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| Date last reviewed: 2nd November 2018 | Date last amended: 2nd November 2018 |

**STAFF UNIFORM POLICY**

**INTRODUCTION**

The aim of this policy is to ensure that all, whilst on duty are dressed in such a way that maximises staff and passenger safety and projects a professional image.

The professional image presented by staff is an important component in the way we are perceived by colleagues, passengers, schools and parents/carers etc.

Uniforms make a profession recognisable, which in turn promotes trust and confidence. A professional image is one that is smart and simplified with limited personal adaption, a professional appearance and manner is important to maintain customer, passenger, schools, and parents/carers confidence. Thanet Community Transport Association respects the right for staff to adhere to religious and cultural observances. However, consideration should be given for clear identification of staff and clear communication with passengers, schools, parents/carers etc. Staff who wish to make modifications to their uniform or work attire to reflect their beliefs must agree them in writing with the bus operator manager.

**Adhering to the Dress Code and Uniform Policy applies to and is mandatory for all staff.**

Standards of personal presentation in the workplace are expected to be high at all times and any uniform provided to be worn in the prescribed manner. The purpose of the policy is to ensure that all staff are clear on the standard of dress expected while at work, whether wearing uniform or non-uniform. The dress code details the standards and image which Thanet Community Transport Association wishes to convey to all passengers, schools and parents/carers etc.

**In all cases, the following principles should be supported and promoted:**

1. Health, safety and well-being of passengers
2. Health, safety and well-being of staff
3. Ensures public confidence and professional image
4. Professional accountability
5. Enable easy identification of role, profession and individual staff member
6. Ensure staff wear clothing in line with the principles of this policy
7. Ensure Health and Safety issues are addressed
   * Ensure that service users are confident with the policy
   * Failure to follow the Policy may result in disciplinary action being taken, up to and including dismissal.

* At induction, all drivers and passenger assisants will be directed to this policy
* Upon induction new employees will receive two polo shirts, one Hi-visibility jacket and one fleece
* Drivers and passenger assistants will receive a KCC Badge once a DBS and a passport photograph has been provided by then employee. The badge will be applied for at this point directly to the KCC by the employer
* KCC badge must be worn at all times along with uniform provided
* should any uniform be broken or permanently soiled or need replacing the cost will be met by the employee
* Any uniform that needs replacing through wear and tear over a long period of time will be replaced by the TCTA at no charge to the employee. This is at the manager’s discretion.
* Staff who wear their own clothes should ensure that they are suitable for work purposes; are clean and in a good state of repair, and should look professional at all times. The following should be avoided: Clothes that are revealing and may cause embarrassment or offence, (i.e. above mid thigh length; showing the midriff or underwear). Other examples include: clothes with logos or advertisements; sports clothing; shorts and jeans.
* Footwear must be appropriate to the role employed. Footwear colour should be discreet and a sensible professional colour when worn with a uniform. Sensible plain, low heels and shoes that provide good support and an enclosed toe must be worn to prevent damage to toes should a crush or other injury occur. Footwear must enclose the whole foot, and have non-slip soft soles with low heels. These are provided by the staff member. Backless and/or open toe shoes or sandals, mules and flip-flops must not be worn
* It is recognised that in today’s society many individuals now have tattoos. Where a staff member has a tattoo in an area that remains exposed when wearing their uniform this must not be offensive. Where a tattoo is considered inappropriate or likely to cause upset to passengers, parents/ carers, visitors or other staff the individual will be requested to cover the tattoo.
* Maternity clothing Suitable work clothing will be provided for pregnant drivers and passenger assistants
* Hair should be clean, well groomed, tidy
* All staff should maintain a high level of personal hygiene and appearance
* Adhere to the standards of dress and personal appearance must be appropriate
* Inform Bus operator manager in a timely manner should their uniforms need replacing
* Maintain the quality, cleanliness and care of the uniform provided
* Uniforms remain the property of the TCTA and must be handed in by staff that leave or retire. ID badges must also be returned before leaving employment.
* Comply with this and any other associated policy and procedures
* General Principles Clothing and appearance should project a professional image and must not cause embarrassment or offence to passengers, parents/carers or other staff or visitors
* Uniform or non-uniform clothing must be clean and neatly pressed.
* Non uniformed staff should be aware of the need to demonstrate a professional image to passengers, relatives, customers and fellow staff, and to ensure their own and others safety.
* Clothing should be clean, modest and tidy and jewellery should be kept to a minimum
* Bank and Ad-hoc staff bank staff undertaking bank work should wear the official uniform that reflects the position they are working in.

**HEALTH AND SAFETY**

Clothing and footwear should be appropriate for the type of work individuals carry out and not expose oneself or others to unnecessary risk. The slip, trip and falling hazards which mules, high heels, toe post or sling back shoes and sandals etc can cause or exacerbate should be considered when selecting work footwear. Potential hazards relating to the clothing worn should be considered as part of the risk assessment process. Staff issued with uniform or must ensure they are worn, stored, used, cleaned, maintained, and serviced according to the manufactures regulations.

**DEFINITIONS**

TCTA – Thanet Community Transport Association