

# **POLICY AND PROCEDURES TECHNICAL INFORMATION and METHODS COMMITTEE**

## **MISSION STATEMENT**

The Technical Information and Methods (TI&M) Committee is responsible for writing and updating the BICSI design and installation technical manuals. In this role, the committee is composed of sitting subject matter expert (SME) members, and other non-committee SMEs who assist in writing, from all portions of the global information and communications technology (ICT) community to perform reviews, make suggestions for applicable revisions and updates, and agree on changes through a consensus-based process.

## **COMPOSITION OF THE TI&M**

- A. Committee Chair
- B. Vice-Chair
- C. Secretary
- D. Subject Matter Expert (SME) Committee Members
- E. Board Liaison
- F. External Committee Liaisons
- G. Staff Liaison

## **SELECTION OF THE COMMITTEE**

- A. Technical Information and Methods (TI&M) Committee Chair:** The TI&M Chair is appointed by the BICSI President. The appointee need not be a member of the committee at the time of appointment. The Chair can be removed without cause, at any time, by the President.
- B. Committee Vice-Chair:** The TI&M Vice-Chair is appointed by the TI&M Chair. The appointee need not be a member of the committee at the time of appointment. The Vice-Chair can be removed for cause, at any time, by the TI&M Chair.
- C. Committee Secretary:** The TI&M Secretary is appointed by the TI&M Chair. The appointee need not be a member of the committee at the time of appointment. The Secretary can be removed for cause, at any time, by the TI&M Chair.
- D. Board Liaison:**
  - Appointed by the President, BICSI
  - Serves to relay pertinent information between the BICSI Board of Directors and the TI&M Committee
  - Not a voting member of the TI&M Committee

**E. External Committee Liaison:**

- a) **Registration & Credentials Supervision Committee**
  - Appointed jointly by the chair of committee and the TI&M Committee Chair
  - Not a voting member of the TI&M Committee
- b) **Standards Committee**
  - Appointed jointly by the chair of committee and the TI&M Committee Chair
  - Not a voting member of the TI&M Committee
- c) **Codes Subcommittee**
  - Appointed jointly by the Standards Committee Chair and the TI&M Committee Chair
  - Not a voting member of the TI&M Committee
- d) **Education Advancement Committee**
  - Appointed jointly by the chair of committee and the TI&M Committee Chair
  - Not a voting member of the TI&M Committee
- e) **Membership Outreach and Development Committee**
  - Appointed jointly by the chair of committee and the TI&M Committee Chair
  - Not a voting member of the TI&M Committee

**F. Subject Matter Expert Team Lead (SMETL):**

- TI&M SMETLs are appointed by the TI&M Committee Chair.
- SMETLs are not required to be a TI&M member
- SMETLs can be removed for cause, at any time, by the TI&M Chair.

**G. Committee Members (Voting):** The TI&M Committee will be limited to 28 voting members. All TI&M members must be BICSI members in good standing and must have previously attended at least three (3) TI&M meetings as a TI&M guest within a two year timeframe.

**Note:** To join as a voting member, a position must be available, and a request must be made to the TI&M Chair. To be considered as a voting member an individual must submit a personal resume, personal commitment letter, a letter of two-year participation support from their employer or self-employed letter head and be approved by the TI&M Chair.

- No more than one (1) representative from a company will be allowed to sit as a voting member to the TI&M.
- *Note:* If a TI&M member with voting privileges is absent for 3 consecutive TI&M meetings (as defined below), Committee Member (Voting) status will be removed from the committee. However, the former member may reapply after they have attended at least three TI&M meetings as a TI&M guest within a two-year timeframe. They may seek Committee Member (Voting) status when there is an open position available.

**H. Staff Liaison:** The Staff Liaison is appointed by the Executive Director & CEO of BICSI and is not a voting member of the TI&M.

- I. **Guest:** Any non-TI&M Member attending a TI&M Meeting. Guests may request attendance tracking if they wish to qualify for future member status.

## **J. COMMITTEE MEETINGS**

- A. TI&M meetings shall be held at all BICSI conferences in the United States, and may be held at other conferences worldwide as required. Additional electronic meetings (by conference call and/or other electronic means) may also be held as needed. Consistent with BICSI by-laws, any BICSI member may attend the meetings. From time to time, at the discretion of the Chair, a meeting's agenda or content will be deemed to be inappropriate for public participation and a meeting (or portion thereof) may be closed to the public and allow for attendance by TI&M voting members only.
- B. From time to time, at the discretion of the Chair, a special TI&M meeting may be called. In this case, the TI&M Chair shall provide at least two weeks' notice as to a time and location for the meeting along with an agenda.
- C. A TI&M meeting will be deemed to have a quorum with at least 51% of the TI&M voting membership in attendance either at conference or electronically. Reports and issues of concern from the TI&M subcommittee chairs, liaisons of other standing BICSI committees, executive staff, and other selected staff representatives will be presented at the TI&M meetings (e.g., conferences and electronically).
- D. Issues from walk-in members may be presented in the TI&M meeting under the New Business agenda item, when the meeting is open to guests and the TI&M Chair has granted the floor to the walk-in member/presenter.
- E. Third-party guests may be invited to make a special presentation at the discretion of the TI&M Chair.

## **OPERATIONAL DUTIES**

### **A. Chair**

- a. Organizes and directs the BICSI TI&M Committee by preparing agendas, leading and facilitating TI&M meetings, conference calls and other task related activities.
- b. Responsible for the staffing of the committee in number and technical competence levels to ensure that the goals and stated mission are attainable. If necessary, identifies resources or means to augment efforts of the committee.
- c. As required, interfaces with the President of BICSI, and the Board of Directors, to discuss TI&M activities, direction, and accomplishments. Accepts Board of Directors action items and focuses the TI&M on the resolution of assigned tasks. Informs the Board of Directors and the Executive Director and Staff Liaison on progress of action items, developing issues, and forwards recommendations on issues outside of the scope and/or mission of the TI&M.
- d. Proposes TI&M programs and policies while providing direction to aid in the technical stature and growth of BICSI within the ICT industry and for the advancement of TI&M goals and functions.
- e. Keeps the TI&M focused on issues, tasks, and schedules.
- f. Assists each SMETL in staffing, to identify technical information sources or documentation, and policy matters.
- g. Keeps the TI&M members informed of changes that can impact TI&M operations and is responsible for providing feedback from the President and President-Elect to subcommittee chairs.
- h. Prepares yearly operating budget for the TI&M.

- i. Coordinates with other Committee Chairs and staff to ensure that communication is open, common issues are resolved, and TI&M assignments are facilitated.
- j. Attends Committee Chair meetings and other committee meetings as necessary.
- k. Appoints liaisons (as needed) into other standing committees to facilitate coordination.
- l. Prepares and updates the TI&M's Organizational Chart, Mission Statement, and Policies and Procedures.
- m. Responsible for the review of all subcommittee recommendations and the presentation of those recommendations to the TI&M for approval.
- n. The Chair cannot be an active member of BICSI's Board of Directors.

#### **B. Vice-Chair**

- a. Conducts TI&M meetings at the request of the Chair in the absence of the Chair.
- b. In association with the Chair, is responsible for maintaining an up-to-date document log delineating organization and procedural policies for the operation of the TI&M.
- c. When requested by the Chair, provides assistance in all Chair-related duties.
- d. Serves as the Chair representative to other committees or industry bodies as needed.
- e. The Vice-Chair cannot be an active member of BICSI's Board of Directors.

#### **C. Secretary**

- a. Conducts TI&M meetings at the request of the Chair in the absence of the Chair and Vice-Chair.
- b. In association with the Chair and Vice-Chair, is responsible for maintaining an up-to-date document log delineating organization and procedural policies for the operation of the TI&M.
- c. When requested by the Chair, provides assistance in all Chair-related duties.
- d. Responsible for compiling accurate meeting reports for meeting of the TI&M, detailing the members attending, the subjects discussed and the disposition of matters presented at the meeting.
- e. Submits a draft of the meeting reports to the TI&M Chair and TI&M Vice-Chair for review and approval.
- f. Provides e-mail reminder memos to TI&M members concerning upcoming TI&M meetings and/or non-conference activities.
- g. Coordinates with TI&M Chair or TI&M Vice-Chair in the development of memos and/or other documents directed to or in response to TI&M membership and/or other BICSI organizations.

#### **D. Board Liaison**

- a. Serves to relay pertinent information between the BICSI Board of Directors and the TI&M.
- b. As required, interfaces on behalf of the TI&M with the President of BICSI, and the Board of Directors, to discuss TI&M activities, direction, and accomplishments.
- c. Makes recommendations to the Board of Directors that involve TI&M chartered responsibility.

#### **E. Subject Matter Expert Team Lead (SMETL)**

- a. A SMETL will be assigned to each new or revised publication.
- b. Organizes the staffing of the Subject Matter Expert (SME) team, both in number and technical competency, to ensure that the assigned subject matter contains up-to-date, complete, and accurate technical information within the scope and guidelines of all publications.
- c. Works closely with SME team members in organizing and, if appropriate, preparing the subject matter for the chapter(s) assigned to the team.
- d. Reviews and provides written approval for the contents of the chapter(s) assigned to the team prior to submittal of the final document to the BICSI Director of Publications.
- e. Responsible for obtaining written approval of the final document from each subject matter team member for the contents of the chapter(s) assigned to them.
- f. Maintains an up-to-date listing of SME team members.
- g. Convenes meetings of the SME team when necessary, or establishes otherwise the means for the required communications within the subject matter team.
- h. Actively communicates with the SME team members and keeps them informed of current goals and activities.
- i. Attends conference meetings and other meetings called by the TI&M Committee Chair.
- j. Works closely with the T&IM Committee Chair to ensure adherence to the goals and intended scope of the subject matter.

#### **F. Subject Matter Expert (SME) Team Members**

- a. A SME prepares the technical contents of the assigned subject matter in a manner reflecting the specific committee goals for the particular publication, under the direction of the Subject Matter Expert Team Leader. Appointed by the SMETL and approved by TI&M Committee Chair.
- b. Researches current technology pertaining to the subject matter intended content to ensure that the material to be presented is both technically correct and is representative of widely accepted practices.
- c. Maintains contact with the SMETL to ensure the timely submittal of required documents and practices.

#### **G. Committee Members**

All voting members of the TI&M:

- a. Will be afforded voting privileges on issues raised by the TI&M.
- b. Attend a minimum of one conference a year (either in person or other electronic means).
- c. Are eligible for the BICSI volunteer acknowledgement benefits.
- d. The member may request an exception for absents from the Chair to retain Committee Member (voting) status.
- e. The removal of an existing TI&M member can be mandated, at any time, with a majority vote of the TI&M or on the Chair's authority.

## H. Staff Liaison

- a. Circulates the minutes of the TI&M Committee meeting in a timely manner to all committee members, appropriate Board members, and BICSI staff.
- b. Maintains an up-to-date and historical central listing of all TI&M membership for liability insurance provided by BICSI.
- c. Interface with BICSI IT staff in any activities concerning electronic access, software development, etc.
- d. Works with TI&M Chair to organize and direct by assisting in the preparation of agendas associated with TI&M meetings, teleconference calls, or other electronic means, and other task-related activities.
- e. Coordinates the set-up of the meeting room for the TI&M at BICSI conferences and/or teleconference event including:
  - i. Refreshments/Meals.
  - ii. Audio/video equipment.
  - iii. Voice/LAN connectivity for conferences.
  - iv. Acts as back-up to the TI&M Secretary should this individual not be able to attend a BICSI conference or electronic-based meeting.
  - v. Administrative (rosters, NDA, anti-harassment, updating CV).
  - vi. Works with Chair to identify issues/input that affect volunteers (strategic in nature).

## TI&M ACTIVITIES

- A. Respond to membership inquiries regarding the TI&M organization.
- B. Participation in and/or respond to activities, events, and/or memos presented to the TI&M membership by the BICSI Board of Directors or other BICSI organizations.
- C. Provide information to the membership on new or revised programs, policies, and critical issues under the TI&M umbrella of responsibility.
- D. Provide current or revised information related to TI&M activities to the Director of Publications for communication to the membership.
- E. Prepare and publish such publications as are deemed desirable to promote BICSI's view of appropriate low-voltage service distribution design and installation methodologies.

## **POLICY APPENDICES**

Members of the TI&M are governed by a number of policies. TI&M members must abide by and support the following policies. Complete copies of TI&M policies are contained in Appendices attached to this document. When a policy is updated, the Secretary will distribute an updated version of this document including the updated policy. The following applicable policies must be adhered to by all TI&M members:

- 1) Appendix A - Code of Conduct and Non-Disclosure Agreement
- 2) Appendix B - Conflict of Interest Policy
- 3) Appendix C – BICSI Antitrust Policy
- 4) Appendix D - Anti-Discrimination and Anti-Harassment, Including Sexual Harassment Policy
- 5) Appendix E – BICSI Volunteer Acknowledgement Policy
- 6) Appendix F - BICSI Code of Ethics
- 7) Appendix G - BICSI Credential Holders Standards of Conduct
- 8) Appendix H - TI&M Committee New/Revised Manual Procedure

## Appendix A

### Code of Conduct and Non-Disclosure Agreement

BICSI Board of Directors (BoD), BICSI Committee Chairs, BICSI Committee Co-Chairs, BICSI Committee Vice Chairs, International Representatives, and all BICSI Committee Members have exposure to private, confidential and sensitive information pertaining to BICSI's short and long term operations plans. In addition registration and certification programs, curriculum programs and other forms of information and programs related to BICSI's business operations require a high degree of security and confidentiality. This Code of Conduct and Non-Disclosure document has been established to ensure the desired level of security and integrity for BICSI.

As a member of BICSI's Board of Directors, member of volunteer status or a committee participant as stated above:

- I will not divulge or discuss the content of any confidential BICSI information with anyone outside of the bounds of the specific committee or BoD.
- I will not exploit, for personal gain, any information I have gained while being a member of a BICSI committee or as a member of the BoD.
- I will not use my position for personal gain or to influence other parties for personal benefit.
- I will be honest and realistic in establishing goals, objectives, budgets, and commitments for the organization or any of its operations.
- I will assume responsibility and accountability for my actions and never attempt to cover up mistakes or lapses in judgment.
- I will not knowingly engage in any activity that is in "conflict of interest" with the organization and operations of BICSI. (Note: A conflict of interest is defined as a financial or other personal interest which may cause me to put another interest ahead of the best interests of BICSI.)
- On my departure from the BoD or a BICSI committee I will not disclose to other parties any information deemed confidential or proprietary by BICSI.
- I will discharge my duties as a member of BICSI's BoD or any BICSI committee in a professional, courteous, and timely manner.
- I will support the decisions of the Board of Directors and the committees on which I serve.
- I will abide by BICSI's Code of Ethics.
- In the event that it is determined I am involved in a possible conflict of interest in matters before the Board of Directors or any BICSI committee, I will disclose such conflict to the applicable Committee or BoD Chair immediately and recuse myself from all deliberations and voting related to the matter.

Failure to uphold this Code of Conduct and non-disclosure agreement will result in appropriate action as determined by the BICSI Ethics Committee.

By signing this document, I hereby agree to abide by this Code of Conduct and Non-disclosure Agreement in its entirety.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_



## **Appendix B**

### **Conflict of Interest Policy**

A Conflict of Interest shall be defined as any activity, transaction, relationship, service, or consideration which is, or appears to be, contrary to the best interests of BICSI, or in which the interests of an individual or another organization has the potential to be placed above those of BICSI. Any interested individual must disclose the existence of any actual or possible Conflict of Interest and all material facts to the Board of Directors considering the proposed transaction. Action to address the conflict shall be taken by either the interested individual or the Board of Directors.

All BICSI officers, directors, members and employees acting on behalf of BICSI shall adhere to the highest standard of ethical conduct and avoid any activity or situation where their personal interests could conflict, or reasonably appear to conflict, with the best interests of BICSI.

## **Appendix C**

### **BICSI Antitrust Policy**

BICSI believes strongly in competition. U.S. antitrust laws are the rules under which our competitive system operates. It is BICSI's policy to comply in all respects with the antitrust laws.

Association meetings or workshops by their very nature bring competitors together. Accordingly, it is necessary to avoid discussions of sensitive topics. Agreements to fix prices, allocate markets, and engage in product boycotts and to refuse to deal with third parties are automatically illegal under the antitrust laws. It does not matter what the reason for the agreement might be.

Accordingly, at any association meeting discussions of prices (including elements of prices such as allowances and credit terms), quality ratings of suppliers, and discussions that may cause a competitor to cease purchasing from a particular supplier, or selling to a particular customer, should be avoided. Also, there should be no discussion that might be interpreted as a dividing up of territories.

An antitrust violation does not require proof of a formal agreement. A discussion of a sensitive topic, such as price, followed by action by those involved or present at the discussion is enough to show a price-fixing conspiracy. As a result, those attending an association-sponsored meeting should remember the importance of avoiding not only unlawful activities, but even the appearance of unlawful activity.

## **Appendix D**

### **Anti-Discrimination and Anti-Harassment, Including Sexual Harassment Policy**

#### **Statement of Policy**

BICSI is committed to an environment with a professional atmosphere in which all individuals are treated with respect and dignity, and prohibits all types of harassment meaning that all relationships among persons will be business-like and free of bias, prejudice and harassment. Therefore, BICSI does not and will not tolerate discrimination against or harassment of or by our Members or Credential holders. Harassment may include but is not limited to:

- Unwelcome or unwanted physical contact or sexual advances including, but not limited to; patting, grabbing, pinching, brushing-up against, hugging, cornering, kissing, fondling, or any other similar physical contact.
- Unwelcome requests or demands for favors including, but not limited to, subtle or blatant expectations, pressures, requests or demands for sexual, unethical or illegal favors; or unwelcome requests for dates. Such unwelcome requests or demands may or may not relate to an implied or stated promise of preferential treatment, or a threat of negative consequences.
- Verbal and written abuse or unwelcome kidding including, but not limited to, that which is sexually-oriented, including same-sex harassment; commentary about an individual's body, sexual prowess or sexual deficiencies, inappropriate comments about race, color, religion, sex, sexual orientation, pregnancy, national origin, citizenship, age, disability, marital, veteran or other protected status; dirty jokes or other jokes which are unwanted and considered offensive or tasteless; or comments, innuendoes, epithets, slurs, negative stereotyping, leering, catcalls or other actions that offend, whether sexually oriented or otherwise related to a prohibited form of discrimination or harassment.
- Actions that create an environment that is intimidating, hostile, abusive, or offensive because of unwelcome or unwanted conversations, suggestions, requests, demands, physical contacts or attentions, whether sexually-oriented or otherwise related to a prohibited form of discrimination or harassment.
- The distribution, display, or discussion of any written or graphic material, including calendars, posters, cartoons, or names, that belittles or shows hostility or aversion toward an individual, their relatives, friends or associates or a group because of race, color, religion, sex (including same sex discrimination or harassment), sexual orientation, pregnancy, national origin, citizenship, age, disability, workers compensation claims, marital, veteran or other protected status.

Conduct prohibited and in direct violation of, and by this policy is unacceptable.

Normal, courteous, mutually respectful, pleasant, and non-coercive interactions between Members and/or Credential holders, including men and women, that are acceptable to all parties are not considered to be prohibited harassment.

**Violation of this policy may subject oneself to disciplinary action.**

#### **Retaliation is Prohibited**

BICSI prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, may

be subject to disciplinary action.

### **Reporting Procedures and Investigation**

BICSI requires the prompt reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct they believe is contrary to BICSI's policy or who have concerns about such matters must file their complaints promptly, whereupon the matter will be discreetly and thoroughly investigated. BICSI will then take immediate steps to stop any behavior that violates this policy and see that it does not repeat itself. Disciplinary action may be taken, when appropriate, against the offender(s).

a) Members & Credential holders may report incidents to the Ethics Committee of BICSI.

Members & Credential holders who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. Failure to fulfill this obligation could affect his or her rights in pursuing any claim. However, while reporting to the Committee is required in order to allow us to address all complaints, Members and Credential holders are not precluded from seeking assistance from any other source, including law enforcement, should he or she deem that to be appropriate under the circumstances.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

### **Responsive Action**

Conduct constituting harassment, discrimination or retaliation will be dealt with appropriately, as BICSI believes appropriate under the circumstances.

Any person utilizing this complaint resolution procedure will be treated courteously, and the problem will be handled swiftly and as confidentially as possible in light of all the circumstances, with appropriate corrective action being taken. The registering of a complaint will in no way be used against that individual, nor will it have an adverse impact on their status. A record of the complaint and findings will become a part of the complaint investigation record.

### **Conclusion**

If a Member and/or Credential holder making a complaint does not agree with its resolution, they may appeal to the Ethics Appeals Committee.

Individuals who have questions or concerns about this policy may speak with the President of BICSI.

**Please keep in mind that the very nature of discrimination, harassment and retaliation makes it virtually impossible to detect unless a complaint is appropriately reported.**

**Please do not assume that BICSI is aware of your problem, it is your responsibility to bring this information to the attention of the organization so the issue can be resolved.**

The law and the policies of BICSI prohibit disparate treatment on the basis of sex or any other protected characteristic with regard to terms, conditions, privileges and perquisites of employment.

## **Appendix E**

### **BICSI Volunteer Acknowledgement Policy**

**Adopted: 05/01/10 Revised: 07/22/11**

**Outcome:** To solicit committee member contributions for the attainment of quality results, to create better working relationships, increase participation and networking at Conferences, acknowledge volunteer efforts and reward those who have and/or will dedicate themselves on a volunteer basis for the benefit and growth of BICSI.

**Purpose:** to encourage the leadership, committee volunteer, subject matter expert, industry specialist, and others to contribute the maximum effort towards the attainment of excellence in skill sharing, education, training and knowledge assessment.

BICSI should provide the following based on volunteer involvement:

**Tier 1:** Active Committee Chairs, Subcommittee Chairs, District Chairs, Country Chairs and Country Delegates:

- One night compensation of a BICSI hotel room during a conference where a committee or subcommittee meeting is scheduled.
- One complimentary registration for pre-conference seminar and complimentary full conference registration.
- Complimentary registration to all Region Meetings, Breakfast Clubs and Technical Education Summits.

**Tier 2:** Active Committee Vice Chairs/Co-Chairs, Steering Committee Chairs and District Secretaries

- One night compensation of a BICSI hotel room during a conference where the committee meeting is scheduled.
- Complimentary full conference registration.
- Complimentary registration to all Region Meetings, Breakfast Clubs and Technical Education Summits.

**Tier 3:** Active Committee/Subcommittee Members and Steering Committee Members

- Full complimentary conference registration at conference, while in attendance of the committee member meeting. Exception to this rule applies for Steering Committee Chairs that attend a conference, but don't have a meeting to attend.
- Complimentary registration to all Region Meetings, Breakfast Clubs and Technical Education Summits.

**Tier 4:** Region Volunteers; A Region Volunteer is defined as a person that consistently supports the Region Director at Region Meetings, by hosting Breakfast Clubs, and other efforts. The Region Volunteers are to be identified by the Region Directors and can be identified across multiple regions.

- Complimentary registration to all Region Meetings, Breakfast Clubs and Technical Education Summits.
- The Region Directors can identify a Region Volunteer of the year within their region that will be given at the Winter Conference Region function (breakfast or lunch) via a plaque and acknowledgement.
- Eligibility Rules: In order for the volunteer to receive the aforementioned volunteer recognition (exception: Tier 4), they shall be a committee member in good standing based on the policy specifically designed by that committee to acknowledge and encourage participation during committee meetings, teleconference calls, homework assignments, extraordinary efforts, etc. Committee member shall be involved with the committee for at least two (2) years given at the Winter Conference Region function (breakfast or lunch) via a plaque and acknowledgement.

**Eligibility Rules:** In order for the volunteer to receive the aforementioned volunteer recognition (exception: Tier 4), they shall be a committee member in good standing based on the *policy* specifically designed by that committee to acknowledge and encourage participation during committee meetings, teleconference calls, homework assignments, extraordinary efforts, etc. Committee member shall be involved with the committee for at least two (2) years.

Administration of eligibility and management of complimentary registrations should be performed by the committee chair and BICSI staff. Review of this policy should take place bi-annually to validate the intent of this policy and protect BICSI, its operation and administration as deemed necessary by the BICSI Board of Directors and the Executive Director.

**Additional Guidelines:**

This policy encourages individuals to use the volunteer benefits during a Conference in which they attend and cannot be used or carried over or accrued for any other purpose.

**Current conditions surrounding this recommendation:**

- Standing Committees
- Subcommittees
- Chairs
- Co-Chairs/Vice Chairs/Panel Chairs
- Committee Volunteers
- District Chairs
- District Secretaries
- Country Delegates
- Steering Committees (Int'l)
- Region Volunteers

**Staff & Committee Chair Administration**

The following items are to be considered for Volunteer Acknowledgement outside of the guidelines set forth above:

- Volunteer ribbons provided at conferences for those who volunteer for committee work, write manuals, do editorial reviews etc.
- Acknowledge a "Committee Member" of the quarter to be published in the by-monthly BICSI News.
- Allow Committee Chairs to give one (1) individual plaque/award per year within their Committee's for accomplishments to be decided by the Committee Chair.
- Give a plaque/award to Companies who provide volunteers to BICSI and send a letter along with it to say "Thank You" for allowing their employee to volunteer all the time for BICSI-related work.
- Provide BICSI gift cards of \$25 (or equivalent) for the Committee gifts to be given out at

the Winter Conference.

- Host a BICSI Board of Directors reception for “Volunteers” at the Winter Conference
- Other awards as deemed appropriate or as approved by the BICSI Board of Directors within budget.
- Posting of Committee pictures.

## Appendix F

### BICSI CODE OF ETHICS

BICSI's Code of Ethics is based on the principles which assume that societies are governed by a profound respect for human rights and the rule of law. In addition, these principles support the thought that ethics, the criteria for determining what is right and wrong, can be agreed upon by members of an organization and that understanding matters of taste requires sensitivity to cultural norms.

BICSI has established the Ethics Committee, the Standards of Conduct and the Code of Ethics to reinforce BICSI's position on the importance of its members and BICSI credential holders exhibiting the highest principles of ethical and professional behavior in the provision of their products and services associated with the information technology system (ITS) industry.

The BICSI Code of Ethics provides a way for individuals to resolve situations that may be encountered that violate the BICSI Standards of Conduct.

The Standards of Conduct and the Code of Ethics apply to BICSI's general membership and credential holders.

An ethics complaint may be filed when there is a concern of a violation of the BICSI Standards of Conduct. Information regarding the process for filing an ethics complaint can be found on BICSI's website at [www.bicsi.org](http://www.bicsi.org).

BICSI Standards of Conduct violations:

- BICSI's general membership and credential holders are expected to exercise good judgment. When in doubt, one must ask, "Is it ethical? Is it legal?" If the answer is "maybe" or "no," one must reconsider their action to make sure they maintain a high standard of personal and professional conduct.
- It is everyone's responsibility to report to the BICSI Ethics Committee any violations of the BICSI Standards of Conduct, including, but not limited to:
  - Misrepresenting or misstating accurate and truthful dealing in customer relationship and services provided.
  - Misrepresenting or misstating accurate and truthful presentation of educational material and profession-related documentation.
  - Misrepresenting or misstating another individual's qualifications, abilities and/or accomplishments.
  - Misleading in the adherence of applicable codes, laws, industry standards and BICSI methodologies.
  - Using misleading statements or malicious actions that result in injuring a colleague's reputation or physically harming a person or property.
  - Misuse of BICSI credentials stamps and/or BICSI's logo.
  - Discriminating against an individual based on age, race, national origin, color, sex, sexual orientation, disability or religious belief.



Violations of the Standards of Conduct are taken seriously by BICSI. Upon report of a violation, BICSI's Ethics Committee will conduct an investigation. After the investigation, if a violation is confirmed, appropriate disciplinary action will be taken.

Disciplinary actions include:

- Admonishment: a written warning. An admonishment is not entered into the member/credential holder's record and is not published to membership or the general public.
- Reprimand: a serious written warning. A reprimand is entered into the member/credential holder's record for a period of two (2) years. A reprimand is not published to membership or the general public. An appeal process is available.
- Censure: A formal written expression of criticism and disapproval for a violation. A censure is entered into the member/credential holder's record and is published to membership or the general public. An appeal process is available.
- Suspension: A temporary revocation of the rights and privileges of membership and/or credential. A suspension is entered into the member/credential holder's record and is published to membership and the general public. It will remain permanently on his/her record. An appeal process is available.
- Expulsion: A complete termination of membership and/or credential holder status or any affiliation with BICSI. An expulsion is published to membership and the general public. It will remain permanently on his/her record. An appeal process is available.

Complaints may also be filed relating to concerns of fraudulent claims of BICSI membership, registrations or certifications.

Retaliation against anyone filing a complaint to the Ethics Committee constitutes a violation of the Standards of Conduct and will be treated as unethical conduct and will be subject to disciplinary action.

Knowingly filing a false complaint will be treated as unethical conduct and will be subject to disciplinary action.

## Appendix G

### **BICSI Credential Holders Standards of Conduct**

BICSI has established the Ethics Committee, the Code of Ethics and the Credential Holders Standards of Conduct to reinforce BICSI's position on the importance of its members and credential holders exhibiting the highest principles of ethical and professional behavior in the provision of their products and services associated with the information technology systems (ITS) industry. These codes and standards serve to enhance public confidence in the integrity and service of BICSI credential holders.

Adherence to the Credential Holders Standards of Conduct is a mandatory requirement for the continuance of the professional designation.

As a credential holder registered with BICSI, I have an ethical and professional obligation to the association, industry and its consumers. I therefore pledge to:

- Maintain a high standard of personal conduct.
- Protect and enhance the reputation of the BICSI organization, the Credentialing program and my credential through my actions.
- Maintain the confidentiality of privileged information entrusted or known to me by virtue of my profession or position, unless disclosure is required by law or agreement.
- Be accurate and truthful in my dealings with clients and be careful not to misrepresent the quality, availability or ability of the services I provide.
- Never, under any circumstances, make a recommendation misrepresenting or misstating any other individual's qualifications, abilities or accomplishments.
- Provide unbiased, accurate and objective assessments for all safety and operational deficiencies that may be discovered during the performance of my services.
- Refrain from representing competitors to clients, or the public, by the use of false and misleading statements or malicious actions, but rather work and compete with them in a reasonable and professional manner for the benefit and advancement of our profession.
- Refrain from using false and misleading statements or malicious actions that might injure another person's reputation or bring harm to their person or property.
- Respect a client's decision in the selection of competitive services, and continue to offer and provide that client with quality services for as long as is necessary or requested.
- Serve all members of the public impartially, providing no substandard service based on that individual's age, race, national origin, color, sex, sexual orientation, disability or religious belief.
- Adhere to all relevant codes, laws, industry standards and BICSI methodologies, where appropriate.
- Take personal responsibility to ensure that all requirements necessary for the renewal of any BICSI credential that I hold is met on, or before, the expiration date.
- Be accurate, honest and truthful in the presentation of all educational material or in the preparation of material orders and product availability.
- I will not misrepresent my BICSI credential.

## **Appendix H**

### **TI&M Committee New/Revised Manual Procedure**

The following outlines the necessary Technical Information and Methods (TI&M) Committee procedure for creating or revising a BICSI manual.

#### **TI&M Chair Responsibilities**

- Selects TI&M Manual SMETLs
- Assists TI&M Manual SMETLs with selection of Chapter SMETLs
- Assists TI&M Manual SMETL with new/revised manual outline
- Assists in authoring new subject matter for all or select chapters
- Assists TI&M Manual SMETL with selection of Editorial Review Board
- Ensures that all Editorial Review SMETLs and SMEs contributing to chapter(s) are currently active and “in the field,” and are performing a manual’s subject matter tasks (RCDD, OSP, ESS, DCD, TPM, cabling installation)
- Serves as Chair during Editorial Review Board Meeting
- Ensures new/revised manual is current at termination of Editorial Review
- Works with BICSI Technical Publications & Design Manager to ensure manual is completed on the publication date

#### **Manual SMETL Responsibilities**

- Maintains contact with the TI&M Chair throughout the new/revised manual composition process
- Ensures all Chapter SMETLs maintain contact with one another throughout the new/revised manual process, thereby ensuring that duplication of material does not occur amongst chapters, and proper detail of subject matter is addressed according to the Job Task Analysis (JTA)
- Ensures all Chapter SMETLS meet the 33, 66, and 100 percent milestone deadlines
- Assists in authoring new subject matter for all or select chapters
- Serves as Vice-Chair during Editorial Review Board Meeting

#### **Chapter SMETL Responsibilities**

- Manages chapter(s) assigned by the TI&M Manual SMETL
- Chooses SMEs to assist in new/revised chapter(s)
- Manages the schedule of the new/revised manual set by the TI&M Chair and BICSI Technical Publications & Design Manager
- Assists in authoring new subject matter for all or select chapters
- Meets the 33, 66, and 100 percent milestone deadlines
- Ensures all new/revised subject matter submitted by chapter SMEs is included in the final 100 percent chapter(s)
- Submits final 100 percent chapter(s) two weeks before the Editorial Review begins

#### **Chapter SME responsibilities**

- Authors chapter(s) content and meets the 33, 66, and 100 percent milestone deadlines
- Maintains contact with the Chapter SMETL and other chapter(s) SMEs throughout the new/revised chapter(s) process

## Provisions

1. Should Chapter(s) SMETLs and/or SMEs not provide material before the 33 percent milestone, the SMETLs and/or SMEs will be replaced by the TI&M Chair. The TI&M Chair will then replace the SMETL and/or SMEs as soon as possible.
2. When the chapter(s) SMETL approves and submits the 100 percent chapter(s) by the milestone deadline, NO new content can be submitted at the Editorial Review. The purpose of an Editorial Review is to review content written before the 100 percent deadline, and not to add and then review new content during the Editorial Review. New content after the 100 percent deadline will be rejected at the Editorial Review unless:
  - The new content is minor and has been discovered within the two weeks following the 100 percent milestone deadline. This new minor content should not significantly impact a chapter's content, content of other chapters, or the Editorial Review agenda time schedule. The new minor content should preferably be voiced by the Editorial Review Chapter Lead, the Chapter Lead's Shotgun and/or team or, less preferably, from other reviewers on the floor who are not part the Editorial Review Chapter team.
3. Authors who fail to sign an Assignment of Copyright (AOC) may not contribute to a manual. Authors must have an AOC on file at BICSI before the 33 percent deadline.
4. All writers of a chapter(s) must first be approved by the TI&M Chapter SMETL and not the Editorial Review Chapter Lead.
5. All decisions of the Editorial Review Board are final and supersede previous TI&M Committee decisions.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_