



DRESS & APPEARANCE POLICY

The aim of the company is to provide a professional, efficient, secure and safe environment for staff and customers. Employees play a very important role in that environment; representing the company whilst at work and an employee's appearance creates an impression, which we hope will assure our customers of our high standards. To this end, employees are required to present themselves in a neat, clean, smart and well-groomed manner at all times, while at work; whether working on the company premises or elsewhere.

This policy is designed to guide employees on the required standards of dress and appearance. All employees' appearance must be professional at all times both within the workplace and when representing the company.

The policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees must use common sense in adhering to the principles underpinning the policy. The management of the company will be the sole judge of what is and is not appropriate for the purposes of this policy.

Employees must adhere to the following standards, particularly when in contact with customers / members of the public.

Any employee who disregards these rules will be subject to disciplinary investigation, which could result in disciplinary action and in serious cases dismissal. Where an employee's appearance is, in the company's view, unacceptable, the employee may be required to return home to change. In these circumstances, the employee may not be paid for the duration of his / her absence from work.

Customer contact staff:

- Hair should be neat, tidy and well groomed. Unconventional styles and unnatural hair colours are not acceptable
- Any jewellery should not be excessive or unconventional
- Small earrings or small sleeper stud earrings in ear lobes may be worn. No other jewellery worn through body or facial or tongue piercings is permitted
- When in contact with customers and clients, any visible tattoos must be covered. Facial, head, neck and hand tattoos are not allowed

Whilst wearing company uniform.

Where for religious reasons this causes a problem, then this must be discussed with the Human Resources department. However, priority will be given to health and safety, security and other similar considerations.

Employees who are required to wear a uniform

In certain jobs, uniforms will be provided by the company, free of charge, for employees use at work. If issued, full company uniform must be worn at all times whilst you are on duty, during working hours. Uniforms must always be clean and worn in a presentable fashion. The uniforms issued must not be altered in any way without the company's permission.

Uniforms remain the property of the company and must not be given to anyone else to wear who is not in the employment of the company.

Employees are required to follow the issued rules for wearing uniform. The company reserves the right to change these rules and the uniform at any time.

If an employee wears their uniform outside of work, they should remember that they will be seen as representing the company and consequently, behaviour and appearance should be appropriate.

Employees must take responsibility to ensure good care is taken of their uniform. An employee is responsible for maintaining their uniform in a clean and tidy condition. Employees should report any defects or damage to their uniform to their manager, who will consider requests for replacements. Where items of uniform are lost or damaged then an employee may be responsible for the cost of replacement.

Where safety footwear is not issued, in certain cases employees are required to wear flat, dark coloured, smart shoes. Trainers of any kind are not permitted.

At the termination of employment, an employee's uniform must be returned to the company. Failure to do so may render an employee liable to payment for the cost of the items.

Employees who are required to wear protective clothing and equipment

Employees in jobs that require protective clothing, e.g. high-vis, ear protection and gloves etc., are required to wear this clothing while carrying out their duties whenever required by law or by company rules. If protective and safety clothing is provided by the company to enable employees to carry out their work safely, then it must be worn at all appropriate times. Employees will be notified of the circumstances when they are required to wear protective or safety clothing / equipment. Where safety footwear is issued, this must be worn whilst on duty.

Failure to wear protective clothing and / or uniform in the correct manner; could result in disciplinary investigation, which could result in disciplinary action and in serious cases dismissal. Please ensure you co-operate by wearing protective clothing and uniform as instructed by your manager.

In addition, any employee whose job involves working with rotating machinery must keep his / her hair either short or tied back and must not wear any jewellery other than a wedding ring. These rules are in place for safety reasons.

All protective clothing and equipment remains the property of the company and on termination of an employee's employment, all protective clothing and equipment must be returned to the Company. Failure to do so may render an employee liable to payment for the cost of the items.