

Item	What we want to see	What we don't want to see
General	<ul style="list-style-type: none"> •Wear your smile with pride – maintain fresh breath & dental care. •Fresh and clean smelling •If fragrance is worn keep it light. 	<ul style="list-style-type: none"> •Chewing of gum in any client / public area •Smoking inside or outside any client / public area •Body odour / stale cigarette smell •Heavy or strong perfumes
Accessories	<ul style="list-style-type: none"> • 1 earring in each ear (if ears are pierced) •Studs, small sleepers no larger than 1 inch in diameter • 1 signet ,wedding ring/engagement ring or eternity ring • 1 plain, non dangling bracelet in gold or silver • 1 plain gold or silver chain no longer than 20" in total length • 1 corporate watch 	<ul style="list-style-type: none"> •Fashion jewellery •Chunky and/or sporty watches •Long dangling earrings / hoops •Visible body piercings •Tattoos that are visible (even through shirts or tights) •Rings worn on thumbs or index finger •Fabric or rubber fashion bracelets •Pins / charity pins •Fashion watches / coloured straps
Hair	<ul style="list-style-type: none"> •Clean, neat and well groomed hair •Hair off the face •Long hair below shoulder length tied up/back •Regularly maintained hair colour (if individual colours hair) with no visible roots •Plain matt accessories to match the base colour of the uniform 	<ul style="list-style-type: none"> •Hair falling over the face •Long hair styled in bunches •Hair that looks greasy, wet or highly gelled •Bright / strong colours/designs •Exposed elastic bands •Diamante accessories •Flowers worn as accessories •Visible root growth
Face and Hands	<p>Make up worn at all times and regularly re-applied, with a minimum of:</p> <ul style="list-style-type: none"> •Light Blusher •Lipstick or tinted gloss •Mascara •Eye shadow •Light foundation / powder <p>Hands and nails</p> <ul style="list-style-type: none"> •Well manicured hands and nails with tips no longer than ½ inch •If nail polish is worn colours from the palettes as on the last page, are acceptable. 	<ul style="list-style-type: none"> •No make up at all (unless for medical reasons) •Shiny faces •Sparkle/glitter <p>Hands and Nails</p> <ul style="list-style-type: none"> •Dirty nails •Bitten or chewed nails •Nail art or glitter varnish •Chipped nail varnish •Brights, green, blue, black, dark brown or fluorescent colours

If for any reason you find it difficult to comply with these standards you should consult with your Line Manager immediately.

Item	What we want to see	What we don't want to see
<p>Uniforms</p>	<p><u>Jackets</u></p> <ul style="list-style-type: none"> • Worn at all times in client / public areas and fastened, except when sat down when the bottom button may remain unfastened. <p><u>Shoes</u></p> <ul style="list-style-type: none"> • Black matt leather court shoes • Heel height normally a minimum of 2 inches and maximum of 4 inches, unless otherwise agreed by the Company • Clean, polished and in good repair <p><u>Skirts and trousers</u></p> <ul style="list-style-type: none"> • Minimum length to the top of the knee for skirts • Clean, well kept and pressed <p><u>Shirts/tops</u></p> <ul style="list-style-type: none"> • The allocated shirt/top only • Clean and well pressed • Tucked in and fastened • Where a scarf is issued, that it's worn appropriately <p><u>Tights/Stockings</u></p> <ul style="list-style-type: none"> • Tights worn at all times on duty • Tights no more than 15/20 denier. Black or brown may be worn for darker skin tones and natural / tan for lighter skin tones. 	<p><u>Jackets</u></p> <ul style="list-style-type: none"> • Worn open in public / client areas • Pockets bulging / filled with pens and other bits • Missing or dangling buttons <p><u>Shoes</u></p> <ul style="list-style-type: none"> • Sling back or open toe shoes • Shoes with ankle straps • Suede or patent shoes • Loafer or ballet pump style shoes • Shoes with gold/silver buckles, straps or bows • Wedges • Sandals <p><u>Skirts and trousers</u></p> <ul style="list-style-type: none"> • Hems hanging down • Hemlines above the knee • Creased • Rolled up waist bands • Trouser hem hanging down below heels and touching the floor • Frayed or worn trouser hems <p><u>Shirts/tops</u></p> <ul style="list-style-type: none"> • Unclean, particularly collars • Make up on collars • Missing buttons • Frayed collars and cuffs <p><u>Tights/stockings</u></p> <ul style="list-style-type: none"> • Thick opaque tights or patterned tights • Laddered tights • Bare legs

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Colour palette for nail varnish. Colours worn must be as close as possible to the colour palettes below – if you are unsure please ask your Manager:

Neutrals



Pinks



Reds/Plums



Greys



I the undersigned have read the Company’s Personal Appearance Policy and understand that any breach of this policy is regarded as misconduct and that disciplinary action may be taken against me if I am found to be in breach of any of these regulations.

NAME: (please print)

SIGNED:

LOCATION:

DATE:

Signed copy 1: Retained by Employee
Signed copy 2: Retained by Line Manager on employee’s personnel file

If you wish to appeal against any decision taken in respect of the above standards, you may do so using the Company’s Grievance procedure.