

## IAM RoadSmart Group Affiliate Handbook



Chapter	Page	Change
Front cover	Front cover	Title and version number change
	4	Contents – amended to reflect page number changes
Foreword	8	Removed
IAM RS Brand	11	Additional colours and pantones added
Objectives of a Group	15	Addition to Group Honorary Members – must hold appropriate IMI qualification if they act as an observer.
	15	Addition to Group Associate Members -must also be associate members of IAM RoadSmart.
	16	Group Friends – examples given of Group Friends.
	21	Succession planning – additional guidelines and examples.
	22	Addition of Data Manager to Group Committee members.
Group Annual General Meeting	26	Clarification – The participation of representatives/employees of IAM RoadSmart is not required at Group AGMs.
	27	Additional guidance for proxy votes.
Group Associate Schemes	29	Group Contact is listed on IAM RoadSmart website – link added.
IAM RS Group Member Awards	31	Removed reference to conference.
Group Complaints	34 - 41	Improved guidance on complaint management including examples of endorsements.
Group Operational Guidelines and self-assessment audit toolkit	42 - 52	Replaces Chapter on Customer Service with all information contained in self-assessment audit toolkit which had been held separately on IAM RoadSmart website Group Management dashboard.
Information Technology - DTE	53	Email address added <a href="mailto:dte@iam.org.uk">dte@iam.org.uk</a>
Social Media Guidelines	56	Addition of Social Media Rules.
GDPR	58 -71	Removed chapter on Data Protection and replaced with GDPR policy documents which had been held separately on IAM RoadSmart website Group Management dashboard.
Observer qualifications	80 - 87	Addition of information for: <ul style="list-style-type: none"> <li>• online application portal including admin charges incurred for incorrect applications</li> <li>• 12-month time limit between registering and completing qualification</li> <li>• Suspension and removal of observer qualification policy</li> </ul>
Group Insurances	88	Reduction of total sum insured for caravans to £250,000.
	91	Tables added to explain benefits.
Appendix		References to appendix/appendices throughout.
1	92 - 97	Group Rules 2000
2	98- 104	Sample proformas including Trustee disqualification declaration
3	105	Relevant websites
4	106- 113	Group Role profiles including Group Data Manager
5	114-	Group request for financial assistance

6	115-122	Example of car risk assessment
7	123-129	Example of bike risk assessment
8	130 - 131	GDPR – Data retention checklist
9	132	GDPR – Group Declaration
10	133	GDPR - Statutory and legal requirements for keeping certain data
11	134	GDPR – Guidelines receipt and implementation declaration
12	135	GDPR - Quick start check list
13	136 - 141	Group Privacy notice guidance and template