

NFCC Culture Action Plan

NFCC Organisational Culture Statement

July 2023



NFCC
National Fire
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NFCC Organisational Culture Statement

The following statement applies to all NFCC employees and secondees, NFCC members, senior officers working on behalf of NFCC, and includes those working in conjunction with, or on behalf of, NFCC.

At NFCC we hold a clear set of values which demonstrate our commitment to being an inclusive organisation. We act with integrity, at all times and treat everyone with respect. All our values underpin the type of organisation we are and the environment we want colleagues to work in.

We believe that everyone deserves to work in safe environments that are free from bullying, harassment and discrimination, abuse and harm, where they feel supported, welcome and able to thrive. This, in turn, enables us to support fire and rescue services to provide the best possible service to the public – services that are inclusive, professional and inspire confidence and trust.

Everything we do is underpinned by the [Core Code of Ethics](#) and the [five ethical principles](#). In order to foster an inclusive environment, we prioritise learning and development through training, and we take a zero tolerance approach to behaviours which show a lack of respect for others, or cause people to feel uncomfortable, threatened, harassed, or intimidated.



Zero tolerance means that unacceptable behaviour will always be dealt with, and appropriate action taken.

Whilst we are clear and consistent in our approach to zero tolerance, context and circumstances will guide how behaviours are addressed, which could result in formal disciplinary action, or informal action including support and awareness training.

In all instances, where behaviour shows lack of respect for others, or causes people to feel uncomfortable, threatened, harassed, or intimidated, we will:

- Ensure everyone is clear on what behaviours are unacceptable and why.
- Call out the behaviour or language when it occurs and in an appropriate environment.
- Support staff and the public to report concerns and complaints safely and confidentially.
- Tackle instances through robust and transparent policies and processes.
- Take prompt action that is proportionate, appropriate and fair.

Zero-tolerance is the collective responsibility of everyone, irrespective of position, seniority or connection to NFCC. As an organisation, and as individuals, we commit to calling out unacceptable behaviours whenever we see them and to learning from, and reflecting on, our own behaviours and actions.

When we all take responsibility, it ensures that we are all able to be our authentic selves at work, living our values, creating an environment that is welcoming and inclusive and ensuring the public, our staff and our partners have trust and confidence in our work.



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www.nationalfirechiefs.org.uk