



IMPACTFUL GOVERNANCE
Community Interest Company

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 Governance 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.

Respect:

We respect and encourage harmony of all people from different cultures, disabilities, birth gender sex or intersex, sexual orientation, gender, gender re-assignment, race and ethnicity, age, socio-economic status, religious beliefs or none.

Legal:

We abide by all laws of the land (UK).

Protected Legal Characteristics are adhered to and any breach will be challenged.

As long as learners stay within the law, learners are allowed to hold and share their own opinions and beliefs.

Individual Liberty:

Staff and learners have the right to share opinions and views, however they must do so lawfully and respectfully.

Learners have the right to follow their beliefs as long as they do so respectfully, responsibly and stay within the law.

Staff will challenge any verbal or written abuse whether electronic or in-person.

Democracy:

In the UK, everyone above the age of 18 has the right of choice by voting in general and local elections. We use the same principals of democracy during sessions as long as the timetable is met, attendance is completed and coursework is achieved.

Date of last review	February 2025
Date of next review	February 2026
Date it was first implemented	December 2022
Author(s)	Chief Executive
Audience	All Directors, Consultants, 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.ig-cic.org.uk