

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

The Board should at all times 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 and employees.
- Stakeholders' views are routinely sought and considered
- Members keep up-to-date and informed and come well prepared for meetings.
- Members adopt a positive and dynamic mindset.

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

- We 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
- NHSBT offers our customers good value for money through a focus on efficiency and business improvement and the application of Continuous Improvement methodology.

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

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