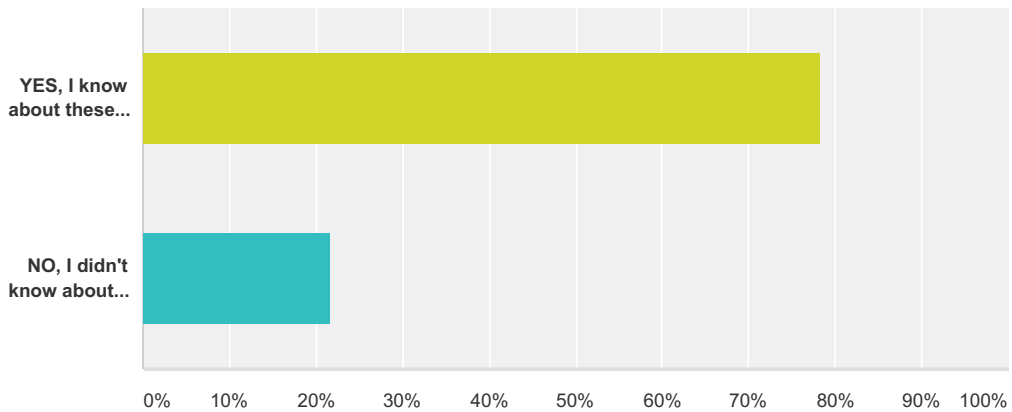


Q1 The Fire Service has a number of policies that set out expected behaviours to help prevent, report, detect and investigate fraudulent behaviour, including the Fraud Policy, Protected Disclosure Policy, Standards of Conduct Policy and the Conflict of interest, gifts, prizes and hospitality Policy. Were you aware of these Policies and how to access them on FireNet if you needed to refer to them?

Answered: 708 Skipped: 4



| Answer Choices | Responses |
|---|------------|
| YES, I know about these policies and I can find them. | 78.25% 554 |
| NO, I didn't know about them. | 21.75% 154 |
| Total | 708 |

Q2 Were you aware that the following examples constitute fraudulent behaviour?

Examples of fraudulent behaviour to do with the acquisition, maintenance, use and disposal of Fire Service assets.- Buying goods for personal use and charging the expense to the Fire Service (even if the person intends to later reimburse the Fire Service). - Falsifying supplier documents to conceal the true nature of transactions. - Miscoding expenditure to conceal its true nature. - Misusing assets, e.g. vehicles, equipment, property.

- Selling Fire Service property, including waste and scrap, for personal benefit. - Splitting a transaction into multiple payments to get round CAPEX protocols or financial delegation limits. - Substituting old goods for new. - Unauthorised expenditure or exceeding financial delegations. - Unauthorised selling or trading of Fire Service intellectual property or information. - Writing off recoverable assets or debts.

Examples of fraudulent behaviour to do with recruitment, payroll and absence:

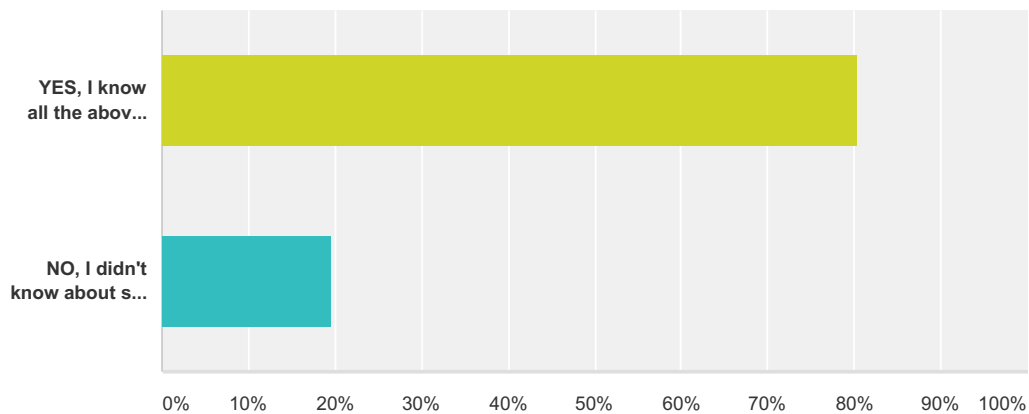
- Claiming to have a formal qualification or skill and having others act on the misrepresentation. - Claiming personal expenditure as business expenditure. - False claims, e.g. leave, overtime, expenses, ACC. - Making multiple expense claims on the same event.
- Delaying payroll terminations.- Falsifying pay records. - Nepotism or patronage. - Unauthorised absences.
- Using business knowledge or information to run a private business. - Using work time for non-Fire Service activities.

Examples of fraudulent behaviour to do with procurement and supplier management:

- Awarding contracts without tendering or obtaining alternative quotations as policy and processes require;
- Awarding contracts to a supplier on condition that the supplier does some work

for private benefit, e.g. work on a private residence; - Changing tender assessment data to favour one supplier; - Collusion between personnel and tenderer; - Collusion between personnel and supplier, e.g. purchasing non-existent stock, charging for work not done, accepting sub-standard work; - Creating fictitious suppliers and payments to false persons or organisations; - Misuse of purchase card; - Ordering goods or services for private benefit through Fire Service supplier arrangements to obtain advantageous price; - Seeking or receiving personal gifts or discount from a supplier in return for placing Fire Service business with them; - Using Fire Service discounts or loyalty schemes for private purposes.

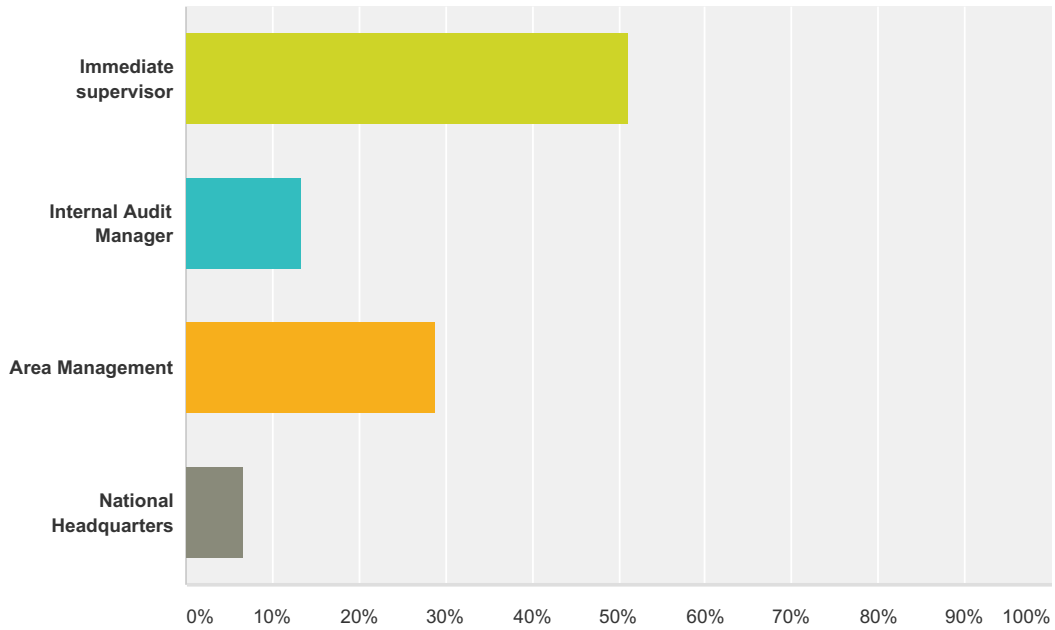
Answered: 707 Skipped: 5



| Answer Choices | Responses | |
|--|-----------|------------|
| YES, I know all the above behaviours are fraudulent. | 80.34% | 568 |
| NO, I didn't know about some of these examples | 19.66% | 139 |
| Total | | 707 |

Q3 If you wanted more information about the Fraud Policy or the examples given who would you ask?

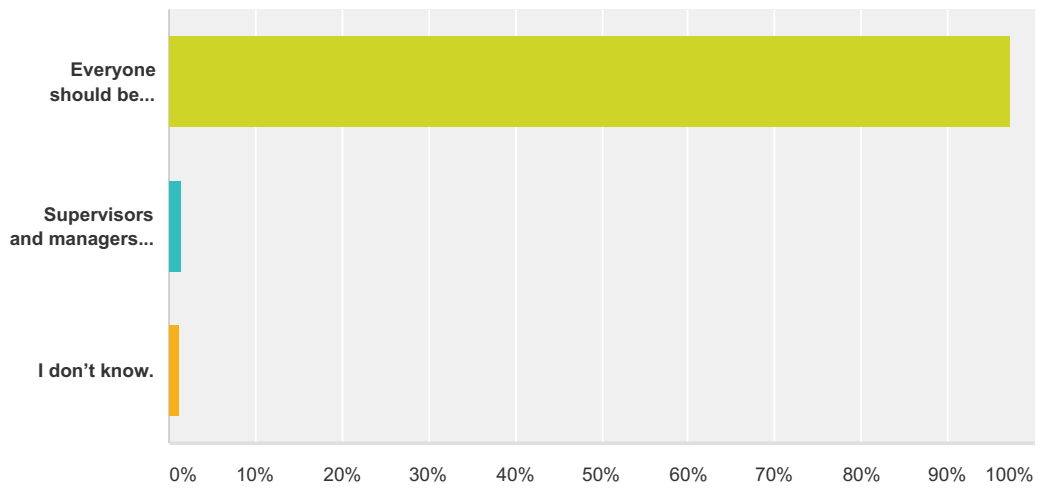
Answered: 681 Skipped: 31



| Answer Choices | Responses | |
|------------------------|-----------|------------|
| Immediate supervisor | 51.25% | 349 |
| Internal Audit Manager | 13.36% | 91 |
| Area Management | 28.78% | 196 |
| National Headquarters | 6.61% | 45 |
| Total | | 681 |

Q4 Whose responsibility is it to report fraudulent activity, or suspected fraudulent activity?

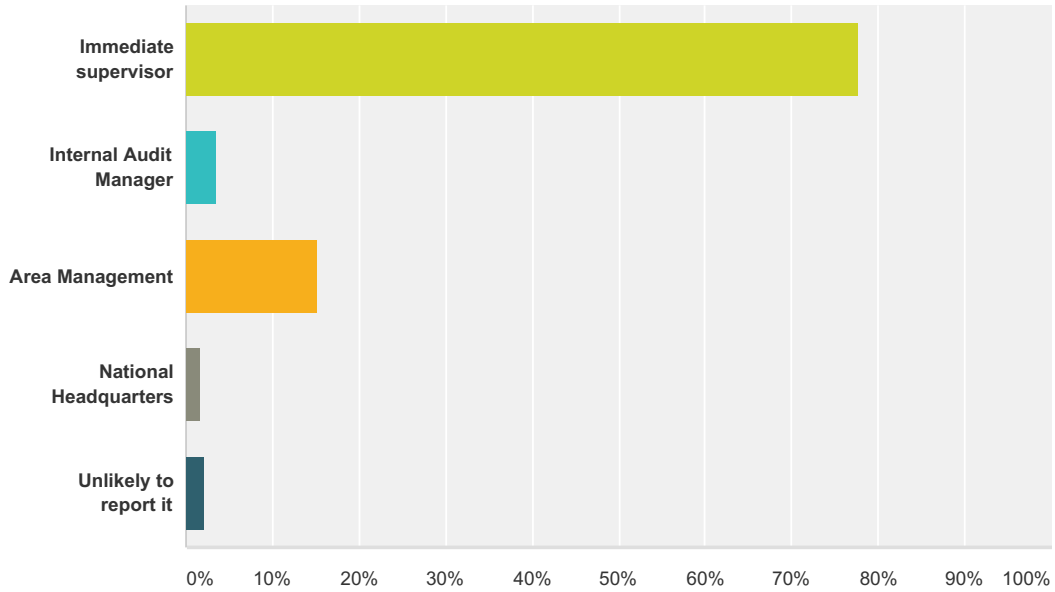
Answered: 701 Skipped: 11



| Answer Choices | Responses |
|--|------------|
| Everyone should be vigilant and report unusual activity. | 97.29% 682 |
| Supervisors and managers should report fraudulent behaviour. | 1.43% 10 |
| I don't know. | 1.28% 9 |
| Total | 701 |

Q5 If you knew of or suspected any fraudulent activity in your work environment, who would you report it to in the first instance?

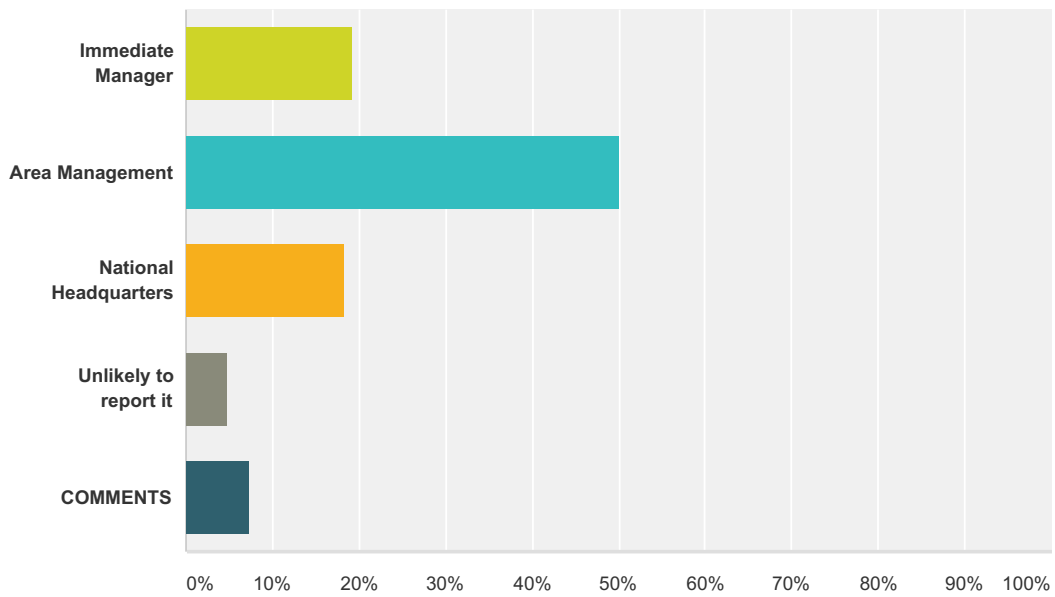
Answered: 693 Skipped: 19



| Answer Choices | Responses | Count |
|------------------------|-----------|------------|
| Immediate supervisor | 77.63% | 538 |
| Internal Audit Manager | 3.46% | 24 |
| Area Management | 15.30% | 106 |
| National Headquarters | 1.59% | 11 |
| Unlikely to report it | 2.02% | 14 |
| Total | | 693 |

Q6 If you felt unable to report a fraud or suspected fraud to your immediate supervisor who would you report it to?

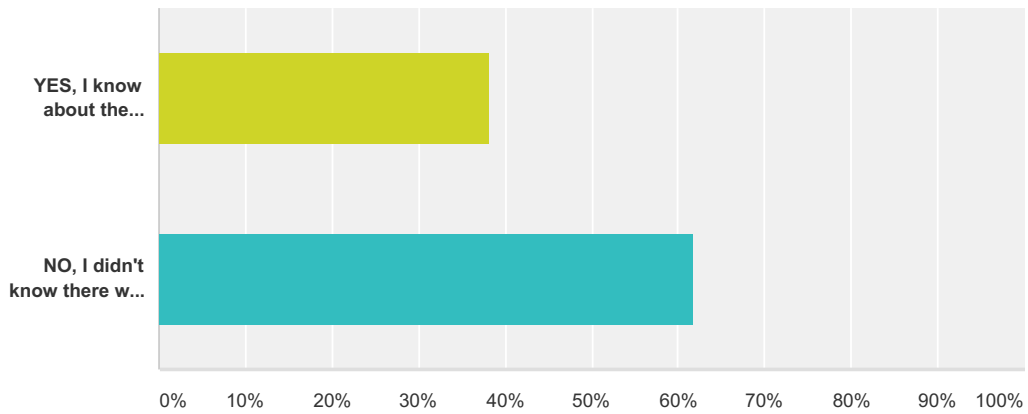
Answered: 704 Skipped: 8



| Answer Choices | Responses | Count |
|-----------------------|-----------|------------|
| Immediate Manager | 19.18% | 135 |
| Area Management | 50.14% | 353 |
| National Headquarters | 18.47% | 130 |
| Unlikely to report it | 4.83% | 34 |
| COMMENTS | 7.39% | 52 |
| Total | | 704 |

Q7 Were you aware that if you felt you could not report a fraud or suspected fraud to your manager that, once you have exhausted all internal avenues, you could report a fraud under the Protected Disclosure Act which offers protection from civil and or criminal proceedings? (This is addressed in the NZFS Protected Disclosure Policy)

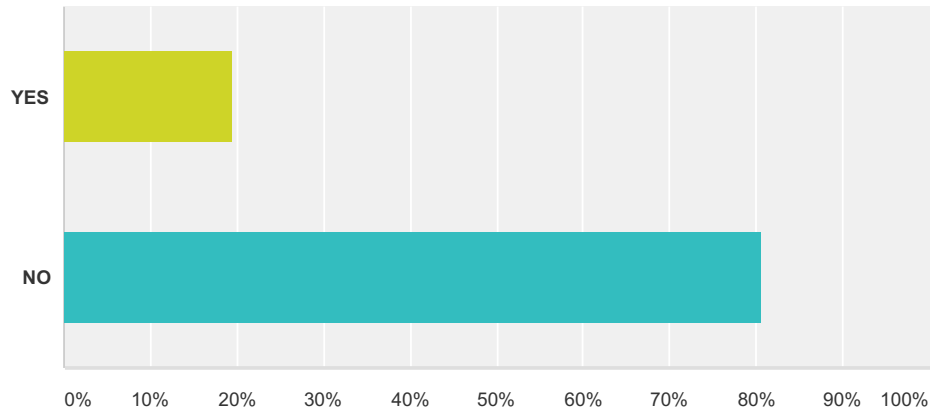
Answered: 698 Skipped: 14



| Answer Choices | Responses | Count |
|---|-----------|------------|
| YES, I know about the Protected Disclosure Policy | 38.25% | 267 |
| NO, I didn't know there was a Protected Disclosure Policy | 61.75% | 431 |
| Total | | 698 |

**Q8 Were you aware the NZFS has a telephone number you can ring to leave a message and an e-mail address that you can use to report suspected fraud?
Internally call EXT 7865, Externally call this direct dial 04 439 7865, or e-mail FraudHotline@fire.org.nz**

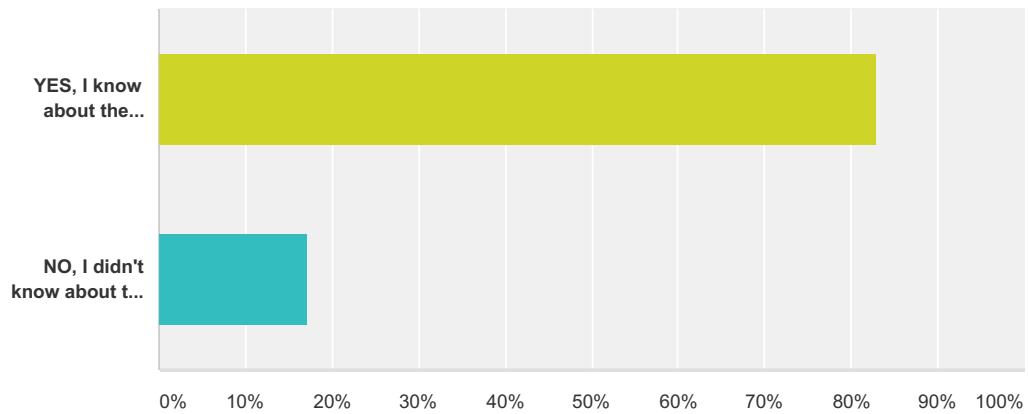
Answered: 708 Skipped: 4



| Answer Choices | Responses |
|----------------|------------|
| YES | 19.35% 137 |
| NO | 80.65% 571 |
| Total | 708 |

Q9 Did you know that the aim of the Conflicts of Interest, gifts, prizes and hospitality policy is to ensure that all personnel: - Ensure that Fire Service transactions are transparent and able to withstand public scrutiny; - Observe the principles of fairness, integrity and impartiality in all Fire Service dealings; - Know what a conflict of interest is; - Declare any actual, potential or perceived conflict of interest; - Declare any offers of gifts, prizes or hospitality, as required; - Avoid conflicts of interest if possible, or – if not – manage them?

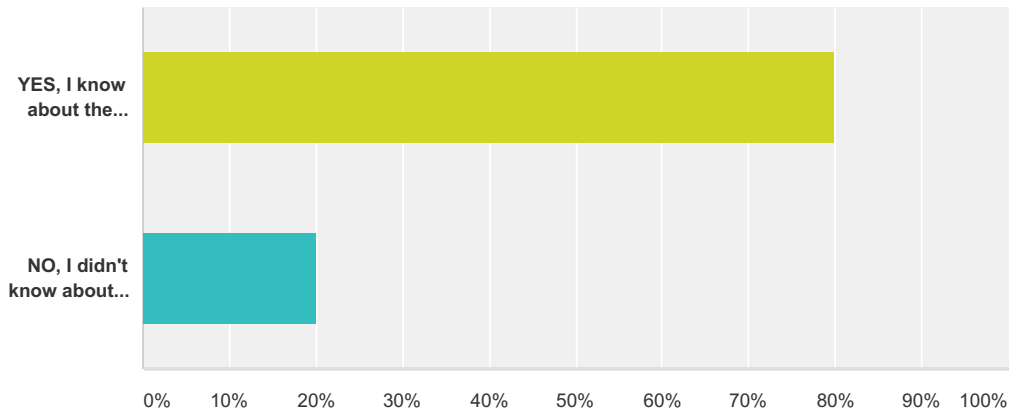
Answered: 705 Skipped: 7



| Answer Choices | Responses |
|------------------------------------|------------|
| YES, I know about the policy | 82.84% 584 |
| NO, I didn't know about the policy | 17.16% 121 |
| Total | 705 |

Q10 Cybercrime describes unlawful activities that involve a computer, a mobile device or the internet to achieve gain. Cybercrime is increasing internationally, with many attempts to defraud the NZFS being identified in the last few years. Did you know that any instance where you encounter, or suspect a cyber security incident, should be reported to the ICT Manager Strategy and Programme (chris.juriss@fire.org.nz). He maintains a register of all such threats, will investigate incidents, alert personnel if necessary and undertake the necessary reporting to the National Cyber Security Centre.

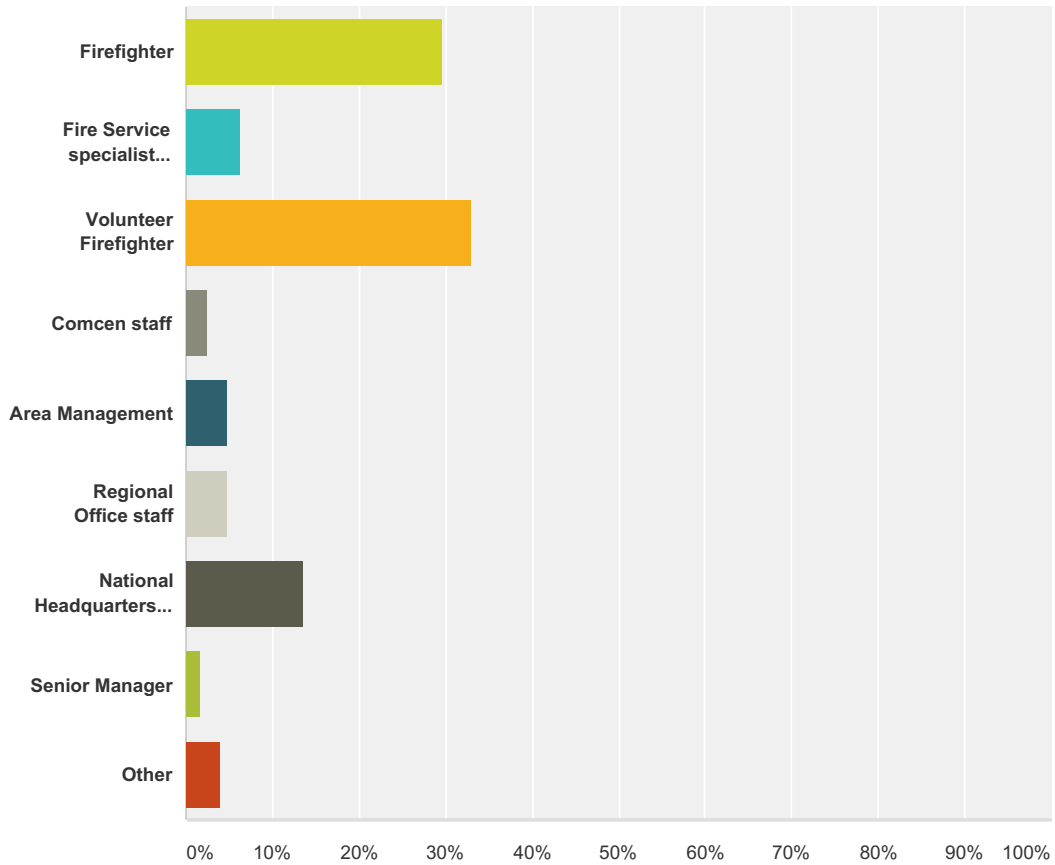
Answered: 701 Skipped: 11



| Answer Choices | Responses |
|--|------------|
| YES, I know about the increasing risk from cybercrime. | 80.03% 561 |
| NO, I didn't know about cybercrime. | 19.97% 140 |
| Total | 701 |

**Q11 Thank you for completing this survey.
Please tick which best describes your role.
If you would like more information
regarding fraud and cyber crime you are
welcome to contact the NZFS Audit Team -
Internal.Audit@fire.org.nz**

Answered: 702 Skipped: 10



| Answer Choices | Responses |
|---|------------|
| Firefighter | 29.63% 208 |
| Fire Service specialist (FSO, VSO, Engineer, etc) | 6.27% 44 |
| Volunteer Firefighter | 32.91% 231 |
| Comcen staff | 2.42% 17 |
| Area Management | 4.84% 34 |
| Regional Office staff | 4.70% 33 |
| National Headquarters staff | 13.53% 95 |
| Senior Manager | 1.71% 12 |
| Other | 3.99% 28 |
| Total | 702 |