



Uniform and Workwear Policy.

Version:	1.0
Ratified by:	Board of Directors
Date ratified:	June 15th 2016
Name of Originator/Author:	Gareth Llewellyn
Name of responsible Committee/Individual:	Board of Directors
Date issued:	July 1st 2016
Review date:	July 1 st 2017

Ref: UWP/0001

Links to Related documents or references providing additional information

Reference	Title	Section
ICPP/0001	Infection Control Policy	3.3.4
ICPP/0001	Hand Hygiene and Skin Care	6.2
ICPP/0001	Personal Protective Equipment	5.1 – 5.7
	Department of Health (2006) The Health Act 2006 (rev 2008): Code of practice for the prevention and control of healthcare associated infections. London: DoH.	
	Department of Health (2007) Uniforms and Work Wear: an evidence base for developing local policy. London: DoH.	
	Department of Health (2007) Saving Lives: reducing infection, delivering clean and safe care. London: DoH.	
	Health and Safety Executive (INDG174 rev 08/05) A short guide to the Personal Protective Equipment at Work Regulations 1992. Suffolk: HSE books.	
	Health and Safety Executive (2005) COSHH a brief guide to regulations: What you need to know about the Control of Substances Hazardous to Health Regulations 2002. Suffolk: HSE books.	
	The Health and Safety at Work etc Act 1974 sections 2 and 3. Section 2 covers risks to employees and Section 3 to others affected by their work e.g. patients.	
	Health and Safety Executive (1999) Management of Health and Safety at Work Regulations 1999 (Management Regulations), that extend the cover to patients and others affected by microbiological infections, and include control of infection measures.	
	Securing Health Together, the Health and Safety Executive (HSE) long term strategy for occupational health, that commits HSE/Health and Safety Commission and their fellow signatories (including the Department of Health) to a 20 per cent reduction in ill health caused by work activity by 2010.	
	Health and Social Care Act (2008), Code of Practice, criteria 2i & 2j, provide and maintain a clean and appropriate environment which facilitates the prevention and control of HCAI.	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are neither controlled nor substantive.

Contents:

- 1. INTRODUCTION**
- 2. SCOPE**
- 3. OBJECTIVES**
- 4. RESPONSIBILITIES**
- 5. PERSONAL APPEARANCE**
- 6. POLICY STATEMENT**
- 7. NON-UNIFORMED STAFF**
- 8. UNIFORMED STAFF**
- 9. CONCLUSION**

1. Introduction.

All Wales Ambulance Services Limited understands the importance of dress, whether in uniform or not. Adhering to this policy will enhance public confidence and a positive perception of the company. First impressions are important and they often determine the attitude which will be conveyed to all those who have contact with the company, whether as a patient, a visitor or colleague.

The company is committed to ensuring the diverse needs of its staff are met, providing this does not impact on the delivery of operational services, as well as ensuring that we meet our obligations under equalities, health and safety legislation, as well as promoting our own policies on equality and inclusion.

Any exceptions to this policy and accompanying procedures for example, reasonable adjustments in regards to disability, religion, belief or maternity, must be discussed with and approved by the Operations Manager.

2. Scope.

This policy applies to all members of All Wales Ambulance Service Limited and defines acceptable dress code for both uniformed and non-uniformed staff but does not define the dress code to be followed by staff when attending an AWAS formal event.

3. Objectives.

3.1 To detail the specific requirements for the wearing of uniform and work wear whilst on duty, or when travelling to and from their place of duty or representing the company in an official capacity, so as to robustly guard the corporate and professional image of the company.

4. Responsibilities.

4.1 The responsibility for ensuring that the policy is implemented lies with the Board of Directors and the Chief Executive Officer.

4.2 The Chief Executive Officer is responsible for overseeing the policy on a day-to-day basis.

4.3 The company will ensure appropriate resources, facilities, and associated supplies for members of staff to effectively adhere to this policy are available and maintained.

4.4 All managers/officers are responsible for ensuring that this policy is being routinely applied by all members of staff and that suitable and necessary facilities to support this policy are readily available.

4.5 All members of staff are individually responsible for adhering to this policy. In the case of disagreements between members of staff and their manager/officer, this matter should be referred to the next line manager/officer.

4.6 The company is not responsible for personal items of property brought into the work place such as make up, jewellery or watches.

5. Personal Appearance.

5.1 Hands must be visibly clean at all times; finger nails must be kept clean and cut to a length which will not damage medical examination gloves or risk causing injury to a patient or damage to equipment (please see the IPCP/0001 Hand Hygiene Policy).

5.2 Hair must be kept clean and tidy at all times. Hairstyles should be in-keeping with the promotion of a professional image. Hair that falls below the collar must be secured above the collar in a fashion that does, not impede the effective use of company approved safety helmets. Whilst wearing dress uniform, staff should ensure that any hair that falls below the collar should be secured in a bun. **Excessive, artificial or unnatural hair colourings (for example green or blue) are not permitted.**

5.3 If hair bands or decorations are worn by uniformed staff they must be of a colour in keeping with the colour and style of the uniform worn.

5.4 Beards should be kept neat, clean and tidy at all times. Personnel who wish to grow a beard or moustache should do so whilst on Annual Leave or extended periods of off duty days. Partial beard growth (stubble) must be kept neat and trimmed.

5.5 Make-up should be kept to a minimum and be in keeping with the professional image of the company. Nail polish (clear or coloured) and/or false nails are not permitted. Scents should be kept to a minimum.

5.6 Visible tattoos which include words or images that could cause offence either to patients, work colleagues, or members of the public, must be covered whilst at work. Staff should ensure long sleeve shirts are rolled up for hand washing and patient care (please see the IPCP/0001 Hand Hygiene Policy).

6. Policy Statement.

6.1 All Wales Ambulance Services Limited understands that the way its staff dress will send messages to the patients they care for and to the public. Both infection control and public confidence underpins the company's Uniform & Work Wear Policy ensuring that a high standard of personal hygiene and appearance is maintained by all staff at all times whilst on duty.

7. Non-Uniformed Staff.

7.1 Work Wear

7.1.1 Smart casual dress is usually considered appropriate for an office setting and should be clean, in a good state of repair, and in keeping with the promotion of a professional image.

7.1.2 Outside of the office setting formal business wear may be more appropriate. Staff should use their discretion in this, and where unsure should seek guidance from their manager.

7.1.3 Operations managers are responsible for ensuring that the appearance of their staff reflects the aims set out above.

8. Uniformed Staff.

8.1 General.

8.1.1 Staff are issued with a full allocation of uniform according to their role and it is their responsibility to maintain their uniform in a good state of repair (see Appendix 3).

8.1.2 Items of uniform issued to staff must not be altered in any manner except where those alterations relate to the size of a garment. High Visibility garments and PPE are not to be altered in any way.

8.1.3 Staff must keep a clean uniform available on station, or spare at home so that they may change in the event of their uniform becoming damaged or soiled during the course of their shift - see Wear & Tear procedure (Appendix 2).

8.1.4 Head coverings worn due to religious belief must be provided by the wearer and for uniformed staff should be in keeping with the colour of the uniform worn. All such head coverings should be securely fastened with no trailing ends, and if in direct contact with patients, the face should remain uncovered to promote effective communication.

8.1.5 All company-issued uniform items remain the property of All Wales Ambulance Services Limited and should be maintained in a good condition at all times. When staff leave the company, it is their responsibility to ensure all uniform items are returned to their manager irrespective of their condition, including all ID badges.

It is the responsibility of the Operations Manager to ensure that all returned uniform items and ID badges are disposed of appropriately in accordance with current policies and procedures.

8.1.6 Staff are only permitted to wear their uniform whilst on duty. If a member of staff is off duty or travelling to and from company premises, a jacket or other item of clothing must cover company insignia/epaulettes if not in a company vehicle.

8.1.7 Staff leaving company premises during rest break periods must also cover insignia/epaulettes in accordance with paragraph 8.1.6 above. Staff are not permitted to consume alcohol whilst in any items of uniform.

8.2 Jewellery and Body Piercing.

8.2.1 “ Bare below the elbow” will be adopted by all staff performing direct patient care, unless wearing issued clothing for health & safety or inclement weather. These sleeved items should be removed whilst performing hand hygiene practices within clinical care settings. Wrist watches are not to be worn and bracelets are not permitted unless they are the approved “medic-alert” type or are worn for medical reasons (supported by a doctors letter) or for cultural reasons. These are to be removed whilst performing hand hygiene practices.

8.2.2 Staff, with direct face-to-face patient care, are only permitted to wear fob or belt watches.

8.2.3 In the interests of health and safety, infection control and a professional appearance, only one plain band (wedding ring style) will be acceptable as hand jewellery.

8.2.4 Any neck jewellery, including that worn for religious reasons, must be hidden from sight inside the T-shirt/uniform shirt at all times.

8.2.5 Discreet stud or small sleeper earrings of no more than 1cm in diameter may be worn, restricted to one in each ear. Only clear flesh tunnels may be permitted at the discretion of the Operations manager.

8.2.6 Other than earrings as detailed above, no other visible piercings may be worn.

8.3 Glasses and Sunglasses.

8.3.1 Staff who wear spectacles and contact lenses and are engaged in duties that include driving service vehicles must follow the instructions contained within relevant driving law.

8.3.2 Spectacles, sunglasses and contact lenses must be compatible with the image of a professional uniformed service. When dealing directly with patients staff should completely remove their sunglasses from the head to promote effective communication.

8.4 Rank Markings and Badges.

8.4.1 On occasions when it is deemed appropriate, awards, medals, orders and decorations authorised by the Sovereign may only be worn on the dress uniform and must be displayed above the left breast pocket of the dress uniform tunic. Name badges and the award bestowed by the Royal Humane Society should be worn above the right breast pocket of the dress uniform tunic.

8.4.2 Epaulettes bearing appropriate rank markings will be worn on uniform shirts, jackets and outer garments as appropriate. For uniformed managerial roles where job titles are used on shirt epaulettes instead of rank markings, epaulettes bearing appropriate rank markings will be worn on dress uniforms, and on high visibility jackets when engaged on operational duties.

8.4.3 Managers/officers who fulfil a clinical role at any incident should wear jacket inserts that are conducive to their clinical skill level.

8.4.4 Non-clinical uniform staff will wear All Wales Ambulance Services epaulettes.

8.4.5 No badges may be worn except those which are issued by the company, These should be worn on the left side of garment above the AWAS logo. On occasions, the company may issue a temporary amendment to this rule for a limited period of time, authorised by the Chief Executive Officer.

8.4.6 It is the personal responsibility of all staff to carry and wear a current valid identity card. It must be readily available as confirmation of identity to a Police Officer, any authorised Security Personnel or another member of the company. Only company issued lanyards may be worn. However, it is not a requirement for staff to display their ID cards when on operational duties except when on client premises but it should be on their person.

8.4.7 Staff who are issued with additional identity passes should display these at all times when on duty.

8.5 Operational Uniform.

8.5.1 Shirts must adhere to the „bare below the elbows“ policy and be tucked into waistbands at all times. The collar button (where present) should be left unfastened and all other buttons fastened.

8.5.2 Only black belts are to be worn with operational uniform.

8.6.3 Only black or dark coloured socks are to be worn with operational uniform.

8.5.4 Skirts are not part of front line operational uniform. When the wearing of skirts is permitted, i.e. Resource Centre (RC), Control Services (CS) and dress uniform, staff must wear natural/skin colour stockings or tights; socks may not be worn.

8.5.5 Only issued red T-shirts are permitted to be worn under operational uniform shirts.

8.5.6 Only the issued company utility belt and any approved issued attachments may be worn when engaged on frontline duties.

8.5.7 Operational staff attending company education centres will wear full operational uniform unless otherwise instructed.

8.5.8 Operational/uniformed staff undertaking non-operational duties and visits to outside agencies, organisations and premises will wear operational uniform including high visibility coats if appropriate.

8.5.9 No baseball caps or other headwear is permitted at any time.

9. Conclusion

9.1 This policy document is by necessity detailed. It reflects the need for staff to wear their uniform and other work wear appropriately so they can be recognised as part a professional organisation respected by colleagues, peers, patients and the public at large.

Order of Dress

Appendix 1.

Operational Dress:

Red shirt, epaulettes, red T-shirt, approved head wear, cargo trousers, belt, utility belt, stab vest when appropriate, High Visibility Jacket, over trousers, black socks and black safety shoes. Control and office staff may wear skirts (see 1.1). (Tights and stockings are not issued).

Procedures and Guidance for Uniform Wear and Tear, Contamination, Damage and Disposal

Appendix 2.

1.0 Record of Uniform Issue:

1.1 All items of replacement uniform issued will be recorded by station or unit administrators on a Uniform Issue Record report and secured in the personnel file. This report should be completed when the initial issue of uniform is made and updated when any replacement or specialised items are issued.

1.2 The report must be kept up to date at all times to reflect an accurate record of the uniform/outfit provision held by each member of staff.

1.3 The Operations Manager should carry out sample audits to ensure records are being kept up to date. These audits should be carried out every 6 months.

2.0 Allocation of Uniform:

2.1 The current allocation for all AWAS uniform wearing groups can be found in Appendix 3 of this document.

3.0 General Wear and Tear:

3.1 A uniform wearer may request replacement of a garment / footwear which can no longer be worn due to general wear and tear. The garment / footwear must meet one of the following criteria:-

- a) The item is unsafe to wear,
- b) External garments do not provide adequate protection against adverse weather,
- c) By wearing the item, the wearer is unable to comply with the standards detailed in the company's Uniform and Work Wear Policy,
- d) The item is beyond economic repair,
- e) The item is so soiled it cannot be laundered successfully.

3.2 The uniform wearer must present the item to their Operations manager. If the manager is satisfied that a replacement is justified, a new item will be ordered. The manager will retain the used garment and arrange disposal in accordance with this procedure – see 6.0.

3.3 When the replacement item is received the member of staff should be asked to sign the Personal Issue Record and confirm he/she has a full set of uniform and PPE.

4.0 Contaminated or Damaged Garments:

4.1 The uniform wearer may request replacement of a garment / footwear which can no longer be worn due to contamination or damage. The garment / footwear must meet one of the following criteria:-

- a) The item is unsafe to wear,
- b) No realistic chance of the item being successfully laundered or repaired,
- c) The item has been left for disposal at a hospital following transport of an infectious patient,
- d) By wearing the item, the member of staff is unable to comply with the standards detailed in the company's Uniform & Work Wear Policy.

4.2 The uniform wearer must, if possible, submit the item to their Operations manager. This should be in a sealed clear plastic bag. If the manager is satisfied that a replacement is justified, a new item may be ordered.

4.3 Where it is not possible to submit the item, for instance it has been disposed of following transport of a highly infectious patient to hospital, the manager attending to support staff should be asked to confirm in writing that this action has been taken.

4.4 The manager will retain the garment / footwear and arrange disposal in accordance with this procedure - see 6.0. If the item is contaminated it should be placed in an orange clinical waste bag. This bag must be sealed and disposed of in the clinical waste receptacle on the station or at the nearest appropriate waste disposal site.

4.5 When the replacement item is received the uniform wearer should be asked to sign and confirm he/she has a full set of uniform.

4.6 If garments / footwear have been left at a hospital following transport of an infectious patient, the crew should make a note to that effect on the Patient Report Form (PRF). The PRF should be presented to the Operations manager. The manager will then order replacement items as outlined above.

4.7 When replacement items are received the uniform wearer involved should be asked to sign confirm they have a full set of uniform.

5.0 Loss or Theft:

5.1 If a uniform wearer suffers a loss or theft of any garment / footwear, it must be reported at the earliest opportunity to their Operations manager. Depending on the circumstances, the Police should be informed and a crime number obtained. A company Report of Loss / Burglary/ Theft, must also be completed.

5.2 If the manager is satisfied that a genuine loss has occurred, and there is no realistic chance of recovering the item, replacement garments / footwear may be ordered.

5.3 When replacement items are received the uniform wearer should be asked to sign and confirm they have a full set of uniform.

5.4 If items are recovered at a later date, the uniform wearer should advise his / her line manager and a note should be made, confirming this matter.

5.5 If the Operations manager considers that a uniform wearer has been negligent in losing an item of uniform, he may authorise a deduction from the person's monthly salary payment. This may be up to 100% of the items value depending on the circumstances.

5.5 If items of uniform are frequently lost by the same person, and no reasonable explanation can be given for this, action under the company's Disciplinary Procedure may also be considered.

6.0 Disposal of Garments / Footwear:

6.1 All items of uniform requiring replacement should be given to the Operations manager. Items should be held by the manager in a safe place pending disposal (except contaminated items which should be placed in the clinical waste receptacle as described above – see 4.2).

6.2 All disposed items of uniform including contaminated items, shall be recorded with the date the item was disposed in the date replaced column on the Uniform Issue Record.

6.3 All items of uniform for disposal, except for contaminated items, shall be torn up, so as to be made un-usable and placed in the Disposal Bin placed on station.

7.0 Faulty Garments:

7.1 If it becomes apparent that items of uniform are being presented for replacement due to faulty manufacture they should be returned to the supplier following the appropriate returns procedure.

8.0 Ordering Replacement Uniform:

8.1 All replacement items of uniform should be requisitioned through finance department. Delivery should be requested direct to the station or operating unit. Orders or requests for uniform should not be made in any other way.

List of Uniform issued to new staff.

Appendix 3.

Front-Line and PTS Staff

Equipment	Number issued
Shirts (Red)	3
Trousers (Navy)	2
Knee Protection	1
Hi Viz Jacket	1
Badges & Decals	1 Set

Training staff

Equipment	Number issued
Polo Shirts (Navy)	3
Trousers (Navy)	2
Hi Viz Jacket	1

