

## **Globis Report Addendum January 2023**

The Globis diagnostic is an important milestone in our journey to becoming an intentionally anti-racist and fully inclusive organisation.

After several concerns were raised, the Globis Mediation Group was commissioned to conduct an independent organisational diagnosis and summarise its findings in a report. The diagnostic contains important information, observations and testimonies from a number of staff raising concerns. Many of the recommendations were incorporated into the work of the Colindale Taskforce, and have informed much of the foundations of our diversity and inclusion work over the last two years.

Within the detail of the report were a number of factual inaccuracies and accusations about the Manufacturing Department at Colindale which should have been investigated in more depth at the time.

An investigation at the time would have established the complete situation and facts, corrected the inaccuracies, and prevented the distress that was caused to members of the Manufacturing Department.

NHSBT regrets we did not quickly address the inaccuracies and that this has affected members of the Manufacturing Department

This addendum seeks to clarify those inaccuracies.

The changes we wish to clarify are:

1. Many of the issues highlighted in the report and attributed to the Manufacturing Department did not take place in that department – the issues took place elsewhere. If the examples given were associated with the correct department, the recommendations within the report would have been the same for the organisation but the recommendation to review the Manufacturing management and the negative labelling of the department with poor leadership would not have been concluded.
2. The quality concerns expressed in the report were inaccurate and at the time of the report being written, manufacturing had no concerns identified following MHRA inspections.
3. At the time of the Globis Report taking place, the HR policies of the time had been followed in relation to the concerns raised by staff.
4. Throughout the report, serious issues are attributed to the nightshift. Those issues were raised by the evening shift. Nightshift workers were not interviewed.
5. A recruitment exercise which resulted in the appointment of two white colleagues is cited several times in the report as causing feelings of dissatisfaction among team members. The appointments were cancelled and the subsequent investigation into the grievance exonerated the recruiting managers and the grievance was not upheld.
6. There are several examples of staff reporting feeling disadvantaged or hurt by the actions of the Manufacturing management team. Staff are right to have reported how they felt however a follow up investigation would have helped provide context and a right to reply and identified if correct actions following NHSBT policy were taken at the time.

7. Many people within the Manufacturing team also offered an alternative view. Because we had asked the report to focus on areas where we needed to take urgent action, these were not included in the report.

These inaccuracies should have been investigated and corrected at the time. Due process was not systematically followed and this affected colleagues in the Manufacturing Department.

Since the release of the Globis diagnostic, NHSBT has implemented a range of new governance, programmes and activities with a clear and purposeful focus on eradicating racism and improving inclusivity. However, we acknowledge there are still a lot of improvements to be made and we continue to work hard to improve our practices.

### **Statement to go alongside publication of the addendum**

We have today published an addendum to the Globis diagnostic. The addendum seeks to correct inaccuracies about the Manufacturing Department.

Many of the issues in the diagnostic that were attributed to the Manufacturing Department did not happen in that department, they happened elsewhere in Colindale. Because NHSBT did not take action at the time to clarify or correct this, it negatively impacted colleagues working in the Manufacturing Department at Colindale.

This has caused distress and poor experiences to our people. We are very sorry that due process was not followed correctly and offer our apologies to the Manufacturing Department for the impact this has had.

The diagnostic led to the implementation of a range of new governance, programmes and activities with a clear and purposeful focus on eradicating racism and improving inclusivity. There is still a lot of improvements to be made and we continue to work hard to improve our practices.

We have set out an ambition to make NHSBT an intentionally anti-racist and fully inclusive organisation. As part of this we have set three equality objectives, including to be an anti-racist, non-discriminatory organisation; we are co-creating an anti-racism framework with colleagues and stakeholders; and the Board and senior leadership team are undertaking expert-led training in inclusive leadership and understanding racism.

We continue to learn and develop our policies and practices with the intention to be inclusive for all.