



IAM Aims and Objectives

To improve the standards of driving and riding on the roads

The improvement of road safety or greater road safety or the promotion of road safety

Code of Conduct Principles of IAM RoadSmart (applies to all Members and Associates)

- We treat everyone equally and fairly
- We adhere to policies of IAM RoadSmart
- We only communicate the IAM RoadSmart position
- We take responsibility for our actions & decisions
- We take pride in where we meet and host events
- We respect confidentiality of information gained as an official via memo/data
- We respect confidentiality of individual personal information
- We respect all members regardless of gender or beliefs
- We are proud to be part of IAM RoadSmart



North Down Advanced Motorists

North Down Advanced Motorists is affiliated to IAM RoadSmart and recognised as an official provider of IAM RoadSmart Advanced Driving and Riding Courses. The Group is organised and governed in accordance with the Group Rules as set out in the IAM RoadSmart Group Handbook (2019).

Our main focus is to promote the improvement of the standard of driving and riding and the advancement of road safety". We do this through encouraging and assisting drivers and motorcyclists to prepare for the IAM RoadSmart advanced car and motorcycle tests.

When taking part in Group organised activities whether it is part of preparation for the advanced test or participating in our social activities eg Group Nights, car or bike runs etc we expect you to adhere to the code of conduct outlined above.

Attached is a copy of the IAM RoadSmart Zero Tolerance Statement which our Group is required to follow.

Particular requirements for Associate Members

- It is important to bear in mind that your preparation for the advanced test is very much a 'team effort'; and so **the benefit you derive from the course depends to a large extent on your personal commitment, and what you put into it!** Your volunteer IAM Observers are there to help you develop your driving skills, providing constructive criticism and recommendations for improvement, while ensuring your session is both safe, and as enjoyable as possible.
- If you are to get the most out of your Advanced Course, practising new skills and applying the new material between regular observed sessions is essential. So too will be your personal study of your *Advanced Driver/Rider Course logbook*, the *Highway Code* and *Know your traffic signs*.
- Before each observed drive/ride we expect you to have read and be familiar with the relevant section of the car/bike logbook. We encourage you to ask questions about anything you are not clear about or anything which we may not have covered adequately.
- You will have signed a declaration that you are fit to drive/ride and not suffering from anything which may adversely affect your fitness to take part in a drive/ride. **If you are not fit to take part fully in an observed drive or ride please do not attend a STAC session (cars) or in the case of a drive/ride organised on a one-to-one basis please let your Observer know promptly so that an alternative session can be arranged.**

Finally, as well as helping you to improve your driving skills, we want the experience to be enjoyable. With that in mind, if you have any concerns about any aspect of your preparation for the advanced test or if there are any issues about which you have concerns please bring them to the attention of any member of the Committee and we will seek to resolve them.



IAM RoadSmart Zero Tolerance Statement – Abusive or Aggressive Behaviour

We are committed to providing a professional and fair service to everyone we work with and in return we ask that members respect our staff.

IAM RoadSmart will not tolerate threatening, abusive, or violent behaviour. Under these circumstances our staff and volunteers should not be required to or feel obliged to deal with any person either face to face, over the phone or in email or written correspondence.

About this position statement

This position statement enables us to deal with unacceptable behaviour, professionally, consistently, and fairly. It lets staff, volunteers and members know what we consider to be unacceptable and outlines the steps we will take to deal with such behaviour.

What behaviour is unacceptable?

For the purposes of this position statement, unacceptable behaviour is defined as:

Behaviour or language (written, verbal or online) that we consider may cause staff or volunteers to feel intimidated, afraid, offended, threatened, or abused.

Examples of this include (but are not exhaustive):

- **Communication** that we consider to be unreasonably demanding, or unreasonably persistent in its frequency, type, and nature. By this we mean face to face, telephone, email, online or through social media.
- **Inflammatory/derogatory statements**, remarks of a racial, xenophobia or discriminatory nature and unsubstantiated allegations.
- **Violent behaviour** - Physical contact made in an aggressive or threatening manner. This includes pushing; jostling; kicking; punching; physical restraint; sexual assault; spitting and use of weapons
- **Threatening behaviour** - Words or actions that cause a person to be concerned for their safety, the safety of colleagues, or the safety of their property. This includes visual threats or gestures; aggressive stance; sexually explicit or threatening language or body language; abusive phone calls; on-line bullying, use of aggressive dogs and obstruction or aggressive use of vehicles.
- **Abusive behaviour** - Words or actions that cause a person to feel harassed, intimidated, or distressed. This includes offensive gestures; aggressive stance; abusive, provocative, or obscene language and inappropriate use of social media.

- **Wilful damage to property** - This can belong to IAM RoadSmart, its employees, contractors, or volunteers. And includes buildings; fixtures; fittings; equipment and vehicles.

What action will we take?

Anyone giving verbal abuse to members of staff or volunteers, either in person, over the telephone or by email, will be sent a letter advising that this behaviour will not be tolerated. Any future violation of this policy will result in termination of their membership. There will be no appeal process.