



SERVICE PROCEDURE

Standards of Appearance

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Document History

Responsible Department

Human Resources

Version No. 7

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INTRODUCTION

1. Introduction

(name policy that this procedure supports)

This procedure support our People Strategy along with our Equality Diversity and Inclusion Policy. It works in conjunction with our Corporate Workwear Procedure.

2. Procedural Background

As a contribution to promoting the professionalism of the Service and safety of our employees, we have set standards of appearance that apply to all our employees. We expect a high standard of appearance and that it is consistent with the Service's standing within the community.

By the term employees we are referring to all employees, volunteers and apprentices.

KEY INFORMATION

3. Procedural Overview

(High level procedural info, detail held in Procedural Steps section)

3.1 Standards of Appearance

3.1.1 Any employee of the Service who is failing to meet the standards of appearance expected should be reminded of this procedure and our expectations by their Line Manager. Failure to still comply could lead to disciplinary action being taken against them.

3.1.2 Anyone applying to join the Service who does not meet these standards will not have their application progressed.

3.1.3 In a number of instanced an individual's safety has a direct impact on elements of our Standards of Appearance.

4. Scope

(all impacted by this Procedure & Definitions)

4.1 All Employees

4.1.1 Everyone is expected to follow the standards in this procedure at all times.

4.1.2 Everyone is expected to ask for guidance if there is any element of this procedure, they are unsure of.

4.2 Line Managers

- 4.2.1 Line Managers should ensure that all employees in their line management adhere to these standards.
- 4.2.2 Line Managers should challenge any employee who is not adhering to the standards as set out in this procedure.
- 4.2.3 Should a Line Manager have any questions they should be raise with Human Resources.

4.3 Human Resources (HR)

- 4.3.1 HR will ensure from application stage, all prospective employees / employees are aware of the standards of appearance expected of anyone joining / working for the Service.
- 4.3.2 HR will support any manager or employee queries relating to the application of the procedure.

4.4 Service Information Team (SIT)

- 4.4.1 All ID Cards are provided by SIT. More information can be found in the dedicated ID Card procedure on SharePoint.

5. Procedural Steps

(details based on Procedural Overview)

5.1 Hair

- 5.1.1 When on duty all employees shall wear their hair so that it presents no risk to their health and safety. To achieve this:
 - Hair must be kept clean, neat and tidy;
 - Hair must not compromise the fit of any items of PPE, especially head protection or Breathing Apparatus (BA) face masks;
 - Hair must not impair hearing or vision; and
 - It must not present a risk of entanglement or distraction.
- 5.1.2 Line managers should tell their employees when hairstyles are not suitable. Employees will need to take action to resolve any unacceptable situation.

5.2 Facial Hair

- 5.2.1 Facial hair must be kept reasonably shaped to the head. It must not impair vision or hearing.

- 5.2.2 Operational employees and those who may need to wear Breathing Apparatus (BA) must not allow their facial hair to impair the integrity of the BA face mask seal. The area of the face coming into contact with the face mask seal, the inner orinasal mask and the chin cup, must be free from any hair growth.
- 5.2.3 Operational employees must keep sideburns trimmed. They cannot extend beyond the middle part of the ear. The wearing of any type of beard is not permitted, i.e. (goatees, triangle, hairlines or tufts). No facial hair should be present below the lower lip.

5.3 Tattoos

- 5.3.1 Tattoos must not be offensive in any way, shape or form. Employees that have tattoos that are deemed offensive could be subject to disciplinary action.

5.4 Cosmetic Make Up

- 5.4.1 Due to the difficulty in assessing the risk posed by the vast array of different preparations, operational employees shall not wear cosmetic make-up, skin or hair products whilst on duty where these may affect the health and safety of the individual or anyone else. (This doesn't apply to Fire Control employees).

5.5 Camouflage Make UP

- 5.5.1 Employees who use 'camouflage' make-up to cover birthmarks, for example, may continue to wear this as long as such make-up does not present an unacceptable health and safety risk to the individual or others, e.g. by negatively affecting the seal of a BA face mask.

5.6 Jewelry

- 5.6.1 The wearing of jewellery can present health and safety implications. The only items of jewellery allowed to be worn by operational employees are:
- smooth-faced, non-projecting rings - provided they are covered with tape or removed from the finger prior to practical training and operational incidents
 - a wristwatch – provided they are removed prior to practical training and operational incidents
- 5.6.2 The Service does not take responsibility for the security of jewellery worn or stored in the workplace.

- 5.6.3 The Service does not accept liability for damage or loss that occurs if individuals choose to wear jewellery.

5.7 ID Cards

- 5.7.1 All employees should wear the photo ID card provided to them in a visible position.
- 5.7.2 Managers of station-based employees will determine when the wearing of ID cards can be relaxed, e.g. attending emergency incidents. Where possible, ID cards will be worn on the right-hand side of shirts. Lanyards for ID cards are available for non-operational employees.
- 5.7.3 For more details on ID Badges see our ID Card and Parking Permit procedure as publish on SharePoint

6 Systems / Equipment / Access Requirements

- 6.1
- 6.1.1 Access to SharePoint
- 6.1.2 Service issued ID Cards

FURTHER INFORMATION

7 Service Area(s) Impacted by Procedure(s)

- 7.1
- 7.1.1 All areas of the Service
- 7.1.2 Human Resources
- 7.1.3 Service Information Team

8 Associated Procedure(s)

| <i>Document Name</i> | <i>Version</i> | <i>Date Published</i> | <i>Department</i> |
|--------------------------------------|----------------|-----------------------|------------------------|
| Corporate Workwear | 1 | 11/10/2023 | Stores |
| ID Card and Parking Permit Procedure | 4 | 13/2/2023 | Information Governance |

| | | | |
|---|---|-----------|------------------------|
| BA Training & Reaccreditation Procedure | 2 | 25/4/2024 | T&D |
| Health & Safety Duties and Responsibilities | 3 | 3/11/2023 | H&S |
| Security Procedure | 6 | 3/5/2024 | Corp Risk & Resilience |

9 Associated Document(s)

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