

DERBYSHIRE FIRE & RESCUE SERVICE



Derbyshire
Fire & Rescue Service
Making Derbyshire Safer Together

POLICY NOTE

CODE OF CONDUCT FOR EMPLOYEES

JANUARY 2022
VERSION 1.3
STATUS: LIVE

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INTRODUCTION	<p>Derbyshire Fire & Rescue Service (DFRS) as a public authority and emergency service must promote and maintain public confidence and trust if it is to carry out its role effectively within the Community.</p>
	<p>Although there is no single set of rules that can answer all ethical questions, this document is designed to provide an ethical framework to support the decisions, actions and behaviour of DFRS employees in carrying out their duties.</p> <p>National Core Code (Fire Standards Board) The Core Code sits alongside the Code of Ethics Fire Standard developed by the Fire Standards Board to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.</p> <p>The Core Code sets out five ethical principles, based on the Seven Principles of Public Life, which alongside the accompanying guidance provides a basis for promoting good behaviour and challenging inappropriate behaviour.</p> <ul style="list-style-type: none"> • Putting our communities first – we put the interest of the public, the community and service users first. • Integrity – we act with integrity including being open, honest and consistent in everything we do. • Dignity and respect - making decisions objectively based on evidence, without discrimination or bias. • Leadership – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards. • Equality, diversity, and inclusion (EDI) – We continually recognise and promote the value of EDI both within the FRSs and

the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

DFRS has embedded and is committed to the ethical principles and professional behaviours contained in the National Core Code at both an individual and corporate level. The expected benefits are:

1. Achieves greater consistency in ethical and professional behaviour throughout the service
2. Generates a more positive working culture, which embraces learning and is transparent and accountable
3. Improves trust in and reputation of the service
4. Enables all those who work for, or on behalf of, to challenge inappropriate behaviour and hold others to account for their actions
5. Improves the recruitment and retention of a workforce that is representative of the community it serves
6. Improves governance and leadership of the service

DFRS seeks to ensure the attitudes, professional behaviours and conduct described within the Core Code and our Code of Conduct are reflected in its decision-making, policies, procedures, processes, and associated guidance that govern how DFRS manages and supports its workforce.

DFRS will provide training and support to all those who work for, or on behalf of, the Service to achieve their understanding of the Core Code and DFRS Code of Conduct and an appreciation of their responsibilities in adhering to these.

Policy Statement

The DFRS Code of Conduct is designed to provide guidance about what is expected of you in carrying out your day to day duties and in your dealings with elected members, colleagues, partners and the public.

All DFRS employees must be familiar with the Code, which forms part of your contract of employment and therefore information about the Code will form part of the induction process.

Breaches of the Code and standards set by DFRS may result in disciplinary action being taken and may lead to dismissal if appropriate.

Workers carrying out work on behalf of DFRS but who are not contracted directly to DFRS must also be familiar with and adhere to the Code.

DFRS will take every reasonable step to ensure that the Code of Conduct is kept up to date. The most up to date version will always be the one that is available on the intranet (Fireview). Consultation with recognised Trade Unions and employee representatives will take place in relation to any proposed changes to the Code of Conduct. Any implemented changes to the 'Code' will be widely communicated.

Scope

The Code applies to all employees, agency workers, contractors, volunteers, work experience placements, young people on FRS schemes and consultants working on behalf of DFRS.

In the case of employees who are subject to an additional professional Code of Conduct or ethics in carrying out their DFRS duties, the Code is designed to complement not conflict with their professional code. Where a conflict is identified then this should be raised and DFRS at their discretion will seek guidance from the Legal Adviser to the Fire and Rescue Authority to resolve such details.

In some instances, compliance may be a condition of the contract between a third party and DFRS, in which case their compliance would be binding.

Elected Members have their own Code of Conduct.

Principles

DFRS exists to provide a range of services to the public. For DFRS to operate efficiently it is vital that everyone understands their role and responsibilities.

You also need to understand how your activities outside work may affect your ability to carry out your work.

DFRS has various rules, procedures and policies that affect all employees. Some of these originate from European Law, others from UK Law, implemented by Central Government, and others that are specific to DFRS. There may also be very particular rules, requirements or codes that apply to specific jobs or work areas. You should be advised of such rules before you start work.

You will be advised should these rules or procedures change during your working life with DFRS.

Access to Policies and Standards

The various sections of this document refer to DFRS's key policies and procedures in respect of behaviour and the ways in which employees are required to work. Relevant documents are available on the intranet (Fireview).

OUR VISION	Making Derbyshire Safer Together
OUR VALUES	<p>Our Core Values set out the attitudes, behaviours and culture which we expect of everyone working for and on behalf of DFRS:</p> <p>Leadership: We listen, develop and champion our people</p> <p>Respect: We value the opinions of our people</p> <p>Integrity: Our actions will always be well intended</p> <p>Openness: We won't hide anything and will share our experiences and knowledge</p> <p>Teamwork: We will achieve more together</p> <p>Ambition: We will always do the best we can</p> <p>Our Values, which underpin all that we plan to achieve for the Service, are:</p> <p>Our people: Fairness and respect, honesty, integrity and mutual trust, personal development and recognition of merit</p> <p>Improvement of the Service: Accepting responsibility for our performance, being open minded, learning from our experiences and consulting others</p> <p>Service to the community: Working with our communities to reduce risk, treating everyone fairly and with respect and being answerable to those we serve</p> <p>Diversity in the Service and in the community: Promoting equal opportunities, challenging prejudice and discrimination, providing solutions for difference needs and expectations</p>
STANDARDS OF BEHAVIOUR	<p>Workplace Behaviour and Personal Conduct</p> <p>You must:</p> <ul style="list-style-type: none"> • understand and act in accordance with DFRS' vision, core values, policies and procedures, Standing Orders and Financial Regulations • work in accordance with the terms and conditions of your employment • be accountable to the Fire and Rescue Authority for your actions • be committed to delivering quality service to service users

	<ul style="list-style-type: none"> • attend work in a condition where you are able to carry out your duties safely and effectively • treat members and appointed members of the Authority impartially and professionally • perform your duties with honesty, integrity, and objectivity and not compromise or abuse your position; • treat others with dignity and respect, and not harass or discriminate unlawfully against any person, working actively to ensure that you understand your responsibilities within the Dignity at Work Policy • make sure you are familiar with and adhere to DFRS' policies on Inclusion and Dignity at Work and make reasonable efforts to develop and maintain appropriate knowledge, understanding and skills • challenge the conduct of any colleague which falls below the standards the Service expects of its employees • not be involved in the appointment of or take any other decision relating to the discipline, promotion, pay or conditions of another employee, or prospective employee, who is a relative or a friend *(see note) • report any action taken against you for a criminal offence, conditions imposed by a court or receipt of a penalty notice that could reasonably be considered to affect your employment • ensure your behaviour and performance meets workplace standards at all times when you are representing DFRS, or are likely to be identified or associated with your role as a public official (whether or not you are 'on duty' at the time) • not in your official capacity or personal capacity; allow your personal interests to conflict with the Fire and Rescue Authority's requirements; or use your position improperly to confer advantage or disadvantage on any person • comply with any requirements, Standing Orders and Financial Regulations of the Authority's; to register or declare interests; and to declare hospitality, benefits or gifts offered and/or received as a consequence of your employment • use any funds entrusted to or handled by you in a responsible and lawful manner; and not make personal use of property or facilities of the Authority unless properly authorised to do so • not disclose confidential Fire Authority information without the consent of an authorised person or unless you are required by law to do so; and not prevent another person from gaining access to information to which they are entitled by law • at all times act in accordance with the trust that the public is entitled to place in you as a public official. <p>*Note; 'relative' for the purposes of this Code of Conduct means spouse, partner, parent, parent in law, brother(in-law), sister(in-</p>
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law,) son, daughter, stepson, stepdaughter, child of a partner, grandchild, uncle, aunt, nephew, niece, or the spouse or partner of any of the preceding persons; 'partner' means a member of a couple living together

Grievance

If you have a concern or grievance in relation to certain aspects of your employment then the Grievance Policy and Procedure can be used. This provides an opportunity for you to formally lodge a grievance that has not been resolved through informal means. If you submit a grievance in good faith you will not suffer any adverse consequences as a result of submitting the grievance. See Grievance Policy and Procedure.

Complaint

If you have a concern in relation to the standard of service, actions or lack of actions by DFRS, its personnel or a person, or body acting on its behalf (and not connected with your employment) then the Complaints, Feedback and Appreciations Service Procedure can be used.

Reporting Absence

You are required to comply with the reporting of sickness absence in accordance with Attendance Management Policy and Procedure. Please also refer to the Guidance on Making Reasonable Adjustments for information regarding disability-related leave and making reasonable adjustments.

Misconduct

This Code of Conduct guides and assists employees acting in good faith. If, in your decisions, actions or conduct you fail to comply with the standards outlined in the Code, you will be guilty of misconduct and therefore are likely to be subject to disciplinary action, which may include dismissal. See Discipline Policy and Procedure.

Learning and Development

You are obliged to take responsibility for your learning and development and participate in relevant activities to develop the skills and knowledge necessary to perform your job and to enhance service delivery. See Learning and Development Policy Statement.

Health, Safety and Well-Being

You have a personal and legal responsibility under the Health and Safety at Work Act 1974 for yourself, colleagues and visitors to DFRS's building and premises. These responsibilities are identified in the DFRS Health and Safety policy. In summary, the policy states that you must

- Look after the health and safety of yourself and others who may be affected by your actions or failure.
 - Co-operate with your Manager, attend training sessions, carry out reasonable instructions.
- See Health and Safety Procedure.

Smoking

It is the policy of DFRS to implement a smoke free working environment. You will be required to observe and comply with the DFRS Smoke Free Policy.

Inclusion

You are required to observe and actively pursue DFRS's policies on diversity and inclusion and to undertake training as required. See Service Procedure: Inclusion.

Dignity at Work

You are required to ensure that bullying and harassment in the workplace is not tolerated and undertake training to ensure that you are able to understand, adhere to and implement the requirements of the Dignity at Work Policy.

Safeguarding

Safeguarding is aimed at protecting children and adults from abuse and neglect. It includes work to prevent abuse and neglect as well as the response to situations where individuals have been or are being mistreated. DFRS employees hold a position of trust with the public and DFRS will manage its services in a way which promotes safety and prevents abuse. See Safeguarding People at Risk Policy and Procedure.

Membership of Unacceptable Organisations

DFRS has a strong and genuine commitment to diversity and inclusion, which we regard as a key part of our overall plans to achieve excellence. We value people and believe in treating everyone with fairness and respect.

DFRS takes great pride in delivering high quality services to all members of our local communities regardless of their background or circumstances.

Membership could involve activities such as the participation in leaflet drops, meetings, fund raising and speaking on behalf of or writing articles for the organisation. These activities remain unacceptable, regardless of whether or not an individual is a formal member of that organisation.

	<p>In reaching a decision DFRS would consider whether a member of the public would consider it reasonable for an employee of DFRS to be a member of that particular organisation.</p> <p>DFRS is committed to full compliance with the legal duty to eliminate unlawful discrimination and to promote equality of opportunity and good relations between persons of different racial groups as well as other minority groups.</p>
<p>PROTECTING DFRS AND ITS EMPLOYEES</p>	<p>Other Employment</p> <p>In some instances, your contract of employment may prevent you from undertaking other employment without the written permission of the Chief Fire Officer/Chief Executive (CFO). If this is the case, it will be detailed specifically in your written statement of particulars (what you may refer to as ‘your contract’).</p> <p>It is important that you ensure that any additional employment does not conflict with the interests of DFRS or affect your ability and credibility to do your job. You must also ensure that DFRS time and/or resources are not utilised in connection with any approved private employment.</p> <p>If in doubt, the best thing to do is to discuss the circumstances with your Manager. Further guidance is also available within DFRS’s Secondary Employment and Outside Employment policies which can be found on the Intranet (Fireview). All additional employment must be in accordance with the Secondary Employment and Outside Employment Policies.</p> <p>Use of Authority</p> <p>You should not use your official position, status, powers or authority to seek to improperly influence a decision or action.</p> <p>You are expected to provide honest, impartial and comprehensive advice regardless of your personal view on a matter. If your personal views conflict with the performance of your official duties or if you believe that you cannot act impartially, you should contact your line manager and attempt to resolve the conflict.</p> <p>Employees may be expected to provide advice to members, the Chief Fire Officer/ Chief Executive, line managers and co-workers. Such advice should be frank, independent, objective and based on an accurate representation of the facts and as comprehensive as possible.</p> <p>In exercising any power associated with your employment, you must ensure that you are either statutorily authorised to do so or that you have been delegated the power by a person with the necessary</p>

authority to issue the delegation. You should ensure that the power is being used properly, impartially, and equitably and is consistent with relevant legislation, delegations, procedures and guidelines.

Conduct Outside Working Time

Generally, what you do outside work is your own concern, but you should avoid anything that might adversely affect the reputation of DFRS or bring DFRS into disrepute. In your official capacity (as a DFRS employee) or personal capacity, you must not allow your personal interests to conflict with DFRS's requirements or use your position to improperly confer an advantage or disadvantage on any person. If you are not sure whether or how this may affect you in your DFRS role, speak to your manager. If you act contrary to a caution provided by your manager, disciplinary action may be taken against you.

Personnel security clearance, Criminal Charges and Convictions

DFRS may require applicants for some jobs or transfers to undergo Police Vetting for personnel security clearance.

DFRS requires all applicants for jobs to disclose all contraventions of, or failures to comply with, any provisions of law, whether committed in the UK or elsewhere, unless the Rehabilitation of Offenders Act applies and the rehabilitation period has expired. Criminal Records Bureau Checks are conducted on all successful applicants for certain positions in DFRS.

If you are in one of the above roles, you must notify DFRS in writing if you are charged with any offence or if you are convicted of any offence. Failure to notify DFRS in either case will constitute grounds for disciplinary action.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

Use of DFRS Property, Facilities and Equipment

DFRS facilities are to be used solely for DFRS business and for no other purpose unless you have your Area Manager's (or their nominees) permission beforehand. (This will be the CFO for all posts at Area Manager and above).

No private work may be carried out in DFRS's time, or on DFRS premises or with the use of DFRS equipment.

Use of the internet, email and Social Media must be for the purposes of DFRS business only and the extent of use must be appropriate to that business. Business use does include research for academic

purposes, as long as it relates to the business of the organisation, subject to approval as outlined earlier.

You should ensure that you treat DFRS property, facilities and equipment with due care to ensure that they are not damaged, are maintained as appropriate in line with agreed procedure and kept securely.

Further guidance can be found in Service Procedure: Internet Acceptable Usage.

Standards of Dress and Appearance

You are responsible for ensuring that your standards of dress and appearance reflect a professional image. Further guidance can be found in the Standards of Dress and Appearance Policy and Procedures.

Dealing with DFRS money

You must ensure that you use public funds entrusted to you in a responsible and lawful manner. You should strive to ensure value for money to the local community and to avoid legal challenge to DFRS.

If you have responsibility for budgets and/or purchasing goods and services you must be aware of and comply with DFRS's Standing Orders, financial regulations and financial instructions.

If it comes to your knowledge that a contract in which you have any pecuniary interest (financial interest) whether direct or indirect (not being a contract to which you yourself are party) has been, or might be, entered into by DFRS, you must as soon as practicable advise the CFO in writing of this fact.

You shall not by virtue of your employment with DFRS accept any fee or reward other than by way of your appropriate remuneration.

Further guidance can be found in the Policy Note and Service Procedure for Anti Fraud and Corruption which can be found on the intranet (Fireview).

Conflict of Interest

If a conflict occurs between your private interests and public duties, you must resolve the conflict in favour of your public duties. You can refer to DFRS procedures and guidelines for advice in analysing, declaring and registering conflicts of interest.

You must advise your Manager in writing of any personal or immediate private interests that may give rise to a conflict of interest

with your official duties, particularly if you are involved in making decisions affecting contracting, tendering or regulatory functions.

You should comply with any reasonable request from the CFO to provide information relating to your personal interests or the interests of a dependent or spouse.

Decisions regarding any breach of this Code of Conduct will be decided on a case by case basis.

Gifts, Hospitality and Benefits

You must consider any offer of gifts, hospitality and benefits in accordance with Service procedure. Any gifts or hospitality offered and/or received must be recorded. For further guidance please refer to the Gifts, Hospitality and Benefits Service Procedure which can be found on the intranet (Fireview).

Sponsorship

Where DFRS sponsors an event or service, an employee, or any partner, spouse or relative must not benefit from the sponsorship. You must seek guidance from your manager if you are involved with any event or service that DFRS proposes to sponsor.

Political, Professional and Trade Union Activity

You should ensure that your right to engage in political or professional activities does not result in an actual or perceived conflict of interest with your official duties with DFRS. You should ensure that you are able, and be seen to be able, to remain unbiased in the performance of those duties.

In carrying out your work you must be politically neutral, ensuring that individual rights of all Elected Members are respected. In your capacity as a DFRS employee, you should not attend meetings of political groups unless specifically authorised by your Area Manager. Such neutrality does not mean that you cannot be a member of a political party.

Where you are required to be a member of a Professional Association, or you belong to such an Association voluntarily, and where the rules of that Association on your conduct at work are more stringent than the rules laid down in this document, then you should adhere to the rulings of the professional codes. If you believe a conflict exists between your official role and the standards of your profession, you must raise your concerns with your line manager.

If you are a workplace representative of a trade union or professional association, you should ensure that when you make public comment, it is clear that comment is made on behalf of the union or association

you represent and not DFRS. Provisions relating to time to undertake official trade union roles can be found in the Conditions and Allowances for the Provision of Trade Union Representation (Collective Agreement with the FBU and UNISON revised 12 February 2018) which can be found on the intranet (Fireview).

Politically Restricted Posts

Some posts in DFRS are designated as 'politically restricted' posts. The effect of including a post on a list of politically restricted posts is to prevent that individual from having any active political role either in or outside the workplace.

If you are in a politically restricted post, you will automatically be disqualified from standing for or holding elected office and these restrictions are incorporated in your contract of employment. In practice, you will be unable to stand for office as a Local Councillor, Member of Parliament or Member of the European Parliament.

Information Disclosure and Confidentiality

As a DFRS employee, you may obtain information or images that have not been made public and are still confidential. You must never disclose confidential information, or information which you believe is of a confidential or sensitive nature, without the consent of an authorised person or unless you are required to by law. If you are in any doubt, please speak to your line manager or the DFRS Data Protection Officer.

You must not prevent another person from gaining access to information to which that person is entitled by law. You must not disclose confidential information for your own personal use or for use by anyone else known to you, or to the disadvantage or the discredit of DFRS or anyone else.

You must always observe the provisions of the Data Protection Act 2018, the Freedom of Information Act 2000, the Service Procedure on Information Requests and the Service Procedure on Data Protection and Legal Responsibilities.

When you leave your employment with DFRS, you must still respect the confidentiality of official information that may have been available to you in the course of your duties and not use this information for private, commercial or political gain. Further guidance can be found in the DFRS Privacy Policy which can be found on the intranet (Fireview).

Intellectual Property

Intellectual property is a legal term that refers to rights and obligations received and granted, including copyright. Ownership of intellectual

property is determined by considering the circumstances in which it was conceived and developed. DFRS owns the copyright in material made by, or under its direction. Whether you are an employee or a contractor, copyright in material you produce in the course of your work belongs to DFRS, unless explicitly provided for in your Contract of Employment.

Security

You must visibly display your identification badge at all times while you are on any DFRS premises. All employees are required to challenge anyone in an employee and/or secure area of DFRS's premises without either an Employee ID or Visitor's badge. You must not allow any individual not displaying an ID badge to follow you into any secure area of DFRS's premises.

If you lose your ID badge, you must report it immediately to your Manager.

If you have a visitor coming to see you at DFRS premises, you must follow the visitors recording procedure.

Public comment on DFRS Policy and Administration

'Public comment' in this section includes public speaking engagements, comments on radio and television, letters to newspapers, and expressing views in books, journals or notices if it is expected that the comments will spread to the community at large.

All media requests for information and enquiries that relate to policy and procedures or operational activities must be referred to the DFRS Communications Team or the appropriate Senior Officer in charge of the incident. Authorisation from the relevant senior officer is needed before you make any public comment on behalf of DFRS.

When making authorised public comment in an official capacity, you must:

- Ensure it is part of your official role.
- Not misrepresent the facts concerning Government or DFRS policy administration.
- Comply with the confidential information provisions of the Data Protection legislation.
- Respect the confidentiality of information that has not been approved for release either by SLT or through official DFRS channels.

All public comment should be made in line with the Media Relations Service Procedure and the Social Media Service Procedure.

	<p>In your capacity as a private citizen you have the same rights as any other member of the public to openly discuss or comment on community and social issues. However, there are some circumstances, where you may still need to take care in making such comments. For example, a situation could arise when making public comment, although made in a private capacity, may appear to be an official comment on behalf of DFRS. In such circumstances you should indicate clearly that your comment is made in a private capacity and does not represent the official view of DFRS. You should also ensure you do not refer to your fire service knowledge and experience when making such a statement, merely give only basic information about your job without referring to DFRS.</p> <p>It is your responsibility to take all reasonable steps to ensure that any comment will be understood as representing your personal views as a private citizen.</p> <p>If you are in any doubt, please speak to your line manager or the Communications Team.</p> <p>Internal Audit and Risk Management An internal audit function and risk management framework are important mechanisms for DFRS to ensure effective internal control, good financial systems and management of risk. All employees have a responsibility to contribute to this work. You must ensure any agreed action plan, for which you are personally responsible, is completed within the agreed timescale.</p>
<p>WAYS OF WORKING</p>	<p>Managerial Roles and Responsibilities As a manager, you have a responsibility to set a good example for employees through your own behaviour and attitudes, especially in relation to upholding the ethical principles, obligations and standards as set in this Code of Conduct. You should ensure that you understand your responsibilities under relevant legislation, policies and procedures, maintaining the principles of accountability, continuous improvement, fairness, flexibility and inclusion in the workplace.</p> <p>You should ensure that employees who report to you understand performance standards expected from them and objectively assess their performance against these standards.</p> <p>You must ensure that relevant legislation, delegations, and DFRS policies and procedures are accessible to all employees in your workgroup.</p> <p>You should ensure that all employees who report to you are familiar with the requirements and objectives of their job, and have access to</p>

the information, training, supervision, feedback and work conditions needed to achieve them.

You should be honest and objective in reporting the skills and qualities of employees in testimonials, references and performance reports, ensuring your decisions can be substantiated against objective standards and indicators.

You are required to act promptly, thoroughly and fairly when responding to, or investigating grievances and reports of breaches of the Code of Conduct.

You must be able to justify your instructions and decisions in line with your delegations, authority, and DFRS policies and procedures, and be open and respond promptly to constructive questions.

To avoid any accusation of bias, you must not be involved in the appointment of any applicant if you are a relative or friend to them. Similarly, you must not be involved in decisions relating to discipline, promotion or pay adjustments for any employee who is a relative, partner or friend. If you are in any doubt, you should discuss the matter with your manager.

Following Instructions

- You are expected to follow all reasonable and lawful instructions related to your work given by a person with the authority to issue such instructions.
- You should accept that you may not personally agree with all decisions made by your Manager.
- You may refuse to comply with an instruction that appears to be unlawful and report the matter to an appropriate Senior Officer.
- You should tell the person giving an unlawful instruction that the instruction is, in your view, unlawful and allow them the opportunity to respond. In the interim, you are generally required to carry out the instruction unless:
 - there is a danger to a person's health and safety; or
 - a conflict of interest may exist; or
 - it does not comply with DFRS policy and practice

If you object to an instruction on genuine conscientious grounds, or if there may be a perceived conflict with a professional code of ethics, you should attempt to negotiate and resolve the matter with your manager to achieve a mutually acceptable solution. If a local resolution is unable to be reached, refer the issue to your Area or Group Manager, (CFO for Area Managers and above).

Working with Councillors (Elected Members)

Mutual respect between employees and Councillors is essential to good local government. Close personal familiarity between employees and Elected Members can damage the relationship and cause embarrassment to other employees. Such familiarity should be avoided. DFRS has agreed a Member/Officer Protocol that Councillors and Officers must comply with. Elected Members have their own Code of Conduct that they are also required to comply with.

When required, you are expected to provide Members, the Chief Fire Officer and Chief Executive or other line managers with information that is frank, independent, based on accurate and comprehensive representation of the facts. This includes setting out the advantages, disadvantages, costs and consequences of the available options and where appropriate, recommending a course of action.

When communicating directly with Members on issues affecting you as a private citizen, you should ensure your actions comply with the obligations relating to public comment.

Working with Local Community and Service Users

You should always remember your responsibilities to the community you serve and should provide courteous, efficient and impartial service delivery to all groups and individuals within the community. Communication is central to the organisation and plays a crucial role in building and maintaining public confidence in DFRS.

You have a role to play in communicating the organisation's work and values to stakeholders, whether it's through presentations to community groups, a formal meeting with Government representatives or talking to primary school children etc.

Working with Contractors

All relationships of a business or private nature with external contractors, or potential contractors, should be made known in writing to the Deputy Chief Fire Officer or above. Orders and contracts must be awarded in accordance with DFRS's Standing Orders and the procurement process. No special favours in the tendering process must be shown to businesses run by, for example, friends, partners, or relatives. No part of the local community must be discriminated against. See Procurement Strategy. .

Complaints

You must be aware of your responsibilities in receiving, dealing with and recording complaints under the Service Procedure: Complaints, Feedback and Appreciations, this can be found on the intranet (Fireview).

	<p>You must be aware that the public has a right to complain about DFRS's actions, or lack of actions, and that the complaint must be taken seriously, investigated and reported on. Even if the complaint is minor and easily resolved it should still be recorded if DFRS is to learn from such feedback and seek to improve.</p> <p>Working Safely Any activity that presents a significant risk to the health, safety or well-being of an employee or other person must have been subject to a written risk assessment. This is a tool which managers must use to determine the safest and best way of carrying out the work, including appropriate training, personal protective equipment etc. Appropriate safety controls should all be summarised on the risk assessment or safe system of work procedure and provided to the relevant employees.</p> <p>You must follow the resulting safe system of work to ensure your safety and that of others is not put at risk. If these are not in place, speak to your Manager in the first instance or your Health and Safety Adviser.</p> <p>For example, you must</p> <ul style="list-style-type: none"> • Comply with the instructions given for workplace health and safety at the workplace by DFRS. • Use personal protective equipment if the equipment is provided and you have been properly instructed to use it. • Not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace. • Not wilfully place at risk the health and safety of any person at the workplace. • Not wilfully injure yourself. • Report to your supervisor any workplace hazards that cannot be immediately rectified. • Ensure that you comply in practice with any guidelines given for performing manual handling tasks. • Take all reasonable steps to ensure that the employees you supervise are following guidelines and have access to job-specific training.
<p>REPORTING BREACHES OF THE CODE</p>	<p>If you are concerned about any practice you see in DFRS which you think conflicts with the Code of Conduct, you should obtain advice from your Manager, your Department Head, Trade Union representative, or any other appropriate person. The Public Interests Disclosures Act 1998, Enterprise and Regulatory Reform Act 2013 and Whistleblowing Procedure provides safeguards for employees and public officials who disclose unlawful and improper conduct including breaches of this Code. See Service Procedure - Whistleblowing Public Interest Disclosure.</p>

	Any suspicion of money laundering must be reported in the first instance to the Head of Corporate Financial Services.
RELEVANT DOCUMENTS	<p>Grievance Policy and Procedure v 2.2 November 2018</p> <p>Attendance Management Policy and Procedure v 2.0 November 2018</p> <p>Privacy Policy 2018</p> <p>Guidance on Making Reasonable Adjustments v1.0</p> <p>Discipline Policy and Procedure v 1.1 April 2014</p> <p>Learning and Development Service Procedure v 1.4 December 2016</p> <p>Service Procedure: Health and Safety v 3.1 May 2018</p> <p>Policy Note: Smoke Free Policy v 2.3 April 2014</p> <p>Policy Note: Diversity and Inclusion v 2.0 November 2017</p> <p>Diversity and Inclusion Strategy 2016-2021</p> <p>Employment Policy: Dignity at Work v 2.0 August 2018</p> <p>Employment Policy: Secondary Employment v 1.1 March 2016</p> <p>Employment Policy: Outside Employment v 1.5 November 2018</p> <p>Service Procedure: Internet Acceptable Usage v 2.1 December 2018</p> <p>Policy Note: Standards of Dress and Appearance v 1.3 May 2017</p> <p>Service Procedure: Standards of Dress and Appearance v 1.5 May 2017</p> <p>Policy Note: Anti Fraud and Corruption v 1.0 September 2014</p> <p>Service Procedure: Anti Fraud and Corruption v 1.0 September 2014</p> <p>Service Procedure: Data Protection and Legal Responsibilities v1.1 May 18</p> <p>Service Procedure: Information Requests v 1.4 October 2018</p> <p>Service Procedure: Gifts, Hospitality and Benefits v 1.3 January 2019</p> <p>See Conditions and Allowances for the provision of Trade Union Representation – Collective Agreement with FBU and UNISON Revised 12 February 2018</p> <p>Policy Note: Safeguarding People at Risk v 3.0 February 2016</p> <p>Service Procedure: Safeguarding People at Risk v 2.2 February 2016</p> <p>Service Procedure: Media Relations v 1.2. January 2019</p> <p>Service Procedure: Social Media v 1.1 September 2018</p> <p>Procurement Strategy 2015-2019</p> <p>Service Procedure: Complaints, Feedback and Appreciations v2.2 Oct 2018</p> <p>Service Procedure: Whistleblowing Public Interest Disclosure v2.5 Jan 18</p> <p>Fire and Rescue National Framework for England</p>

DOCUMENT HISTORY

Version no.	1.3
Replaces	Employment Policy: Code of Conduct for Employees v 1.2 which has been removed from the Intranet. All hard copies should be destroyed.
Summary of changes	This Policy Note has been reviewed and minor changes have been made as follows: <ul style="list-style-type: none">• Updated references to the policies and procedures mentioned. Updated references to legislation and National Core Code.
Author	Louise Taylor
Department	Legal
Approved by	Director Beresford

Revision history

Version	Date	Author	Changes
1.0	November 2009	Area Manager Human Resources	New document
1.1	November 2011	Solicitor	Updates for changes in legislation and Service documents
1.2	January 2019	Solicitor	Updates for changes in legislation and Service documents

Review Period

This Policy Note will be reviewed January 2024.

Distribution

Policy Notes are published on the intranet in the month of issue. No hard copies are distributed.

Index

Keywords: code of conduct, misconduct, behaviour, whistleblowing, whistle-blowing, discipline, disciplinary, values, breach, complaints, internet use, data protection, anti fraud, corruption, dress, media, reasonable adjustments, code of ethics, core code, fire standards, fire standards board