



NCA

National Crime Agency

The NCA Code

December 2013

Version 1

The NCA code

The mission of the National Crime Agency is leading the UK's fight to cut serious and organised crime.

We are an intelligence-led, law enforcement agency, operating in response to a broad range of threats and risks with a remit to tackle serious and organised crime, strengthen our borders, fight fraud and cyber crime, and protect children from sexual abuse and exploitation. We work with law enforcement, other agencies and officials, industry and the third sector across the UK and all over the world to do our job, and to help them do theirs

Our success depends on our professionalism, integrity, effective working relationships and public confidence.

NCA officers can hold the combined powers of police, customs and immigration officers, and have a substantial range of tools and legislation with which to target criminals and cut serious and organised crime. We will have access to sensitive privileged information and intelligence concerning operations, tactics, techniques and covert methodologies. The public will expect that only those who can be trusted, and who will consistently act in a professional manner, will be in such a position of influence and responsibility. It follows that the public and our partners will expect all NCA officers to demonstrate the highest standards of personal and professional values, behaviour and integrity at all times.

The NCA code sets out the values, high standards of behaviour and conduct expected of *everyone* working for the NCA. It is designed to enable us to deliver the core mission to a professional standard and to help, guide and protect both officers and the agency and inspire public confidence.

In working for the NCA we will be empowered to solve problems; be trusted to take a common-sense approach; to act out of a sense of duty to put the public first; and to know that we will be supported if we have made decisions and taken action for the right reasons in line with the law, our mission and our values.

This code is not intended to be an exhaustive list of dos and don'ts, rather it sets out the core values and the parameters of conduct within which we should exercise discretion both on and off duty, regardless of our role.

The code is underpinned by NCA policies and operating procedures. All officers have a personal responsibility to ensure they act in accordance with this code, NCA policy and the requirements of their specific role. Failure to do so may result in disciplinary, civil or criminal action. The NCA reserves the right to terminate the engagement of any employee, agency worker, secondee, volunteer or contractor for any breach of this code.

Guidance and support is available to help us deliver for the NCA in a way that is consistent with this code. If officers have a query relating to the NCA code they should speak to their line manager in the first instance. All officers should be

prepared to challenge or report conduct which they believe may be in conflict with this code.

NCA values and behaviours

Flexibility: seeking continuous improvements to the way that we work, adapting to find solutions to difficult problems.

Integrity: acting with the highest standards of integrity and professionalism.

Respect: treating everyone with dignity and respect, valuing diversity, working in partnership, and sharing knowledge and best practice.

Serving the public: being proud to put the public interest at the centre of everything we do.

Transparency: being truthful, open and accountable for our actions.

These values are consistent with and complementary to the Civil Service Code.

NCA professional standards

The following guiding principles set out in general terms how the values translate into the standards of conduct expected of us as NCA officers. We must:

- be honest, reliable and trustworthy, never acting in a way that may compromise or abuse our NCA role, assets or information.
- represent the NCA in a professional manner, mindful of the image we portray to others, ensuring our behaviour reflects positively on the NCA and does not discredit the agency or our partners, or undermine public confidence.
- never accept any gift or gratuity, or carry out an external business interest in a way that could compromise our impartiality, risk us becoming improperly beholden to a person or organisation or create a conflict of interest with our role in the NCA.
- ensure that full and accurate records are kept as required by relevant legislation, NCA policies and procedures; we must never knowingly make any false, misleading or inaccurate oral or written statements or entries in any record or document connected with any official activity.
- fully comply with the substance abuse policy and report for duty fit for the role we are expected to fulfil; we must never purchase or consume alcohol when on duty unless specifically authorised to do so.
- be diligent in exercising our responsibilities, taking responsibility for maintaining our own personal security, health and safety and welfare and safeguarding that of others.

- take responsibility for maintaining our levels of security clearance and informing the vetting team as soon as possible of any changes to our personal or work circumstances that might affect our security clearance. Failure to obtain and maintain appropriate vetting could lead to dismissal.
- inform our line manager or other appropriate individual at the earliest opportunity if:
 - any criminal or civil action is taken or is likely to be taken against us.
 - we are approached by someone seeking information about the agency or its work who is not privy to receive it.
 - we have any real or perceived conflict of interest.
 - we associate with someone we know or suspect is involved in crime.
 - we are involved in any outside activity that has a secretive aspect to it.
- only give and carry out reasonable management instructions.
- not hold an elected position within, or carry out work for, any political party that contravenes the [civil service code](#).
- operate with self-control and tolerance, treating members of the public and colleagues with respect and courtesy at all times. We must recognise that some individuals with whom we may come into contact may be particularly vulnerable and require additional support and assistance.
- act and carry out our role with fairness and impartiality and in accordance with current equality legislation and the Human Rights Act.
- use our NCA identity card, badge and powers for official purposes only and not for personal gain or some other personal advantage.
- treat information with respect and only access or disclose it for a legitimate NCA purpose.
- ensure that our behaviour and actions off-duty, including use of social media, do not bring the NCA into disrepute or compromise our integrity as NCA officers.
- engage with the media in accordance with the NCA media policy.
- serve the public: on or off-duty we must be prepared to assist members of the public, within the parameters of our powers, training, skills and experience.
- reflect the 24/7 crime-fighting nature of the organisation, making ourselves available to respond to organisational demands.