



HUMBERSIDE FIRE AND RESCUE SERVICE

# Service Improvement

## Reward and Recognition Policy

|                            |   |
|----------------------------|---|
| <b>Owner</b>               | <b>Executive Director of Corporate Services</b> |
| <b>Responsible person</b>  | <b>Head of Corporate Assurance</b>              |
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What we must  
do well



How we support our  
communities



We value and support  
the people we employ



We efficiently manage  
the Service

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## 1. INTRODUCTION

Humberside Fire and Rescue Service (HFRS) value and support its staff, partner agencies and the communities within the Humber area. To promote and support the Core Code of Ethics the Service offers recognition and reward to all staff. This policy outlines the rewards and recognition which HFRS acknowledge and presents to staff and members of the public.

Contractual benefits, for example, maternity/paternity, sickness, shift patterns, pensions and annual leave are not included in the Reward and Recognition Policy, however, HFRS aspire to be an employer of choice and provide many benefits beyond the minimum required from HR law. Some of these include:

- Contractual maternity/paternity/Adoption/Shared Parental Leave/Pay.
- Enhanced sickness pay scheme.
- Flexi-time scheme (for Green Book staff).
- Enhanced annual leave (minimum entitlement is over and above the statutory 20 days on joining and is further enhanced as the length of service increases and, in some cases, on promotion).

### Core Code of Ethics

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

### National Guidance

Any National Guidance which has been adopted by HFRS will be reflected in this policy.

## 2. EQUALITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees, and service users.

## 3. AIM AND OBJECTIVES

HFRS aims to become an employer of choice, offering praise and gratitude to motivate and raise morale within the workplace. By providing rewards and benefits which facilitate employee retention and motivation, as well as valuing, rewarding, and commending outstanding contributions by members of the Service, in line with the Service's ethical principles and expected behaviours, this aim is more readily accomplished.

#### 4. ASSOCIATED DOCUMENTS

- [Equality Impact Analysis](#)
  - **Legal References**  
There are no specific legislative requirements relevant to this policy.
  - **National Guidance**  
There is no specific National Guidance relevant to this policy.

#### 5. HFRS STAFF BENEFITS

##### Staff Discount

A list of any staff discounts (when available) will be published on the front page of the [staff portal](#) and will reflect the status of benefits currently available to staff. It will change as benefits are removed or added.

##### Service Facilities

Sports and Welfare Association (SWA) members can use Service facilities such as the Headquarters gymnasium and squash court. Staff who are not SWA members can use the squash court facility at an additional cost. When using Service facilities staff must abide by the Service principles and policies. Staff who breach the HFRS Health and Safety Policy or behave in an inappropriate manner whilst using the facilities may be subject to disciplinary procedure.

The Headquarters gymnasium and squash court can be used by family and friends at an additional cost. They must always be accompanied by a current or retired HFRS SWA member.

Staff who are not members of the SWA can invite family and friends to use the squash facility at an additional cost. Friends and family must always be accompanied by current or retired HFRS staff. Enquiries relating to bookings and cost should be made to the [Squash Court Committee](#).

Information on SWA membership, fees and the use of Service facilities is available from the [Sports and Welfare Association](#).

##### Salary Sacrifice

Some benefits are free of tax and/or national insurance contributions and in these circumstances, it may be possible to use salary sacrifice arrangements to maximise the benefits. Examples include the Cycle2Work Scheme whereby staff receive an advance to purchase a cycle and/or equipment and the reduced cost (net of tax or national insurance) is deducted from pay over 18 months, giving a saving of between 32% - 42%.

HFRS accept no liability for the accuracy of the information provided in advertisements, and staff should make full enquiries before entering into any agreements. Any arrangements made will be a private contract between the individual and the company concerned, and HFRS accepts no liability (whether in negligence or otherwise) in respect of any such contract.

Additional benefits from working at HFRS include pension schemes, smarter ways of working, union membership, employee forums and staff groups, employee discounts (such as the Blue Light Card), flexible working, The Fire Fighters Charity, Employee Assistance Programme and Blue Light Champions.

## **6. HFRS STAFF APPRECIATION**

All staff are strongly encouraged to commend their colleagues for hard work and great achievements by completing the [Staff Appreciation Form](#) on the staff portal. This appreciation will be acknowledged on staff's personal record files, they will receive a framed personalised certificate and upon request can feature in HFRS' Siren (internal magazine). Innovation should be recognised and encouraged in all forms, including development of new practice, or identifying organisational failings and challenges, which can be rewarded at a local level and feed into the wider Service Recognition Awards.

## **7. AWARDS AND COMMENDATIONS**

### **King's New Year or Birthday Honours, Gallantry, Distinguished Service Awards and Humanitarian Medal.**

The Honours system recognises people who have:

- Made achievements in public life.
- Committed themselves to serving and helping Britain.
- Made life better for other people.
- Been outstanding at what they do.
- Made a difference to their community or field of work.
- Carried out long-term voluntary service.
- Improved life for people less able to help themselves.
- Displayed moral courage.

### **Gallantry Awards**

Civilian gallantry awards recognise the bravery of people who have put themselves in danger to save (or attempt to save) someone's life. Recommendations are judged on:

- Degree of risk.
- How aware the nominee was of the danger.
- Persistence.

The incident must have taken place in the last five years. Recommendations for someone who has died will receive a posthumous award.

### **Types of Gallantry Awards:**

- George Cross (a first-level civilian medal for bravery, for acts of great heroism and courage in extreme danger).
- George Medal (a second-level civilian medal for bravery, for acts of great bravery).
- King's Gallantry Medal (a third-level civilian medal for bravery, for inspiring acts of bravery).
- King's Commendation for Bravery/Bravery in the Air (a fourth-level civilian medal for bravery, for acts which involve risk to life).

### **Distinguished Service Awards King's Fire Service Medal.**

Awarded to Fire Service staff in recognition of a distinguished and/or longstanding contribution and record of achievement in the Fire and Rescue Service. In recognition of challenging and innovative work in keeping our communities safe and delivery of fire transformation, in the area of the nominee's contribution. Fire Service staff are eligible for the Award upon recommendation.

### **Humanitarian Medal**

The Humanitarian Medal will be awarded to those in public service and members of organisation's which contribute on behalf of HM Government, such as charities, which respond in support of human welfare during or in the aftermath of a crisis - for example, in combating a life-threatening crisis, providing disaster relief or aid provision, whether in hazardous circumstances such as conflict zones or otherwise, both in the UK and internationally.

Further guidance on the King's New Year or Birthday Honours, for Gallantry and Distinguished Service Awards and the Humanitarian Medal can be found [here](#). Whilst this guidance states that anyone can make a nomination, nominations for awards which are to be made on behalf of the Service must be sent to the Corporate Assurance team who will manage the nomination process ([Section 9](#)).

### **Commendation and Letter of Appreciation**

- **Humberside Fire Authority Commendation:** Humberside Fire Authority (HFA) may, on receiving information of an act worthy of special note by a member of the Service, decide to formally record that act by the presentation of a Humberside Fire Authority Commendation.
- **Chief Fire Officer and Chief Executive's Commendation:** The Chief Fire Officer and Chief Executive may, on receiving information of an act worthy of special note by a member of the Service, decide to formally record that act by the presentation of a personal commendation.

- **Chief Fire Officer and Chief Executive's Commendation by Personal Letter:** The Chief Fire Officer and Chief Executive may, on receiving information of an act worthy of note by a member of the Service, decide to formally record that act by a personal letter of commendation.
- **Humberside Fire Authority or Strategic Leadership Team Letter of Appreciation:** A letter of appreciation may be sent to staff in recognition of achievement in the course of their duties. This level of recognition is awarded for actions which are worthy of recognition but do not merit a higher award. Presentation of the letter will normally be made by a member of the Humberside Fire Authority, the Strategic Leadership Team, or Head of Function.

Commendations and Letters of Appreciation can be awarded to HFRS Staff, members of the public, groups, or organisations. Requests for awards are to be made to the Corporate Assurance team who will facilitate the process.

All Commendation and Letters of Appreciation will be uploaded onto staff's personal record file by Human Resources (HR).

### **External Awards**

Staff can be recommended for an external award which recognises gallantry, efforts made to promote a safer community or positively portrays HFRS.

All nominations are confidential, and staff will be notified by their line manager if shortlisted. Nominations for awards which are to be made on behalf of the Service must be sent to the Corporate Assurance team who will manage the nomination process ([Section 9](#)).

### **Humberside Fire and Rescue Service Leavers Certificate**

A certificate will be awarded to any employee of HFRS who retires or resigns having completed not less than five years of continuous service.

All staff will be issued with their choice of a commemorative axe, figurine, or vase if they:

- retire or resign having completed not less than 15 years of continuous service.
- retire or resign on the grounds of permanent ill health and have completed not less than 10 years of service.
- retire or resign on the grounds of permanent ill-health due to an injury sustained during the course of their duties (i.e., a qualifying injury as defined in the Firefighters' Pension Scheme) and have completed not less than five years' service.

A retirement award may be granted to any member of staff who does not fall into any of the above categories at the discretion of the Chief Fire Officer and Chief Executive, following nomination by the relevant Head of Function.

Staff will receive a personal letter from the CFO upon joining the service and following retirement. Following the resignation, a personal letter will be sent from the Head of Function responsible.

Staff may not receive a retirement or resignation award if their character and good conduct have not been exemplary throughout their service.

Leaver's certificate and gifts are arranged by the Executive Personal Assistants (PAs).

## **8. CORPORATE EVENTS**

### **HFRS Recognition Awards, Inspiring Excellence.**

The Recognition Awards is an annual event which recognises staff, partners, and members of the public for excellence. HFRS hosts an awards evening annually, where all staff and partners are welcome to celebrate the achievements of others.

The Awards are sponsored by our partners who value the great work HFRS staff do which contributes to keeping our firefighters and communities safe.

Nominations are open to all staff and are judged by an external panel for fairness and transparency.

See also [Appendix C](#) and for further information visit the Corporate Events & Nominations page [here](#).

### **Long Service and Good Conduct Ceremony**

HFRS recognise Long Service and Good Conduct of staff by rewarding recipients on completing 20, 30, 40 and 50 years of service.

Recipients are invited to attend a formal Ceremony complimentary of HFRS where they are presented with a Medal, Clasp or Award.

Staff who have reached their 20, 30 or 40 years of Service with good conduct will be notified in writing by the Chief Fire Officer and Chief Executive.

HR will manage Fire Service staff's entitlement for a Long Service Good Conduct Award using the FireWatch system.

For consistency, invitations to the Long Service Good Conduct Ceremony work a year in arrears, this captures all staff who complete their milestone year of service within a full calendar year.

No person may be recommended for a Medal, Clasp or Award unless it is certified by HR that their character and good conduct has been exemplary.

See also [Appendix D](#) and for further information visit the Corporate Events & Nominations page [here](#).



## **The Fire Brigade Long Service and Good Conduct Medal and Clasp (Grey Book staff).**

The Fire Brigade Long Service and Good Conduct Medal and Clasp is awarded by His Majesty the King, who has stated that “he is desirous of honouring those who have rendered long and meritorious service as members of the Fire Brigade in the United Kingdom”.

The Royal Warrant, in defining the conditions of the Award, provides that those eligible shall be members of all ranks in the Fire Brigades or Aerodrome Fire Service maintained by the Government in England and Wales and Scotland. The qualifying period needed for the award of the medal shall be a minimum of 20 years full-time or part-time service and the clasp shall be a minimum of 30 or 40 years’ full-time or part-time service in one of those Fire Brigades.

The Royal Warrant does not provide for posthumous awards; if a candidate qualifies for the medal or clasp but dies before a recommendation has been made, no recommendation will be submitted. An award made to a candidate who dies before receiving it will be presented to the legal beneficiary.

The Lord-Lieutenant of the East Riding of Yorkshire will present 20 Year Medals and 30 and 40 Year Clasps on behalf of His Majesty the King. Medal ribbons are issued to coincide with the attainment of the required length of service. More information on the wearing of medals, badges and awards can be found in the Standards of Dress Policy [here](#).

- **20 Year Award Green Book Staff**

Upon completion of 20 years of service, eligible staff will be presented with a Certificate of Service and a 20 Year Service badge. previous local government service is considered.

- **30 Year Award (All staff)**

Upon completion of 30 years of service, staff will be presented with a Certificate of Service and a 30 Year Service pen.

- **40 Year Award (All staff)**

On completion of 40 years of service, staff will receive a Certificate of Service and a gift.

- **50 Year Award (All staff)**

On completion of 50 years of service, staff will receive a Certificate of Service and a gift.

See also [Appendix D](#) and for further information visit the Corporate Events and Nominations [here](#).

- **10 year Award (All staff)**

All staff will receive a letter of recognition after 10 years of service with HFRS.

- **Good Conduct Award (All staff)**

At the discretion of the Chief Fire Officer and Chief Executive, a commendation award will be presented to a member of staff who has achieved exceptional work.

## **Recognition of Staff Joining the Service**

HFRS wishes to recognise staff in all roles upon joining the Service and has introduced an inclusive process to acknowledge their achievement in completing their initial training/probationary periods and formally welcome them into a long and successful career with HFRS.

## **Green Book Support Staff Roles**

Welcome occasions for Green Book staff will take place twice a year at six monthly intervals. Upon Green Book staff joining the Service, they will complete an initial six-month probationary period. Following successful completion of the probationary period, they will be formally welcomed into the Service by way of three options, which they will be consulted upon, with the option receiving the majority of votes to be the process followed.

On request, Human Resources will provide Corporate Assurance with the data for Green Book staff, including start dates and the date the probationary period was completed.

### **Option 1**

To receive a certificate of achievement, presented by SLT at Service Headquarters.

### **Option 2**

To receive a certificate of achievement, presented by their Head of Function at a suitable agreed location.

### **Option 3**

To receive a certificate of achievement without a formal presentation.

## **Full-Time, On-Call and Fire Control Operators Passing out Parade.**

To celebrate the successful completion of Full-Time and On-Call firefighters recruit courses, and initial training for Fire Control Operators, HFRS host a Passing Out Parade.

**The Passing Out Parade** is held at Service Headquarters; firefighter Recruits and Fire Control Operators are presented with their Fire Service Training Certificate by the

Chief Fire Officer and Chief Executive. At the discretion of Training Delivery staff, selected recruits from the course are presented with a Silver Axe. Family and friends of newly trained firefighters and Fire Control Operators will be invited to attend the Passing Out Parade.

The Training section will provide details of recruits who have successfully completed their initial training, including their start date and the date the training was completed.

Control Management will provide details of Fire Control Operators who have successfully completed their initial training, including their start date and the date the training was completed.

For further information please visit the Corporate Events & Nominations page

## **9. PROCEDURE FOR NOMINATION OF AWARDS**

Nominations for awards which are to be made on behalf of the Service should be sent to the Corporate Assurance team who will manage the nomination process. For further guidance visit the Corporate Events and Nominations page [here](#).

Consideration for awards should not be restricted to workplace activities. Where possible information should be collated regarding activities in the community, which warrant recognition.

Awards and commendations can be made to any member of staff. Awards and commendations may also be made to individual members of the public, groups, or organisations.

A high degree of confidentiality must be maintained throughout the nomination process. Nominees for any award must not be made aware that the nomination has been made or is being considered. See [Appendix A](#).

## **10. HFRS AWARDS COMMITTEE**

The HFRS Awards committee consists of the Strategic Leadership Team, who represent each area of the Service, with a member of the Corporate Assurance team as the secretary.

## **11. OTHER AWARDS/MEDALS AND ORDER OF PRECEDENCE**

Due to the variety and number of awards and medals available, guidance on wearing and the order of precedence is available [here](#).

**If you require further guidance/information relating to this document, please contact the Corporate Assurance team.**

## APPENDIX A: AWARD NOMINATION PROCESS

Humberside Fire and Rescue Service

# AWARD NOMINATION PROCESS

A 5-Step Process

\*Excluding HFRS Recognition Awards.



**HUMBERSIDE**  
Fire & Rescue Service

**01**

Nominations are sent to the Corporate Assurance Team.

**02**

The Corporate Assurance Team will liaise with stakeholders to gain the necessary information and quality assure the nomination.

**03**

Completed nominations are presented to HFRS Awards Committee for consideration.

**04**

External nominations - the Corporate Assurance Team will submit on behalf of HFRS. Commendations and Letter of Appreciation - the Corporate Assurance Team will facilitate the process.

**05**

Successful nominations, Commendations and Letters of Appreciation will be presented by a member of SLT or Head of Function.

## APPENDIX B: RECOGNITION AWARDS



### RECOGNISE

Staff at Humberside Fire and Rescue Service (HFRS) are positive role models, who continuously improve their own performance and the performance of the Service. They are open and fair, and build great working relationships with partner agencies to protect a diverse community.

### REWARD

To recognise hard work, commitment, great achievements and those unsung heroes, HFRS host an annual Awards evening to celebrate success and excellence of staff, partners and local heroes in the community. The Recognition Awards is sponsored by local businesses.

### NOMINATIONS

Staff are welcome to nominate colleagues, Teams, Watches, Fire Stations and partners who fit the Award criteria. Nominations are advertised across all internal platforms.

### LOCAL HERO NOMINATIONS

Staff and members of the public are invited to nominate their unsung hero within the community. Nominations are advertised across internal and external platforms.

### TICKET SALES

Tickets go on sale for staff, family and friends to attend an evening of celebration. The event offers food, drink, an awards presentation and evening entertainment. The Recognition Awards is an opportunity for staff to come together, to party and join in the fun as friends.

### JUDGING PANEL

All nominations are judged by an external panel that consists of volunteers and local charities. Therefore, the judging panel offers a fair and unbiased approach, where shortlisters and winners are judged purely on the nomination presented.

### SHORTLISTERS AND WINNERS

Three shortlisters are selected from each Award category and announced internally and externally before the event. During the Awards evening the host will present all three shortlisters within each category and announce the winner.

## APPENDIX C: LONG SERVICE AND GOOD CONDUCT

# Long Service & Good Conduct Ceremony



**HUMBERSIDE**  
Fire & Rescue Service

### Recognise

Humberside Fire and Rescue Service (HFRS) admire long serving staff who have contributed to keeping communities in the Humber area safe. Long serving staff are role models and continue to improve their own performance and the performance of the Service.

### Reward

The Chief Fire Officer (CFO) invites recipients to attend a traditional ceremony where staff are awarded with a Medal or gift presented by the Lord Lieutenant, East Riding of Yorkshire or the Chief Fire Officer. The ceremony includes a three course meal with complimentary wine.

#### 20 Year Grey Book

Receive a 20 Year Fire Brigade Long Service Medal and a certificate.

#### 20 Year Green Book

Receive a 20 Year award and a certificate.

#### 30 Year Grey Book

Receive a 30 Year Clasp and a certificate.

#### 30 Year Green Book

Receive a 30 Year award and a certificate.

#### 40 Year Grey Book

Receive a 40 Year Clasp and a certificate.

#### 40 Year Green Book

Receive a 40 Year award and a certificate.

### Eligibility

Recipients must have completed full years (20, 30 or 40) of service with good conduct. Service from other Fire and Rescue Services or Local Government will be accredited towards time in Service. HR manage and approve all recipient eligibility. CFO may invite staff to receive a commendation (at their discretion).

### Fire Brigade Medal and Clasp

The Fire Brigade Long Service and Good Conduct Medal and Clasp is awarded by His Majesty The King, who has stated that he is desirous of honouring those who have rendered long and meritorious service as members of the Fire Brigade in the United Kingdom.

## **APPENDIX D: Fire Service Headquarters**

### **Gymnasium & Squash Court Facility**

To enable you to safely use the gymnasium and squash court facility at Fire Service Headquarters you must read all the details within this leaflet and acknowledge you understand them by completing and signing the induction slip on page 3 and forwarding to the HR Section at Service HQ.

#### **Eligibility to use the facility**

Those eligible to use the facility are those who have received an induction from a qualified PT instructor and who have paid the required annual fee(s) (see below) and are either:

- Employees and retired employees of Humberside Fire & Rescue Service
- or
- Employees' spouses, partners, immediate family members and friends

**Note: Persons aged under 14 will not be allowed to use either the gymnasium or squash court.**

Spouses, partners, immediate family members and friends must be accompanied by a Humberside Fire & Rescue employee or retired employee whilst using the gymnasium or squash court. Security ID cards will not be issued to spouses, partners, immediate family members or friends of employees.

Employees who are issued with a Fire Service HQ ID card and who would like to obtain access to use the HQ gymnasium and squash court facility will be required to pay an annual fee as follows:

#### **Gymnasium membership**

|  |               |
|--|---------------|
| Sports & Welfare members                               | <b>FREE</b>   |
| Non-Fire Service members/Non-Sports & Welfare members* | £40 per annum |
| Family membership *                                    | £40 per annum |

#### **Squash Court membership**

In addition to the above, if you use the squash court facility and are not a member of the Sports & Welfare Association you will also be required to pay an additional £20 per annum.

\*If a non-sports and welfare member, also wishing to bring family and friends, the total membership fee would be £80, or £100 if using the squash facility.

Fees will be payable on 1 January each year. (Part year payments cannot be paid).

Audits will be made to ensure that users have paid their annual fee and that they have been suitably inducted prior to using the facility.

Annual fees should be paid to the HQ Squash & Gymnasium Committee at Service HQ.

Humberside Fire & Rescue Service's commitment to you

- To arrange for the maintenance, testing, cleaning and repair of all gymnasium equipment
- To arrange for the maintenance of the squash court
- To arrange the day to day cleaning of the facilities
- To provide induction for all persons wishing to use the gymnasium and/or squash court facility, and refresher training on any new apparatus, if necessary
- To maintain a safe fitness and training environment for all
- To provide materials for participants to sanitise equipment they have used
- To provide first aid facilities for the area
- To provide safety advice and instructions for gymnasium equipment

Your commitment to Humberside Fire & Rescue Service

- To undergo an induction to use the gymnasium and squash court facility
- To ensure that you clean all equipment used with the cleaning materials provided
- To return any equipment used to its designated location
- To provide your own personal washing/showering requisites
- To remove all personal belongings (clothes, towels, personal gym equipment) from the premises following your fitness session
- To report any building defects to the Premises Section, or equipment defects to the Health & Safety Section at Fire Service HQ.

Squash court bookings:

Those wishing to use the Squash Court at any time should ensure that prior booking is made through Reception at Fire Service HQ during office hours.





**Appendix E: Fire Service Headquarters**

**Gymnasium & Squash Court Facility Induction Form**

Name: .....

Address: .....

Tel: .....

Emergency Contact Tel No: .....

Induction received on (Date): .....

Induction provided by .....  
(Instructor name)

Instructor Signature: .....

**I confirm that I have received an induction as above for the Humberside Fire & Rescue Service Gymnasium & Squash Court Facility and have read and understood the guidance notes within this leaflet.**

Signed: .....

Date: .....