

# Foreword – Code of Conduct

At NHSBT we aspire to be a great place to work and the way we behave makes a significant difference to whether we achieve this ambition.

I've been struck by how much we do to give people a voice and to respond to feedback, and there is more we can do.

We have worked with and listened to colleagues, line managers and our Trade Union Partnership and Diversity Networks, to understand how we can most effectively work together to ensure we have a positive working environment and to address and resolve any difficulties which exist in the workplace.

Through these discussions 3 main improvement themes were identified which need our collective attention:

- Resolving difficult working relationships
- Acting on incidents that have a dignity at work impact
- Being clear on how we handle serious complaints about the conduct of others

To address this feedback a Conflict Prevention and Resolution project was set up, this project reports into the D&I Programme Board.

We are working towards development of a resolution framework with improved processes for handling grievance, discipline, and dignity at work complaints. This framework will enable us to look at:

- How we can intervene early and resolve concerns using informal interventions.
- How we constructively address serious complaints through formal mechanisms.

Alongside this, we heard that we need to be clear and transparent on the required standards of behaviour, organisational expectations, and the boundaries in which we all work. A first step to achieve this, is the refresh of our Code of Conduct, launching this month.

We have developed an on-line interactive guide to support, develop and embed the behaviours and expectations. This is replicated in this booklet to enable colleague's full accessibility.

My hope and expectation is that in using the guide and accompanying training resources, we will better foster positive relationships in the workplace, which supports better wellbeing for us all and in turn helps make NHSBT a great place to work.



Deb McKenzie  
Chief People Officer

