

Title of Document	Dress Code Policy
Name of Department	People Team

What type of document is this?	Policy	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I

Which Operational Priority/Priorities does this document link to?	Governance Framework	People, Performance & Culture		

Custodian of document	Chief People Officer	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	02.07.2025	When is its next scheduled review?	02.07.2028

Who does it apply to?	All Helping Hands staff at the facility					
	Does it apply to bank workers?	No	Does it apply to agency staff?	No	Does it apply to third party contractors?	No

Purpose of the Policy	The Company encourages everyone to maintain an appropriate standard of dress and personal appearance at work.
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## ROLES AND RESPONSIBILITIES

Role	Responsibility
Chief People Officer	Is responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s)
Helping Hands Managers	Is responsible for implementing and embedding this policy within all teams across the company
Helping Hands Employees	Is responsible for adhering to this policy as directed by line managers

### 1. Introduction

The Company encourages everyone to maintain an appropriate standard of dress and personal appearance at work. The purpose of this policy is to establish basic guidelines on appropriate clothing and appearance at work to ensure the Company:

- I. promotes a positive and professional image;
- II. respects the needs of people from all cultures and religions;
- III. makes any adjustments that may be needed because of disability;
- IV. takes account of health and safety requirements; and
- V. helps colleagues and Lines Managers decide what clothing is appropriate to wear to work.

Colleagues must adhere to relevant Personal Protective Equipment (PPE) guidelines in conjunction with this policy if applicable to your role.

Failure to comply with the dress code may result in action under our Disciplinary Policy and Procedure.

The Company will review the dress code periodically to ensure that it reflects appropriate standards and continues to meet the needs of the Company.

### 2. Appearance

Whilst employed by the Company, colleagues represent the Company and its customers. Colleague appearance contributes to the Company reputation and the development of the business. Therefore, colleagues must be mindful that their actions outside of work could impact the Company's reputation, particularly if they are wearing Company uniform or ID badge. Appropriate business dress is expected when in a customer facing activity or a Company meeting. Smart casual dress can be adopted in all other business environments.

Due to the nature of the Company, it is important that colleagues maintain personal hygiene and always adhere to a professional dress code when at work.

Different departments may have specific clothing requirements, for example, because their work is customer-facing or raises health and safety concerns. It is important that colleagues dress in a manner appropriate to their working environment and the type of work they do.

Colleagues in certain roles may be asked to cover up offensive, visible tattoos or to remove or cover up visible body piercings applicable to the health and safety requirements of their role.

Colleagues should not wear gym or beach wear to work. This includes tracksuits, jogging bottoms, crop top or team or team or individual sport clothing. Clothing should not be dirty, frayed or torn. Clothing should not be revealing or carry wording or pictures that might be offensive or cause damage to the Company reputation.

Footwear must be safe and clean and appropriate for the role they are undertaking, aligning with health and safety considerations. Flip flops, sliders and crocs are not appropriate but clean, smart trainers can be worn.

Where the Company is providing safety clothing and equipment, including protective footwear, it should be worn or used as appropriate and directed.

Colleagues will be supplied with an ID badge that must always be worn and visible when they are at work. Colleagues must remove this badge after leaving work.

### 3. FAQs

- **Are we still doing 'dress down Friday' at Support Office?**

This updated dress code policy has more flexibility and can be applied continually so there is no need for 'dress down Friday.'

- **Are baseball caps allowed?**

No, they are not deemed appropriate when at work.

### TRAINING

<b>Is training required?</b>	Not applicable
<b>Details of training</b>	

### COMPLIANCE

<b>How is compliance with the POL going to be monitored</b>	Monitored through employee one-to-ones
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### EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative / N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	N/A	
• disability?	N/A	
• gender reassignment?	N/A	
• pregnancy and maternity (which includes breastfeeding)?	N/A	
• race (including nationality, ethnic or national origins or colour)?	N/A	
• marriage or civil partnership?	N/A	
• religion or belief?	N/A	
• sex?	N/A	
• sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?		
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	

What was the previous version number of this document?	Version 02	
Changes since previous version	<ul style="list-style-type: none"> <li>Added to new template</li> </ul>	
Who was involved in developing/reviewing /amending the POL?	Chief People Officer People Advisor Team Lead HR Business Partner	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

References	
Associated Documents	