

## Uniform, Dress & Appearance Policy

### Purpose

Elior UK wishes to reflect an efficient, orderly and professionally operated organisation and to give confidence to clients, customers and those third parties with whom the organisation interacts. The Company has therefore developed and will enforce a policy, which provides basic guidance for everyone working for the organisation as to the minimum standards of dress and appearance, both in the workplace and when representing the organisation away from the workplace.

### Scope

This policy is not exhaustive in setting out acceptable standards of dress and appearance, and colleagues must use common sense when applying the principles underpinning the policy.

### Responsibilities

Managers in the business will be responsible for enforcing this policy. Colleagues should raise any questions or concerns that they may have about this policy with their line manager in the first instance.

### General Standards of appearance

- All colleagues are expected to attend work wearing smart and professional attire
- Colleagues are required to be neat, clean and well-groomed at all times whilst at work, whether they are working on the organisation's premises, client premises or elsewhere.
- All colleagues must comply with our Safety & Wellbeing policies regarding uniform and personal hygiene.
- All clothing must be clean, ironed and it should not be ripped or torn.
- Colleagues should not display tattoos that could contravene the Company's core values and colleagues who are client/customer-facing, or in specific roles, may be asked to cover up tattoos.
- Hair should be neat, tidy and well groomed.
- Body piercing must be in line with Health & Safety policy.
- Hands and nails must be kept clean.
- Footwear should be clean and not pose a health and safety risk.

### Site-based Colleagues

- If there is not a requirement to wear a specific uniform, colleagues should wear their own items of clothing, provided they meet the general standards of appearance, outlined in this policy.
- Where colleagues are required to wear a specific uniform (e.g. white shirt / black trousers / black shoes), as requested by the Company or our clients, this will be provided at no cost through our nominated uniform suppliers. Alternatively, colleagues may choose to wear their own clothes / shoes, provided they meet the site-specific uniform requirements.
- Any uniform provided must not be altered in any way without the organisation's permission and any item of uniform is the property of the organisation and must be returned at the end of employment in good condition (fair wear and tear excepted).
- Please note that any items of clothing provided by the Company must be branded. If items are not branded, they would be treated as a benefit in kind on which tax is payable by the colleague.
- In exceptional circumstances, where the Company is unable to source uniform through our nominated suppliers (i.e. due to time constraints / stock availability / specific client requirements etc.), colleagues may be required to purchase the uniform themselves.
- Uniform purchases made by Colleagues themselves may be reimbursed through the payroll if the amount of the purchase takes the colleague's pay below NMW in that pay period. Such reimbursements will require a valid receipt as proof of purchase provided to their line

manager and would be subject to statutory deductions and the following spending limits per item;

- Shirt - £15
  - Trousers - £15
  - Shoes - £20
- Claims for uniform purchases can usually be made once per year (for full time equivalent roles) or every 230 shifts (for part-time workers / casuals) to account for wear and tear. Line Manager discretion can be used depending on individual circumstances and client specific requirements.

### **Changing at Work**

- Colleagues who are not permitted to travel to and from work in their uniforms due to health and safety reasons must get changed as swiftly as possible at the beginning and end of their shift, during their contracted working hours.
- If the employee's personal preference is to arrive early and get changed, then this is also
- acceptable. However, colleagues will not be paid for this time when they arrive early.

### **Head Office**

- Colleagues are required to wear smart and professional clothing. This may, at the organisation's discretion, be relaxed on particular days (for example on Fridays), depending on the needs of the business or different departments.
- Colleagues working in the Elixir UK offices, who are not customer/client-facing, or on days when the formal dress code is relaxed, are required to wear smart casual clothing.

### **Equality and Diversity**

The organisation recognises and embraces the equality and diversity of its colleagues and will take a sensitive approach when this affects dress and any uniform requirements. However, priority will always be given to health and safety, security and other similar circumstances.

### **Compliance**

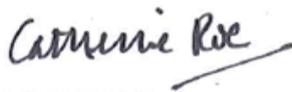
If a colleague arrives at work not dressed in accordance with this policy, depending on the circumstances, the organisation may require the employee to return home to change. This may be without pay if the colleague has no good reason for not complying with the policy.

Failure to comply with this policy may result in disciplinary action, which will be dealt with in accordance with the disciplinary procedure.

### **Governance**

The approach in relation to dress and appearance may change over time and the organisation may adapt the way in which this policy is put into practice to reflect accordingly.

The organisation will keep this policy under review. As it does not form part of colleagues' terms and conditions it will be reviewed at least annually by the HR Director and the organisation can amend it at any time.



### **Catherine Roe**

Chief Executive, Elixir UK

12 April 2021