

OUR GROUND RULES

Our Ground Rules have been developed to help us deliver our services in the most inclusive way. They inspire the right behaviour from our people, whilst making Merseyside Fire & Rescue Service a great place to work. The Authority will promote these Ground Rules, follow them and review them regularly. We will tackle breaches of the rules inside and where applicable, outside, the workplace, encourage positive working relationships whilst ensuring our services are delivered to our communities in the most inclusive and considerate way. As employees and volunteers, we will follow these Ground Rules to ensure that everyone is treated with dignity and respect - this extends to the use of social media.

In discharging these commitments, we will **respect difference and individuality**. We will do this by:

- Treating others as they wish to be treated
- Respecting individual rights and the right to be different in relation to their race, gender, disability, sexual orientation, religious belief, culture, age and political views
- Not acting in any manner which might cause them upset, eg.
 - by not using offensive language
 - by not abusing their position of trust
 - by not displaying offensive material
 - by not making hurtful remarks
 - by not using nicknames which cause upset
 - by not causing upset through jokes and banter
- Making it acceptable for all individuals to voice an opinion or share a problem and to listen and act on any concerns raised
- Welcoming new arrivals and visitors in the workplace, eg.
 - by properly introducing themselves
 - by helping new arrivals find their way around
 - by showing new arrivals how things are done
 - by not exploiting their newness and lack of knowledge
 - by listening to what they say if they need help
 - by being patient with new staff when they are learning

