



## Uniform and Dress Code Policy and Procedure

Version:	V5
Name of originator/ author:	Operating Unit Manager Business Support Manager
Responsible management group:	Senior Management Group
Directorate/team accountable:	Operations

<b>Procedure:</b>	
Approved by:	Joint Partnership Forum (JPF)
Date approved:	16/07/2025
Fit for purpose according to:	Teams A

Date issued:	16/07/2024
Date next review due:	16/04/2025
Target audience:	All employees
Replaces (version number):	4.00

<b>Equality Analysis Record</b>	
Approved EA included	Dated: 18 May 2024
<b>Finance checkpoint</b>	
Finance Business Support approved – <b>[No financial implications OR Implications understood]</b>	Dated: 20 May 2024

## Document Control

### Formal approval:

Final approval by:	Joint Partnership Forum	
Version No. V5	Final	Date: 16/07/2024
Responsible Management Group approval by:	Teams A	

### Review/comments:

Person/ Committee	Comments	Version	Date
	Final Edits ahead of JPF submission		01/07/24
	Draft	V4.9	27/06/2024
	Draft	V4.8	25/06/2024
	Draft	V4.7	30/04/2024
	Draft	V4.6	13/12/2023
	Fifth draft	V4.5	16/10/2023
	Fourth draft	V4.4	11/10/2023
	Third draft	V4.3	03/10/2023
	Second draft	V4.2	25/07/2023
	First draft	V4.1	12/07/2023
	Approved and issued	V4.00	03/12/2020
	Incorporated comments from EOC, H&S, Procurement, Trade Unions, Inclusion team, Logistics, ROMs, and Clinical Education. Reformatted to new Trust style	V1.04	17/05/2019
	Rewrite and amendments following decisions made by UPWG	V1.03	16/07/2018
	Approval	V1.02	26/04/2016
	Review and update	V1.01	04/03/2016
	Approval	V1.00	07/02/2012
Infection Control Lead	For Comment	V0.03	10/01/2012
IG Lead	Reformatted and suggestions made with regard to training, monitoring and review	V0.03	29/12/2011
Operational Business Development Lead	Comments on formatting and approval process	V0.02	21/10/2011
Senior Operations Manager	First draft	V0.01	Oct 2011

### Circulation:

Records Management Database upload	Date: 16/07/2024
------------------------------------	------------------

Uniform and Dress Code Policy and Procedure V5

Internal Stakeholders	
External Stakeholders	

**Review Due by responsible Management Group:**

Period	Every three years or sooner if new legislation, codes of practice or national standards are introduced	Date: 16/04/2025
--------	--------------------------------------------------------------------------------------------------------	------------------

**Record Information:**

Security Access/ Sensitivity	[select either <b>Official (Public Domain)</b> or <b>Official – Sensitive</b> for document(s) which should not be made available to the public routinely]
Where Held	Corporate Records Register
Disposal Method and Date	In line with national guidelines

## Contents

<b>Document Control</b> .....	2
<b>1</b> Statement of Aims and Objectives.....	5
<b>2</b> Principles .....	5
<b>3</b> Dress Conduct – All Colleagues .....	6
<b>4</b> Uniform Provision and Wear – Uniformed Colleagues .....	6
<b>5</b> Uniform Care, Replacement and Disposal – Uniformed Colleagues ..	8
<b>6</b> Uniform Safety and Security – Uniformed Colleagues.....	9
<b>7</b> Safety and Security .....	10
<b>8</b> Definitions.....	10
<b>9</b> Responsibilities.....	10
<b>10</b> Monitoring Compliance.....	11
<b>11</b> Audit and Review (evaluating effectiveness) .....	11
<b>12</b> Associated Trust Documentation.....	11
<b>13</b> References .....	12
<b>14</b> Financial Checkpoint .....	13
<b>15</b> Equality Impact Assessment (EIA) .....	13
<b>Appendix A: Rank Slide Definitions</b> .....	14
<b>Appendix B: Standard Uniform and Allowances</b> .....	16

## 1 Statement of Aims and Objectives

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to providing caring, compassionate, sustainable and innovative healthcare.
- 1.2. This policy and procedure applies to all members of the Trust.
- 1.3. This policy and procedure replaces **Uniform and Work Attire Procedure** (also known as **Uniform Procedure**).
- 1.4. This policy and procedure sets out an organisation-wide view of the presentation of uniform and dress code, and how uniform should be used. It provides a consistent framework for all employees concerning work clothing and defines the uniform that should be provided where relevant for the employee's role.
- 1.5. This policy and procedure does not set out how uniform is ordered.
- 1.6. This policy and procedure does not set out all health and safety or infection prevention and control policies or procedures concerning uniform or Personal Protective Equipment (PPE) wear and does not duplicate content documented in **Infection Prevention and Control Manual Procedure**, **Infection Prevention and Control Policy**, **Infection Prevention Ready Procedure** or **Personal Protective Equipment Policy**.

## 2 Principles

- 2.1. The public image of the Trust is linked with the appearance of its employees. It is therefore essential that work clothing, uniformed or non-uniformed, is smart, safe, effective, appropriate and professional.
- 2.2. The three principles of this policy and procedure are personal, patient and colleague safety (**be safe**), public and stakeholder confidence (**be professional**) and colleague comfort and identity (**be yourself**).
- 2.3. **Be safe:** All colleagues must dress in a manner that does not present a risk to their health and safety, or that of others. For colleagues in healthcare settings, effective hygiene and preventing infection transmissions are absolutes. The clothes that colleagues wear must support care practices and minimise any risk to patients or themselves. Uniforms and work clothing must not impede effective hand hygiene.
- 2.4. **Be professional:** The way all colleagues dress is an important influence on people's overall perception of the Trust. All colleagues must be smart, neat and professional in appearance.

- 2.5. **Be yourself:** Colleagues should feel comfortable and express their identity where this does not interfere with the other principles. This includes being able to dress in accordance with their cultural or religious practices.
- 2.6. The Trust will provide uniform for those that require it for their role.

### **3 Dress Conduct – All Colleagues**

- 3.1. Common sense should prevail, and no-one should dress or present themselves in a manner that is likely to offend the public or damage the reputation of the Trust.
- 3.2. Colleagues dress must be professional, neat, tidy and clean. For example, uniform and work clothing must not be creased.
- 3.3. Any other matters concerning standards of dress conduct are covered within this policy and procedure, by the Trust Values and by the employee's terms and conditions of employment.
- 3.4. **Tattoos**
  - 3.4.1. Employees are only required to cover tattoos that are likely to offend the public or damage the reputation of the Trust.

### **4 Uniform Provision and Wear – Uniformed Employees**

- 4.1. The following section concerns uniformed employees only.
- 4.2. Uniform issued by the Trust remains the property of the Trust. Any uniform remaining at the termination of employment must be returned.
- 4.3. Employees may only wear uniform and equipment when authorised by the Trust and as appropriate to their role and duties within the Trust. For example, external student paramedics must only wear their university uniform and epaulettes when on placement.
- 4.4. Uniform should be worn complete, unadjusted and as per standard issue. However, exceptions to these rules may be authorised otherwise by the employee's line manager. For example, pregnant staff may be granted adjustments to their uniform as part of the pregnancy and maternity risk assessment in agreement with the employee's line manager. Exceptions involving new attire will require the involvement of relevant IPC teams as part of a risk assessment.
- 4.5. Smoking, the use of e-cigarettes, vaping, drinking of alcohol or purchasing these products will not be permitted in public view in displayed uniform. For example, colleagues may wear a civilian jacket to cover any Trust insignia on uniform.

- 4.6. Patient facing operational employees will keep a spare set of uniform at their place of work, for example, in case of soiling, or requests from the police to take items of uniform.

#### 4.7. **Epaulettes**

- 4.7.1. Colleagues must wear the correct epaulettes on their Trust uniform.
- 4.7.2. Please see [Appendix A](#) for rank slide definitions.
- 4.7.3. Within field operations, bright red epaulettes denote enhanced, advanced or consultant clinicians and medical staff such as doctors.
- 4.7.4. Within field operations, dark blue epaulettes denote emergency responders.
- 4.7.5. Within field operations, pale blue epaulettes denote student paramedics.
- 4.7.6. Within the Emergency Operations Centres and 111 Contact Centres, dark red epaulettes denote trained Emergency Medical Advisor coaches and Health Advisor coaches.

#### 4.8. **Shirts, Trousers and Shorts**

- 4.8.1. Operational shirts will be tucked neatly into waistbands.
- 4.8.2. Employees who are pregnant are permitted to wear their shirts outside their trousers if they can no longer be tucked in smartly.
- 4.8.3. The collar will be folded down and worn as the shirt design is intended.
- 4.8.4. Trousers must not be tucked into boots or socks.

#### 4.9. **Footwear**

- 4.9.1. All uniformed operational employees will only wear approved footwear, either as issued by the Trust, or as approved by management to meet safety specifications (Complies with EU Regs for personal Protective Equipment (EU2016/425) and meets requirements of European Standard EN ISO 20345:2011), when on duty.
- 4.9.2. Footwear will be as clean and polished as possible.
- 4.9.3. Any uniformed employees with specific medical needs concerning footwear are advised to seek support from their local management and occupational health provider. Local management will work with the Logistics team when obtaining footwear which is alternative to standard provision. High ankle boots may be available if agreed.
- 4.9.4. Vegan boots are available on request.

- 4.9.5. Footwear will be maintained in a clean and serviceable condition. Any defects must be notified to the employee's line manager.
- 4.10. Each Operating Unit will store spare boots in every size for emergency use.
- 4.11. **Hair and Head Covering**
  - 4.11.1. For all colleagues, hair (including facial hair) must be maintained in a clean, presentable, and tidy condition.
  - 4.11.2. For patient facing colleagues, hair (including facial hair) must not prevent fitment of relevant protective equipment where required.
  - 4.11.3. Patient facing colleagues will ensure that hair does not interfere with patient care. Patient facing colleagues with long hair must wear it back to prevent it from being grabbed by or contacting the patient.
  - 4.11.4. For patient facing colleagues, any worn clips or hair ties will be secure and allow for the correct fitment of personal protective equipment where required.
  - 4.11.5. All uniformed employees requiring a Trust-issued cultural or religious garment, such as a kippah, hijab or turban, will be provided on request.
- 4.12. **Belts**
  - 4.12.1. If you wish to wear a belt, only Trust-issued belts or unadorned plain black belts must be worn.
  - 4.12.2. Vegan belts are available on request.
- 4.13. **Piercings**
  - 4.13.1. Piercings are worn at the colleague's own risk.

## **5 Uniform Care, Replacement and Disposal – Uniformed Colleagues**

- 5.1. It is the responsibility of each employee to take appropriate care of all issued items of uniform, and to follow the manufacturer's instructions, and infection control procedures, regarding cleaning and storage.
- 5.2. Items that are visually identifiable as the whole or part of a Trust uniform (e.g. due to their colour or style), have the Trust insignia, or are otherwise unique to the Trust and which are not suitable for re-use, must be disposed of securely. They must be returned to the line manager for onward passage to Logistics for disposal by an approved contractor.



- 5.3. All uniform that is returned for shredding must be in a clear plastic bag with a card label stating, 'Old Uniform for shredding'. All returns must be checked for any items that are not uniform (e.g. iPads, ID cards), before sending as the Logistics Team will not open the bags once received. Do not put new exchanges in the bag, please use a separate bag clearly marked 'Exchanges'. Refer to your line manager for specific enquiries about arrangements.
- 5.4. Exchanges and replacement of uniform (e.g. due to soiling, loss, change of specification due to change of body shape, general wear and tear) will be completed on an item for item basis. e.g. 3 worn shirts exchanged for 3 new shirts.
- 5.5. The uniform returns form can be found on The Zone.

## **6 Uniform Safety and Security – Uniformed Colleagues**

- 6.1. Uniform must always be stored securely and out of public sight when not in use.
- 6.2. When not representing the Trust, employees must cover or remove uniform or identification bearing the Trust insignia.
- 6.3. Colleagues must be aware of national guidance regarding threat level and the impact this may have on safety and security when in uniform.
- 6.4. **Loss or Theft**
  - 6.4.1. If an item of uniform is lost or stolen, the employee is responsible for informing their line manager as soon as possible. A Datix incident report form must also be submitted.
  - 6.4.2. Where the loss is substantial, or part of a wider loss of Trust equipment, the Local Security Management Specialist (LSMS) must be informed.
  - 6.4.3. In circumstances where theft is suspected, the police must be notified. This would normally be undertaken by the employee's line manager or out of hours duty manager. This is particularly important when security concerns are heightened.
- 6.5. **Personal Protective Equipment (PPE)**
  - 6.5.1. PPE is documented in **Personal Protective Equipment Policy** for Health and Safety PPE and **Infection Prevention and Control Manual Procedure** for IPC.
  - 6.5.2. Please ensure issued PPE is available to you when on duty. For example, high visibility jacket and helmet.

## 7 Safety and Security

### 7.1. Identification and badges

- 7.1.1. Trust employees must always carry Trust ID cards while at work and it must be available to be produced on request.
- 7.1.2. Only badges issued by the Trust or approved by the Trust's Uniform and PPE Working Group may be worn. Badges worn on uniform shirts must not obscure any logos.
- 7.1.3. It is recognised as best practice for patient facing colleagues to display their first name where possible.
- 7.1.4. Non-patient facing colleagues also have the option of displaying a name badge.
- 7.1.5. Anything attached to uniforms must be able to be cleaned to the required infection control standards.

## 8 Definitions

- 8.1. **Datix Incident Form:** The form for employees to report incidents.
- 8.2. **EOC:** Emergency Operations Centre.
- 8.3. **Epaulette:** A decoration worn on the shoulder to denote rank or title.
- 8.4. **Personal Protective Equipment (PPE):** Issued above the standard uniform issue to protect against a specific risk to health and safety.

## 9 Responsibilities

- 9.1. The responsibility for ensuring that the policy and procedure is enforced lies with the Trust Board and **Chief Executive Officer**.
- 9.2. The **Operating Unit Managers** and **Line Managers** are responsible for overseeing the implementation and monitoring of this policy and procedure.
- 9.3. **Logistics, Procurement and Finance Departments** will ensure appropriate resources, facilities and associated supplies for employees to adhere effectively to this policy and procedure are available and maintained. All uniform issued to employees by the Trust will remain the property of the Trust at all times and must be returned at the termination of employment and reconciled with a list of items issued at the beginning and during the employment. Failure to do so could result in delay in payment of monies due or in extreme cases police involvement.

9.4. All **Operational Managers, Clinical Managers** and **Team Leaders** are responsible for ensuring that this policy and procedure is routinely applied by all uniformed employees and that suitable and necessary facilities to support this procedure are readily available in all Trust settings.

9.5. **All employees** are individually responsible for adhering to this procedure.

## **10 Monitoring Compliance**

10.1. Monitoring of uniform and work clothing according to this policy and procedure will be undertaken by line managers.

## **11 Audit and Review (evaluating effectiveness)**

11.1. All policies and procedures have their effectiveness audited by the responsible Management Group at regular intervals, and initially six months after a new policy and procedure is approved and disseminated.

11.2. Effectiveness will be reviewed using the tools set out in the Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies).

11.3. This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.

11.4. All changes made to this policy and procedure will go through the governance route for development and approval as set out in the Policy on Policies.

## **12 Associated Trust Documentation**

12.1. Recruitment and Selection Policy

12.2. Personal Protective Equipment Policy

12.3. Smoking Free Environment Policy and Procedure

12.4. Equality, Diversity and Inclusion Policy

12.5. Health & Safety Policy

12.6. Infection Prevention and Control Policy

12.7. Infection Prevention and Control Manual Procedure

12.8. Infection Prevention Ready Procedure

12.9. Security Management Policy

## 13 References

- 13.1. Uniforms and Workwear: guidance for NHS employers: [Link](#)
- 13.2. Department of Health (2008) The Health and Social Care Act 2008: (rev 2015): Code of practice for the prevention and control of healthcare associated infections. London: DoH.
- 13.3. Department of Health (2007) Uniforms and Workwear: (rev 2010) An evidence base for developing local Policy. London: DoH.
- 13.4. Department of Health (2007) Saving Lives: reducing infection, delivering clean and safe care. London: DoH.
- 13.5. Health and Safety Executive (INDG174 rev 08/05) A short guide to the Personal Protective Equipment at Work Regulations 1992. Suffolk: HSE books.
- 13.6. 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.
- 13.7. The Health and Safety at Work Act 1974 sections 2 and 3. Section 2 covers risks to employees and Section 3 to others affected by their work e.g. patients.
- 13.8. 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.
- 13.9. '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.
- 13.10. Health Act 2006 Code of Practice, Duty 4 to maintain a clean and appropriate environment includes at section (g) that the supply and provision of linen and laundry reflects Health Service Guidance HSG95 (18), as revised from time to time and at section (h) that clothing (including uniforms) worn by employees when carrying out their duties is clean and fit for purpose. Health Professions Council, Standard of Proficiency section 10.

**14 Financial Checkpoint**

- 14.1. This document has been confirmed by Finance to have no unbudgeted financial implications.







**15 Equality Impact Assessment (EIA)**




## Appendix A: Rank Slide Definitions

The correctly issued epaulette must be worn with Trust uniform.

Below are the functions and roles associated with each rank.


Although certain roles may have the same command function, the ranks denote seniority within the structure. For example, an Operating Unit Manager will have seniority over an Operations Manager.


Rank	Image	Command Function	Role
<b>Crown, Pip &amp; Cartwheel</b>		Accountable Officer	Chief Executive Officer
<b>Crown &amp; Cartwheel</b>		Accountable Emergency Officer	Executive Director of Operations
<b>2 Pips &amp; Cartwheel</b>		Strategic Commander	Deputy Director of Operations (9)
<b>Pip &amp; Cartwheel</b>			Associate Directors of Operations* (8d)
<b>Cartwheel</b>			Heads of Operations* (8c)
<b>Crown &amp; Pip</b>		Tactical Commander	Operating Unit Managers*


Rank	Image	Command Function	Role
<b>Crown</b>			Operations Managers, Operations Managers Clinical
<b>3 pips</b>		Operational Commander	Operational Team Leader, HART Team Leader, Emergency Operations Centre Manager
<b>2 pips</b>  This rank recognises the second in command development role as a support role to operational commanders.		Non-Command Team Leader	Non-Command Trained Operational Team Leader

## Appendix B: Standard Uniform and Allowances

Uniform is ordered via Logistics by following [this link](#) to the uniform order portal. Allocated uniform and quantities are shown below:

Field Operational Staff – Green Uniform			
Item	Full Time	Part Time	
Pilot or Polo Shirt	5	3	
Ops Trousers	3	2	
3 in 1 Coat	1	1	
Epaulettes	3	3	
T-shirt	5	3	
Trousers Belt	1	1	
Utility Belt	1	1	
Boots/Shoes	1	1	
Kneepads	3	2	
Helmet	1	1	
Helmet Bag	1	1	
Hi-Viz Insert	1	1	
Hi-Viz Jacket	1	1	
Over Trousers	1	1	
Green Holdall	1	1	


Make Ready Centre Managers			
Item	Full Time	Part Time	
Pilot or Polo Shirt	5	3	
Trousers	3	2	
Fleece	1	1	
Epaulettes	3	3	
T-shirt	5	3	
Trousers Belt	1	1	
Boots	1	1	
Hi-Viz Jacket	1	1	

EOC / 111 Staff			
Item	Full Time	Part Time	
EOC Polo Shirt	5	3	
Trousers	3	2	
Fleece	1	1	
Epaulettes	3	3	
T-Shirt	5	3	
Trousers Belt	1	1	
Shoes (Boots if Dual Role)	1	1	



## Uniform and Dress Code Policy and Procedure

EOC / 111 Bank Staff		
Item	Qty	
EOC Polo Shirt	2	
Trousers	2	
Fleece	1	
Epaulettes	2	
T-Shirt	2	
Trousers Belt	1	
Shoes (Boots if Dual Role)	1	

Chaplain		
Item	Qty	
Chaplain Shirt	2	
Jacket	1	
Hi-Vis Jacket	1	
Hi-Vis Insert	1	
Trousers	1	
Boots/Shoes	1	


Reception Staff			
Option 1		Option 2	
Item	Qty	Item	Qty
Blue Polo Shirt	5	¾ Length White Sleeved Blouse	5
Sweatshirt	2	Jacket	1
Trousers	3	Skirt/Trousers	3
Fleece	1	Fleece	1
Shoes	1	Shoes	1


Fleet Staff – Blue Support Uniform		
Item	Qty	
Blue Polo Shirt	5	
Sweatshirt	2	
Trousers	3	
Fleece	1	
(Overalls, boots & Hi-Vis provided by Fleet)		

Support Staff – Blue Support Uniform		
Item	Qty	
Blue Polo Shirt	5	
Sweatshirt	2	
Trousers	3	
Fleece	1	
Boots	1	
Gloves	1	
Hi-Viz Jacket	1	
Hi-Viz Insert	1	

Uniform and Dress Code Policy and Procedure V5

## Uniform and Dress Code Policy and Procedure

<b>Clinical Scheduling &amp; Assistants – Blue Support Uniform</b>		
<b>Item</b>	<b>Qty</b>	
Blue Polo Shirt	5	
Sweatshirt	2	
Trousers	3	
Fleece	1	
Shoes	1	

<b>Operational Managers (8b and above)</b>		
<b>Item</b>	<b>Qty</b>	
White Pilot Shirt	5	
Green Trousers / Skirt	3	
Dark Green Clip On Tie	1	
Formal Shoes	1	