



# Human Resources and Learning

## Code of Ethical Conduct (Volunteer Code)

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### Introduction

Kent Fire and Rescue Service is committed to providing a customer focused and professional Service to the people of Kent and Medway. Trust and confidence in the services we provide is vital to our customers, whoever they are. Whether it is in their homes, where they work, places of education or out and about, our customers need to know that we will be excellent in all aspects of how we deliver our service. The approach and conduct of our volunteers build the trust and reputation that customers need to feel safe in the knowledge that we will be there in times of need. It also means that we can build equality so that everyone in Kent and Medway can access our prevention, building safety and other services.

We all want to continue to ensure Kent Fire and Rescue Service is a great place to volunteer and that this is reflected in our reputation and our brand. It affects the way we attract, recruit and retain volunteers and colleagues. How we behave towards our customers and each other makes the difference.

Our behaviour is central to serving our customers effectively. We will ensure the resources, policies and procedures are in place, so that our organisation acts in accordance with the Code of Ethical Conduct (Volunteer Code). This code provides the information necessary to act in the best interests of our customer, to act appropriately, and to remain compliant whilst volunteering to the regulations and framework that affect KFRS.

This Code provides the information necessary to fulfil your obligation to act in the best interests of our customers, to act appropriately both during and outside of volunteering for KFRS, and to remain compliant to the policies and frameworks that affect Kent Fire and Rescue Service.

Through adhering to this Volunteer Code, we strive to create a positive, responsible, innovative, open and constructively challenging volunteering experience. A place where ability and delivery is valued, encouraged, developed and rewarded.

All of us must conduct ourselves in accordance with the spirit as well as the detail of the Code of Ethical Conduct. We must always maintain the highest standards of integrity when carrying out volunteering for the Service.

These standards are derived from the Seven Principles of Public Life, also known as Nolan Principles and the five principles of the Core Code of Ethics Fire Standard

If at any time you are ever unsure of what to do, then you just need to ask.

### **The Seven Principles of Public Life** and the five principles of the Core Code of Ethics Fire Standard

Although your Volunteering role for Kent Fire and Rescue Service does not oblige you to conduct yourself according to the principles that apply to public office holders and our employees, we believe that these principles set a minimum standard we would like everyone who represents the Service to uphold.

Therefore it is very important that you are guided by these principles in your day to day interactions with our customers, employees and other volunteers. The principles and examples of the behaviours that supports them are outlined below in Section 23 of the Code.

Everyone is expected to follow and uphold all of the standards set out in the Volunteer Code. A breach of the standards is likely to amount to ending our relationship with you. Serious breaches can amount to a breach of trust and confidence, which can result in you being asked to leave the volunteer scheme. We will ensure that these principles are represented within all internal policies and processes and lie at the heart of our day-to-day volunteering activities.

As a volunteer, you are part of our ‘one team’ ethic at KFRS. Together we share a commitment to protect the brand and reputation of the Service. Our ability to provide the best service to the people of Kent and Medway depends on everyone’s ability to make decisions that are consistent with our values. These values are represented within our Internal Customer Promise and our External Customer Promise.

The Code of Conduct applies to all Volunteers within the Authority.

### **Legal Consequences**

Kent Fire & Rescue Service is committed to promoting equality, diversity and an inclusive and supporting working environment.

We also have a duty to comply with our legal obligations under the Public Sector Equality Duty of the Equality Act 2010. Respect, fairness and inclusion are integral to our culture and we strive to make it evident through everything we do. Our approach to equality goes beyond legal compliance and is crucial to our core service. This positively impacts on our ability to meet the following legislative duty:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act
- advance equality of opportunity between people who share a protected characteristic and people who do not share it
- foster good relations between people who share a protected characteristic and people who do not.

## Service Policy

This Volunteer Code is about protecting the good reputation of the Service, maintaining the standards you have told us you hold and ensuring that everyone understands what they can expect of Kent Fire and Rescue Service, and what we expect of you regarding your conduct both inside and outside of KFRS as a volunteer.

It is everyone's individual responsibility to read what is in this document and to understand that if you fail to follow the Volunteer Code this may result in your volunteering agreement being terminated.

The Volunteer Code, therefore, provides you with the information you need to make informed decisions regarding your behaviour and conduct, as well as how to promote the Code through your volunteering with the Service.

The spirit of this Volunteer Code and the specific requirements relating to your conduct are reflected in all our policies and core volunteering activities. For example, the code is part of our volunteer recruitment and selection process, leadership behaviours, the way we support your wellbeing and encourage personal and volunteering development. The Volunteer Code also reflects the Nolan Principles of Public Life, which are the basis of the ethical standards which we ask you to adopt and follow.

## Information

### Aim of our Code

1. To set out what KFRS expects from you and what you should expect from KFRS.
2. **What you should expect from us when you are volunteering for the Service:**
  - a safe and secure environment which meets all relevant Health & Safety requirements
  - properly maintained equipment and necessary protective clothing
  - trained managers and volunteer leaders to effectively mentor and support you in your volunteer activities and experience
  - that your contributions are valued
  - that support is provided so as you are able to develop the skills you require whilst volunteering
  - a volunteering environment that is accepting, tolerant and inclusive, with zero tolerance for bullying or harassing behaviour
  - a fair and measured approach when dealing with any concerns you may have
3. **In return we expect you to:**
  - carry out your volunteering in a way that protects the Service's reputation

- volunteer as part of a team with respect and trust for both KFRS employees and volunteers
- Value equality, diversity and inclusion, setting a positive example of appropriate behaviour, taking a proactive approach to opposing discrimination
- always think of the customer, acting at all times with acceptance, tolerance and inclusion
- take responsibility for volunteering in line with internal procedures and complying with legislation
- be open minded and flexible to change
- to inform the manager you are supporting, and the Volunteers' Manager if you feel you do not have the knowledge and skills to carry out the volunteering task you have been asked to complete
- challenge, report or take action against any inappropriate behaviour which has fallen below the standards of this code or misconduct towards yourself, any third party or colleagues.
- read, understand and follow this Volunteer Code and raise any concerns that you may have with the Volunteers' Manager
- always ensure you following the role description for the volunteering activity you have been assigned, and keep within the remit of the role description.
- consider and ensure your safety and the safety of others

## Volunteer Code

### Behaviours

4. Whilst volunteering at KFRS if you are unsure whether a decision you are about to make, either whilst volunteering or outside of your role, will breach the Code of Ethical Conduct, please ask the immediate Supervisor or Manager that you are supporting, or the Volunteer's Manager. By volunteering within the guidelines of the Volunteer Code you will be contributing to the success of the Service
5. In addition, as a volunteer, we also all need to recognise that behaviours outside of your volunteering role/experience could be assessed differently. A good personal rule is to be guided by how it might appear in the news media when you think about your conduct in private life. By following the framework of behaviour set out in this Volunteer Code, you will demonstrate the appropriate behaviour and help protect the good reputation of yourself, the volunteer scheme and the Service.
6. You should also familiarise yourself with standards of behaviour inside and outside work relating to social media, which are outlined within our Social Media Policy.

### Support and encouraging positive volunteering

7. We want to support you to volunteer to the best of your ability, and have the best experience you can at KFRS.
8. Your wellbeing is important to us and we recognise that internal and external factors can impact on you as a volunteer. If you require any additional support regarding your wellbeing please contact the Volunteers' Manager
9. The Volunteer manager will provide you with timely feedback on your volunteer contribution, giving support and encouragement and checking regularly on your wellbeing. They will also arrange with you an annual one-to-one support meeting, to discuss your contribution and experience and discuss maintaining your motivations to be a volunteer.

10. Achieving volunteering/life balance and your wellbeing is important to us. We do recognise that external factors can impact on your experience/activities. We also recognise our duty of care for you as a volunteer. We see the best outcomes for volunteers when they engage with the volunteer's Manager and discuss concerns you might have.

## Equality and Inclusion

11. KFRS embraces acceptance, tolerance and inclusion and we expect all of our volunteers to show these values when volunteering and engaging with our customers and other agencies and to fellow colleagues. Everyone matters, whatever your difference and we want to create a volunteering experience where you feel you can be your whole self - should you choose to do so.
12. As a public sector organisation we must also, under the [Public Sector Equality Duty](#), consider the needs of those protected under the [Equality Act 2010](#) in our decision making.

## Acting within the Law

13. We expect you to act within the law when volunteering. If you break the law then you could be subject to a criminal investigation and we would consider preventing you from volunteering with KFRS. Please also be aware that a criminal record could affect you being able to volunteer with the Service so if you are arrested or charged by the Police you must inform the Volunteers' Manager.
14. It is our legal duty under the Health and Safety at Work Act 1974 to provide a duty of care for your safety, whilst volunteering for the Service. But this is a two way process and you need to take reasonable care of your own health and safety and the safety of others who may be affected by your actions.
15. To help you do this we require you to:
  - follow safety organisational policies, procedures, instructions and guidance
  - comply with hygiene requirements
  - wear Personal Protective Equipment (PPE) and any safety clothing supplied by the Service, as instructed and trained
  - report any accidents or near misses whilst volunteering
16. As a first consideration always attempt to keep yourself and others safe.

## Personal Appearance and Standards Whilst Volunteering

17. We recognise and value your right to express your individuality, so the standards we set around personal appearance as a volunteer link to either Health & Safety or the need to present an image to others that is not offensive or aggressive. This means we apply the following principles:

- We may ask you to wear KFRS uniform, PPE, or other clothing provided by KFRS, in the manner intended, and make sure it is presentable and clean. The Service will consider adaptations to the uniform to support you to observe your culture or religious beliefs, or as a reasonable adjustment that may be needed because of disability, or to reduce effects of menopause/pregnancy or due to an underlying health condition.
- If wearing your own clothes whilst volunteering you should ensure that your attire supports the professional image of the Service.
- Tattoos are your choice, as long as they are not offensive or aggressive, otherwise you can be asked to cover them whilst volunteering.
- Hair should be neat, you may be required to tie back or cover your hair for health and safety reasons.
- We expect you to attend fit to perform your volunteering role. This includes not being under the influence of drugs or alcohol whilst volunteering.
- You are not permitted to smoke, including e-cigarettes, inside KFRS premises, Service provided vehicles or when performing your duty whilst in the view of the public. You will be provided with designated smoking areas externally at KFRS premises if required.

## Security

18. We expect our volunteers to act responsibly for their own safety and the security of KFRS property so we expect you to:
- Keep your KFRS uniform or equipment secure e.g. don't leave them on show in a vehicle.
  - Take responsibility for securing all windows and doors if you are the last person out of an office or station.
  - It is important that your KFRS ID pass is visible to others while you are volunteering. You are encouraged to display it by an organisational lanyard, worn around the neck. However we recognise that there are instances for modesty and disability, or during volunteering activity this is not possible. Where this is the case, please ensure the pass is with you at all times, so you can present it if needed or requested to do so. If you lose your pass inform the manager you are supporting and the Volunteers' Manager. For your own security, once you have left KFRS premises remove your pass so it is not on general view.
  - Remember to return all KFRS passes, uniform and other property to the Volunteers Manager when you stop volunteering with the Service. Under the Data Protection Act we all have a duty of care regarding the non-disclosure of personal data. Personal data is information that is personal to an individual e.g. address, date of birth etc. Anyone with access to such data which could relate to a team member, member of the public or data from partner agencies, e.g. vulnerable people data, must abide by the principles of the [Data Protection Act and the Authority's Data Protection and Information Security Policy](#). If you were to breach this then you could be subject to disciplinary investigation. All volunteers are required to complete the compulsory GDPR e-learning.

## Social Media and Viewing Inappropriate Other Material

19. You should make sure you understand the Authority's Social Media Policy, which provides clear guidance and the consequences of misuse. If you are unsure of anything you should ask the Volunteers Manager. A copy of the Policy will be made available to you by the Volunteers' Manager, by visiting the volunteer portal or by visiting the intranet.
20. It is important to never display pornographic, offensive or discriminatory materials in KFRS premises, property or vehicles; as if you did we would prevent you from volunteering with KFRS

## **Personal Relationships within KFRS as a Volunteer**

21. People will have relationships with both volunteers and KFRS colleagues – close friendships, long term partnerships or romantic relationships. In addition it is possible that a member of the family may volunteer or work for us also. These are a few points that will protect you and your relationship:
- Be mindful that you may have access to confidential or corporate information that your partner or family member does not. Do not discuss such information with your partner/family member or this could be a breach of confidentiality or a conflict of interest.
  - It is always best to declare your relationship to the Volunteers' Manager. In some cases it may be appropriate to ask you to consider volunteering in a different team, if you normally volunteer in the same team. But this would only be done in exceptional circumstances to eliminate any risk to you or the organisation and would be discussed with both of you.
  - You should not be intimate with your partner whilst volunteering as this could cause offense or make others feel uncomfortable.
  - Remember some relationships break up and if this happens you will need to ensure that your relationship remains professional whilst volunteering within KFRS. Any form of unfair treatment or harassment of ex-partners will not be tolerated and will be dealt with in an appropriate way.
  - Whilst it is understandable that volunteers may not always like the person (volunteer or member of staff) who they are volunteering with and disagreements could occur it is extremely important that whilst undertaking any volunteering duties that both parties act in a professional manner in order to maintain service reputation. Procedures are in place to resolve any issues that arise and you should discuss these with the Volunteers' Manager at the earliest opportunity.

## **Confidentiality**

22. Confidentiality is such a huge consideration for any organisation but more so in the public sector. We all need to feel that our private information is handled well and limited to those who need to know. To reinforce this, we expect total confidentiality regarding the use and disclosure of information owned by the organisation and partner agencies. You are therefore expected to abide to this expectation; if you do not we would end our relationship with you.
23. However, there may be cases where you are asked to share data with a third party e.g. if there is a legal requirement. In doing this you must seek permission from a senior manager and you must follow the Service's Data Sharing Protocol.

## **Representing the Service Publicly**

24. There may be occasions when you are asked to represent or speak publicly for KFRS. When doing this you must follow these principles:

- As a Volunteer you should not speak to the media as a representative of the Service.
- If you choose to talk to the media or speak publically as a private citizen, we expect you to make sure that nothing you say can could lead the public to believe you are expressing the opinion of the Kent Fire and Rescue Service.
- If you are interviewed by the news media, it could be that you are linked to KFRS – please consider speaking to the KFRS press office or the Volunteers Manager out of courtesy to let them know this interview has taken place and under what circumstance. Thank you.
- You should also be aware that in your role as a KFRS volunteer, you may be associated with the Fire Service in your local area, and that personal views that are derogatory or abusive can affect the reputation of the Service
- If you are speaking or acting on behalf of a recognised Trade Union, you must make it clear that your comments represent those of your union and not KFRS. This includes if you are involved in political activities, speaking in public and media interviews.

### **Responsibilities as a KFRS Volunteer**

25. In order to look after your wellbeing and to ensure you are able to have appropriate rest breaks it is important that you declare, in full, details of any additional volunteering, employment and caring responsibilities that you have outside of your volunteering role within the Service. If you have any concerns about your health or wellbeing whilst volunteering for KFRS please notify the Volunteers' Manager as soon as you are aware of this. So that we can carry out a risk assessment and put in place any measures to support you in your volunteering role. Outside of your KFRS volunteering; if your hours of employed work, other volunteering activity or caring responsibilities are considered to be too much, we would work with you, this could mean we ask you to reduce your volunteering hours or to stop volunteering within the Service.
26. Please be mindful of the following:
  - If you are performing your role, or are in your uniform outside of volunteering, you should not promote your business or employment to external parties.
  - We would ask that you do not promote your company's services based on your volunteering for us or that you sell your expertise based on the skills you have acquired from us.
  - If you use your experience from volunteering within the Service to write articles or books then you need to seek permission from the Volunteer Manager before these are published.
  - If you feel that your actions in your other employment could be a potential conflict of interest or bring the Service into disrepute, it is important that you declare this as soon as you become aware of it.
27. As a public service volunteer you need to be aware that your actions, inside and outside of KFRS, could be viewed more critically by others. Therefore you need to consider if any of your actions could cause reputation damage. Therefore you should be guided by the Seven Principles of Public Life and the five principles of the Core Code of Ethics Fire Standard :

## Selflessness

- You should act solely in terms of the public interest and you should not benefit from your volunteering.
- You should recognise the needs of community members by recognising that all groups will have different needs and opinions on a range of subject areas, being fully aware of the environments in which you are volunteering and understanding that your approach must be flexible to meet these differing needs.
- You should treat people according to their needs, for example, by taking time to explore all options available, distinguishing between needs and wants and providing support based upon the individual's needs.
- You should show compassion and empathy to people you meet, for example, by creating an environment whereby people are happy to approach you without fear of recrimination or blame, taking time to listen and understand and not prejudging anyone or their circumstances.
- You should put our customers first, for example, by seeking the views of others about service quality and effectiveness to identify ideas for improvement, and volunteering collaboratively with colleagues and partners to improve the service to the public.

## Integrity

- You should be sincere and truthful. People will look at you as a member of the Service and expect that you always uphold the fire service's values and spirit of Volunteering and act in an honest and truthful manner.
- You should provide information and support as and when required and seek to always do the right thing. This may sometimes be a very difficult thing to do, such as in the case of providing information that may cause an issue for a colleague or a customer.
- You should show courage in doing what you believe to be right. You will be required to always challenge inappropriate or discriminatory behaviours and this will no doubt, challenge you at times. However, by doing so, you will reinforce your own credibility and that of the organisation, for example, challenging racist, homophobic, or bigoted behaviours. Reporting of safeguarding and other issues within all contexts will be expected, as well as being aware of unconscious bias and promoting two-way dialogue.
- No matter where you volunteer within the organisation, your behaviours will reflect upon both you and the organisation, and as such you will be required to make critical decisions that will need you to be resilient and consistent in your approach. Whether that be in an operational setting (Volunteer Response Team) or within non-operational settings, it is vitally important that your behaviours are consistent with the Code.
- You should ensure your decisions are not inappropriately influenced. Decisions will always be made based upon accurate information and you will consider all points of view prior to making a decision.
- You should act with integrity, which means not acting to gain financial or other material benefits for yourself, your family or friends and declare any interests and relationships.
- When carrying out your volunteering or activities outside of KFRS you need to ensure that your actions do not conflict with the Service's values and objectives. In doing this you need to ensure that you do not use your position to give yourself or others an unfair advantage.
- If you believe that your actions could or have caused a conflict of interest or could place you in a position of unfair advantage you need to declare this to the Volunteers Manager. This includes any connection to external contractors or suppliers, or if you are tendering

for a contract with the Service through an external party. A register of personal interest declarations is held in Human Resources.

- We all have the responsibility to ensure that public funds are used in a responsible manner ensuring value for money to the local community. If you are authorised to spend money on behalf of the Service you must follow authorised procedures and adhere to the requirements of the Bribery Act 2010.
- You will not be influenced inappropriately by others and, no matter how difficult this may be at times, you will maintain a focused approach in line with this Code; that is you will not accept gifts or financial incentives. You will report any inappropriate behaviours that could be deemed as individuals or organisations attempting to influence your actions. The Gift and Hospitality Code of Practice (Appendix 1) provides clear guidance regarding what is and is not acceptable.
- You will not knowingly make false, misleading, or inaccurate statements. You have a responsibility to provide accurate, honest, and timely information whenever requested. This will ensure that the credibility, trust, and honesty of you and the organisation will be maintained. This may be challenging at times, for example, if you have witnessed a safety event and a colleague may have done something incorrectly. It is important that you provide an honest account of what happened to ensure that appropriate remedial actions can be implemented.
- You should declare and resolve any interests and relationships that might conflict with your role as a volunteer. This includes the promotion or discussion to promote your profession, business or work outside of your KFRS voluntary role.

## Objectivity

- You should act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
- We expect you to maintain political neutrality whilst volunteering, therefore not expressing your own personal or political opinion when carrying out your volunteering roles.
- If you are involved in politics in your own time you must not lead the public to think that your action and beliefs are linked to your volunteering in the Service.
- If you believe that your actions could or have caused a conflict of interest or could place you in a position of unfair advantage we expect you to declare this to the Volunteers' Manager. This includes any connection to external contractors or suppliers or if you are tendering for a contract with the Service through an external party. A register of personal interest declarations is held in HR.
- You should keep an open mind and do not prejudge, for example, by taking time to listen to others to understand their position on a subject area, being aware of unconscious bias that might exist, making decisions based upon accurate information and checking facts prior to making a decision, and treating everyone based upon your experience of them rather than prejudging individuals based upon hearsay.
- You act and make decisions on merit, without prejudice and using the information available, for example by making decisions based upon fact, not being influenced by others when making decisions and following evidence and information prior to making a decision.

## Accountability

- You should remember that Kent Fire and Rescue Service might be expected to account for your decisions or actions. Therefore you should always act in a transparent, truthful and

open manner as required, and submit yourself to scrutiny to ensure this. An example could be submission of accurate claims relating to mileage and expenses.

- You need to remember that you are representing the organisation when volunteering, and that any inappropriate action or comment could be seen as bringing the organisation into disrepute. It is therefore very important that when using social media you remember that this is in the public domain.
- You also need to remember that your actions could lead to or cause reputation damage for KFRS. In extreme cases if volunteers have used their position for personal gain, as an example; through fraud or acceptance of gratuities we would need to consider our position, which could result in us ending our relationship with the volunteer.
- We would ask you to raise any concerns that you may have regarding the behaviour of others, if you believe they have been/are/are likely to be involved in acts of fraud, corruption, bribery or similar unethical behaviour. These matters must be reported to the Volunteers Manager. If you're afraid of reprisal from raising your concern, you can do this through the speak-up policy on the intranet.



## Openness

- Any decisions you make in the course of your volunteering should be open and transparent.
- You respect individual differences, for example by taking time to understand individuals and their perspective, understand your communities and their diverse needs, and understanding that individual difference is a positive aspect of all communities.

## Honesty

- You should always be truthful and support our values and what we stand for.
- We all have the responsibility to ensure that public funds are used in a responsible manner ensuring value for money to the local community. If in exceptional circumstances you are authorised to spend money on behalf of the Service you must follow authorised procedures and adhere to the requirements of the Bribery Act 2010.
- You need to be careful not to accept a gift, hospitality or sponsorship that could show favour or disfavour to another. Please see Appendix 1 which provides clear guidance to what is and isn't acceptable.

## Leadership

- You should promote and support our standards through your volunteering.
- We expect you to be responsible for the safeguarding of others. If you become aware of a situation where any children, young people and adults are at risk you must report this through the Safeguarding Procedures.
- You are expected to raise any concerns that you may have regarding the behaviour of others if you believe they have been involved in acts of fraud, corruption, bribery or similar unethical behaviour. These matters must be reported to Volunteers' Manager or the Director of Finance and Corporate Services.
- You need to remember that you are a voluntary representative of the organisation and that any inappropriate action or comment could be seen as bringing the organisation into disrepute; whether this is verbally face-to-face or through digital methods. It is therefore very important that when using social media you remember that this is in the public domain.
- You should exhibit these principles through your actions and behaviours, actively promoting these principles and challenging poor behaviour and conduct that contradicts Kent Fire and Rescue Service values and this Code, wherever it occurs.
- You will be required to participate in mandatory Safeguarding training. If you become aware of a situation where you have concerns for the safety of another due to abuse or neglect you must report this through the Safeguarding Procedures.
- You should strive to act as an inspirational role model by considering the needs of individuals and taking time to understand their needs, communicating with compassion and integrity and using non stigmatising behaviours and language.
- You should take responsibility for your actions, for example, admit to your mistakes publicly, be comfortable to state when you do not have the answer, and be open and receptive to constructive feedback.
- You should make decisions based upon accurate information, for example, look at the facts and follow the evidence and do not prejudge individuals or tasks.
- You should be mindful of the wellbeing of your colleagues and demonstrate it by looking after yourself and others, actively looking for behaviours that may show people are struggling or need help, showing compassion, striving to create an environment where the wellbeing of your colleagues is a priority.

- You should maintain a composed and respectful manner, for example, despite the pressures of a situation, you always remain calm and professional, take personal responsibility for your actions, communicate effectively with a range of different stakeholders and be aware of the impact that you have on others.

28. The Code is an outline of the areas you need to be aware of in order to conduct yourself in an appropriate and safe manner. The following is additional information that should be read in conjunction with the Code of Ethical Conduct (Volunteer Code) and will be made available from the Volunteers' Manager. Please refer to the following documents as volunteer guidance documents, where a reference is made to staff/employee/at work in these documents please interpret these words as meaning volunteer in order to facilitate their guidance being applicable to volunteers.

- Anti-Fraud and Corruption Order
- Bribery Act
- Anti-bribery Service Order
- Anti-money laundering Service Order
- Bullying and Harassment Policy
- Data Protection Act
- Data Protection and Information Security Policy
- Safeguarding Procedures, Safeguarding Service Order
- Social Media Policy
- Speak Up Policy

## Appendix 1

### Gift and Hospitality Guide - Volunteers

1. From time to time you may be offered gifts or hospitality. This guide provides you with guidelines about the provision and acceptance of hospitality and gifts that we expect you to follow to avoid the potential risk of improper conduct. It is an expectation that you will follow this guidance and abide by the Bribery Act. This guidance tries to cover all situations, however if you have any queries/concerns, become aware of any issues which are not covered by this guide, or are in any doubt about the integrity of a particular situation, you should seek advice from the Volunteers' Manager.

### Receipt of Gifts and Hospitality

2. It is the Authority's policy not to accept gifts or hospitality from third parties. The only exception to this are low monetary value items such as promotional pens, calendars, chocolates, diaries up to the value of £10 (including VAT). You should therefore politely decline any other gifts offered.
3. If you are offered hospitality and invitations to "corporate days", involving attendance at sporting, activity or cultural events such as golf days, theatre/concert trips or activity centre visits, you must gain approval from the Volunteers' Manager prior to accepting. This will only be authorised when it is considered appropriate for the KFRS Volunteering Service to be represented. We rarely accept these offers.
4. You may be faced with the situation where you are offered a gift from a visiting guest e.g. someone from a Fire Service in Europe. You are advised to accept this gift and then refer this to the Volunteers' Manager for approval.

### Sponsorship

5. Where the Authority wishes to sponsor an event or Service, no volunteer or their partner, spouse or relative, must directly benefit from such sponsorship without there being full disclosure to the Volunteers' Manager of any such interest. Similarly, where the Service, through sponsorship, grant aid, financial or other means, gives support in the community, Volunteers should ensure that impartial advice is given and that there is no conflict of interest involved.

### Provision of Hospitality

6. Hospitality is regarded as the reception and entertainment of visitors and guests and should not be confused with the provision of refreshments at annual official functions such as a Volunteer celebration, passing out parades, KFRS award ceremonies and normal KFRS meetings, for which policies and protocols already exist.
7. The following are expenses which could be claimed when carrying out official hospitality:

- the provision of commemorative gifts marking the visit to the Service
- the provision of "substantial" refreshments (i.e. meals rather than drinks and biscuits. This would not include any alcoholic beverage)
- the provision of accommodation or dedicated transport (i.e. other than as a car passenger)
- any other expenditure incurred in the entertainment of visitors authorised in advance

8. Volunteers are permitted to attend functions involving the provision of official hospitality but you must be aware of the following:

- Volunteers who take part in activities for more than 5 hours will be reimbursed by up to £5 for food purchased, receipts must be attached to all such claims

13. If you fail to inform the Volunteers' Manager the receipt of gifts or hospitality this could lead to us to end our relationship with you.

<b>Document Audit Information</b>	
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