**Standard Operating Procedure (SOP)**

**Values and Principles**

**VAP-012-01**

**Purpose**

The purpose of this Standard Operating Procedure (SOP) is to outline the core values and principles that guide the work and decision-making of Out There Exeter (the "charity"). These values and principles serve as a foundation for the charity's mission to support and empower individuals and communities the charity is setup to serve.

**Scope**

This SOP applies to all staff, trustees, volunteers, and partners of Out There Exeter. It encompasses all aspects of the charity's work, including service delivery, governance, and resource management.

**Procedures**

1. **Values**

Out There Exeter embraces the following values:

* **Compassion:** caring deeply about the people the charity serves.
* **Collaboration:** collaborate with others to amplify impact and supportive.
* **Connection:** strengthen connections within the communities we serve.
* **Empowerment:** believing in the power of people to make a difference.
* **Inclusivity:** celebrate LGBTQIA+ culture and foster inclusivity.
* **Innovation:** look for new and better ways to help people.
* **Respect:** treat everyone with dignity, respect, and empathy.

1. **Principles**

In addition to these values, the charity adheres to the following principles:

* 1. Ethics
* **Integrity:** We uphold the highest ethical standards in all our work, acting with integrity, honesty, and transparency.
* **Confidentiality:** We protect the confidentiality of individuals and organisations we work with, ensuring that sensitive information is handled responsibly.
* **Accountability:** We are accountable for our actions and decisions, taking ownership of our work and striving for continuous improvement.
  1. Wellbeing
* We promote the physical and mental health of LGBTQIA+ individuals, advocating for their health and emotional well-being. And we promote the social connections and belonging of LGBTQIA+ individuals, fostering a supportive and inclusive community.
  1. Holistic Practice
* We support LGBTQIA+ individuals, addressing their diverse needs and challenges. We recognise the intersection of LGBTQIA+ identities with other factors such as race, ethnicity, gender, and ability. And we work to empower LGBTQIA+ individuals to make informed decisions about their health, well-being, and lives.
  1. Sustainability and Environmental Responsibility
* We strive to operate in an environmentally sustainable manner, minimising our environmental impact and promoting sustainable practices. And we encourage our trustees, members, staff, volunteers, and partners to adopt sustainable practices in their personal and professional lives.

1. **Implementation**

Out There Exeter will integrate these values and principles into all aspects of its work, including:

* **Service Delivery:** We will design and deliver services that align with our values and principles, ensuring that they are inclusive, respectful, empowering, equitable, and collaborative.
* **Governance:** We will conduct our governance activities in a manner that reflects our values and principles, upholding transparency, accountability, and ethical decision-making.
* **Resource Management:** We will manage our resources responsibly and ethically, ensuring thatthey are used to support our mission, purpose, and values.

**Review and Revision**

This SOP will be reviewed and revised annually to ensure that it remains relevant and effective, or as needed to reflect changes in the charity's strategies or the regulatory environment.

**Compliance**

Failure to comply with this SOP may result in investigation and disciplinary action, up to and including dismissal for employees and termination of volunteer appointments and membership of the charity, and a vote on removal of trustee.

**Version Control**

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| **Version:** | V1.1 FINAL |
| **Date of approval:** | 01/12/2023 |
| **Date of next review is due:** | 01/12/2024 |