

## **NHSBT BOARD – AGREED WAYS OF WORKING**

The Board should at all times adhere to and exemplify the values of the organisation and these behavioural guidelines are constructed in line with the three pillars of NHSBT values.

This document sets out what we expect from the NHSBT Board, both in Board meetings and in routine contacts with the NHSBT organisation. The Board will monitor its own performance against these standards.

### **1. *Caring***

- The needs and care of patients, donors and our employees are paramount.
- Care and compassion are at the forefront in decision making.
- Members are open and transparent.
- Members should be constructively challenging.

### **2. *Expert***

- A clear focus on the safety of our products, services, employees and working practices.
- Stakeholders' views are sought and considered and influence is used to drive better patient care.
- Members keep up-to-date and informed and are well prepared for meetings.
- Members adopt a positive and dynamic mindset.

### **3. *Quality***

- Members ensure that public funds are used wisely at all times.
- A proportionate approach is taken to risk and service quality, ensuring appropriate systems of assurance are in place.
- Adhere to the principles of good corporate governance at all times.
- Drive for innovation in the provision of our products and services and in our research and development activity.
- Continuously improve all aspects of our performance and quality through the application of LEAN methodology.

This document will be reviewed annually by the Board and updated as necessary.