

Dress & Appearance Policy & Guidelines

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1. Policy Statement

- 1.1. This policy sets out YMCA Leicestershire's approach to dress and appearance, both in the workplace and when working remotely. Our policy reflects our culture and external image and gives confidence to our service users, customers and stakeholders.
- 1.2. It is important you present a professional image with regard to appearance and standards of dress. You should use common sense when applying this policy and wear appropriate clothes relative to your job responsibilities.
- 1.3. In this policy, "the Association" means YMCA Leicestershire.

2. Who is covered by this policy?

- 2.1. This policy covers all individuals, who are working for us at any of our premises, irrespective of their status, level or grade. It therefore includes the Chief Executive, Deputy Chief Executive, Directors, Managers, employees, trainees, part-time and fixed event employees and casual staff (collectively referred to as **staff** in this policy)
- 2.2. This policy does not form part of your contract of employment and we reserve the right to amend or withdraw it at any time.

3. Who is responsible for this policy?

- 3.1. The HR department has overall responsibility for the effective operation of this policy. Day to day operational responsibility is delegated to the Chief Executive, Deputy Chief Executive, Directors and Managers.
- 3.2. Regular review of this policy has been delegated to the HR Manager.

4. Dress code responsibilities

- 4.1. Staff are responsible for following the standards of dress and appearance laid down in this policy and should understand how this policy relates to their working environment, health and safety, role and responsibilities and contact with others during the course of their working day. Clothes should be kept clean and tidy at all times.
- 4.2. All managers and senior employees must set an appropriate standard of behaviour, lead by example and ensure that those they manage adhere to the policy, and promote our aims and objectives with regard to dress code.

5. Standards of dress and appearance

- 5.1. We expect all staff to promote a positive professional image whilst working for the Association. We expect:
 - All staff to be clean and presentable at work, whether you are working on our premises or elsewhere.
 - Staff should maintain high standards of personal hygiene.
 - When working remotely, and taking part in video meetings (for example via MS Teams or Zoom) your appearance should be in line with the standards of this policy, particularly when holding meetings with customers or clients.

6. Role specific dress code requirements

6.1. Some departments/ teams have different dress codes specific to their requirements, as detailed below.

6.2. Customer Service Staff (Receptionist)

6.2.1. Uniform may include a combination of: jacket/ smart cardigan/ jumper, blouse/ shirt, skirt/ trousers in neutral plain colours eg black, white, grey, beige (supplied by the Association).

6.3. Theatre Technicians, Supervisors, Front of House and Bar Staff

6.3.1. Required to wear trousers/ skirt in black and an unbranded shirt/ blouse/polo-shirt in white or black with a collar (not supplied by the Association).

6.3.2. A black unbranded shirt/blouse or polo-shirt with a collar must be worn by Theatre Technicians when operating a show. (not supplied by the Association).

6.3.3. Black shorts are permitted for Theatre Technicians. (not supplied by the Association).

6.4. Operations/ Maintenance Staff

6.4.1. Branded polo T-shirt, sweatshirt, work wear trousers/ shorts, tabards where necessary, safety shoes where necessary (supplied by the Association).

6.5. Park House – Children's Home

6.5.1. Chinos/ cargo/ combat trousers (acceptable due to the nature of the work/role). Sportswear/ tracksuit/ trainers (when needed for a particular activity, staff are required to change back to standard dress code at the end of the session). Hats/ caps (for outside activities during Winter/ Summer) to be removed on return to the Home. Appropriate pyjamas/ dressing gown/ slippers – for sleep-in duties (these must be of an unrevealing nature with no offensive slogans) (not supplied by the Association). All other dress code requirements described below are applicable to Park House Staff.

7. Uniforms

7.1. All uniforms provided should be worn in a clean and presentable fashion. The Association will replace uniform items as and when required. All branded uniform is to be returned to the Association upon termination of employment.

8. Non-role specific dress code requirements

8.1. For staff not required to wear a uniform, clothing must be of a smart casual nature.

8.2. Your clothes must not be ripped or frayed and must not display prominent logos or images/ messages/ symbols that could cause offence.

8.3.Unacceptable Clothing

8.3.1. The following items of clothing are examples of unacceptable clothing either on the grounds of health and safety or for the Associations public image: -

- Clothes that are excessively worn or faded
- Revealing or excessively tight clothing
- Blue denim jeans (black jeans are permitted as long as they are not skinny or faded)
- Shorts save for operations/ maintenance and theatre technicians
- Combat or cargo trousers (save for Park House staff)
- Tracksuits (unless engaged in a sporting activity with young people)
- Leggings, unless under an appropriate length skirt or dress
- Mini skirts
- Shoe string straps on clothing and see-through blouses unless worn with a vest top
- Caps or hats (save for medical or religious reasons)

9. Personal Protective Clothing

- 9.1. The provision of personal protective clothing is the responsibility of the Association. Each manager must ensure that personal protective clothing is available to staff, if identified as necessary in a risk assessment, in accordance with Health & Safety regulations (i.e. COSHH).
- 9.2. Staff in positions that require protective clothing are required to wear this whilst carrying out their duties in accordance with health and safety requirements. Failure to do so will be considered a breach of your health and safety obligations.
- 9.3. Once issued PPE it is your responsibility to ensure it is kept in a suitable condition, maintained if necessary and readily available for use.

10. Footwear

- 10.1. Footwear must be safe, sensible, in good order, smart and clean and have regard for health and safety considerations.
- 10.2. Trainers and pumps are acceptable as long as they are clean and specifically used for the work environment.
- 10.3. The height of heels on shoes should be no more than 3 inches and should not compromise the ability to walk.
- 10.4. All types of flip flops are not acceptable.

11. Tattoos

- 11.1. You should not display tattoos that could cause offence and if you are client/customer-facing, or in specific roles, you may be asked to cover up tattoos. If you are unsure whether a tattoo may be offensive, you should speak to your line manager for advice.

12. Jewellery and piercings

- 12.1. Any jewellery should not be excessive or pose a health and safety risk. Earrings and subtle facial piercings are permitted.

13. Religious and cultural dress

- 13.1. Staff may wear religious and cultural dress (including clerical collars, head scarves, skull caps and turbans) unless it breaches this policy or compromises the health and safety of the wearer, their colleagues or any other person.
- 13.2. Priority is at all times given to health and safety requirements. Where necessary, advice will be taken.

14. Personal Hygiene

- 14.1. You should make all reasonable efforts to maintain cleanliness, including bathing and showering before coming to work. In addition, you should wear a deodorant or antiperspirant to help keep you fresh throughout the working day.
- 14.2. Staff can access at any time the showers on the East Street site if needed.
- 14.3. You should not wear excessive amounts of perfume or aftershave, it must be discreet and not overpowering.

15. Smokers Hygiene

- 15.1. All employees who smoke must ensure that their clothing and breath smell fresh before dealing with colleagues, service users and customers.

16. Equality and Diversity

- 16.1. We embrace the diversity of cultures and religions of our employees and take a sensitive approach when this affects dress and any uniform requirements. However, there may be specific circumstances (for example to protect the health, safety and security of our staff and customers) where we have to have an entirely neutral environment.
- 16.2. We expect equivalent standards of dress and appearance from all employees of any gender, regardless of how they identify, appropriate to the circumstances.
- 16.3. If there are circumstances that make it difficult for you to follow our dress code (for example, if you have a disability or are experiencing certain menopausal symptoms), please let us know and we can discuss how we can support you.
- 16.4. Where employees are transitioning to live in the gender with which they identify, we will apply and adapt this policy sensitively and flexibly. Where the role requires a uniform, this includes providing uniforms appropriate to an employee's affirmed gender.

17. Dress code concerns

- 17.1. If you arrive at work not dressed in accordance with this policy, depending on the circumstances, we may require you to return home to change.
- 17.2. If you fail to take account of this policy, it may result in disciplinary action being taken against you.
- 17.3. If you have any concerns relating to this policy, you should raise this with your line manager or with HR if the issue involves your line manager.

18. Monitoring and review of this policy

- 18.1. This policy will be reviewed annually or earlier in the event there is a need to change our practice or there is a change in legislation.
- 18.2. We will monitor the development and dissemination of good practice to ensure that this policy achieved its objectives.
- 18.3. Recommendations for any amendments will be reported to the HR Committee.