

Table of IET Volunteer Roles qualifying for business cards:

<table>
<thead>
<tr>
<th>Volunteer Role</th>
<th>Reason for the provision of IET business cards</th>
<th>Responsibilities</th>
<th>Accountability</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Acts as a representative of the IET</td>
<td>To be an ambassador for the IET</td>
<td>Accountable to the Board of Trustees</td>
</tr>
<tr>
<td>Trustee</td>
<td>Acts as a representative of the IET</td>
<td>To be an ambassador for the IET</td>
<td>Accountable to the Board of Trustees</td>
</tr>
<tr>
<td>Policy Panel and Sector Chair</td>
<td>Representative of the IET in the relevant technical subject area. May act as spokespeople for the IET</td>
<td>To work with staff and the rest of their panel to maintain the IET position on relevant topics. To present the corporate view of the IET rather than their personal opinion</td>
<td>Accountable to the Board of Trustees</td>
</tr>
<tr>
<td>Chair of a Technical and Professional Network</td>
<td>Representative of the IET in the relevant technical subject area</td>
<td>Responsible for leading the IET programme of activities in the relevant technical area and expanding participation</td>
<td>Accountable to the Chair of the Communities Resourcing Committee</td>
</tr>
<tr>
<td>Local Network Chair</td>
<td>Representative of the IET in the local area</td>
<td>Responsible for leading the local network and acting as an IET ambassador</td>
<td>Accountable to the Chair of the relevant Communities Committee (e.g. CC-UK)</td>
</tr>
<tr>
<td>Local Network Secretary</td>
<td>Acts as the main point of contact for the IET locally</td>
<td>Responsible for giving accurate information about the activities of the Local Network</td>
<td>Accountable to the Local Network Chair</td>
</tr>
<tr>
<td>Local Network Treasurer</td>
<td>Acts as the contact point for all financial transactions undertaken by the Local Network</td>
<td>Responsible for ensuring that all expenditure of IET funds by the Local Network is in line with the IET’s charitable objectives and has been given prior approval by the relevant Communities Committee</td>
<td>Accountable to the Local Network Chair</td>
</tr>
<tr>
<td>Professional Registration Advisor and International Professional Registration Advisor</td>
<td>Acts as a point of contact for anyone in the local area seeking advice on professional registration</td>
<td>Responsible for giving, informing and advising prospective candidates</td>
<td>Accountable to the Chair of the Registration and Standards Committee</td>
</tr>
<tr>
<td>Education Officer (Formally School Liaison Officer)</td>
<td>Representative of the IET with schools in the local area</td>
<td>Responsible for providing accurate information to schools about the IET’s educational services and resources and for informing the Local Network and the IET about local schools’ activity</td>
<td>Accountable to the Chair of Membership and Professional Development Board</td>
</tr>
</tbody>
</table>
Appendix 3

List of IET Volunteer Roles qualifying for IET Office 365 Accounts:

The IET is required to limit the number of licences for Microsoft Office 365 provided under its volunteer tenancy. These are therefore currently limited to:

- Local Network committee members and members of Technical Professional Network Executive Committees
- Board, Council and Communities Committee members, including Board of Trustees

Members of other volunteer groups may be provided with accounts where a benefit case has been made for this. These will be approved by the Volunteer Office 365 Project Board.
Appendix 4

Information to be provided when requesting IET Business Cards (cut and paste this into an email or document)

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Role:</td>
</tr>
<tr>
<td>Telephone Number:</td>
</tr>
<tr>
<td>Mobile Phone Number (if required):</td>
</tr>
<tr>
<td>Email Address:</td>
</tr>
</tbody>
</table>