

# Scotmid



## **APPEARANCE & PERSONAL HYGIENE POLICY**

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The Society considers the way employees dress and their appearance is of significant importance in portraying a professional image to all customers and colleagues

This policy is intended to clarify to managers and employees the standards of dress and appearance considered suitable when at work.

Employees are responsible for following the standards of dress, appearance and uniform laid down in this policy.

The Society recognises the diversity of cultures, religions and abilities of its employees and will take a sensitive approach when this affects dress and uniform requirements

Managers are responsible for ensuring the policy is adhered to in respect of themselves and the employees they manage. Failure to adhere to the set standards may result in an individual being asked to return home and change and salary withheld for the period absent from the business. Repeated instances of failure to follow this policy may be subject to consideration of action under the Disciplinary and Capability policy.

Details are provided here on the general standards of appearance that are expected.

Additionally, more specific standards also apply for certain groups of staff e.g. those issued with a uniform and those employed in handling food.

## **General Standards**

### **Jewellery**

Jewellery should be minimal and appropriate for wearing to work. Visible body piercings must be kept to a minimum and where possible a discreet size.

### **Tattoos**

Tattoos which may potentially cause offence to colleagues and customers must be covered.

### **Hair**

Hair should be neat, tidy and well groomed. Bright dyed, unnatural hair colour (e.g. green, purple, orange), is not acceptable.

Male employees should either be clean shaven or have neatly trimmed beards/moustaches. Attendance at work in an unshaven state, except in the situation of an emergency callout is not otherwise acceptable.

## **Personal Hygiene**

Employees are expected to maintain a high level of personal hygiene at all times and failure to do so will be brought to an individual's attention by their line manager. Body and mouth odours should be addressed by being freshly showered and the use of deodorants and mouth wash before the start of a working day.

Where a medical condition is the cause of a personal hygiene issue the Society will support the employee through referral to its Occupational Health Provider.

## **Staff Not Required to Wear Uniform**

### **Acceptable Clothing**

All staff are expected to be clean, tidy, well presented and business like in their appearance at work.

### **Non-Acceptable Clothing**

Examples of unacceptable clothing are: shorts; jeans; overly tight or revealing clothing; leggings; training shoes; a blouse revealing midriff; trousers which fit below the hips; and clothing bearing inappropriate slogans/brand names.

### **Footwear**

Footwear must be safe, sensible, in good order and clean. It is not permissible to wear trainers, crocs or plimsolls.

Safety footwear must be worn where provided.

## **Staff Working Outside Normal Hours (On-Call, Standby, Weekends, etc)**

The wearing of more casual clothing where employees are called in from home, or come in for short periods outside the normal working hours, such as weekends, and do not work directly with members of the public is acceptable. However employees must ensure that they are clean and tidy.

Anyone who comes into contact with customers must adhere to dress and appearance standards.

## **Exceptional Circumstances**

There may be exceptional circumstances, such as moving of offices or extreme weather conditions, where - with the prior agreement of the manager – more casual clothing is allowed.

## **Staff Required to Wear Uniform**

Where a uniform is provided to staff, unless there is an acceptable reason and agreement in advance with the respective line manager it must be worn when carrying out duties. It is recognised that there may be exceptions to this standard (e.g. on cultural or personal grounds). However, these exemptions must be discussed and agreed individually with the line manager.

A uniform supports a corporate image and for certain groups of staff; it is also a protective garment.

A uniform must be regularly laundered in an appropriate manner to ensure it is clean, undamaged and complies with Society standards.

## **Food Handlers**

Clean protective clothing should be worn at the start of each working day and replaced more frequently should heavy soiling occur. Outdoor clothing and personal effects (bags etc.) must not be brought into food rooms.

High-risk food handlers must wear hairnets and hats, which completely enclose the hair.

Food handlers should not wear jewellery except plain wedding bands and fingernails must be kept short and clean – no nail varnish, as it can contaminate food.

Strong smelling perfume or aftershave must not be worn by food handlers.

Food handlers must wash their hands regularly in a designated wash hand basin during the working day and especially after the following:

- after visiting the toilet
- on entering and re-entering a food room
- between handling raw and cooked food
- after eating, smoking, coughing, sneezing or blowing their nose
- after handling waste food or refuse
- after handling cleaning chemicals

Food handlers must not eat sweets, chew gum, drink juice or blow into bags.

Wear a blue waterproof plaster over any cuts, grazes or sores.

Food handlers must report symptoms of food poisoning (vomiting and/or diarrhoea) to their supervisor. Skin infections, infected wounds and sores must also be reported. Also inform your supervisor if you feel unwell or were ill while on holiday or if anyone in your household is sick or has diarrhoea.