One team
Many opportunities
Volunteer Handbook
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Welcome to the team

Nigel Fine, Chief Executive and Secretary

Volunteers are at the heart of the IET’s mission to inspire, inform and influence the global engineering community. Your work supports other engineers in their professional development and lifelong learning and helps to deliver a growing range of IET activities.

I am always impressed by the personal commitment from our volunteers, whether this is organising technical conferences/events, talking to school children about engineering, or evaluating applications for our professional registration programme. The contribution from each and every volunteer is invaluable to the IET in supporting our shared vision of working to engineer a better world.

Our broad range of volunteering activities are each linked together by a shared set of core values – integrity, excellence and teamwork – and we will support you to champion these in your role. In 2018 we launched our Core Values Awards recognising volunteers who demonstrate the IET’s values in their IET activities for which, nominations can be made via the Volunteer Hub.

Engineering is a hugely exciting and diverse career and we simply couldn’t do everything we would hope to without your support – by running campaigns and competitions to inspire the next generation of engineers in your local areas, to holding events and conferences to inform our members around the world.

We always welcome our volunteers to share their valued skills across the IET. Please ask your IET staff contact about the opportunities available and how you can develop your own skills and knowledge as you help others.

This handbook, together with information and resources on the Volunteer Hub theiet.org/volunteers and assistance from your staff colleagues, is designed to help you get the most from your volunteering experience.

Thank you for taking the time to make a difference. I hope you find volunteering valuable and rewarding experience and I look forward to working with you so that we can achieve even more in delivering the IET Vision.

Nigel Fine
Part 1: About volunteering

"I absolutely love the opportunities volunteering gives – to talk about engineering and engage with truly amazing people!"

Yewande Akinola
"I love the fact that it is indeed very purposeful!"

YEWANDE AKINOLA MBE CEng FIET IET Trustee

I absolutely love the opportunities volunteering gives – the opportunity to talk about engineering and engage with truly amazing people. Whether it is at a school or STEM competition, the experience brings fantastic fulfilment that also inspires me to improve myself, knowledge and skills. I love the fact that it is indeed very purposeful! It is wonderful to see the direct impact it has on young people as it helps inform pretty big decisions.
You make all the difference

Congratulations on your decision to volunteer at the IET! You are now part of an exceptional team of over 4,600 technology and engineering champions worldwide. The skills, personal qualities and enthusiasm that you contribute are at the heart of IET activities. But it’s not just about us – it’s a great way for you to acquire volunteering experience.

Feedback from our volunteers show that it’s important to deepen your knowledge of the IET. This ensures that you’ll get the most out of this opportunity. All the information you need for your volunteer role is in this handbook, as well as some more in-depth references.

You’ll find a host of useful resources on a dedicated area of our website called the Volunteer Hub theiet.org/volunteers – so please take the time to explore.

Most of all, there’s always a friendly, supportive team on hand to help. If you’re unsure about anything just ask your staff contact or other volunteers in your area.

The Volunteering Team

volunteer@theiet.org
Getting started in your role

You’ll find a wide array of volunteer roles at the IET. For example:

— Being a member of a Board or Committee
— Running local events
— Influencing policy
— Contributing to standards
— Assisting members to become professionally registered
— Inspiring the next generation of engineers

The range of opportunities means that you can find what best suits you in terms of commitment, the type of activity, method of recruitment and the induction and training required.

Involvement is open to members and non-members, depending on the type of role.

Your staff contact is there to answer questions and provide guidance, while the central Volunteer Support Unit (VSU) will help you understand our policies and keep you up to date with IET news. We look forward to seeing you at the Discovery Session [webinar](#) where you’ll learn more about the IET and the vision and mission you’re supporting.
Support in your role

As your volunteering career develops, you might commit to one particular role that is highly rewarding or take on different roles over time. However you decide to progress, we will ensure you're provided with the right training and tools.

For some roles all you need to do is join in and get going. Others require specialist training, in which case there may be extra support to help you navigate our systems or processes. This can take the form of e-learning, training days, conferences or on-the-job instruction. Your IET contact will advise you on the required training for your role. An added benefit is that participation in volunteering and related training contributes to your continuing professional development (CPD).

Mandatory CPD monitoring for IET members was introduced in January 2017 – you can use Career Manager to record your CPD.

See theiet.org/cpd

Policies and guidance

As a professional institution, we have to operate to the highest standards and comply with relevant legislation. We have several policies to help our volunteers and staff understand how to work in ways that safeguard against any problems. You will have access to our online system – InfoAware – to guide you through our key legislation-related policies. There is also a library of other documents that you may find useful. Please take some time to familiarise yourself with these. We are here to answer any of your questions.
Growing in your role

Volunteering at the IET means that you can:

— Refine your talents
— Expand your network
— Gain exposure to different scenarios

If you’re at the start of your career, you’ll find it invaluable for building a portfolio of useful skills.

Many of our participants describe the positive impact volunteering has had on their personal development, which is then reflected in their professional life. They found that involvement in other IET areas opened up a wealth of stimulating experiences.

Read what they say at theiet.org/involved/volunteering-for-the-iet/meet-our-volunteers/

Many roles, a host of options

Assisting others is a great way of helping your own skills and knowledge to flourish. Explore the possibilities of other roles on the Volunteer Hub theiet.org/volunteers/get-involved or chat to your staff contact.

The IET maintains a healthy succession of talent to inform our governance by applying a standard three-year term to many of the roles. This brings a pipeline of new volunteers with innovative ideas. However, those with valued abilities and a desire to continue can still remain part of the team, by developing other areas within a different role. Discuss the options with your staff contact.

If you are interested in shaping the future of the IET, roles in our governance – our Council, Boards and Committees that inform the strategy and monitor performance of the IET – are either elected or appointed. Information on how to nominate candidates for these posts can be found at theiet.org/shape-the-future
Staying informed

With such a lot going on at the IET you'll need to stay in touch. As well as our social media accounts, you can keep up with the news via:

— Looking out for quarterly issues of our 'Volunteer Update' email, where you'll find just news that is relevant to volunteers
— Member News online: via theiet.org/member-news
— Member News print edition: available three times a year
— IET News videos: browse the news channel on IET.tv
— Engineering Communities: join the IET Volunteering community at theiet.org/vc

theiet.org/volunteer-news
Recognising our exceptional volunteers

At the IET we really value and appreciate the contributions of our volunteers. That's why we publicise their exceptional efforts through case studies, articles and short videos. We would love to hear your story, email us at volunteer@theiet.org

Volunteer awards

The IET Achievement Medal for major and outstanding contributions for furthering the aims of the IET is part of the Achievement Awards programme. It recognises and celebrates the amazing work of our volunteers.

The Paul Fletcher Medal is presented annually to a young professional volunteer for outstanding achievement in contributing to the activities of the IET.

You can nominate someone for these awards by visiting the Achievement website.

Core Values Awards acknowledge volunteers who exemplify the IET's values of integrity, excellence and teamwork. Awards are presented annually, and nominations can be made for individual volunteers (for integrity and excellence) or teams (for teamwork). You can make nominations via the Volunteer Hub throughout the year at theiet.org/volunteers/active/talent-support/core-values-awards.cfm
Certificates

Certificates are available to recognise attendance at events or contributions to an activity. You can download an editable certificate from the Volunteer Hub or find it on the Marketing Toolkit (please see Resources section).

Employer support

Many employers recognise the value of volunteering in developing skills and experience that are relevant in the workplace. If you would like the IET to provide a letter for your employer outlining your contribution as a volunteer, please let us know at volunteer@theiet.org

"I became a volunteer to encourage and support more young people to become engineers, and to give something back to the technically minded community. I like the energy and buzz of presenting to people who want to learn about engineering."

Mamta Singhal MBA MSc BEng, IET Volunteer
Volunteer Engagement Strategy

A strategy focused on volunteers – the final piece in the IET jigsaw

A new Volunteer Engagement Strategy (VES) is currently being created that clearly defines the volunteer purpose, what volunteers do and how they engage with the IET and each other.

Look out for the full launch of the VES in 2022, but in the meantime here’s what we aim to do:

— Provide a global Volunteering Home for Life
— Provide the right opportunities for new volunteers and volunteer-facing staff, to help grow our reach in depth and breadth
— Raise the profile of our volunteers and volunteer-facing staff to their peers and other stakeholders
— Be a recognised leader in volunteer management
— Provide the tools for volunteers to understand and be committed to our strategies and societal challenges

Read more about our Volunteer Engagement Strategy.
We want your feedback

Do you have any stories about your volunteering? Would you like to inspire others with your insights? We're always looking for ways to enhance the IET volunteering experience and encourage other people to get involved. Please get in touch with any suggestions or anecdotes, email us at volunteer@theiet.org

We're always delighted to receive your feedback.

What if there is a problem?

We try our utmost to make your volunteering experience as worthwhile and rewarding as possible. However, on the rare occasion that a problem might occur, there is a complaints procedure. Volunteers can express concerns and provide feedback, helping us improve how we support our volunteers.

Every effort is made to settle a dispute fairly and amicably, so if you have any issues the first step is to raise these with your staff contact. If the matter is not settled satisfactorily, an escalation route is in the ‘Working Together: Raising concerns and challenging inappropriate behaviour’ guidelines. This is obtainable from your staff contact or the Volunteer Hub.

You'll be expected to follow our Code of Conduct for Volunteers, available on the Volunteer Hub. Failure to abide by the Code of Conduct could damage the high professional standing of both volunteers and the IET. It may compromise the IET’s plans and contravene the laws that govern the IET. As a result, the IET may have to take appropriate action.

In the unlikely event that there are concerns about your contribution as a volunteer, we will discuss this with you and take steps to remedy the situation. These include additional support or the offer of an alternative role.
Keeping in touch

Please make sure you let your staff contact know when things change, whether it is an amendment to your details or if you are going to be out of contact for a while. Doing so makes sure the IET can keep you updated and helps to ensure the services we provide run smoothly for everyone else.

Thank you for taking the time to read through this information.

We hope you have found it valuable and that it will help you to make the most of every opportunity in your role as an IET volunteer.

"The two things I enjoy most about volunteering for the IET are the wide variety of people and professions I meet and the interesting subjects I get involved in."

Tim Whitcher BEng(Hons) CEng MIET, IET Volunteer
"As an accreditor, I genuinely want the universities to succeed"

ERIK DAGLESS BSC (HONS) PHD FIET CENG
Academic Accréditor

As an IET accreditor, there are three levels of review that you can get involved in. When a university wants its courses to be accredited, they'll start off by submitting documents for a review by the IET office and a member of the accreditation panel. The second level is an advisory visit, which is more instructive and involves two panel members going to the institution, to make sure the academic staff understand what is required. The third and final level is the accreditation visit.

The accreditation visit usually takes just under two days. When we're on campus, we look at the documentation, we speak to students, industrial partners and staff, and we visit the laboratories. We're always working to a tight deadline because at the beginning of the second day we have a two-hour meeting with all the academic staff who are involved in programme design and module delivery. Three hours later, we deliver a verbal report on the recommendations we'll be making to the Academic Accreditation Committee.

Erik Dagless was the worthy winner of the Integrity category in the second round of the 2018 IET Volunteer Core Values Awards.
"The IET was a good training ground for me when I started volunteering as a young engineer. I have helped young fellow engineers to discover the technological world in a fun environment."

Justina Ho
"I was given the chance to put my creativity into practice"

JUSTINA HO BMath MSc LLB MIET

Council Member,
Hong Kong Local Network Chair

The IET was a good training ground for me when I started volunteering as a young engineer, and it has given me the opportunity to be exposed to different technologies, broadening my perspectives. I was also given the chance to put my creativity into practice, helping my fellow young engineers to discover the technological world in a fun environment. Friends for a lifetime were made in the process.

As the IET helped me grow into a sophisticated engineer and an expert in my field, I realised that it is also a platform for me to have my voice heard and to realise my dreams and visions. Through the IET, I was able to contribute to the world in support of my ideology of diversity, while fostering creativity and interests in science and engineering. The 9% Campaign was a great inspiration, which led to the launching of the STEM 4 Girls Programme in our LN to encourage young girls to believe in themselves and to embrace technology.
Off-the-shelf tools and resources

Volunteer Hub

The Volunteer Hub supports you in your role and provides access to information, tools and resources you'll need during your volunteering activities.

In addition to this Volunteer Handbook, it includes information on induction resources, governance and the IET's strategy; volunteer news; details on how we recognise volunteer talent; and advice on how to engage with the wider volunteer community.

There are also useful guides for Communities and Education volunteers on topics ranging from marketing and communications to community management, event management and education activities.

The Get Involved area supports people who want to find out how they can engage with IET volunteering. It includes the personal and professional benefits of volunteering; helps visitors establish the type of role that may motivate them; and provides access to all volunteer role descriptions.

Online networking platform

If you would like to connect, interact and share knowledge with your peers around the world you can use the Engineering Communities online platform to:

— Join communities – or start one of your own
— Interact with like-minded people and extend your professional network
— Share your knowledge through joining or starting a debate
— Collaborate with community members

communities.theiet.org
Email marketing for volunteers

The Adestra software package for volunteers provides Local Networks (LNs) with the facility to send out emails to members and non-members in their local network area. This gives Local Networks a chance to connect with the wider community and promote events and other activities. To access this tool please get in touch with your network's staff contact or email communities@theiet.org

Event management

If you are a Communities volunteer there are two tools available to help manage and publicise your events. Plus! For Events is an online event registration system that makes it simple to register delegates, send out reminders and gather feedback. The online Events Calendar is also available to Communities volunteers to advertise IET events through a simple web form. If you would like access to these tools please get in touch with your network's staff contact or email communities@theiet.org

communities@theiet.org
Marketing Toolkit

The Marketing Toolkit is an online resource for Communities volunteers and Education Officers to help you create your own marketing material, order IET promotional literature and branded gifts. If you would like access email communities@theiet.org

The IET brand

As volunteers you play a significant role in promoting engineering and encouraging more people into the profession.

Part of this involves presenting the IET in a clear, consistent and coherent way, so we have provided guidance to help you create your own marketing materials using our newly refreshed identity. The brand guidelines are available on the Volunteer Hub here theiet.org/volunteer-IETbrand

Promote IET volunteering

Encourage your peers to step into the rewarding world of IET volunteering by sharing the 'Be the change you want to see in your profession' video at events and activities. Downloadable from theiet.org/be-the-change
Communications opportunities and media relations

The IET Communications team handles media relations, social media, and internal communications for IET staff, members and volunteers.

The team is also on hand to offer advice and support on promoting IET activities to external audiences via the media.

You can find more information on how to work with the media to publicise your IET activities and events in the Media Centre area of the website at theiet.org/media

Social media guidance

If you are considering setting up a social media account related to your work with the IET, a social media policy for volunteering is available within the Policies section of the Volunteer Hub: theiet.org/volunteer-policies. You can also access our Media Toolkit via theiet.org/social-media
"I noticed that when young engineers are empowered, encouraged and supported, they come up with exciting and creative ideas."

DR CHIEW-FOONG (CF) KWONG PHD CENG MIET
Registration and Standards Committee Member
International Professional Registration Advisor
Professional Review Interviewer
Academic Accreditation Accreditor

In my early days as an IET Young Professional volunteer, I noticed that when young engineers are empowered, encouraged and supported, they come up with exciting and creative ideas. That realisation continues to motivate me when working with my students at the University of Nottingham Ningbo China. I see Professional registration as vital in terms of industry recognition and the ability to practise professionally. One of the most important lessons is not to view the client as the source of your income but as the source of your reputation.

I felt very proud to win the IET's Core Values Award for Integrity. I never shy away from difficult ethical decisions, including in my IET volunteer roles as Professional Review Interviewer and International Professional Registration Advisor. The thing about integrity is that you must always trust your own judgement.

Integrity is what defines a person and whether they can be trusted, professionally and personally. It's something that can't be taught; it has to be experienced. It's about speaking out against questionable practices and cutting corners; refusing to compromise, and hanging onto your principles, even when you're losing and your career is on the line. That's the acid test. Integrity won't make you rich, but it will give you peace of mind and earn you the respect of your peers.
Part 3: About The IET

"I noticed that when young engineers are empowered, encouraged and supported, they come up with exciting and creative ideas."

Dr CF Kwong PhD CEng MIET, IET Volunteer
As a volunteer, you are the best ambassador for the IET. You are able to promote awareness of the IET's work and shape others' understanding of the engineering profession. The following information may help you when meeting people in your volunteering role.

The IET is a world-leading professional engineering institution, it provides a Professional Home for Life™ for engineers and technicians, and is a trusted source of Essential Engineering Intelligence™.

— The IET is one of the world's largest engineering institutions with over 168,000 members in 150 countries. It is also the most multidisciplinary – to reflect the increasingly broad nature of engineering and technology in the 21st century.

— The IET is working to engineer a better world by inspiring, informing and influencing the global engineering community, as well as supporting technology innovation to meet the needs of society.

— This mission is delivered through our values – we treat everyone with integrity and respect, continually striving for excellence in all our activities and use the power of teamwork to deliver value.

— Volunteers are at the heart of the IET, with more than 4,600 volunteers powering IET activities around the world.

— Through a diverse portfolio of activities – many led by volunteers – the IET drives thought-leadership, safeguards professional standards, delivers world class knowledge products and services, provides a professional home for life for engineers and technicians, recognises and promotes excellence through scholarships and awards, and inspires the next generation of engineers.

Information about the wide range of IET activity can be found at theiet.org/about/vision/key-facts

If you are interested in the IET's governing instrument, the Royal Charter and Bye-laws, the IET's annual reports, information on AGMs and SGMs, disciplinary regulations and memoranda of understanding, and details of the organisations outside the UK with which the IET has reciprocal arrangements for the extension of privileges to members, these can also be found at theiet.org/about/governance
The IET as a charity

As a registered charity, the IET is regulated by the Charity Commission for England & Wales (No 211014) and Scotland (No SC038698). Charities are organisations established for public benefit and this reflects the objectives of the IET.

The IET’s Trustees are responsible for the overall administration of the charity in line with the requirements of the Charity Commission, although day-to-day management is delegated to the staff team. Further details about the operation of charities can be found on the Commission’s website charitycommission.gov.uk and queries about charity matters should be addressed to governance@theiet.org

Our governance

The IET is governed by a Board of Trustees made up of the 16 volunteers, including the President. Reporting to the Board are Council, three main Boards and five Committees, all comprised of members and supported by staff from relevant teams. The Executive Team, led by the Chief Executive and Secretary, is the senior staff team responsible for the day-to-day running of the IET, and works as one-team with the Boards and Committees.

The Volunteer Engagement Board, is one of the three main Boards and has responsibility for setting and monitoring strategy for volunteer engagement at the IET. The other Boards – Membership & Professional Development and Knowledge Services and Solutions – set strategy for their own areas of the Institution.

The IET’s governance structure provides the mechanism for setting strategy, monitoring performance, deciding how resources are allocated and ensuring the financial health of the IET. For members, they are a good opportunity to learn more about and influence the future of the IET, as well as develop your skills and networks.

Posts within these Boards and Committees are either appointed or elected. The specific requirements for each, including how appointments are made, can be found in the ‘Governance’ section of the IET website at theiet.org/about/governance
Our vision and mission

Our IET Strategy 2030

For the past 150 years, the IET has been working to engineer a better world.

To continue to be relevant to our different audiences and ensure we stay resilient, we must look beyond our immediate horizon to how we will make a difference over the next 10 years.

We have introduced the IET Strategy 2030, which confirms the key themes and objectives we aim to focus on over the next decade to maintain our relevance for our audiences of industry, practitioners, academia, and society.

We have created an Adobe Spark to help our volunteers explore the strategy in more detail. The Spark covers our purpose, the way we work, our strategic themes, societal challenges, and the operational and enabling expertise that, together, will continue to deliver our vision.

The Spark also contains links to useful resources including the Strategy narrative, infographic overview, and an 'at a glance' strategy presentation.

If you have any questions on the Spark or how the strategy relates to your specific role, please contact our Volunteer Support Unit or your usual staff contact.
Values and behaviours

To ensure everyone knows what is expected of them, we have created some values and behaviours for IET colleagues, members and volunteers to help achieve our ambitions.

Our values

We strive to treat everyone with Integrity and respect, continually strive for Excellence in all our activities and use the power of Teamwork to deliver value.

Our behaviours

Our values are underpinned by five supporting behaviours, which define how we envisage our staff and volunteers upholding the highest professional and quality standards in supporting our work.

— I include everyone
— I do my best
— I take full ownership
— I work well with others
— I openly communicate
## How our behaviours relate to our values

The responsibility for delivering value and supporting these behaviours lies with everyone – colleagues, members and volunteers.

Here's how we relate the behaviours to the values in the work we do.

<table>
<thead>
<tr>
<th>IET Values</th>
<th>Behaviours</th>
<th>How the Behaviours demonstrate the Values</th>
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<tbody>
<tr>
<td>Integrity</td>
<td>I include everyone</td>
<td>- Respect the views and opinions of others</td>
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<tr>
<td></td>
<td>I do my best</td>
<td>- Inspire others by being positive and enthusiastic</td>
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<td></td>
<td>I take full ownership</td>
<td>- Be open and honest about the commitment that you can make</td>
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<td></td>
<td>I work well with others</td>
<td>- Help others to find solutions in new creative ways</td>
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<td></td>
<td>I openly communicate</td>
<td>- Be aware that words, tone and body language all have impacts</td>
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<tr>
<td>Excellence</td>
<td>I include everyone</td>
<td>- Share learning and best practice</td>
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<tr>
<td></td>
<td>I do my best</td>
<td>- Know when 'good enough' is the best option</td>
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<tr>
<td></td>
<td>I take full ownership</td>
<td>- Always seek to challenge and grow</td>
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<td></td>
<td>I work well with others</td>
<td>- Seek out different thinking, views and knowledge</td>
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<tr>
<td></td>
<td>I openly communicate</td>
<td>- Really listen to everyone's contribution</td>
</tr>
<tr>
<td>Teamwork</td>
<td>I include everyone</td>
<td>- Build good working relationships with other volunteers and IET Staff</td>
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<tr>
<td></td>
<td>I do my best</td>
<td>- Work with others to deliver continual improvements</td>
</tr>
<tr>
<td></td>
<td>I take full ownership</td>
<td>- Question and challenge what's not working or preventing us from being our best</td>
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<tr>
<td></td>
<td>I work well with others</td>
<td>- Seek to understand the bigger picture and find common purpose</td>
</tr>
<tr>
<td></td>
<td>I openly communicate</td>
<td>- Communicate in a way that engages and motivates others</td>
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</table>
"It was all very useful experience…"

KERRINE BRYAN P.E. MENG MBA CENG FIET
Council Member,
Knowledge Services and Solutions Board Member
Mentor

My IET volunteer journey began in 2007 on the IET London Network’s Younger Members Committee and expanded to include mentoring young professionals, four years later. I moved to the US in 2016, joined the IET New England Local Network Committee and was elected as Secretary, a role that enabled me to find out the nuts and bolts of how a committee operates and how decisions are made.

It was all very useful experience, because in October 2020 I was elected to Council and started a three-year term as an Ordinary Member. I hope to bring a different voice to the table, helping to continuously improve the great work that the IET does. At the first meeting we covered the President’s themes and had some great discussions. I particularly appreciated the renewed focus on young people.

I’m also on the IET’s Knowledge Services and Solutions Board. I’m responsible for reviewing and contributing to documents and discussions relating to knowledge, services and solutions, in alignment with the IET’s objectives and purpose. I also provide strategic advice to the Board of Trustees.

To get the most satisfaction out of an IET volunteering role, my advice is simple. Don’t do it to tick a box. Do it because you have a passion for it.
Part 4: Policies

"To get the most satisfaction out of an IET volunteering role, my advice is simple. Don't do it to tick a box. Do it because you have a passion for it."

Kerrine Bryan P.E. MEng MBA CEng FIET, IET Volunteer
"I have a natural urge to give back to the engineering community"

VED PRAKASH BENG IPMA-D CENG MIET
Chair, Young Professionals Committee South Asia

In February 2020 I achieved my long-term vision. This was to set up the Young Professionals Committee South Asia (YPCSA), where the region's young professionals are represented by their YP Chairs. South Asia is home to the highest number of IET young professionals in the world and the YPCSA gave us a way to meet their varying needs. We are a unique committee under the IET umbrella.

It gives me immense pleasure to see all our On Campus groups having such a strong connection to the YP section of their local network. Our region's young professionals are highly motivated and brimming with ideas. As Chair of the YPCSA, one of my biggest challenges is to find the most effective ways to channel all that enthusiasm and align everyone's thought processes to achieve a common goal.

When I meet young people and other young professionals, I can see their insatiable appetite for learning and I try to share my knowledge with them as much I can. That gives me an immense sense of satisfaction.

Engineering made me into the person I am today. I have a natural urge to give back to the engineering community and there is no better platform for this than the IET.
What I need to know

As a professional institution, it is vitally important that the IET operates to the highest standards and complies with all relevant legislation. Volunteers and staff are expected to adhere to our codes of behaviour and policies put in place to support compliance and protect the individuals involved and the good name of the Institution.

To clarify what is expected we have a Code of Conduct for Volunteers, reproduced below. For volunteers who are members, this is in addition to and supports the [Rules of Conduct](#).

The Code refers to a number of key policies – six of which we ask all volunteers to read and comply with. To support you in this we have an online system that is explained in this section.

Other policies, procedures and guidance may be specifically relevant to your role and are available to help us all work together consistently and effectively. Please ask your staff contact if you are not sure which apply to you.

"You'll get to work with like-minded people across many disciplines and make a difference. You'll find there are so many opportunities to learn and to develop yourself and others."

Susan Jones CEng FIET, IET Volunteer
1. This document covers the conduct expected of individuals who volunteer their time to support the governance or delivery of IET activities, regardless of membership status. It should not be confused with the Rules of Conduct which apply to the conduct of members, and can be found at theiet.org/rulesofconduct

2. The IET prides itself on being an open and inclusive organisation, adopting best practice to innovate and improve performance whilst maintaining long-standing values of professionalism and excellence. The effectiveness of the IET’s Boards and Committees is enhanced by members, volunteers and staff working together and maintaining the highest standards of respect, trust and integrity.

3. The IET recognises the importance of volunteers in achieving its aims and values their expertise and enthusiastic support. It makes every effort to ensure volunteers are appropriately supported and recognised for their individual and joint contributions, and to take account of their views when setting policy and in decision-making.

4. Volunteers who are members of the IET are required by the Bye-laws to abide by the Rules of Conduct in their personal and professional practice. Those who hold a defined position within the IET are seen as role models and thus it is important that they exemplify good practice in conducting the IET’s business.

5. To support all volunteers, the IET defines a number of policies and procedures relating to financial, commercial and personal good practice. These reflect the values of the IET, the spirit of legislation that governs the IET and which UK and non-UK Committee members, and volunteers, must abide by. Their purpose is to inform members, volunteers and staff about their responsibilities such that their own, and the IET’s, reputation is upheld. To this end, they are expected to abide by a formal code of conduct and all related policies.

6. Volunteers must comply with IET policies, which are based on the laws of England and Wales as well as on best practice. In the event that a volunteer is concerned that some aspect of a policy may not be aligned with local law, the volunteer should contact the Volunteer Support Team in the first instance via volunteer@theiet.org
Institution support for volunteers

7. The IET ensures that all Committee members and volunteers are provided with guidance and support in order to carry out their duties appropriately.

8. All volunteers are provided with a clear definition of their role and a point of contact for queries, including an estimation of time commitment and relevant training and policy compliance requirements.

9. Whilst volunteers may be able to claim reasonable out of pocket expenses relating to volunteering activities (as appropriate to their role and in line with the IET expenses policy) they will not receive monetary or similar reward for their services.

10. Volunteers will:
   (a) exemplify professional behaviour in their relationships with the IET, its employees and their fellow members
   (b) actively support best practice, respect diversity and equality, and promote professionalism
   (c) take responsibility for discharging the duties of their post with due diligence
   (d) accept the IET’s vision, mission, strategy, and uphold values and behaviours to act as a member of the overall team in achieving these
   (e) promote the IET in a positive light
   (f) not bring the IET into disrepute either within or outside volunteering activities
   (g) undertake duties and make responses in a timely manner and make every effort to meet the commitment expectations of the role, ensuring attendance at meetings as required
   (h) safeguard the IET’s reputation and assets
   (i) maintain awareness of, and comply with, IET policies relevant to volunteers, and specifically:
      (i) respect the confidentiality of information and agree to act in accordance with the terms of UK data protection law in the handling of personal, candidate and commercially sensitive data (regardless of region in which they are active). Report identified risks, incidents and information disclosures promptly to the IET.
      (ii) undertake business in accordance with the IET’s anti-bribery policy
      (iii) access Institution systems only to the extent of the authorisation received and comply with instructions regarding the use of information and assets
Code of Conduct for volunteers

(j) be willing to engage with training appropriate to the volunteering role and to accept that without doing so it may not be possible to act as a volunteer within a particular role

(k) keep the IET informed of IET-related activities undertaken and changes to personal details on a timely basis.

Consequences of non-compliance

11. Failure to abide by the Code will damage the high professional standing of both volunteers and the IET and, in areas where there are legal implications, make Officers of the IET liable to prosecution through vicarious liability. It may compromise the IET’s plans and contravene the laws that govern the IET. As a result, the IET may have to take appropriate action through application of the relevant policy or guidelines, or, where appropriate, referral to the Disciplinary Board.

Related policies

12. Volunteers’ attention is drawn to the policies provided for volunteers on the Volunteer Hub at theiet.org/volunteers-policies and below.
Mandatory policies and online sign-up

All volunteers are asked to sign-up to the Code of Conduct for Volunteers and legislation-related policies.

To support this activity, everyone is provided with access to the IET's e-learning portal called InfoAware. This facilitates the sharing of policies and guidance in an environment which enables you to indicate that you have read and understood the content. This should take about 40 minutes in total.

If you have not yet received your InfoAware login, please contact volunteer@theiet.org

Each policy and guidance topic is summarised below.
Mandatory policies

Anti-bribery and corruption
The IET runs its activities ethically and with integrity.

Regardless of location, the IET and all of its subsidiaries, is subject to the UK’s Bribery Act 2010 meaning that all of us must work together to ensure that we remain untainted by bribery or corruption, or allegations of it. This Policy sets out our standards of behaviour in relation to this.

Anti-facilitation of Tax Evasion Policy
Tax evasion is a major issue in world trade, despite the many dedicated efforts to prevent it. We run our organisation with integrity and in an honest and ethical manner. All of us must work together to ensure it remains untainted by tax evasion facilitation. This policy has been put in place to help prevent the facilitation of tax evasion at the IET. It sets out the steps all of us must take to prevent the facilitation of tax evasion and comply with relevant legislation.

Anti-slavery
Modern slavery is a complex and multi-faceted crime and tackling it requires all of us to play a part. At first glance, you may think this whole subject is irrelevant to us, but it’s not. Preventing exploitation and human trafficking, and protecting our workforce and reputation, makes good business sense. This Policy is integral to that effort and we are all – the Board of Trustees, volunteers and employees – bound by it.

The Modern Slavery Act 2015 (MSA) recognises the important part organisations can and should play in tackling slavery and encourages them to do more.

Data protection
Good information handling enhances the IET’s reputation by increasing member, customer and partner confidence in the organisation. Data protection is the responsibility of all members and volunteers as well as all staff and agency or contract employees regardless of where they are active. It is important that you familiarise yourself with the policy, to help you comply with the law and good practice and to protect both yourself and the IET.

If your volunteer role requires you to handle IET data you will need to complete our data protection training module which will also be made available to you in the IET’s e-learning portal, InfoAware.
Mandatory policies

**Equality, diversity and inclusion**

The IET is an inclusive organisation that is fully committed to the principles of fair treatment and to valuing diversity. The IET recognises that by encouraging and managing equality and diversity in our activities and by eliminating discrimination we can more effectively deliver our objectives and meet the needs of our membership, customers and staff.

All volunteers have personal responsibility for the practical application of the IET’s equality policy, which extends to the treatment of members, employees, customers and other stakeholders.

**Harassment and bullying**

The IET is committed to ensuring that everyone involved in its activities is treated with dignity and respect at all times, and that they are able to meet and undertake tasks in an environment which is free from bullying and harassment.

The IET is under an obligation – a duty of care – to provide a safe, harassment free environment within which staff and volunteers can undertake their duties, through general awareness to ensure all volunteers gain the knowledge and skills necessary to comply with this policy.

**Safeguarding children and adults at risk**

The IET’s work in promoting engineering as a career means engaging with young people and those less able to protect themselves from harm, and the IET has a duty to ensure they are not put at risk.

This policy outlines the appropriate behaviours and procedures for volunteers working with children and adults at risk, and highlights the legislative requirements governing such activities.

[theiet.org/volunteers-policies](http://theiet.org/volunteers-policies)
Other policies and guidance

In addition to the mandatory policies, there are a variety of operational policies and guides to assist you in your role. These can be found in the InfoAware Library, or the Volunteer Hub at theiet.org/volunteers-policies

Business cards and IET email alias

There are occasions when volunteers formally represent the IET and the presentation of an IET business card is a valuable way to introduce the volunteer and to indicate to the recipient the status that the volunteer holds. IET business cards are therefore made available to volunteers who represent the IET and are for use only in those circumstances.

Confidentiality of IET documents

The IET prides itself on being an open and inclusive organisation with governance that is as transparent as possible, but subject to issues of commercial or personal sensitivity. Documents may be classified as 'Open' or 'Private and Confidential', but Board and Committee papers should not be classified as confidential unless absolutely necessary. Please refer to the full guidance on the Volunteer Gateway.

Conflicts of interest

If you think an activity you are involved with, or want to do, may be classed as a conflict of interest with any other personal or professional activity you undertake, please seek guidance from your staff contact.

Event Risk Assessment form

This form will guide you through a risk assessment that will help you ensure attendees and speakers are safe and mitigate the risk of issues arising. Resources for those that organise IET events can be found on the Volunteer Hub theiet.org/volunteers

Expenses

The IET recognises the enormous contribution that volunteers make through the gift of their time and it is IET policy that reasonable out of pocket expenses can be claimed for most volunteering roles, including attendance at Committee meetings. The volunteer expenses policy reflects the IET's overall expenses strategy and applies to volunteer members and non-members claiming expenses directly from the IET.
Other policies and guidance

Gifts and Hospitality
Our reputation is a key asset. Any allegation of improper conduct can damage our reputation, making it difficult for us to engage effectively with our members, government departments, educational institutions and corporate partners. Therefore it is vital that our business practices are ethical and transparent.

This Policy covers the offer or receipt of gifts and hospitality, what can be accepted and offered and how to record these in order to demonstrate that they do not improperly influence things like our procurement of services.

Guidance on appointment of IET representatives
The IET has formal links with a wide range of organisations and is occasionally asked to appoint representatives and nominate or provide references for experts to work with such bodies. If you have such a request please read this guidance document before contacting the appropriate members of staff for assistance.

IT acceptable use
Access to IET systems, equipment and data is often provided to volunteers as a necessary part of undertaking their roles. The policy seeks to ensure that all volunteers understand their responsibilities in regards to the safe access and use of IET equipment and services.

Lobbying Act
As a charity, the IET cannot engage in party political activity. The IET does not seek to lobby for or on behalf of any political party or candidate. The Lobbying Act is in force and affects what can and can't be said by organisations, their staff and members (including volunteers).

Working Together: Raising concerns and challenging inappropriate behaviour
On rare occasions disagreements arise between members of the team. When this occurs every effort will be made to find a mutually acceptable resolution to the disagreement. These guidelines set out how this should be approached.

Photography and filming at IET events
In order to show that the IET has made a reasonable effort to adhere to the GDPR rules around photography and filming, we need to provide a policy that gives clear guidelines on how to avoid breaching this legislation. This policy is for IET volunteers hosting or attending events, and intending to take photographs and/or filming of attendees which may be publicised for IET purposes.
**Other policies and guidance**

**Plagiarism**

All publishers run the risk that allegations may be made that material published infringes the copyright or moral rights of a third party or contain plagiarised material. This is particularly the case where material is submitted by a large number of contributors with whom there is not an established relationship. This policy sets out the IET’s procedures in relation to plagiarism, infringement of copyright and moral rights, and submission to multiple publications.

**Travel insurance**

The IET offers travel insurance cover to members and non-members travelling on the IET’s request (this does not include cover for use of private vehicles). The cover provided under this policy includes a range of Medical and Travel Assistance services, supported by a 24 hour emergency helpline.

**Whistleblowing**

The Fundraising Regulator requires charities to have a whistleblowing policy to enable volunteers to report any concerns they may have regarding fundraising practice. The IET aims to have fundraising practices that are ethical and transparent, and this policy is part of assuring that we continue to do so.

**Social media**

The IET recognises the impact and potential of social media in areas such as communication, collaboration, data sharing, discovery, content development and publishing, and encourages volunteers, members and staff to engage in social media when appropriate and to use them to further the IET’s vision and mission. Guidelines are available with tips on how to maximise the benefits of using social networks.

[theiet.org/volunteers-policies](http://theiet.org/volunteers-policies)
Volunteering opportunities

Professional Registration
Secure the future of the profession by supporting engineering and technology professionals through their application for professional registration, offering reassurance and specialist advice.

Communities
Keep the IET relevant by sharing ideas, expertise and knowledge through local and technical networks. Promote the professional and specialist topics through a range of channels and activities, to inspire members and the wider public.

Publishing – IET Standards
Developing standards needs input from technical experts, including those who represent other bodies or stakeholders. Could you do this, or write content or review draft documents at the industry consultation stage, using good attention to detail and offering constructive criticism?

Education (ages 4-19)
Could you inspire the next generation of engineers and technicians through education activities? Encourage school children to engage with the profession by opening their eyes to how engineering shapes our world.

Professional Development
Guide and support a member with their initial and continuing professional development, helping them to achieve their goals and potential.

Board of Trustees
Use your leadership skills and experience to ensure the IET remains relevant and in a strong position to represent the profession around the world. IET Trustees lead strategy development, evaluate performance and have legal responsibility for the organisation.

Main Boards and Council
Your place could be amongst our Council members, bringing diversity to the range of skills, experience and representation needed for good governance. The Main Boards, on which Council members represent the views of members, are responsible for guiding delivery of our vision and mission.

Policy and Insight
Use your influence to persuade government and key stakeholders to listen to the voice of the engineering profession, and represent the IET’s position through media – partner with the IET to engineer a better world.

Committees and Other Bodies
A wide range of IET functions need member insight and expertise to support decision-making, standard-setting, analysis and delivery of key products and services. Your skills could be of real benefit on one of our committees or panels.

University ‘On Campus’
Create an IET On Campus community within your university, running activities to develop students’ skills and help them into the workplace. Both university staff and student volunteers are at the heart of this initiative.

Fellowship Assessor
As an IET Fellowship Assessor, you can use your expert judgement and industry knowledge to assess whether a member meets the attributes to be elected into Fellowship.

Accreditation and Apprenticeship Approval
Experience of apprenticeships or higher education, or in-company training programmes, could lead you to helping the Institution assess and accredit academic programmes or review and approve schemes in industry.

For more information on volunteer roles within these areas, visit theiet.org/volunteers/get-involved

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