

Why are we issuing a Colleague Guide to the Code of Conduct?

During the last year, we have heard from colleagues and managers that some of our employment policies and processes could be made clearer and more accessible and we committed to updating our Code of Conduct into a more user friendly style and format.

We have also listened to colleague and management experiences where individual actions and behaviours have resulted in a dignity at work impact or a conduct allegation.

By being clear about expected behaviours, we aim to support everyone in making NHSBT a great place to work, and to help prevent issues leading to grievances, dignity at work issues or poor conduct.

What does the Code of Conduct Cover?

The Code of Conduct emphasises expected standards of behaviour and organisational rules. You will be familiar with many of these standards already. We have divided the Code of Conduct into the headings of

- Act with Compassion
- Enable a Just Culture
- Respect others
- Support your team
- Be an ambassador
- Look after your health and wellbeing
- Adhere to health and safety requirements
- Apply confidentiality
- Follow organisational rules
- Maintain good attendance

Each of the key headings within the Code of Conduct is accompanied by examples of good practice and examples of the behaviours and actions which do not adhere to the Code of Conduct.

These examples have been developed through engagement with managers, colleagues, Trade Unions and EDI networks and also reflect some of the nature of complaints and conduct issues that have been previously raised.

Are there resources available to help support delivery of the Code of Conduct?

We all have an individual responsibility to be mindful about our communications and actions in the workplace and to be accountable for our own actions.

Managing workplace relationships is part of every supervisor, manager and leaders' responsibilities.

We have included reference to some of the training and information tools that are available for both colleagues and managers on our People First Code of Conduct pages.

We have also included the mechanisms for reporting concerns within the User Guide.

What is the Communication plan to make all colleagues aware of the Code of Conduct User Guide?

We are launching the Guide on 07 December electronically.

We will be communicating the new guide via:

- Senior Leadership team communications
- News and updates on Link
- Email communications to colleagues
- Screensavers
- In a booklet sent with the Winter edition of our next 'Our Priorities' magazine to home addresses.

Dates for webinar panel discussions will be made available for managers & colleagues who want to raise questions about the Code of Conduct.

What is the ask of Senior Leadership and Management?

Please discuss the code of conduct with your team. We also ask you to please encourage colleagues to discuss how the code of conduct will help us in our daily interactions and provide clarity on expectations both from the organisation and from each other.

Please ensure that colleagues are aware that this is one part of the ongoing work that we have embarked on to improve standards for all in the organisation and it is one step in that journey.

What are the other steps and building blocks?

Setting expectations and standards is the first building block, the other building blocks are:

- Setting clear expectations on how different aspects of poor conduct and serious misconduct will be treated.
- Improving training for managers and HR team members who regularly handle colleague complaints and conduct allegations.
- Better training and access to early intervention to help resolve workplace difficulties.
- Relaunching the mediation service.
- Working towards implementation of a resolution framework through which complaints and matters of conduct can be referred, triaged and a resolution pathway allocated whether that be informal resolution or formal investigation and outcomes.

Where to go to for further advice and discussion

Please direct queries to HR Direct or discuss with your local HR Consultant or People Culture Partner. We are also briefing EDI Networks and Trade Union representatives.