

## 1. Introduction

This Code of Conduct applies to all colleagues directly employed by NHS Blood & Transplant (NHSBT); those holding an honorary contract or a bank worker contract.

If you are employed through an agency worker agreement you are required to honour the requirements of this Code of Conduct and any contravention will be referred to the agency supplier for resolution.

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](#).

This document is not an exhaustive list of rules or descriptors of workplace behaviours, however, it should be read as the minimum key requirements we expect. This document must be read in conjunction with other NHSBT employment policies and Individual Professional Codes of Practice and registration requirements.

As part of our commitment to Equality, Diversity and Inclusion, individual Directorates and teams may have their own Team Charters which supplement the key organisational requirements contained in this document and you should also refer to your commitments in your local team charter where these exist.

This document is accompanied by a user-friendly guide with charts to provide examples of actions that support positive behaviours in the workplace and examples of actions which are subject to follow up management action. A link to the [user guide may be found here](#)

We support the principles of the [NHS People Promise](#) which has a useful [pictorial image](#)

## 2. Key Organisational Rules and Requirements

### 1. Ambassadorship

We are all advocates of NHSBT we act in a manner that creates a positive image to our donors, customers, and fellow colleagues.

We do not bring the organisation into disrepute by any means, including how we reference NHSBT and our colleagues when using social media communities and platforms. We adhere to the NHSBT acceptable use of [Yammer Policy and the Social Media and Webmail Policy](#).

### 2. Our Behaviours and Working Relationships

We value our colleagues and treat those we meet in a polite, courteous, and respectful manner.

We promote a workplace which recognises and respects individual difference and rejects bullying and harassment as destructive, to the recipient, the harasser, and the organisation.

We do not tolerate abusive and/or threatening language or behaviour, acts of harassment, victimisation, or discrimination. We are clear that any such behaviour is unacceptable and will be met with a 'zero tolerance' response.

We recognise our individual responsibility to report such behaviours to the relevant level of management to address.

We have a [Dignity at Work Policy](#) to process dignity at work complaints and reach a resolution.

Details of positive workplace behaviours are set out in our [user friendly guide](#).

Behaviours which are investigated and found to contravene dignity at work will be referred into the appropriate process for resolution, which may include the [Disciplinary Policy](#).

### **3. Our Professional Practice**

We follow and apply the professional Code of Practice, which is relevant to our professional registration and practice, including the [NMC \(Nursing and Midwifery Council\) Code for Nurses](#), [The NHS \(National Health Service\) Managers Code](#), the [HCPC \(Health & Care Professions Council\) Code](#) for scientific colleagues and the [GMC \(Good Medical Practice\) Code](#).

We read and maintain compliance with our professional code and registration requirements and understand that failure to maintain compliance and [registration](#) may impact on our employment status and/or conduct record.

### **4. Our Work Performance**

We are employed to perform specific tasks and responsibilities on behalf of the organisation, and we discharge these duties efficiently, to the best of our ability, responding to reasonable instructions from our manager and in accordance with standards and procedures that have been prescribed locally.

We are flexible in our response to reasonable requests and instructions in how we carry out our duties and acknowledge that these duties may vary over time to meet changing service needs.

We follow the rules for granting of [annual leave](#), [notification of sickness absence](#) and the [requirement to attend occupational health appointments](#). Further detail is available in the [Attendance Policy](#) and the [Time off Work Policy](#)

We do our work safely, with attention to detail and follow the relevant work Processes provided. We ensure that we are not negligent in our duties and our duty of care.

We report errors in work and work processes to ensure that we safeguard the safety of others and minimise the risk of harm.

We support and follow the principles of [Just Culture](#) in examining errors in the workplace.

Deliberate actions disregarding laid down standards, policies and procedures resulting in a threat to the health or well-being of others, NHSBT property or others, or which discredits NHSBT or a colleague is subject to investigation.

**5. Our participation in Performance and Development feedback review**

We are provided with and participate in open and constructive feedback on work objectives, training, and career development through a [Personal Development and Performance Review](#) This enables us to have career planning conversations with our manager.

**6. Health & Safety**

We follow [Health and Safety procedures](#) to safeguard our safety and that of our colleagues, donors, patients, and the public.

**7. Our General Fitness for Duty**

We discharge our responsibilities safely, efficiently, and effectively, and attend work in a fit state to work.

We do not report for duty under the influence of alcohol, drugs, or other substances.

We are aware that the consumption of alcohol, or the misuse of drugs or other substances is not permitted during any period of duty and is subject to suspension from work.

We report personal or medical problems associated with the use of alcohol, drugs, or other substances to enable the organisation to examine access to appropriate advice and support.

For further details refer to the [Alcohol, Drug and Substance Abuse Policy](#).

**8. Our responsibility to maintain confidentiality and safeguard protection of data**

We may encounter confidential information during our work, concerning service activities, intellectual property of NHSBT, and personal information for donors, patients & colleagues.

We ensure that we do not commit or, by failing to act, allow any data security or confidentiality breach and we immediately report a data breach of which we become aware.

Details of the relevant policy requirements may be accessed below:

[Confidentiality and Data Protection Policy](#)

[Information Security Policy](#)

[Acceptable Use Policy IT Systems](#)

**9. Our Dress Code**

As ambassadors of NHSBT, we wear uniforms as provided and follow the [Uniform and Standard Dress Policy](#)

We wear acceptable clothing and apply personal hygiene appropriate to the environment in which we are working, and which will not cause offence to our donors, patients, or colleagues.

**10. Acceptance of Gifts and Declaration of Interests**

We follow the [organisational rules and policies on declaration of interests](#) and report if we have close relatives or associates or a personal interest in a business or activity involved in procurement process or securing business with NHSBT

We ensure that we do not accept gifts, money, hospitality, or trips that could be construed as inducement or reward.

**11 Physical Assault, Wilful or Malicious Damage and Theft.**

We ensure that we do not undertake actions of physical contact with donors, patients and colleagues, other than appropriate manual handling or other clinical duties for which we have been trained and forms part of our duties of employment.

Alleged physical assault will result in assessment of the need for any immediate actions (including suspension) ahead of investigation via the [Disciplinary Policy](#) and appropriate resolution.

We treat all property belonging to the organisation, colleagues, patients, donors, and NHSBT with respect.

Deliberate or wilful damage or theft of property is treated seriously and is subject to investigation.

## **12. Criminal Offences**

We provide details of criminal offences when applying for NHSBT roles covered by the [Disclosure and Barring Service Code of Practice](#) and in line with other relevant legislation.

We notify our manager if we receive a caution, are charged with, or convicted of a criminal offence.

Further advice on the handling of criminal offences and convictions should be referred to the HR (Human Resource) team via [HR Direct](#)

We act with honesty in our [payment, travel and expenses claims](#) and adhere to the requirements of the [Anti-Fraud, Bribery and Corruption Policy](#)

## **13. Outside Employment/Activities**

We act responsibly to ensure that other employment that we hold outside of NHSBT does not impact on our ability to carry out duties with NHSBT or impact on the reputation of NHSBT.

We notify our manager of any secondary employment we have outside of NHSBT so that working time considerations or potential conflict of interest may be considered and discussed.

## **14. Representing NHSBT on External Groups or Bodies**

Where we represent NHSBT on external groups or bodies we do this professionally and in a manner that will not bring NHSBT into disrepute.

We keep our manager informed of decisions taken by the external body that may affect NHSBT services or require change in process or practice.

We represent the position held by NHSBT at the time of the meetings and confirm any potential impact of considered changes.

## **15. Management Responsibilities**

As managers we comply with the [NHS Code of Conduct for Managers](#)

We are guided by the principles of the [NHS People Promise](#)

We have a responsibility to address conduct which does not meet the organisational rules and standards of behaviours expected in the workplace and to seek advice as required from the People Directorate HR team.

We have a responsibility to manage [work performance](#), [conduct of our teams](#) and to provide access to colleague objective setting and career development using the [Personal Development and Performance Review framework](#).

## **16. Further advice and Support**

Further advice & support on the application of the Code of Conduct may be obtained through referring your query to [HR Direct](#)

### 3. Policy Approval and Review

Policy version	UCD/People/Conduct/048v2.0
Title	Code of Conduct Policy
Approved by SPC	Presented January 2022
EIA completed	December 2021
Counter Fraud check	December 2021
This document replaces	Code of Conduct UCD/HRO/Conduct/048V1.2
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Author	Suzanne Hunter/Daryl Hall/Policy Sub-Group
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Distribution	Available on People First