



Dress Code & Appearance Policy

V1.0 November 2025

Introduction

This policy sets out our informal approach to dress and appearance, both in the workplace and when working remotely. Our policy reflects our culture and external image and gives confidence to our service users, clients, customers and partners and aims to instil a common-sense approach by colleagues as to standards of dress and appearance.

We expect you to use common sense in applying this policy.

Some departments or teams may have different dress codes specific to their requirements.

This policy does not form part of your contract of employment, we reserve the right to amend or withdraw it at any time.

Standards of dress and appearance

- We expect you to be clean and presentable at work, whether you are working on our premises or elsewhere.
- When working remotely and taking part in video meetings (for example via Teams or Zoom), your appearance should be in line with the standards of this policy, particularly when holding meetings with customers or clients.
- If you are in a direct care position supporting individuals, you are required to wear smart casual clothing.
- If your role requires protective clothing (for example, masks or gloves), you are required to wear this clothing while carrying out your duties and whenever required by law.
- If your job involves working with machinery/food, your hair must either be tied back and you must not wear any jewellery other than a wedding ring. These rules are in place for safety/hygiene reasons.
- If you are not in a direct care position, or on days when the formal dress code is relaxed, you may choose what to wear but this must not include tracksuits/football shirts/mini or micro skirts/low-cut or transparent clothing.
- Your clothes must not be frayed and must not display prominent logos or images/messages/symbols that could cause offence.
- Your clothes should not expose too much skin, should not be low-cut and should cover the midriff or any other areas of the body normally covered during work time.
- You should not display tattoos that could cause offence you may be asked to cover up tattoos. If you are unsure whether a tattoo may be offensive, you should speak to your line manager for advice.
- Any jewellery should not be excessive or pose a health and safety risk.
- Your footwear should be clean and not pose a health and safety risk.

Equality and diversity

We embrace the diversity of cultures and religions of our employees and take a sensitive approach when this affects dress and any uniform requirements. However, there may be specific circumstances (for example to protect the health, safety and security of our staff and customers) where we have to have an entirely neutral environment.

We expect equivalent standards of dress and appearance from all employees of any gender, regardless of how they identify, appropriate to the circumstances.

If there are circumstances that make it difficult for you to follow our dress code (for example, if you have a disability or are experiencing certain menopausal symptoms), please let us know and we can discuss how we can support you.

Where employees are transitioning to live in the gender with which they identify, we will apply and adapt this policy sensitively and flexibly.

Issues and queries

If you arrive at work not dressed in accordance with this policy, depending on the circumstances, we may require you to return home to change. This may be without pay if you have no good reason for not complying with the policy.

If you fail to take account of this policy, it may result in disciplinary action being taken against you.

If you have any concerns relating to this policy, you should raise this with your line manager or an alternative manager if the issue involves your line manager.