

A word cloud featuring various terms in different colors and orientations. The most prominent words are 'One Team', 'Communication', 'Strength', 'Sharing', 'Trust', and 'One Voice'. Other visible words include 'Coordinated', 'Inclusive', 'Support', 'Collective', 'Shared', 'Objectives', 'Respect', 'Common Goals', 'Interaction', 'Cohesive', 'Aligned', 'Transparent', 'Equal', 'Consistent', 'Collaborative', 'Unified', 'Achievement', 'Honest', and 'Informed'.

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Welcome to the team

From Nigel

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 giving up a day each year to talk to school children about engineering, or on-going work of 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.

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.

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.

This handbook, together with the assistance of the dedicated IET Volunteer Support Team and other IET staff members, is designed to help you get the most from your volunteering experience.

Thank you for taking the time to make a difference. On behalf of the IET, I hope you find volunteering an enriching and rewarding experience and I look forward to working with you so that we can achieve even more in delivering the IET mission.



Nigel Fine CEng FICE FIET
IET Chief Executive and Secretary

You make all the difference

We are delighted that you have decided to bring your skills, experience and enthusiasm to bear as a volunteer at the IET. The Institution absolutely depends upon its volunteers to maintain its place at the forefront of engineering and technology. You are part of an exceptional team of over 4,400 volunteers, working in the UK and internationally to make the IET a force to be reckoned with.

This handbook will provide you with the basic information you need to be successful in your volunteer role, together with some more detailed references to the governance and structure of the IET which we hope you will find useful.

There is a lot more information and a wide range of useful resources to explore on the Volunteer Gateway – your dedicated area of our website – at www.theiet.org/volunteers

Remember that a friendly, helpful team is on hand to help too. If you are unsure about anything simply ask your staff contact or other volunteers in your area.

Your feedback is especially helpful in improving the IET's volunteering experience. Please take the opportunity to tell us your individual stories as this is an excellent way to encourage and inspire other people to get involved. If you have any other suggestions or inspirations please do send your ideas to us.

The Volunteering Team
volunteer@theiet.org

Getting started in your role

Volunteer roles at the IET come in an array of shapes and sizes – from being a member of a Board or Committee to helping out at local events, from influencing policy to assisting members on their way to becoming professionally registered, or inspiring the next generation of engineers.

The induction and training you receive will depend on the role you undertake. Some volunteers will receive a role description (outlining the purpose of the activity and the responsibilities involved) and will be connected to a member of staff from the outset. For others it will be more appropriate to receive induction and training from fellow volunteers. In either case you will be provided with the necessary information and resources to enable you to undertake your role.

"Volunteering will often give you skills that can be quite difficult to pick up... both my professional and soft skills have really grown as a result of my volunteering experience. I've been able to add things to my CV for sure."

Virginia Hodge CEng FIET

Developing in your role

Many people will commit to one volunteering role that they find especially rewarding. Others will take on new roles over time. However your volunteering career develops, the IET will ensure you are provided with the appropriate training and tools to undertake your role. This might be delivered in a number of ways:

- workshops or conferences
- e-learning
- training days
- networking
- on-the-job or through observation.

Your IET contact will advise you on the relevant training you will need for your role. Remember that training undertaken as part of your volunteering, as well as volunteering itself, can contribute towards your continuing professional development (CPD). You may like to start using Career Manager to record your CPD in light of the introduction of mandatory CPD monitoring for IET members in January 2017. See www.theiet.org/cpd

Growing in your role

Volunteering is a great way to grow your skills and expand your experience and network, and can be particularly valuable for young professionals in their early careers. Many of the Institution's volunteers tell us that their time with the IET has made a significant impact on their personal development and consequently their professional careers too. Read about some of their experiences at www.theiet.org/volunteers/get-involved/meet

For many of these volunteers, being able to move on to other opportunities at the IET allowed them to enjoy a wealth of new experiences.

Moving on to other roles

You too can build your own skills and knowledge as you help others, perhaps by experiencing another activity within the IET portfolio. If this is of interest you can discuss the possibilities with your staff contact or look at the opportunities notice board on the Volunteer Gateway. This will be of special interest to those with a Committee or Board role that has a finite term.

The IET applies a standard three-year term to many roles as this is a practical way to ensure a healthy succession of talent through the governance, and usually it works well. It helps to provide openings for new volunteers to bring fresh ideas into the IET. Our aim is to ensure volunteers with valued skills and who remain effective continue to be part of the team. Ask your staff contact about moving on to develop new areas within a different role.

Staying informed

It's important we stay in touch to ensure you have all the information you need. The IET is fast-moving and offers some innovative ways of staying informed about the latest developments within the organisation. In addition to our main social media accounts, news is available via:

- regular issues of 'Volunteer Update' by email
- Member News online: via www.theiet.org/member-news
- Member News emails: monthly updates, subscribe via MyIET
- *Member News* print edition: available three times a year within E&T
- IET News: bi-monthly videos, via www.theiet.org/news-video
- Engineering Communities: Join the IET Volunteer community at www.theiet.org/vc

Information about other communication channels available to IET members and volunteers can be found online at www.theiet.org/volunteer-news



Off-the-shelf tools and resources

Volunteer Gateway

The Volunteer Gateway www.theiet.org/volunteers is your one-stop shop for everything you need in order to be able to fulfil your role as a volunteer. The 'Active volunteers' section provides information on how the IET works, along with an area for important news announcements and a wealth of resources to support you in your role.

The 'Get involved' section is aimed at members interested in becoming an IET volunteer. It includes information about opportunities currently available as well as volunteering case studies and details of the latest recruitment campaigns.

Engineering Communities

Engineering Communities is the IET's online professional networking and collaboration platform, enabling volunteers and members to connect, interact and share knowledge with peers from around the world.

You can use Engineering Communities to:

- join communities – or start one of your own
- introduce yourself, interact with like-minded people who share your interests and extend your professional network
- share your knowledge: join the debate or start one of your own!
- collaborate with community members to develop ideas and create content. Join in at Communities.theiet.org

Adestra for volunteers

The Adestra for volunteers tool provides Local Networks (LNs) with the facility to send out emails to members and non-members within their local network area. This provides Local Networks with an extra opportunity to communicate with the wider community and to promote events and other activities. To access this tool please ask your Community Manager or Community Event Producer. You can also email the Communities Team on communities@theiet.org

Events 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

Marketing Toolkit

The Marketing Toolkit is an online resource for Communities volunteers and Schools Liaison Officers to promote events and other activities. You can create your own marketing material, order IET promotional literature and branded gifts. If you would like access email communities@theiet.org

The IET brand

The IET brand is its reputation and one of its key assets. The brand is recognised worldwide as a mark of high standards and professionalism, and everything associated with it benefits from the valued status that the IET has built and maintained over almost 150 years. Each of the products and services within the IET has a visual and verbal identity conveying a consistency of brand messaging and quality. The IET brand is communicated through the use of the IET logo, language, black text on a white

"The IET places volunteers at the heart of its vision and mission for the 21st century, recognising that their contribution is instrumental in helping the IET shape the future of the engineering and technology profession."

IET Board of Trustees

background and strong use of imagery to add colour and interest. The following resources have been developed to help you convey the brand message from the IET over and above our product and service literature. You can access these via www.theiet.org/volunteer-IETbrand

■ IET corporate video

An overview of the impact of engineering on our everyday lives and how the IET focuses on promoting the engineering profession, recommended for use during breakout sessions at events or meetings.

■ IET short animations

Featuring the IET Story image, the animations are short and dynamic with a call to action (length approximately 25 sec per clip). Recommended for use as an introduction at events as the venue fills, they can also be embedded into presentations for use during meetings and also as part of the whole IET Story.

■ IET member screensaver

Members can now download the IET Story animation as their screensaver.

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 www.theiet.org/be-the-change

Communications opportunities

The IET Communications team, based at Michael Faraday House, handles media relations, social media, and internal communications for IET staff, members and volunteers.

Media relations

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

Obtaining positive media coverage for IET activities helps to maintain our reputation and to build awareness of the importance of our work in engineering and technology in everyday life.

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 www.theiet.org/media

Social media guidance

Social media is proving to be an increasingly effective communication tool for the IET and its volunteers.

You can access the main IET Facebook, Twitter, LinkedIn and YouTube accounts via www.theiet.org/social-media. You can also access our new social media toolkit here, which has hints and tips on how you can get the most out of using social media.

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 Gateway: www.theiet.org/volunteer-policies



Recognising and rewarding volunteer talent

Volunteers' time and contributions are valued and appreciated by the IET and we demonstrate this in a number of ways.

Volunteer awards

The IET Achievement Medal for major and outstanding contributions to furthering the aims of the IET is part of the Achievement Awards programme. It was created in response to member feedback to recognise and celebrate the amazing work that volunteers do across the organisation.

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

You can nominate someone who you think deserves one of these medals by visiting the Achievement website at www.theiet.org/achievement

Thank you cards

IET thank you cards are available for staff and volunteers to convey appreciation for a job well done. If you would like some sent to you, please email volunteer@theiet.org with your address and the number you need.

Certificates

Certificates are available to recognise attendance at events or contributions to an activity. Please email volunteer@theiet.org if you have a requirement for these.

Everyday champions

We celebrate and publicise the work of our volunteers through the medium of short videos on our IET.tv platform.

You too can share your experiences about your volunteering and how it encapsulates the IET's core values - integrity, excellence and teamwork. Find out more at www.theiet.org/everydaychampions

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



About the IET

As a member, you are already an ambassador for the IET. The following information might prove helpful when you are meeting with 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 167,000 members in 150 countries. It is also the most multidisciplinary – to reflect the increasingly multidisciplinary nature of engineering and technology in the 21st century. Energy, transport, design and production, information and communications, and the built environment: the IET covers them all.
- The IET is working to engineer a better world by inspiring, informing and influencing our members, engineers and technicians, and all those who are touched by, or touch, the work of engineers and technologists.
- The IET is registered as a Charity in England and Wales (No. 211014) and Scotland (No. SC038698).
- Volunteer-led communities are at the heart of the IET, with more than 4,400 volunteers powering IET activities around the world.

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

The IET as a charity

As a registered charity, the IET is regulated by the Charity Commission for England & Wales. Charities are organisations established for public benefit and this reflects the objectives of the IET. The IET's Trustees are responsible for the overall control and management of the administration of the charity, although day-to-day management is delegated to the staff team. Further details in relation to the operation of charities can be found on the Commission's website www.charitycommission.gov.uk and queries in respect of charity matters should be addressed to the Head of Governance in the first instance.

Our governance

The IET is governed by a Board of Trustees made up of the President, Immediate Past President, two Deputy Presidents and 12 other Trustees. Reporting to the Board of Trustees are Council, three main Boards and five Committees. In addition, the main Boards – Knowledge Services Board, Membership and Professional Development Board and Volunteer Engagement Board – manage the activities of the Institution with support from sub-committees, amongst which are the Communities Resourcing Committee, Sector Steering Committee, Registration & Standards Committee, Fellow Standing Panel, Awards and Prizes Committee, and many others. All Boards and Committees are comprised of members and a senior staff member, and supported by staff from relevant teams. There are also a number of Policy Panels who report directly to the Board of Trustees and provide strategic advice in response to Government consultations and develop position statements within their field of expertise. 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.

The IET's governance structure provides the mechanism for deciding how resources are allocated and ensuring the financial health of the IET. Changes to the governance structure have been implemented to commence for the 2016/17 session. These included the introduction of the Volunteer Engagement Board and changes to the constitution of Council, as well as continuing to embed the one team philosophy into the make-up of Boards and Committees.

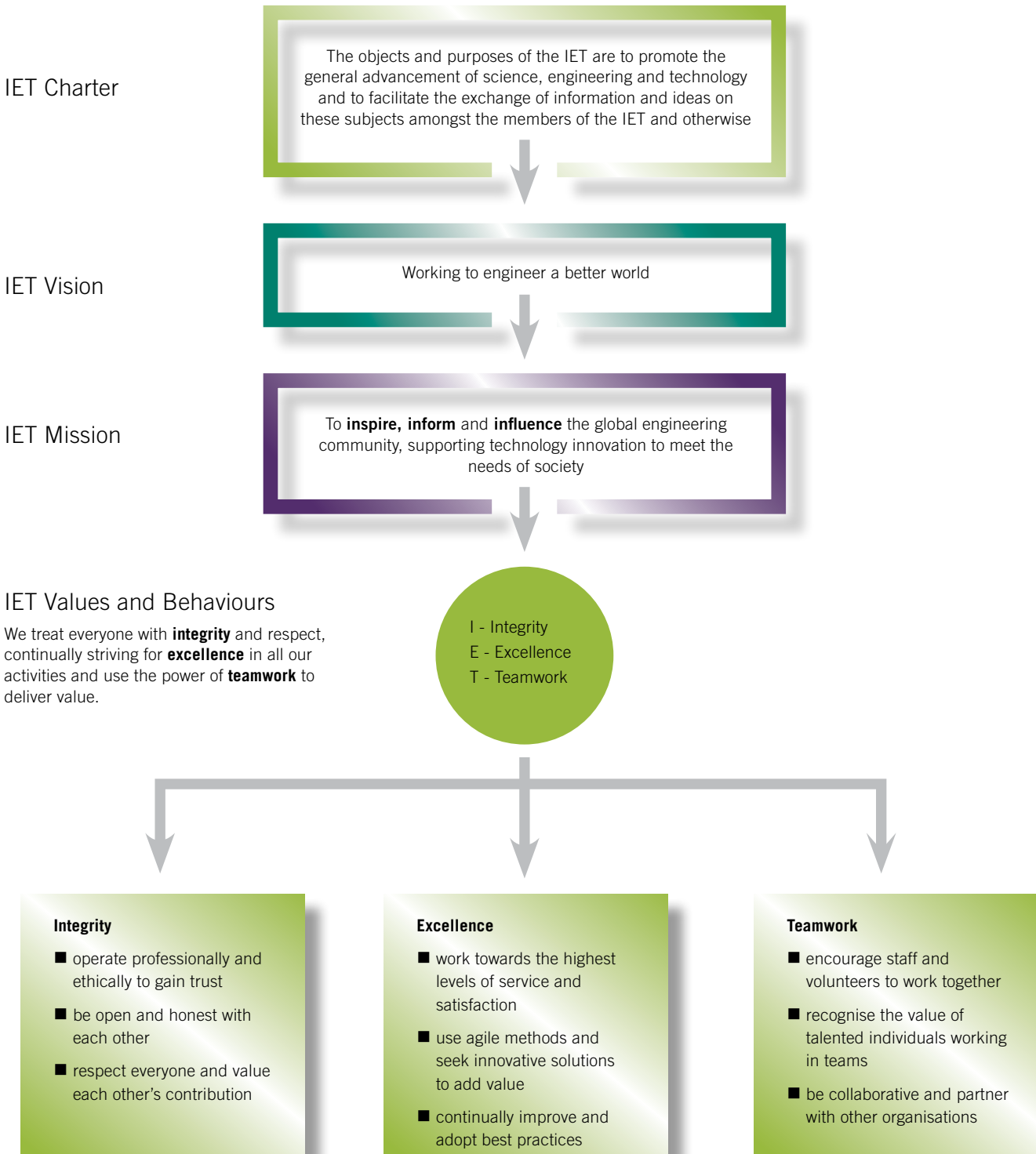
Posts within these Boards and Committees are either appointed or elected. The specific requirements for each, including how appointments are made, can be found in the Terms of Reference for each group. For posts subject to election, an explanation of the nominations process and recent results can be found in the 'Governance' section of the IET website at www.theiet.org/about/governance

Here you will also find 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.



Vision, mission and values

Everyone in the IET team, both staff and volunteers, must be operating within the context outlined below.



IET strategic themes

Delivery of the IET's vision and mission is based on a 10 year strategy around three key drivers:

INSPIRE - Inspiring the next generation

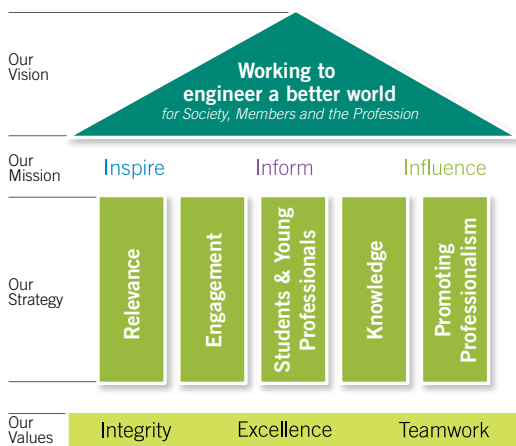
A shortage of engineers in many countries makes it vital for the IET to promote engineering as a positive career choice and encourage diversity in engineering. The IET will present engineering as a rewarding career and engineers as making a real difference to the world. This will include engaging with the next generation at school (e.g. our Faraday Challenge Days and our Schools Liaison Officers), at home (via our media presence) and at college and university (e.g. via our scholarships and awards, our Academic Partners and IET On Campus).

INFORM - Keeping engineers informed

Engineers are now working in multidisciplinary, global teams – with a constant demand for up to date knowledge and skills. The IET will provide up to date technical information solutions from around the world, support engineers in developing their skills and be guardians of professional standards and quality assurance. This will include Essential Engineering Intelligence® from IET sectors, communities, events and training, Inspec, journals, standards, books, IET.tv, e-learning/courses, professional registration and accreditation of education and training programmes.

INFLUENCE - Influencing leaders

The world needs more high quality engineers and engineering, and governments need evidence-based decision making and policies. The IET will raise the profile and understanding of engineering and provide unbiased, evidence-based advice to government. This will include working with others (other Professional Engineering Institutions, employers, academia and government) to speak with a stronger voice on engineering issues and leveraging the expertise of IET members and volunteers to give policy advice and promote engineering in the media.



Overall, the IET's current strategic direction continues. Giving focus to the strategy in the medium term, the Board of Trustees identify areas of strategic focus:

- adopt a more user-centric approach by moving away from 'selling products' to 'offering solutions'
- develop the IET's digital presence to offer simpler and easier navigation and more relevant content
- develop areas of deeper expertise to demonstrate leadership in interdisciplinary engineering
- greater emphasis on inspiring our members and wider society
- refine IET international strategy
- engage with employers i.e. promoting registration and the role of the IET Academy for SME employers
- opportunities to further promote engineering and IET activity within IET London: Savoy Place

Updates on strategy and Key Performance Indicators can be found on our website at www.theiet.org/strategy

Measuring success

The IET measures its success via a series of Key Performance Indicators, which are reviewed and agreed, along with a specific target for each, by the Board of Trustees each year. At the time of going to print, the way we measure success includes:

- quality media coverage achieved in the UK, India and China
- number of event attendees (physical attendees and online viewers via IET.tv)
- average number of unique IET.tv visitors per month (rolling 12 months, monthly average)
- number of professional registrations
- number of non-student and apprentice members below the age of 40 years
- number of papers published
- average impact factor of IET academic journals
- number of unique website visitors per month (rolling 12 months, monthly average)
- percentage of volunteers who agree that "volunteers and staff work together effectively as one team, in line with the IET's values, towards common goals"
- membership value rating (out of 5.0)
- net operating surplus/deficit.

Key policies and guidance notes

The IET's key policies are in place to protect you and the IET and to ensure we remain safe from possible prosecution and damage to our reputation.

All IET volunteers are provided with access to the organisations online learning management system (LMS). The LMS facilitates the sharing of policies and guidance in an environment which enables volunteers to indicate that they have read and understood the content.

The LMS is being populated with content on an ongoing basis and will eventually hold all policy and guidance documents currently available on the Volunteer Gateway.

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

Summarised below are explanations of each policy and guidance topic, but you can find full copies for your review on the Volunteer Gateway at www.theiet.org/volunteers-policies

Anti-bribery and corruption

In UK law, bribery is considered a corporate offence which has serious consequences if a bribery offence is committed by anyone who is working or acting on behalf of the IET.

A bribe means a financial or other inducement or reward for action which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit. Bribery includes offering, promising, giving, accepting or seeking a bribe.

It is not the intention that genuine hospitality and reasonable and proportionate business entertaining, including the giving or receipt of gifts, should infringe the law. However, the guidance in all cases is that it should be appropriate in the circumstances and not unduly lavish, and the key point is that it should never be provided or accepted with the expectation of securing an advantage or inducing improper performance. If you think you are subject to bribery you should discuss this with your staff contact immediately. Further guidance is available in the main policy.

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 that the volunteer holds that status.

IET business cards are therefore made available to volunteers who formally represent the IET and are for use only in those circumstances, regardless of any cultural practice.

Like all members, volunteers are able to obtain an IET email alias address which may be printed on business cards and when presenting other contact details.

Confidentiality of IET documents

The IET prides itself on being an open and inclusive organisation. It follows that the governance of the IET should be as open as possible, but subject to issues of commercial or personal sensitivity. Board and Committee papers should not be classified as confidential unless absolutely necessary.

Confidentiality may be required to protect individuals or be required to protect information of potential or actual commercial use to competitors, suppliers or customers. Documents may be classified as Open or Private and Confidential.

Papers marked Private and Confidential are private to the Board or Committee to whom the paper is addressed and to any higher reporting Board or Committee. For example, papers which are Private and Confidential to the Knowledge Services Board may be passed to the Board of Trustees, to which it reports. However, the same paper could not automatically be released to Committees which report to the Knowledge Services Board, such as the Communities Resourcing Committee. Such disclosure would require the specific agreement of the Board or Committee which owns the document.

Papers which are not marked Private and Confidential may be provided to any party on request. Papers marked Private and Confidential may only be released as described above or on the express authority of the Board, Committee or Council. Boards, Committees and Council may decide to change the classification of a paper, including changing a paper to an Open classification after it has been considered.

Conflict 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.

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 you familiarise yourself with the policy and the guidelines which are provided to help you comply with the law and good practice and to protect both yourself and the IET. If your volunteer role also requires you to handle IET data you will need to complete our data protection training module and acknowledge the data protection policy and the guidelines, all of which can be found in the IET's online training system. If you have any queries on data protection please contact the Volunteer Support Team

volunteer@theiet.org

Equality and diversity

The IET provides services which embrace diversity and promote equality of opportunity. The IET's goal is to ensure that its commitment, reinforced by its values, is embedded in its working practices with its staff, volunteers and other stakeholders.

In pursuance of the above the IET is fully committed to both the spirit and letter of the law in relation to equal opportunities and anti-discrimination. The IET believes that the principle of equal opportunities should govern every aspect of employment as well as its volunteering activities and that all current and potential staff, volunteers, and members will be treated equitably and fairly regardless of their sex, sexual orientation, gender assignment, parental status, disability, race, religion or belief, age, part-time working or volunteering status.

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. If you are unsure whether this applies to your role please seek the guidance of your staff contact before you incur expenses.

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.

If you are using your own car whilst undertaking your volunteering we advise you to make your insurers aware of this. Please also consider minimising the cost and environmental impacts by sharing with other volunteers or staff where possible.

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 both a safe environment and safe systems within which staff and volunteers can undertake their duties. The IET wants to create a harassment free environment through general awareness and, where possible, training to ensure all volunteers gain the knowledge and skills necessary to comply with this policy.

IT acceptable use

Access to IET systems, equipment and data is often provided to volunteers as a necessary part of undertaking their roles. It is important that measures are taken to ensure access remains controlled and secure. The policy seeks to ensure that all volunteers understand their responsibilities in regards to 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 and their staff and members (including volunteers). Further guidance is available on the Volunteer Gateway.

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.

Safeguarding children and vulnerable adults

The main purpose of this policy is to ensure everyone in the IET knows how to respond appropriately to concerns regarding the welfare and safety of any child or young person who has contact with the organisation. It outlines how to recognise signs of abuse, and sets out the procedure that volunteers and staff should follow if they are concerned about the welfare of a child or young person.

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.

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.

Safeguarding against legal action arising from advice given by members

The reputation of the IET

The IET is viewed by the public as 'the expert' in its field. It is important that there is public trust in the areas where the IET is engaged and therefore it is equally important that the IET maintains the high level of public confidence that it has. For these reasons the Board of Trustees and all the relevant boards of the IET have a clear responsibility to ensure that no charge of negligence can be brought against the IET.

Safeguards against personal liability

The IET has professional indemnity insurance to cover claims of this type. However the reputation of the IET itself cannot be safeguarded by insurance and such insurance should not be seen as a 'safety net' for poor decision taking. It is not easy to obtain, it can only be obtained for a limited level of liability and is very expensive.

Apart from professional indemnity insurance, members are indemnified out of Institution funds for any expenses as a result of accepting office or acting in accordance with the Royal Charter and Bye-laws, other than through their own wilful act or default.

Minimising risk

In order to minimise the risk in producing any guidelines, regulations and similar information, the Board of Trustees must approve final documents.

Giving advice

Staff and members of the IET frequently receive requests for advice on interpreting or implementing material in Institution publications. A separate note giving advice to staff and members on minimising liability risks when replying to these requests is available.

The IET should only give advice or make recommendations within its own professional field of expertise. The possible outcomes that any recommendations are intended to achieve should always be considered.

Providing expert advice

It is important and necessary that, in preparing recommendations, the IET consults the appropriate experts, as well as with those likely to be affected. Nominees to Committees should have the knowledge and experience appropriate to the Committee to which they have been nominated.

Where the expertise is provided by a specific Working Party, other consultative procedures are necessary. The membership consultative procedures, established by the Policy Department, provide a good example to follow.

Intended applications of advice

It is very important to carefully define the intended application of any advice. Any advice has to make clear that, in any particular case, the final responsibility must rest with a competent person in charge of a project.

Guideline publications, in particular, are intended to offer advice on subjects where standardisation is insufficiently developed. In such cases, a general consensus of opinion regarding good practice may not exist. The possible liability of the IET for the consequences of such advice is considered to be much greater than that usually incurred by the issue of technical regulations.

Disclaiming responsibility

Though an intelligent precaution, it is uncertain whether disclaiming responsibility would be an effective safeguard in the event of legal action.

"You shouldn't be too worried about sacrificing time for volunteering because the more you give, the more you gain."

Clara To, BEng(Hons) MSc CEng MIET

Code of Conduct for volunteers

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 **www.theiet.org/about/governance/rules-conduct**
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.

Requirement for a Code of Conduct

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.

The Code of Conduct

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 and 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 the UK Data Protection Act 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

- (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 Gateway at www.theiet.org/volunteers-policies

IET offices

A number of offices in the UK and world-wide promote the work of the IET around the globe as well as providing facilities for members where possible.

United Kingdom offices The IET's central offices are in London and Stevenage. Most of the IET's staff are located 30 miles north of London in Michael Faraday House, Stevenage with further offices and staff located within IET London: Savoy Place.

China office In Beijing, near the China World Trade Centre, Chinese engineers are linked to the IET's worldwide knowledge exchange network by the China representative office.

Inspec Asia Pacific office Promotion of the IET's Inspec database and facilities and support for members' activities in the region are provided in Hong Kong.

IET India The IET's main India office is located in Bangalore, IET India staff aim to support members and raise awareness of the IET throughout India. Our second IET India office is located in Delhi. It is focussed on sales activities and supporting nearby partners and members.

IET USA Inc. office The IET has offices in Edison, New Jersey, whose main focus is on promoting the Inspec product.

Contact details for all our main offices are on the back page of the handbook.

UK event venues

The IET also owns city-centre venues in London, Glasgow and Birmingham which provide facilities for members to meet and network, and are available for hire by corporate and other clients. Further information is at www.ietvenues.co.uk



“It’s great to work as one team with the Faraday Challenge leaders and volunteers to deliver the events, and I’ve made some really good industry contacts along the way.”

David Whale MIET

And finally...

What if there is a problem?

The IET will try hard to ensure your volunteering experience is as worthwhile and rewarding as possible. However, on rare occasions problems do occur. The Institution has a complaints procedure in place to give volunteers the opportunity to express any concerns and provide feedback in order to improve how it manages and supports its volunteers.

In the first instance any concerns should be raised with your staff contact. If the matter is not settled satisfactorily, an escalation route is available in the 'Guidelines for Handling Disagreements' which is obtainable from your staff contact or from the Volunteer Gateway. Every effort will be made to settle a dispute fairly and amicably.

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, the Institution will seek to discuss this with you and take steps to remedy the situation. These could include additional support or the offer of an alternative role.

Got an idea?

If you're an IET member and you've got any ideas on how we could improve our products and services - use MyIdea to let us know. If it's something that can be implemented, measured, and if it ties in with the IET's values, we'll work together to make it happen. We will respond to all ideas submitted and their progress can be tracked online. Find out more at www.theiet.org/myidea

Staying 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.

"Volunteering can be a great way to establish relationships with others in your field of technology ... one gains new skills, perhaps as an event organiser or a treasurer."

EurIng R Gordon Dixon BSc CEng FIET FRSA

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www.savoyplace.london

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www.theiet.org