



Code of Ethical Conduct - Keeping Kent Fire and Rescue Service a Good Place to Work

Details

Policy owed by: Human Resources	Date first implemented: 01 October 2023
Tier: 2 (Policy)	Date of most recent approval (following significant amendment): 01 October 2024
Version: 9	Review by (3 years on from date of most recent approval following significant amendment): 01 October 2027
Policy applies to: Colleagues, Members, Volunteers, Cadets	People Impact Assessment: Not required as PIAs in place for underlying HR Tier 2 policies
Senior responsible manager: Director HR and Culture	Security classification: Not protectively marked
Direct enquiries to: Employee Relations	Related tier 2 policies: All HR Tier 2 policies
Authorised by: KMFRA	Version change summary (inc. date of new version): V9 (01/10/2024) conversion into Tier 2 and Tier 3 format.

Introduction

We want Kent Fire and Rescue Service to be a fantastic place to work for everyone. Our behaviour towards each other and our customers plays a big role in that. It affects our services to customers and how we attract, hire, and keep our colleagues. Our conduct is at the centre of serving our customers effectively. By following this Code, we aim to create a positive and responsible working environment. A place where everyone's abilities and contributions are valued, encouraged, and rewarded.

By having a Code of Ethical Conduct, we aim to ensure we act with integrity and make the right decisions. This Code is essential to safeguard the Service's good reputation and values that are important to us. It also helps everyone understand what they can expect from the Service and what is expected of them in terms of their behaviour both at work and outside of work.

It is the responsibility of everyone to read and understand this document.

Our actions and attitudes should reflect the Code of Ethical conduct ("the Code"). It means always maintaining the highest standards of honesty and fairness when we work for the Service. If you ever feel unsure about what to do in a situation, don't hesitate to ask for guidance. We want everyone to be clear about how to uphold the values and principles of our Code. Not following the Code could lead to disciplinary action, and in serious cases, dismissal.

The Code provides all the information you need to make good choices about how you behave and how to promote the Code within the Service. The principles of this Code are present in all our policies and activities, such as recruitment, leadership behaviours, support for your well-being, and opportunities for personal and professional growth. The Code is aligned with The Seven Principles of Public Life, also known as Nolan Principles, which outline the ethical standards for all those holding public office, and the five principles of the Core Code of Ethics Fire Standard.

The Seven Principles of Public Life, also known as the Nolan Principles, apply to everyone who works as a public officeholder. Public office holders include public sector workers, and people elected or appointed to public office at the national and local levels. All public officeholders are supposed to serve the public's interests and take care of public resources. These principles also apply to people delivering public services in other sectors. The principles are detailed in Responsibilities as a Public Servant.

Everyone is expected to follow and uphold these principles as set out in the Code. If someone breaches these standards, it may lead to disciplinary action, and serious breaches could even result in a breach of their employment contract. These principles are an essential part of our organisation's internal policies and daily activities.

As a team, we are committed to protecting the reputation of the Service. To provide the best service to the people of Kent and Medway, we all need to make decisions that align with our values. These values are reflected in our promises to both our internal and external customers, ensuring we serve them well.

Service policy

Our Code sets out what you can expect from us and what Kent Fire and Rescue Service expects from you.

What you should expect from us:

1. A safe and secure workplace that meets all health and safety requirements.
2. A focus on your well-being and personal growth.
3. A workplace where you can be yourself.
4. Properly maintained equipment and protective clothing for your safety.
5. Trained managers who support and guide you in your performance, and your wellbeing.
6. Your contributions valued, and your voice heard.
7. Support to develop personally and professionally.
8. A place where mistakes are seen as opportunities to learn and grow.
9. A workplace that is accepting, tolerant, and inclusive. Bullying and harassment won't be tolerated.
10. A fair approach to dealing with concerns.

In return, we expect you to:

1. Perform your work professionally and uphold the Service's reputation.
2. Work with respect and trust as part of a team.
3. Value equality, diversity, and inclusion, opposing discrimination and stigmatizing language.
4. Use language that is kind and supportive.
5. Think before you speak or message - Is it True, Helpful, Inclusive, Necessary, and Kind?
6. Always prioritise the customer, acting with acceptance, tolerance, and inclusion.
7. Understand and follow internal procedures and comply with legislation.
8. Be open-minded and adaptable to change. something about considering others' ideas and points of view and giving them due respect and consideration

9. Take ownership of your personal and professional development, keeping your knowledge and skills updated.
10. Address inappropriate behaviour, either by discussing with the individual, raising it with their manager, or reporting it through the appropriate channels.
11. Read, understand, and follow this Code, and raise any concerns with your manager or Human Resources (HR).
12. Consider your safety and the safety of others.

^ Organisational aim

Our Code of Ethical Conduct supports the strategic aim of "Customer - saving lives and reducing harm" by making clear the requirement to uphold ethical standards rooted in the Nolan Principles. It requires colleagues to act with integrity, accountability, transparency, and fairness, creating a workplace where respect and inclusivity are at the core.

By fostering a culture of high ethical standards, trust and personal responsibility, colleagues are empowered to make decisions that prioritise the well-being of customers, each other and KFRS, ensuring the highest standards in the delivery of our services.

^ Relevant legislation and codes of practice

- [Data Protection Act](#)
- [UK General Data Protection Regulation \(UK GDPR\)](#)
- [Equality Act 2010](#)
- [Health and Safety at Work Act 1974](#)

^ Linked guidance (Tier 3)

- [Code of Ethics for Senior Managers at Kent Fire and Rescue Service](#)

^ Data inputs and controls

Records relating to investigations and outcomes related to alleged breaches of the Code of Ethical Conduct.