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The Company wishes to portray a professional business image to its clients, customers, suppliers and other business contacts at all times. As a result, it operates minimum standards of dress and appearance, which require employees to dress in a manner that is suitable and appropriate to the Company's business both within the workplace and when representing the Company.

This policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees must therefore use common sense in adhering to the principles underlying the policy.

### **Dress and appearance**

All employees are required to be neat, clean, well-groomed and presentable whilst at work, whether working on the Company's premises or elsewhere on Company business.

If you are required to wear a name badge or ID card, this should be worn at all times whilst you are at work and must not be worn elsewhere.


All care workers must wear their uniform at all times whilst with service users.

Where uniforms are supplied by the Company, they remain the property of the Company. Employees must therefore take care of them and return them in good condition on the termination of employment. In the event that you fail to return your uniform in good condition or at all on termination of employment, or you lose or damage your uniform during employment, the replacement cost of the uniform may be deducted from your final salary payment, or from your next salary payment. This deduction provision forms part of your contract of employment.

Alternatively, you can purchase your own uniform at your expense either from the Company or from external retailers and, in this case, the Company will provide you with details of what items you are required to purchase and, where the uniform is to be purchased externally, recommended retailers. However, you will not be required to purchase any part of a uniform that constitutes personal protective equipment. Any personal protective equipment will be supplied and maintained by the Company at its expense, but subject to the deduction provision set out above if you fail to return your personal protective equipment in good condition or at all on the termination of employment, or you lose or damage it during employment.]

Employees who occupy roles that require protective clothing or personal protective equipment under the Personal Protective Equipment at Work Regulations 1992 (as amended), such as gloves, aprons and masks, are required to wear this clothing whilst at work, whether working on the Company's premises or elsewhere on Company business, whenever required by law or by Company rules. Any personal protective equipment will be supplied and maintained by the Company and it remains the property of the Company. Employees must therefore take care of the personal protective equipment and return it in good condition on the termination of employment. In the event that you fail to return your personal protective equipment in good condition or at all on termination of employment, or you lose or damage your personal protective equipment during employment, the replacement cost of your personal protective equipment may be deducted from your final salary payment, or from your next salary payment. This deduction provision forms part of your contract of employment.

If your job brings you into contact with machinery or involves working with food or with children or

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vulnerable adults, for health and safety and/or hygiene reasons your hair must be kept short or tied back at all times (and covered if working with food) and you must not wear jewellery other than a wedding ring.

Finally, the Company accepts that members of certain ethnic or religious groups are subject to strict religious or cultural requirements, or may have particular religious or cultural preferences, in terms of their clothing and appearance. The Company recognises the diversity of religions and cultures of its employees and will take a sensitive approach when this affects dress and uniform requirements. Subject to necessary health and safety, hygiene and security requirements and other similar considerations, the Company will not insist on dress rules which run counter to the cultural norms or the religious or cultural preferences of such employees. If you are uncertain whether a particular item of clothing is acceptable or not, please speak to HR.

### **Personal hygiene**

In addition to the minimum standards of dress and appearance set out above, all employees are required to take all reasonable steps to maintain acceptable levels of personal hygiene. This includes ensuring that you do not have body odour, dirty or stale-smelling clothing, dirty hair or bad breath whilst at work, whether working on the Company's premises or elsewhere on Company business. Poor personal hygiene can result in an unacceptable working environment for other employees, given the close proximity in which you have to work, and it can create a negative image of the Company when dealing with clients, customers, contractors or suppliers.

You must also refrain from wearing excessively strong smelling aftershaves or perfumes as these can be equally unacceptable to third parties.

The Company accepts that, occasionally, a problem of body odour or bad breath may be as a result of a health or medical issue and may not always be due to a lack of personal hygiene. In this case, you should seek medical advice from your doctor and follow that advice.

### **Policy compliance**

The Company may periodically carry out random inspections to determine whether employees are adhering to the dress policy. When carrying out any inspection, the Company will ensure that any collection or use of personal data is handled in accordance with its data protection policy and any internal privacy notices in force at the relevant time.

If you fail to comply with the above rules, this will be dealt with in accordance with the Company's disciplinary procedure. In addition, depending on the circumstances of the case, you may be required to go home and change your clothing or bathe. If this happens, you have no right to be paid for the period of your absence from work.

Reviewed:- 16<sup>th</sup> October 2025

S L Pickles  
 Director  
 Serendipity Healthcare Ltd

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