

Frequently asked questions

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

1. General Provisions

1.1 How do I apply for home or hybrid working?

All applications as part of the agile working policy should be made via a [flexible working application](#) in conjunction with the [Flexible Working Policy](#).

1.2 What roles would be considered for home or hybrid working?

NHSBT recognises and values the benefits that home and hybrid working can bring to the organisation as well as to our colleagues. However, as an organisation we also understand that this type of working will not be possible for all roles within the organisation. There are some roles that do require you to be in a workplace environment and/or to have specific or specialist equipment for you to fulfil your duties.

If you would like to consider home or hybrid working, then you should speak to your manager in the first instance to see how this could work within your job role.

1.3 How do I decide whether to apply for home or hybrid working, and what are the differences between these?

[Hybrid working](#) is the most widely used option within the agile working policy. This applies to individuals who are able to perform most of their duties across more than one location, including their home address. You will have an agreement with your manager defining the balance of time/tasks worked at each location. Some flexibility for specific duties as and when needed for example for meetings, specific tasks or team events or specific personal circumstances, will be expected. Your designated contractual base will be at an NHSBT main centre/site (dependant on job role) – usually one that is geographically closest to your home address. You may also be required to attend events or travel to other bases on an ad hoc basis.

[Homeworking](#) applies to those individuals who have no need to be at an NHSBT site to perform their duties. They will perform all, or the majority of their duties from their home address, and this home address will be classed as their contractual base. You may travel to NHSBT sites or other locations on an ad hoc and limited basis if required.

1.4 If I am a contractual homemaker, what does travel on an ad-hoc or limited basis mean?

It is expected that any contractual homemaker would travel no more than 12 times per year for any reason. Travel would include, as examples, team support/supervision, team meetings, 1-2-1 conversations, collaboration meetings, stakeholder engagement, team events, function/directorate meetings, organisational meetings or project/programme meetings. Anything more than this would be on an exceptional basis only.

1.5 I regularly attend my Team Meeting at Barnsley each Tuesday morning. Aside from this, I mix my working time between my home address and other national sites, which category of agile working should I apply for?

In this instance, as you regularly work from an agreed site as well as spending time at home and other NHSBT locations, you would need to apply to become a hybrid worker.

NHSBT is required to apply HMRC regulations to expenses payments made. For this reason, if you routinely travel to a set site on a given day, you would generally be considered to be a hybrid rather than home worker.

More details surrounding this can be found in the guidance surrounding [Understanding business mileage and work base classification for tax purposes](#).

1.6 If I apply for home/hybrid working, will I have a desk at an NHSBT premises?

Home Workers will not have a desk allocated at an NHSBT premises. As a home worker you will have a limited requirement to attend an NHSBT site, but if you do need to travel you will be expected to follow local desk booking procedures when working from alternative workplace locations. This service is offered online via Outlook and Microsoft Teams. For more information visit the [Desk and Room Booking page](#) and the relevant [FAQ's](#)

If you are a Hybrid worker, you will need to agree this with your manager. This will depend upon the frequency of your visits to your contractual base, and the purpose of these visits, for example whether this is to attend for meetings only, or to log on to a PC and work at a screen. If it is decided that you will not be allocated a desk, then you must follow local desk booking procedures when attending a place of work.

1.7 What do I need to consider if I receive an application for agile working from a member of my team?

An assessment must be made as to whether the individual would be able to work in this manner whilst meeting our operational requirements, and that the individual's job and work tasks are suitable.

Although this list is not exhaustive, this assessment could include:

- Whether the role or a part of the role requires the postholder to be in the workplace either continuously or on specific days e.g. to use equipment or to meet clients face-to-face.
- Whether agile working is appropriate considering such issues as wellbeing, performance, capability, the availability of suitable home working accommodation and relevant home circumstances.

- Whether health, safety and security can be assured in the proposed home working environment and what steps are needed to achieve this.
- How agile working fits with existing working patterns, for example, compressed hours or part-time working.
- The need to support new employees and how this is best done.
- How agile working will affect any caring responsibilities and arrangements.
- Any workplace adjustments needed to accommodate agile working.
- The availability of desks and other working spaces/room bookings in the workplace including how any space or desk booking arrangements will work.
- The degree to which flexibility can be provided in terms of days required at an NHSBT workplace including whether certain days will be designated as team days.
- Any capability/conduct concerns.
- Any live sanctions that may impact on your proposed working arrangements.
- Assessing the level of contact between yourself and the individual and the rest of the team/stakeholders and ensuring that this level can be maintained.
- As a manager you should assess the amount of office time that has been requested, ensuring that it is a fair and honest reflection of the work that will be carried out within the individuals role.
- If a hybrid working application has been received for minimal office working, you may need to consider whether to discuss increasing the amount of office time or to discuss the possibility of home working.
- If a home working application has been received from an individual that travels for work on average more than 12 times per year, you may need to consider whether hybrid working would be a more suitable option.
- Assessing the need for service delivery by requiring you to work locally alongside your stakeholder groups to better understand their needs and develop effective working relationships.
- Assessing the possibility of extra flexibility in working hours and improve productivity.
- Assessment of any reasonable adjustment the individual may need, as appropriate.
- The potential to reduce costs.
- The possibility to improve the retention/recruitment of our employees.
- The possibility to reduce travel problems e.g. transport availability/cost implications.
- Environmental considerations e.g. emissions.

- Increased office space and flexibility around office accommodation.
- Available office accommodation at the time of application.
- They will need to have access to appropriate office space at home which allows them to work with minimal non-work-related interruptions.
- The postholder will need the ability to work without direct supervision.

The postholder will have greater reliance on telephone and e-mail contact with reduced face to face contact compared to others based at NHSBT premises.

It is important to note that any application for contractual home based working will need line manager approval as well as approval from the appropriate People and Culture Partner.

1.8 Can my manager refuse my application for agile working?

Yes. Your manager will discuss your application with you in detail, in accordance with both the agile working and flexible working policies, including the criteria detailed above.

They will discuss and explore options with you to reach a compromise or alternative working arrangements if your request cannot be accommodated in full. This could include a temporary/trial agreement.

If you do not reach an agreement and the request is declined, you will be given full details to explain the rationale for the decision and the right to appeal as outlined in the [Flexible Working Policy](#).

1.9 What are my responsibilities towards Confidentiality and Safekeeping of Information when working at home or at a location other than my allocated NHSBT site?

You will be expected to ensure the confidentiality of any information that you use at home, and to take any appropriate measures to protect its security. Under the General Data Protection Regulation (GDPR), NHSBT is responsible for ensuring that information held about individuals is safe. This applies to both computer held and paper records. To ensure that personal data about employees, donors, patients, or the public is not accidentally lost or damaged, it is not anticipated that this type of data should be removed from our premises, except with the express permission of your manager.

1.10 How do I ensure that I have the 'tools' to do my job?

You and your manager will need to discuss what equipment you need to work effectively either from home or in the office. Where possible we will provide the necessary equipment for you at home if required, while considering our needs and departmental budget limitations. Equipment may include a laptop, stationery (including ink cartridges, paper, and stamps), etc. Wherever possible equipment must be provided from existing stock. Any furniture you may require at home must where possible, be obtained from stock. Any furniture purchased through NHSBT will remain the property of NHSBT and must be recorded by the manager. Furniture provided will be classed as benefit in kind for tax purposes. If you do not wish equipment to be classed as an NHSBT asset i.e. you want the equipment to 'match the home' then NHSBT would not fund, or part fund, the purchase. Where additional equipment or stationery is needed, this should normally be ordered

through NHSBT. Any equipment provided to you is provided to enable you to fulfil your job role. This remains the property of NHSBT.

If you are applying for agile working, it is your responsibility to ensure that you have the necessary internet connection at your home address to support the work you are required to carry out effectively and efficiently. No expenses are payable to support the internet connection. If you encounter any problems with this internet connection throughout your working day it is your responsibility to report this to your manager and to arrange an alternative work location – for example a return to the office, for the day so that you are able to complete your work as required.

1.11 How does hybrid or home based working impact or support my caring or other responsibilities?

If you have personal or other responsibilities such as child or elder care, you are expected to manage these responsibilities in a way that allows you to successfully meet your work obligations. Being home based will offer greater flexibility but cannot be a substitute for suitable care arrangements.

If you require flexible working arrangements to manage caring responsibilities, then an application for flexible working should be put in via the flexible working policy.

1.12 How do I maintain and secure any NHSBT property I use at home?

Your manager will need to monitor equipment in case of breakdown. You must inform your manager of personal equipment that you intend to use at home (e.g. computers) to ensure its safety is considered during the health and safety risk assessment and to ensure its use is appropriate. You must ensure that NHSBT equipment is protected against damage and/or theft and is housed securely while in the home or in transit. Any necessary upgrading of home security must be undertaken at your own expense. Any equipment provided to you must be recorded on the asset register. Your manager must ensure that any equipment provided is accounted for i.e. on termination of the home working agreement or your termination of employment. You will not need to include NHSBT equipment on your home buildings and contents insurance.

1.13 How do both my manager and I ensure that I am able to work safely at home?

As a home-based or hybrid worker, your safety and wellbeing are our joint responsibility. You must take reasonable care of your safety and wellbeing whilst at home, and anyone else who may be affected by you working at home. You must ensure that you have adequate first aid facilities and know the location of your nearest hospital Accident and Emergency department and Minor Treatment Centre. You must also attend any relevant health and safety training as required. Your manager will need to complete a risk assessment of your work activities, and before the arrangement starts you will be asked to complete a self-assessment to ensure that your home provides a safe and suitable environment. If a risk is identified, NHSBT will provide any reasonable equipment or aids. If, however, an identified risk cannot be removed or reduced, you may not be able to be a home-based worker.

In addition to this, all flexible working applications related to agile working should be accompanied by a [Workstation Assessment](#), and all applications for Home working should also include a [Home Working Self-Assessment Checklist](#). This ensures that you have a

suitable space at home, or in the office, to work comfortably and safely, as well as the equipment that you need to do your job effectively.

Please refer to [MPD361](#) for more information here

1.15 How do I look after any electrical equipment?

NHSBT is responsible for any electrical equipment supplied for use in the home.

- Always use the charger that came with your phone, tablet / i-pad or laptop / hybrid or other mobile device.
- Do not leave phones, tablet / i-pad or laptop / hybrid or other mobile devices on charge after the charge cycle is complete for example not powered on overnight or if left unattended.
- Never cover chargers or charging devices.
- Ensure that any work area is suitable i.e. well ventilated and work surfaces used are heat resistant.
- Check to ensure vents on laptop / hybrid or other mobiles devices are not blocked or obstructed.
- Check that phones, tablet / i-pad or laptop / hybrid or other mobile devices are not excessively overheating Any issues or concerns with your phones, tablet / i-pad or laptop / hybrid or other mobile devices must be reported to the DDTS Service Desk as soon as they are identified.
- You should take electrical equipment into your local centre for annual PAT testing. You are responsible for your own domestic electrical system (electrical sockets, wiring) and must make sure that it is suitable for the purpose it is to be used for. Sockets should not be overloaded.

You should routinely check that:

- electrical systems are adequate and suitable for the equipment being used.
- plugs are not damaged.
- the outer covering of the cable or wire is gripped where it enters the plug and/or the equipment.
- the outer cover of the equipment is not damaged, for example loose parts or screws
- leads, wires or cables have no damage to the outer covering.
- there are no burn marks or staining around electrical plugs and sockets that suggest overheating.
- there are no trailing wires.

[MPD361/1.2](#) should be always referred to.

1.16 How do I report a near miss or accident that happens whilst working at home or off site?

You do not need to report an injury or near miss suffered while you are doing anything at home that is not related to work, unless it is caused by departmental equipment. Any work-related accident linked to NHSBT equipment should be reported on Datix.

1.17 Can I work in locations other than my home or an NHSBT Site?

You may occasionally work in other non NHSBT locations such as trains or coffee shops. The security considerations described above will also apply in these situations. Here it is even more important to ensure that conversations cannot be overheard, screens cannot be read by others, and that mobile phones and laptops are not left unattended. When

working in remote locations, you should ensure that you work in a way that safeguards your health and safety.

If you are wanting to work from an alternative location which is geographically too far away for you to reasonably commute to your NHSBT contractual base if and when needed, you will need to discuss and agree this with your manager prior to making that journey. It is essential that you are able to be on site as required and as dictated by the job role that you hold and the agile working agreement that you have in place.

1.18 As a new starter working with an agile agreement, what induction can I expect?

Managers will need to ensure the department's standard induction process is delivered to all new employees and agree with you when you meet face to face with colleagues or support buddy. When planning induction, managers will consider flexible working arrangements for you as a new starter as well as those of the rest of the team.

1.19 I have a workplace adjustment in place. Can I apply for agile working?

Yes. You should discuss any workplace adjustments already in place which support your own circumstances and agree how this can be transferred to your new role or when introducing agile working. The adjustments are documented in your Workplace Adjustment plan. Specialist furniture supplied by NHSBT to a home worker at home to support their workplace adjustments will be owned by NHSBT. If you move roles or to another department, the furniture will transfer with you. You should tell your new manager what furniture you have been provided with for home working. If you leave NHSBT, you should follow the department's advice on returning or purchasing the furniture.

1.20 How will I be supported as an agile worker?

This is a shared responsibility between individuals and their manager. We recognise that team members working at home or on other sites may reduce the chances of recognising the effects of isolation and stress and other health and wellbeing issues. Regular check-ins with colleagues which include discussion on their general health and wellbeing should take place. During these, the following are prompts for discussion as examples only:

- Agreeing how to maintain regular contact – this may include: shared calendars, 121 meetings, understanding normal working pattern/hours and how much flexibility can be built in, TOIL arrangements.
- Ensuring regular breaks (including screen breaks) are taken and working hours are reasonable with work devices switched off during non-working hours.
- Check that relevant training is being completed, face to face if required.
- Clear understanding of work objectives and expectations with supportive discussions to address any performance concerns or issues regarding their home working arrangements.
- Raising awareness of Health and Wellbeing articles and guidance on People First, Employee Assistance Programme or a Mental Health Wellbeing Champion.
- Good management of annual leave with regular breaks throughout the year.
- Review of workplace risk assessment and if appropriate Workplace Adjustment plan.

1.21 As a manager, is there anything I should think about when managing an agile team?

Colleagues working from home can feel isolated from their colleagues. When setting up regular team meetings, managers will need to consider employees' working patterns and avoid non-working days. Managers should discuss the following with their team:

- how the team will keep in touch to discuss work issues and provide mutual support.
- the use of shared calendars to show availability.
- the use of collaboration tools for joint working.
- the use of using 'Teams' to ensure those in the office and working from home feel equally involved in meetings.
- how the workplace is to be used e.g. for one-to-ones and team events.
- technology accessibility.

1.22 Do I need certain Insurance for working from home?

You should get advice from your insurance provider before you decide to work from home. You may find advice on their website. It is your responsibility to ensure that working from home does not invalidate your home insurance policy. No additional cover is needed for equipment provided by NHSBT as we will cover the risk provided reasonable precautions have been taken e.g. the house is secured when no-one is at home.

In terms of your mortgage, it is your responsibility to let the mortgage company or property owner know that you are working from home.

1.23 How does home working impact on my mortgage?

You are advised that you are responsible for telling your mortgage or landlord, of your home-based working arrangement. Employees are responsible for making sure occupation of the home is not subject to conditions or covenants in their mortgage or tenancy agreement which prevents working from home

1.24 I am due to work from home today, but I do not feel well, what should I do?

If you are not fit for work, you should inform your manager in the usual way that you are sick and unable to work. Managers should ensure that sick leave is recorded in a consistent way for those in the workplace and those working from home.

You should not be encouraged to work through illness at home if you are too unwell to do so. However, working from home may assist recovery and/or be used as a workplace adjustment if practical, appropriate to do so and necessary.

1.25 What happens if my agile working agreement comes to an end?

If your arrangement is ended for any reason, you must return to an NHSBT office. If you are a hybrid worker this would usually be your contractual base. If you are a home worker this would usually be your local or associated centre, but this would be discussed with you at the point of change. It is your manager's responsibility to ensure all NHSBT equipment is recovered at the end of the arrangement.

1.26 What happens if I am a home/hybrid worker and I need to move to a new house for personal reasons?

Should you decide to move home, you must inform your manager of your intention to move at the earliest opportunity and formally advise the date as soon as it is known. If you wish to continue agile working from your new home address, your manager will ask you to submit a new application for agile working. This will be discussed with you, seeking approval where necessary, to determine whether this working arrangement is still the most appropriate option for you.

1.27 I have an agreed home or hybrid working arrangement in place - am I able to take on additional employment outside of NHSBT working in a home or hybrid capacity?

Whilst working for NHSBT, whether at home or at an agreed NHSBT site, you should not be simultaneously carrying out other paid employment.

Any home or hybrid working arrangements will be agreed between yourself and your manager based on the needs of the business and your relevant personal circumstances. If you feel that your agreed working arrangements will allow you flexibility to take on additional employment outside of NHSBT, this is something that you must discuss in the first instance with your line manager, and in line with the Flexible Working Policy and NHSBT Code of Conduct.

Your manager will discuss with you the work that you are wishing to take on, and will look at factors including, but not limited to:

- The hours you will be working to ensure that this falls in line with the working time directive.
- The times of this additional work to ensure that there is no overlap with the hours of work that you are doing for NHSBT.
- Any impact on your wellbeing.
- Any potential for conflict of interest.

It is a requirement of your contract of employment that you comply with these standards, and failure to do so, may be referred into the appropriate procedure for resolution including where appropriate the Disciplinary Policy. For more information, and to submit an application to request agreement for additional employment, please visit and submit an application via the flexible working policy.

2. Home Working

2.1 If I become a Home based worker where will my contractual base of employment be?

If you have a formal agreement in place for home working through the agile working policy, your contractual base of employment will be deemed as your home address.

2.2 What are the tax implications of becoming a home based worker?

Any tax implications related to home-based working are your responsibility. You are advised to contact HM Revenue and Customs for more information. More details can be found [here](#)

2.3 What expenses am I able to claim as a home-based worker?

Any reimbursement of travel expenses you incur will be made in accordance with the NHSBT Travel and Expenses policy. Your home will be your designated (contracted) place of work, therefore all business travel and expenses incurred from leaving that place of work (i.e. your home) will be met.

NHSBT will not make any payment for any additional costs that you may incur whilst working from home such as additional heating and electricity, internet or any other related costs.

2.4 Will I be eligible for tax relief as a home-based worker?

You are advised to contact [HM Revenue and Customs](#) . More details can be found [Here](#)

2.5 Will I be entitled to High Cost Area Supplement as a home-based worker?

Yes – If you are a contractual home based worker and your home postcode attracts High Cost Area Supplement then this will be applied in line with NHS Terms and Conditions. Further details can be found [here](#)

2.6 As a home worker can my manager request that I go into an NHSBT Office?

Yes. As an agreed contractual home-based worker there may be times that you might be expected to go into an NHSBT office. This will be discussed with you by your manager at the time your application is agreed and if and when the need arises.

2.7 As a home worker, can my manager or others visit me at home?

Yes. Your manager may, within reason, need to visit you at home. They will provide you with reasonable notice of this. Other NHSBT representatives may also need to visit you at home for work-related matters e.g. supervision; collection and delivery of work; equipment installation and maintenance; workplace health and safety assessment; retrieval of equipment; etc. This should be mutually agreed between you and your manager. We do not expect external contacts to meet with you at home. If necessary, you must arrange this at existing NHSBT premises.

2.8 As a home worker, how will my manager and I keep in contact?

There are a variety of ways that your manager can keep in touch with you. In order to ensure that you do not feel isolated or segregated from other employees or your team, you should discuss and agree this with them.

2.9 What effect will be working at home have on my development and career progression?

We will ensure that as a home-based employee you are given the same development and skills training to develop your abilities to the same level as office-based colleagues. You will have equal access as office-based colleagues to opportunities for employees and career development.

3. Hybrid Working

3.1 I want to apply for Hybrid Working – is there a minimum or maximum amount of time I should be in the office?

No – as an organisation, NHSBT do not specify a generic amount of time that hybrid workers should spend either at home or in the office. The need for flexibility here is recognised, as well various factors such as your role in the organisation, your personal circumstances, work requirements on any given day and, amongst other things, the working arrangements of the rest of your team. Local departments may have their own guidance on this, and this is something that should be discussed and agreed with your manager at the time of your application.

3.2 Can I decide when I work from home or go into the office?

At the time you apply to become a hybrid worker your manager will discuss with you the requirements and expectations of your working arrangements. This will include amongst other things details such as specific meetings/events that you may be required to attend in an NHSBT office, specific duties that may need to be carried out on NHSBT premises, workplace attendance based on colleagues working arrangements and office space, and operational requirements. You will come to a mutual agreement as to how you will complete your working week.

3.3 As a hybrid worker that will need to travel to a variety of NHSBT sites as a requirement of my role, will my working agreement stipulate which sites I will need to work at?

No – as a hybrid worker you will work between locations based on your occupational requirements. There will not be a requirement to work in any specific location for any specific amount of time. Your contractual base will be an agreed NHSBT site – usually one that is closest to your home address, and on days where you are not operationally required to be at an NHSBT site, you may work from your home address.

3.4 As a hybrid worker, will I be entitled to High Cost Area Supplement if my NHSBT base attracts this.

Yes – your working pattern is driven by your role, not your entitlement to HCAS. If it is agreed that you are able to carry out your role between both your NHSBT base and your home address, then you will be entitled to any HCAS that your NHSBT base attracts.

Your manager will be responsible for discussing this with you as part of the conversation surrounding your agile working agreement.

If your agile working agreement changes at any point and you become home based rather than hybrid, then this entitlement will be reassessed based on your home postcode.

3.5 As a hybrid worker will I be able to claim mileage to my place of work?

If you travel into your contractual NHSBT base you will not be entitled to claim NHSBT business mileage.

You will however be entitled to claim for any journey made to for work purposes to any temporary location other than your contractual base. This will be in line with NHSBT [Travel](#)

[and Expenses Policy](#) and [Understanding business mileage and work base classification for tax purposes](#).

3.6 Will I have a desk to work at when I go into my allocated office?

This will depend on local office availability. This should be discussed with your manager, and local desk booking systems should be used if required.

4 Overseas Working

4.1 What if NHSBT ask me to travel Overseas for business purposes?

There may be some instances when you are required to travel outside of the UK for your role, in these cases you will need to apply for Overseas travel approval. In this instance Overseas travel must be pre-authorized in line with the [Travel and Expenses Policy](#).

4.2 If I need to use my NHSBT Device or IT services whilst overseas, do I need approval and if so, what should I do?

Yes - any requests or queries should be directed to the following mailbox: Information.Security@nhsbt.nhs.uk

4.3 I work in a role that allows me to work remotely - Why I am I not able to Work from an overseas location on a permanent basis?

There are a variety of reasons why as an organisation NHSBT do not support remote working to include permanent time abroad. This includes, but is not limited to, concerns such as data security and GDPR issues, cyber security, work permit issues, health, safety and wellbeing concerns, tax implications, time differences.

4.4 The policy states I may be able to work remotely from an overseas location in exceptional circumstances. What does this mean?

As an organisation NHSBT will not support long term remote working from a country which is outside of the United Kingdom (England, Scotland, Northern Ireland, Wales). However, we do recognise the need for flexibility with this, and understand that there may be exceptional times when you may need to work overseas whilst you are away from home. If this situation arises, you will need to speak with your manager in the first instance it is important to note that these requests must be short term, meaning no longer than 4 weeks in a 12-month rolling period, and not on a recurring basis. Consideration will be given to these requests in discussion with relevant directorates and in line with the associated guidelines at the time of the request.

Your request will be considered, and a decision will be provided to you. The decision will be made based on a variety of factors including, but not limited to, the work you will be carrying out, the software you will be using, GDPR issues, data security, the country you are travelling to and any associated factors as well as the reason and duration of the trip.

It is important to note that these requests will only be accepted for genuine exceptional circumstances. If this is a regular or reoccurring request, then permission will not be granted.

These requests will only be considered for a short-term period, which is defined as 4 weeks or less. If this is a request that is planned, then your manager will require a minimum notice period of 1 month to enable them to discuss this request and for you to be able to finalise your travel plans with appropriate notice.

It is also advised that any travel plans are made with reference to [Foreign Office Guidance](#), taking into account current government guidelines for travel to the country you are wishing to visit.

4.5 My request to work from an overseas location for a short period of time has been fully approved via my manager and the organisation. What do I need to consider ahead of my journey?

As your journey is a personal journey and not for business purposes, all travel, accommodation and insurance expenses and arrangements will be your responsibility. It is also your responsibility to ensure that whilst working away you have a safe area to work from that is fit for purpose.

It is important to remember that while working abroad, all of the above information and all of the policy details will still apply to you.

This includes, but is not limited to:

- Maintaining regular contact with your manager/team
- Ensuring you have the necessary tools to do the job, including a reliable internet connection
- Confidentiality and safekeeping of information
- Security of NHSBT property
- Managing caring responsibilities
- Ensuring you are working safely
- Looking after all electrical equipment

13. Policy Approval and Review

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