



Code of Conduct Policy 2025

To be read in conjunction with Conflicts of Interest Policy,
Declaration of Interests and Anti-Bribery Statement.

Our Values

Impactful Lives has clearly defined Aims, Mission & vision of how we work. This Code of Conduct is underpinned by a set of core values to be upheld.

We will always:

- act with integrity.
- have respect for our clients and customers (actual and potential).
- have respect for our partners (actual and potential), including the use of fair contracting and funding arrangements.
- ensure transparency, non-discrimination, equal treatment and accountability in relationships between both parties.
- ensure prompt and receptive responses to marketplace issues and challenges.
- encourage the sharing of good practice.
- promote equality and diversity in our workforce and our supply chain; and
- be committed to achieving the best possible outcomes for our customers.

Impactful Lives believes that all employees, clients and visitors have the right to an environment in which the dignity of each individual is respected.

There is no culture of bullying and harassment that would ever be tolerated within the charity, this includes all levels of staff and volunteers and includes Trustees. Health & Wellbeing are at the forefront of thinking, along with service provision, value for money and productivity.

This policy complies with all relevant requirements of legislation and harassment associated with a protected characteristic is an unlawful form of discrimination, contrary to:

- Race Relations Act 1976 (Amended 2000)
- Sex Discrimination Act 1975 (Amended 1986)
- Equality Act 2010
- Disability Discrimination Act 1995
- Human Rights Act 1998
- Care Act 2014
- Employment Rights Act (1996)

The charity is mindful of its obligations under the Health & Safety legislation for health, safety and welfare of its employees, including harassment from third parties i.e. visitors, Hate Speech and unwelcome stigma or bias against any of our LGBTQ+ communities.

In addition, the Protection from Harassment Act 1997 created a new criminal offense and new powers to both civil and criminal courts to prevent harassment occurring. We are also aware of our duty under the Corporate Manslaughter and Corporate Homicide Act 2007 and support all of our staff, volunteers and Trustees through a Lone Worker Policy and making personal safety training available.

If you're at a Parade or Pride Event:

- The Code of Conduct applies equally to everyone in our group.
- You are collectively responsible for behaviour within our group.

Failure to comply with the Code of Conduct could result in you being asked to leave the Pride Event or event and also affect future participation.

Having a Code of Conduct allows everyone new to the organisation to our expected standards of performance, behaviour and attitude in working with and for the charity. Staff and volunteers carry out important roles that reflect our shared ethos and everyone acts as a positive ambassador to communicate our commitment to fairness and inclusion.

Any breach of this Code of Conduct is likely to be considered misconduct and will be dealt with under the organisation's disciplinary policy and procedures which could result in dismissal if considered Gross Misconduct.

All policies are approved through our Board of Trustees and once approved are published on the charity website <https://il-org.uk>

Date of last review	Dec 2025
Date of next review	Dec 2026
Date it was first implemented	September 2023
Author(s)	Trustees
Audience	All Directors, Employees, Volunteers and Stakeholders.
Other relevant policies and/or procedures	Conflicts of Interest Policy, Data Retention, Whistle Blowing policy, Disciplinary policy and Anti-bribery statement.
Where it is saved	www.il-org.uk