

Staff Appearance Policy [Retail]

PURPOSE

This policy is designed to guide colleagues on the required standards of dress and appearance in the workplace. **Colleagues' appearance must be professional and reflect the Company's brand image at all times both within the workplace and when representing the Company.**

SCOPE

This policy will apply to all colleagues. Iceland and Food Warehouse recognises the diversity of cultures and religions of its colleagues and will give reasonable consideration to colleague's requests when this affects dress and uniform requirements. Priority will be given to health and safety, security and other similar considerations in line with our legal obligations.

KEY PRINCIPLES

- Where the role requires it, colleagues will be issued with a uniform relating to their job role.
- Uniform must be worn throughout working hours. Store Managers in Food Warehouse must wear the issued gilet if warmer clothing is required.
- Iceland and Food Warehouse reserve the right to change colleague uniforms to ensure they conform to the corporate image.
- Uniforms must be washed and ironed, with no other clothing showing at the neckline, cuff or hemline.
- All colleagues working in Food Warehouse stores & members of management working in Iceland stores, will be provided with name badges, which must be worn at all times. Front-line colleagues working in Iceland stores will not be issued with name badges and so they should not be worn.
- Hair must be clean, neat and in-keeping with the brand image. Nails should be clean and neatly manicured.
- Beards or moustaches should be neatly trimmed. Grooming preferences dictated by religion or ethnicity etc. are not restricted but should always be well-presented.
- No facial jewellery is to be worn. Exceptions may be made for jewellery worn for religious reasons. Any variations should be agreed in advance with the Store Manager.
- Excessive jewellery is not acceptable. Any items worn must be of a design that will not present a health & safety risk; colleagues may be asked to remove jewellery items if they are deemed to be too large or are not in keeping with the brand image.
- Tattoos must be discreet and non-offensive if visible during the working day.

If you are unsure of how to deal with variation requests to this Policy from a colleague, contact myHR Adviceline for guidance