

Code of Conduct

Our Values



At NHSBT:

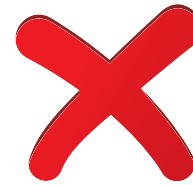
- We care about our work colleagues, our donors, their families, and patients.
- We are experts in meeting the needs of those who use our service.
- We provide quality products, services and experiences for donors, patients, and colleagues.
- We work together inclusively and respect each other.

So that you know what is expected from you and what you can expect from your colleagues, we ask that you commit to the following standards of behaviour and organisational rules so we can all feel comfortable at work.

You are advised that failure to uphold these standards may be treated as a conduct issue under the NHSBT disciplinary policy.

ACT WITH COMPASSION

It is important that we take time to listen to & understand our colleagues.



- Be kind to myself and others and take the time to listen, care and be empathic.
- Support and value diversity.
- Be self-aware.
- Seek constructive feedback.
- Listen to how others are feeling.

- Communicate insensitively.
- Be task focused, not people focused.
- Disregard or belittle others' feelings and opinions.
- Be abrupt or unapproachable.
- Let your mood affect how you treat others

ENABLE A JUST CULTURE

We encourage a work environment where we seek to act fairly, learn and improve.



- Be honest when things go wrong.
- Take responsibility for your actions.
- Acknowledge and report mistakes.
- Identify errors and learn from them.
- Make constructive suggestions.
- Be open to constructive suggestions from others.
- Look holistically at errors and root causes.

- Blame others.
- Ignore or cover up mistakes.
- Become disengaged.
- Fail to ask for help/advice.
- Fail to report mistakes or concerns.

RESPECT OTHERS

We uphold the standards of the NHS People Promise

- We are open and inclusive.
- We do not tolerate any form of discrimination, bullying or violence.
- We each have a voice that counts.



- Use language which is respectful.
- Be prepared to see things from another person's perspective.
- Treat others as they wish to be treated.
- Provide constructive feedback.
- Be welcoming and include others.
- Speak up and escalate concerns constructively.
- Respectfully challenge inappropriate behaviour when you see it or hear it.
- Acknowledge if you have caused offence to others and apologise.
- Give recognition for dedication.
- Remember a simple thank-you goes a long way.

- Swear, or use abusive or threatening language.
- Use gestures, comments, body language designed to make another person feel uncomfortable.
- Bully, Harass, victimise, or discriminate against others. Use Racist, Sexist and Homophobic, Transphobic language, behaviours, and actions.
- Apply persistent and unreasonable criticism.
- Make unwanted physical contact.
- Lie or deliberately leave out information.
- Treat others as inferior or incapable.
- Make disrespectful communications either verbal or written including on social media.
- Engage in banter and joke telling which pokes fun at colleagues based on protected characteristic or which may impact on the dignity at work of a colleague.
- Exclude and ignore colleagues.
- Talk about colleagues as if they are not there.
- Talk in a patronising way.
- Spread malicious rumours and gossip.
- Stalking.
- Access via NHST equipment, publish, circulate, or display pornographic, sexually suggestive, or otherwise offensive material or pictures.

SUPPORT YOUR TEAM

We learn from each other, support each other and take time to celebrate successes.



- Support your fellow colleagues, working collaboratively and flexibly.
- Know your role in the team.
- Build rapport with your colleagues and share best practice and learning.
- Act on feedback received.



- Display a negative attitude.
- Ignore needs and requests from colleagues.
- Be reactive rather than proactive.
- Lack engagement.
- Do the bare minimum.

MAINTAIN GOOD ATTENDANCE

We are motivated by our work, our colleagues, and the service we provide.



- Attend work regularly and on time.
- Follow local reporting processes for absence including sickness and annual leave.



- Regularly turn up late.
- Take unauthorised absence.
- Fail to report your absence.

BE AN AMBASSADOR

We all represent NHSBT and are advocates for our service.



- Create a positive image of the service to donors, patient, and the public, both at work and in social settings.
- Treat NHSBT property with respect.
- Keep a clean and suitable appearance, considering the job you do, and wear the provided uniform.
- Always comply with our social media policy statement



- Blame others.
- Ignore or cover up mistakes.
- Become disengaged.
- Fail to ask for help/advice.
- Fail to report mistakes or concerns.

LOOK AFTER YOUR HEALTH & WELLBEING

Our individual wellbeing and that of our colleagues in our priority. Health is important to us.



- Look after yourself and your colleagues.
- Make time for you, your family, friends and interests as well as work.
- Plan your annual leave and rest at regular intervals.
- Attend medical appointments as required, including occupational health appointments.
- Maintain your general fitness for work to be able to undertake your duties safely and effectively.
- Advise NHSBT of personal or medical problems which may impact on your safety, work performance or attendance including medical problems associated with the use of alcohol or drugs or other substances.



- Report for duty under the influence of alcohol, drugs, or other substances or consume alcohol, misuse drugs or other substances during any period of duty.
- Fail to report medical problems which may impact on your wellbeing and you carrying out your duties safely.

ADHERE TO HEALTH & SAFETY REQUIREMENTS

We are health and safety aware and apply this to our work.



- Ensure you are aware of and follow all Health and Safety procedures in your work area.
- Carry out instructions concerning health and safety.
- Work in a way that does not put their colleagues, others, or members of the public at risk.
- Wear personal protective equipment provided.
- Report accidents and near-misses.
- Report health and safety concerns.



- Work outside of health and safety requirements in your area.
- Fail to wear the personal protective equipment provided for you.

WORK EFFECTIVELY

We encourage a work environment in which we are always learning and we may develop and grow.



- Take opportunities to learn and develop.
- Engage and participate in your annual appraisal and development discussions (PDPR).
- Seek support from your manager to your development.
- Complete all training required of your role.
- Know what is expected of you with respect to work performance and objectives.
- Follow safe and appropriate use of IT (Information Technology) systems.
- Undertake your duties in accordance with the appropriate standards and procedures.
- Carry out reasonable instructions from managers.



- Fail to maintain your mandatory training compliance.
- Work outside of safe systems of work.
- Use IT provided inappropriately.
- Refuse to participate in the PDPR process.
- Inappropriately challenge or refuse to carry out reasonable management instruction or request.

APPLY CONFIDENTIALITY

We understand the importance of confidentiality in our work.



- Maintain the confidentiality of confidential information which may include personal data, business/intellectual property data.
- Prevent unauthorised persons gaining access to any confidential information either by discussing in public areas or failing to ensure paper or computer records are protected from access or theft.
- Report any data security or confidentiality breaches.
- Maintain the safety and security of IT systems within the expectations of your role.



- Disclose information to the press or any third party without the expressed permission of the Information Asset Owner
- Discuss confidential information with family, friends, or others outside work.

COMPLY WITH LEGAL REQUIREMENTS

We follow organisational policies and legal requirements to ensure that we remain within the law.



- **Comply with anti-bribery & corruption rules by declaring the provision of gifts or hospitality lunch by external companies.**
- **Declare to NHSBT if we have a close relative or friend has a controlling or significant financial interest in a business or any activity or pursuit which may compete for a contract to supply goods or services to NHSBT.**
- **Notify your manager if you accept a caution, or you are charged with or convicted of a criminal offence, whether committed during work time or outside work.**
- **Advise your line manager of any additional employment including the number of hours and working pattern with an alternative employer to assess any potential impact, specifically in line with Working Time Regulations.**
- **Ensure additional employment does not adversely affect your ability to fulfil your employment contract with NHSBT or have a negative impact on NHSBT's reputation.**

- **Accept a gift, money, hospitality, trips, or any other consideration by way of an inducement or reward.**
- **Abuse your position for personal gain or to benefit family or friends.**
- **Theft, deliberate, damage to property, physical Assault and fraud including false pay claims.**
- **Failure to notify your manager if you take on additional employment outside of NHSBT.**