

### Frequently asked questions

These are provided for guidance or quick reference guide only, so always refer to the policy

#### 1. When are Loyal Service Awards issued?

Awards are issued on a monthly basis. They are issued to your manager for presentation to you in time for the anniversary of your start date. If you do not receive an award and believe you are eligible you should check with your manager to see if they have received the award for you. If your manager has not received your award, contact [HR Direct](#) If they cannot confirm your continuous or aggregated service you will be asked to provide evidence, which a member of the team will discuss with you.

#### 2. What length/s of service is recognised for Loyal Service Awards?

You must have completed 20, 30 or 40 years continuous or aggregated service with NHSBT (or any predecessor organisation of NHSBT).

#### 3. I've missed my Loyal Service Award by several years, am I still entitled to it?

If you feel that you should have received an award and did not, you should contact [HR Direct](#).

#### 4. How can I check if someone qualifies for the Loyal Service Award?

You should contact [HR Direct](#). They can check your employee's records to determine their length of service.

#### 5. Will I receive a Loyal Service Award if I have been previously employed by NHS/NHSBT?

If you have worked for NHSBT before, as long as we can evidence the service dates, this will be recognised for Loyal Service Awards. Any other previous NHS service is not recognised.

#### 6. What evidence would I need to produce to prove my length of service?

You would need to provide copies of any previous contract of employment you have held with NHSBT or predecessor authorities and any proof of termination dates of those periods of employment.

#### 7. I think I am eligible for a Loyal Service Award, what should I do?

Loyal Service Awards are issued automatically. If you think you should have been eligible or believe you are eligible because of continuous service or aggregated service you should speak to your manager to confirm if your award has been received but not yet awarded to you.

If this isn't the case you or your manager should contact [HR Direct](#) who will check your records for you. If they cannot confirm the continuous or aggregated service you will be asked to provide evidence.

## 8. How many vouchers do I get for the Loyal Service Award?

Depending on the number of years achieved you will receive:

- £125 for 20
- £175 for 30
- £250 for 40

## 9. Policy Approval and Review

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