

Code of Conduct

The success of the ILM depends on the professionalism of all of our staff, directors, corporate partners, charity members and anyone else acting on our behalf. This relates to both internal and external dealings and how people conduct themselves in relation to others within the work, training or networking environment, at any work-related events or at any other time when representing the ILM.

This Code of Conduct is applicable to all ILM employees and directors, the corporate partners working on its behalf, and all associated charity legacy members who represent the ILM.

Personal conduct

The ILM relies on everyone to maintain high levels of professionalism with regards to communications and general behaviour and treats everyone with respect. They may be held personally to account should their actions fall short of the requirements of this code in any way.

It is important that everyone associated with the ILM demonstrates the values of the ILM, which are:

Ambitious: We want to grow so we can become the organisation our members expect us to be. We want our training programme to be relevant, accessible and to provide members with all the skills they need to optimise legacy income for their charities. We also want to have the skill and resources to campaign for the changes our members need.

Collaborative: We are a small organisation, and we know we need to work with members, charities, corporate partners, and other organisations to achieve our goals. We also want our members and corporate partners to work together to help make our vision a reality.

Knowledgeable: Training will always be at the heart of what we do. We are determined to ensure that our members always have access to all the knowledge and skills they need and that ILM has access to the expertise it needs to pursue our vision and mission.

Kind: We want kindness to be at the heart of what we do. We want everyone in our community to be supportive of each other and to be kind to everyone they deal with inside and outside the charity sector. We never forget that at the heart of what we do are grieving friends and families who have lost a loved one.

The ILM relies on everyone to act at all times with honesty and with integrity, and to safeguard against any fraudulent activity. Fraud is used to describe such acts as deception, bribery, forgery, extortion, corruption, theft, conspiracy, embezzlement, misappropriation, false representation, concealment of material facts and collusion.

It is everyone's responsibility to ensure that their consumption of alcohol is not excessive whilst representing the ILM. Where alcohol is part of an ILM event, there should always be a non-alcoholic alternative.

The ILM operates a zero-tolerance policy towards illegal drugs. Being found in possession or under the influence of illegal drugs whilst at an ILM event or otherwise representing the ILM will lead to action being taken, which may include dismissal in the case of ILM employees and directors, or the severing of any formal or informal arrangements.

Equality, Diversity and Inclusion

The ILM values equal opportunities and diversity and expects everyone to reflect this in the way they work. Everyone is entitled to fair treatment by others, and to be treated with respect and dignity. In return, they are expected to treat others in this way.

We are committed to fostering a culture of respect and any forms of bullying, harassment or impropriety will be fully investigated and acted upon. Please see our Equality, Diversity and Inclusion Policy for further details.

Breaches of this code

Any possible or potential breaches of this Code should be reported immediately, either formally or informally to a member of ILM staff or director.

Any allegations will be fully investigated. Disciplinary action, including dismissal, may be taken against any employee or board member, found guilty of unfair discrimination, victimisation or harassment. We reserve the right to terminate engagement with any charity members, corporate partners, contractors or anyone else with whom the ILM is engaged due to breaches of this Code of Conduct. Please see our Complaints Policy for further details.

Responsibilities

It is the responsibility of all members of staff, directors, members, corporate partners and anyone else acting on behalf of the ILM to follow this Code of Conduct.

Anyone who feels that they have experienced or observed breaches of this Code of Conduct should report this to an ILM member of staff or director. All complaints will be dealt with seriously, properly and in confidence, and every effort will be made to secure a satisfactory resolution.