



Blood and Transplant

Code of Conduct

Guidance for colleagues



Our Code of Conduct sets out expected behaviours for colleagues, not just in how we treat each other but also the people we interact with as representatives of NHSBT.

By being clear about expected behaviours, we aim to support everyone in making NHSBT a great place to work.

Our code is a great resource, but it doesn't cover every situation you may face on the job, so it's important to use good judgement and to ask for help if you're not sure on the right course of action.

Why have a Code of Conduct?

The code has been updated to reflect colleague feedback that we need to be clearer about acceptable and unacceptable behaviour at work. That way, if problems come up, we have transparent policies in place.

We designed this updated Code of Conduct in discussion with Trade Unions, network groups, Management and HR colleagues.

You can access the full Code of Conduct on [People First \(search Code of Conduct\)](#).

Our Values



Our code builds on our shared values.

Our values are much more than words, they set out what we stand for and what matters to us:

- We care about our work colleagues, our donors, their families and patients
- We are experts in meeting the needs of those who use our service
- We provide quality products, services and experiences for donors, patients and colleagues
- We work together inclusively and respect each other

The code

Click on each button to see content.

Living the code – in any situation/ event/decision ask yourself:



Does it reflect our values?



Is it the best thing for colleagues, patients,
customers or donors?



How would I feel if someone else finds
out about it?

Not sure?

If the answer is a “no”,
“not good” or “not sure”
to any of these questions you
should stop and reconsider.

It is always appropriate
– in any situation, under
any circumstances – to ask
for help.

Ways to raise concerns

If appropriate and safe to do so, try to resolve the issue with the other party first – have a conversation



Discuss with your line manager



If you cannot speak to your line manager, try speaking to their line manager



Speak to HR Direct for advice and support

Telephone: 0117 3227700, **Online:** [Raise My HR Direct Query](#)

E-mail: hrdirect@nhsbt.nhs.uk



Contact the [Freedom To Speak Up Guardian](#)

Useful resources/ support:

- Nipping it in the Bud training.
 - Bystander resources.
 - Mediation.
 - Skills boosters.
 - Employee Assistance provided by Health Assured for confidential advice and support.
 - My Healthy Advantage App – Available from Play Store and App Store. You'll need the Activation Code – MHA021261.
- You can access more information on useful resources on [People First \(search Code of Conduct\)](#).

Act with compassion

It is important that we take time to listen and understand our colleagues.

Do

- ✓ be kind to myself and others and take the time to listen
- ✓ seek to care and be empathic
- ✓ support and value diversity
- ✓ be self-aware
- ✓ be aware of the neurodiverse communication needs of colleagues

Don't

- ✗ do not communicate insensitively
- ✗ do not be task-focused at the expense of being people focused
- ✗ do not disregard or belittle others' feelings and opinions
- ✗ do not be abrupt or unapproachable
- ✗ do not let your mood affect how you treat others



Enable a just culture

We encourage a work environment where we seek to act fairly, learn and improve - to make colleagues feel confident to speak up when things go wrong, rather than fearing blame.

Do

- ✓ be honest when things go wrong
- ✓ take responsibility for your actions
- ✓ acknowledge and report mistakes
- ✓ identify errors and learn from them
- ✓ make constructive suggestions
- ✓ be open to constructive suggestions from others
- ✓ look holistically at errors and root causes

Don't

- ✗ do not blame others
- ✗ do not ignore or cover up mistakes
- ✗ do not become disengaged
- ✗ do not fail to ask for help/advice
- ✗ do not fail to report mistakes or concerns

Respect others

We uphold the standards of the NHS People Promise:

We are open and inclusive. We do not tolerate any form of discrimination, bullying or violence. We each have a voice that counts.

Do

- ✓ use language which is respectful
- ✓ be prepared to see things from another person's perspective
- ✓ provide constructive feedback
- ✓ be welcoming and include others
- ✓ speak up and escalate concerns constructively
- ✓ respectfully challenge inappropriate behaviour when you see it or hear it
- ✓ acknowledge if you have caused offence to others and apologise
- ✓ give recognition for dedication. Remember a simple thank-you goes a long way

Don't

- ✗ do not swear, or use abusive, discriminatory or threatening language
- ✗ do not use gestures, comments or body language to make another person feel uncomfortable
- ✗ do not bully, Harass, victimise or discriminate against others
- ✗ do not apply persistent and unreasonable criticism
- ✗ do not make unwanted physical contact
- ✗ do not lie or deliberately leave out information
- ✗ do not treat others as inferior or incapable or patronise them
- ✗ do not make disrespectful communications, including on social media
- ✗ do not engage in banter and joke telling which pokes fun at colleagues which may impact on their dignity at work
- ✗ do not exclude and ignore colleagues
- ✗ do not spread malicious rumours and gossip
- ✗ do not access via NHSBT equipment, publish, circulate, or display pornographic, sexually suggestive, or otherwise offensive material or pictures

Support your team

We learn from each other, support each other and take time to celebrate successes.

Do

- ✓ support your colleagues, working collaboratively and flexibly
- ✓ know your role in the team
- ✓ build rapport with your colleagues and share best practice and learning
- ✓ act on feedback received

Don't

- ✗ do not ignore needs and requests from colleagues
- ✗ do not be reactive rather than proactive
- ✗ do not lack engagement
- ✗ do not do the bare minimum

Be an ambassador

We all represent NHSBT and are advocates for our service.

Do

- ✓ create a positive image of the service to donors, patient, and the public, both at work and in social settings
- ✓ treat NHSBT property with respect
- ✓ keep a clean and suitable appearance, considering the job you do, and wear the provided uniform
- ✓ always comply with our social media policy statement

Don't

- ✗ do not create a negative image of NHSBT to donors, patients, and the public, through what we say and how we act



Look after your health and wellbeing

Our individual wellbeing and that of our colleagues is our priority.

Health is important to us.

Do

- ✓ look after yourself and your colleagues.
- ✓ make time for you, your family, friends and interests as well as work
- ✓ plan annual leave and rest at regular intervals
- ✓ attend medical appointments as required, including occupational health appointments
- ✓ maintain your general fitness for work to be able to undertake your duties safely and effectively
- ✓ advise NHSBT of personal or medical problems which may impact on your safety, work performance or attendance

Don't

- ✗ do not report for duty under the influence of alcohol, drugs, or other substances or consume alcohol, misuse drugs or other substances during any period of duty
- ✗ do not fail to report medical problems which may impact on your wellbeing and ability to carry out your duties safely

Adhere to health and safety requirements

Do

- ✓ ensure you are aware of and follow all Health and Safety procedures in your work area
- ✓ carry out instructions concerning health and safety
- ✓ work in a way that does not put colleagues, others, or members of the public at risk
- ✓ wear personal protective equipment provided
- ✓ report accidents and near-misses
- ✓ report health and safety concerns

Don't

- ✗ do not work outside of health and safety requirements in your area
- ✗ do not fail to wear the personal protective equipment provided for you
- ✗ do not bring equipment or items into the workplace which pose a health and safety risk to yourself and others
- ✗ do not undertake actions which pose a safety risk to yourself and others

Work effectively

We encourage a work environment where we are always learning.

Do

- ✓ take opportunities to learn and develop
- ✓ engage and participate in your annual appraisal and development discussions (PDPR)
- ✓ seek support from your manager to progress your development
- ✓ complete all training required in your role
- ✓ understand and meet expectations of you regarding your work performance and objectives
- ✓ follow safe and appropriate use of IT systems
- ✓ undertake your tasks, duties and responsibilities in accordance with the appropriate standards and procedures, to the best of your ability
- ✓ carry out reasonable instructions from managers

Don't

- ✗ do not fail to maintain your mandatory training compliance
- ✗ do not work outside of safe systems of work
- ✗ do not use IT provided inappropriately
- ✗ do not refuse to participate in the PDPR process
- ✗ do not inappropriately challenge or refuse to carry out a reasonable instruction or request

Apply confidentiality

We understand the importance of confidentiality in our work.

Do

- ✓ maintain the confidentiality of information which may include personal data, business/intellectual property data
- ✓ prevent unauthorised persons gaining access to any confidential information either by discussing in public areas or failing to ensure paper or computer records are protected from access or theft
- ✓ report any data security or confidentiality breaches
- ✓ maintain the safety and security of IT systems within the expectations of your role
- ✓ always comply with our social media policy statement

Don't

- ✗ do not disclose information to the press or any third party without the expressed permission of the Information Asset Owner
- ✗ do not discuss confidential information with family, friends or others outside work

Comply with legal requirements

We follow organisational policies and legal requirements to ensure that we remain within the law.

Do

- ✓ comply with anti-bribery & corruption rules
- ✓ declare if you, a close relative or friend has a financial interest in a business or any activity or pursuit which may compete for a contract to supply goods or services to NHSBT
- ✓ notify your manager if you accept a caution, or you are charged with, or convicted of, a criminal offence
- ✓ advise your line manager of any additional employment, including the number of hours and working pattern with an alternative employer
- ✓ ensure additional employment does not adversely affect your ability to fulfil your employment contract with NHSBT or have a negative impact on NHSBT's reputation

Don't

- ✗ do not accept a gift, money, hospitality, trips, or any other consideration by way of an inducement or reward
- ✗ do not abuse your position for personal gain or to benefit family or friends
- ✗ do not commit theft or fraud (including false pay and expenses claims), cause deliberate damage to property or colleagues through physical or verbal assault
- ✗ do not fail to notify your manager if you take on additional employment outside of NHSBT

Maintain good attendance

We are motivated by our work, our colleagues, and the service we provide.

Do

- ✓ attend work regularly and on time
- ✓ follow local reporting processes for absence including sickness and annual leave

Don't

- ✗ do not regularly turn up late
- ✗ do not take unauthorised absence
- ✗ do not fail to report your absence



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