

## Dress code policy

As you are liable to come into contact with customers, it is important that you present a professional image with regard to appearance and standards of dress. You should wear appropriate clothes relative to your job responsibilities. This policy represents the Company's general stance on employee dress standards. Line managers may provide further rules on occasion which employees should adhere to.

### Uniform policy

Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be always kept clean and tidy.

### Formal dress code

Normal smart business dress suitable for a working environment which involves regular contact with customers must be worn and you must maintain high standards of personal hygiene. The following general rules apply:

- you should present a professional image.
- all clothes must be of a clean and tidy appearance.
- open-toed shoes are not permitted.
- shorts are not permitted.

Casual dress may be authorised by department managers where staff do not have to wear normal work attire. Casual dress does not entail sportswear, except for a pair of trainers.

### Tattoos

Visible tattoos are acceptable in our workplace, and we do not, as a matter of course, require tattoos to be covered.

Any tattoos that may reasonably be considered as offensive must be kept covered at all times while you are on Company business, representing the Company in any capacity or at social events that the Company has sponsored.

You must ensure that any tattoos that may reasonably be considered as offensive by any group are not visible on any social media account that could connect you to the Company in any way.

Any questions regarding tattoos and whether they must be covered should be directed to your line manager.

Any breach of this policy may result in disciplinary action up to, and including, summary dismissal.

### Personal protective equipment (PPE)

Where required by the nature of your role personal protective equipment (PPE) will, if determined by risk assessment, be provided and must be worn at all appropriate times. Failure to do so will be considered a breach of your health and safety obligations and may result in disciplinary action, up to and including the termination of your employment without notice for gross misconduct.

Once issued with PPE it is your responsibility to ensure it is kept in a suitable condition, maintained if necessary, and readily available for use. Should you present yourself for work without the necessary PPE, you will not be permitted to start work until you have obtained the correct PPE. In these circumstances, you will not be paid for the duration of any absence from work.

You are expected to maintain all items of PPE in a reasonable condition. You must return all PPE upon termination of employment by either party. Failure to return it, or any loss or damage suffered as a result of your negligence, will result in a deduction to cover the cost of the PPE being made from monies due to you. This is an express written term of your contract of employment.

### **Personal hygiene**

You should make all reasonable efforts to maintain cleanliness, including bathing or showering before coming to work. In addition, you should wear a deodorant or antiperspirant to help keep you fresh throughout the working day.

You should not wear excessive amounts of perfume or aftershave and it must be discreet and not overpowering.

### **Smokers' hygiene**

All employees who smoke must ensure that their uniform and breath smell fresh before dealing with colleagues and customers.

### **Personal appearance and dress**

Should you feel that the dress code in place in your workplace conflicts with the dress requirements of your religion, you should raise the issue with your line manager. The line manager will work with you to investigate possible adjustments in order to accommodate the dress requirements of your religion or belief. However, such adjustments need to be made in a manner that is compatible with the requirements of the business and that ensures the health and safety of workers.

Some religions require their followers to wear particular jewellery, headwear or other apparel. While the line manager will consider each request sympathetically, the needs of the Company must also be considered, and the requirements of health and safety legislation will need to take priority.