# People & Talent Policy

## Standards of Dress / Personal Appearance

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| **Version Control** | **Changes Made** | **Author** |
| Version 1  August 2023 | New template. Changes to format, clarification of responsibilities, facial hair and addition of specific appendices for corporate staff and operational staff.  Addition of Green Book uniform Appendix | Human Resources / L&D |

### [**Introduction**](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

The purpose of this policy is to set out the Cumbria Fire and Rescue Service (CFRS) expectation in relation to standards of dress, uniform, personal protective equipment and personal appearance. Every employee of CFRS should always aim to promote a positive and professional public image, in keeping with the Core code of Ethics.

### [**Scope**](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

This policy applies to all employees and volunteers of Cumbria Fire and Rescue Service.

### [**Principles**](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

The Service aspires to ensure standardisation of dress for all personnel that is:

* fit for purpose and meets health, safety and welfare requirements,
* ensures high standards and trust are displayed to members of the public and wider stakeholders.
* appropriate for the situation or task being undertaken.
* in line with CFRS Core Code of Ethics and behaviours.

Employee Responsibilities

* You are responsible for your general presentation, appearance and personal hygiene and you have a responsibility to consider how your appearance may be perceived by others. You are also liable for ensuring you understand how this policy relates to your health and safety responsibilities in the workplace.
* You should ensure that whilst at work/on duty your uniform/workwear is clean and presentable and that your PPE is clean and in good condition.
* When leaving CFRS you must return all items of uniform, PPE, ID badge and all other equipment issued as part of your role. You will be asked for the cost of replacement for any items not returned.
* Ensure you wear your ID badge whilst on duty. Uniform and ID badges should not be used whilst off duty unless authorisation is given by your line manager.
* The standards of personal appearance e.g., tattoos, jewellery, hair etc. outlined in this policy and attached role specific appendices are to be met by all employees
* Personnel will wear appropriate footwear when attending their place of work. This footwear must not include such items as slippers, socks (without shoes) or flip flops as they are not appropriate items of safety attire.

Manager Responsibilities

* Managers are responsible for ensuring that all their staff comply with the guidance outlined in this document, and to challenge inappropriate standards of appearance where they do not meet the requirements of this document. Before challenging an employee’s appearance, which does not have an impact on theirs and others’ safety, you should reflect and challenge yourself, taking advice where necessary, to ensure your personal interpretation of what is acceptable is in line with the general standard across the service.
* As part of the induction process, managers must ensure all new employees are aware of the required standards including Health and Safety implications.
* Managers should ensure that all items of PPE uniform and equipment issued to employees are returned when leaving CFRS or to a role where items of uniform and PPE are not required. Managers should use the leavers form and oversee the process.

Acceptable Standards of dress

It is a duty of all personnel to ensure that their standard of dress is such that their appearance is professional, tidy and reflects well on the Service.

All employees are expected to attend work in a clean and tidy condition.

It is important that all employees are aware of the public perception of staff members dressed in CFRS uniform or wearing the CFRS lanyard when in public and that they are viewed as a representative of Cumbria Fire and Rescue Service whether on duty or not at the time. We would expect therefore that they conduct themselves in a professional manner in line with the services Core Code of Ethics.

The appendix to this policy detail specific standards of uniform and personal appearance specific to roles. Appendix 1 Corporate staff, Appendix 2 Operational staff.

Uniform

The purpose of providing you with uniform and personal protective clothing is:

* To provide you with appropriate protection and safety whilst at work
* To project a professional image and clearly identify you as a member of CFRS
* To provide you with functional and durable clothing that is appropriate to different types of duty

Issue, Wearing and Cleaning of uniform

You will be issued uniform and PPE appropriate to your role. Once items of uniform and PPE have been checked for fit, the items should be clearly marked with your name and employee number. Where the uniform fit needs adjusting you should speak to your line manager in the first instance, as it may be that an alternative size will address the issue. If you are provided with protective clothing for health and safety reasons you must ensure that you wear each element appropriately and that it is also clean and fit for purpose.

You are responsible for making sure your uniform is clean and in good condition whilst you are at work. Cleaning your uniform (not PPE) is at your own expense, however, you may be entitled to claim an extra statutory concession from HMRC to assist with the cleaning costs. For further information about tax relief, see the information at:

Claim tax relief for your job expenses: Uniforms, work clothing and tools - GOV.UK (www.gov.uk)

You should not donate, sell, or auction any items of uniform or PPE. You must also return any damaged or worn-out uniform to Stores for removal of CFRS branding and recycling / disposal.

Returning Uniform

The uniform issued to you is and remains the property of Cumbria Fire & Rescue Service. When you move from any of the uniformed posts - retire, resign, or otherwise leave the employment of CFRS – you must return via your line manager, all issued items of uniform and equipment, including your helmet and identification card.

Where items are found to be missing or damaged, particularly items of PPE, and suitable justification is not provided, you will be liable for the cost of replacing these items.

You are responsible for ensuring that all items are returned, and you must therefore ensure that any items are formally handed over to your line manager to avoid being charged. Your line manager will manage the process, compiling a list of returned items based on those issued by the service.

General Considerations

When a member of the Service is recognisable as a uniformed member of staff by their dress, then full uniform must be worn.

During times of heightened security alerts, all operational members of staff must keep uniform covered at all times. Security alerts and guidance will be communicated across the service as and when levels change.

Individuals are welcome to wear uniform/workwear that is reflective of their gender identity in accordance with uniform requirements.

If there are any circumstances that make it difficult for you to wear items of uniform (for example, if you have a disability, are pregnant or are experiencing certain menopausal symptoms), or have clothing requirements for religious or belief purposes please let your line manager know in the first instance and we can then discuss how we can best provide you with suitable items of clothing and/ or PPE that meet your particular needs. Please see maternity uniform policy where applicable. Substitution of issued uniform for visually similar personal clothing for aesthetic purposes would not normally be allowed, any requests would need to be submitted via line managers and be signed off by a member of SLT,

On no account will PPE be worn off duty or for any reason which is not related to the specific function of CFRS.

Extract from the Drug and Alcohol policy:

*“Staff, who are socialising in licensed premises and consuming alcohol, should ensure that they are not visibly displaying the CFRS uniform as this would negatively impact on the community perception of the Fire and Rescue Service”*

HR Procedure: Drug and Substance Use.

Tattoos

Visible body art (tattoos) is permitted but it should not be offensive to others (for example, those of an offensive sexual nature), must not undermine the professional image of the Service, and must be in keeping with maintaining political neutrality in accordance with the Code of Conduct. Existing visible tattoos and new tattoos should not be contrary to the values of the Service, or the core code of ethics, if in any doubt please seek further advice.

**Personal Property**

CFRS cannot be held responsible for the loss (including theft), damage of or injury caused by personal items, such as mobile phones whilst the individual is at work, including operational incidents.

**CFRS Image Rights**

No CFRS employee will use any photograph, image or the Cumbria Fire & Rescue Service name or badge without express permission, prior to use, from the Chief Fire Officer. This includes clothing, advertising, social media sites or web sites.

Appendix 1 – Corporate Staff Uniform / Personal Appearance

# This appendix applies to all employees employed under the Local government terms and conditions (Green book) April 2022

Personal Protective Equipment (PPE)

All personnel have a legal duty to ensure that under the Personal Protective Equipment (PPE) at Work Regulations 1992 that they maintain their PPE in a satisfactory condition and in accordance with Service policies.

Whilst the specific responsibility lies with each individual, it does not remove the responsibility of managers to ensure that all personnel comply with the policies of the Service in relation to the wearing and maintenance of PPE.

Specified Dress

All uniform will be maintained in a clean and serviceable condition and under no circumstances will uniform or PPE be altered, amended, or so worn as to render it non-standard in protection, form or appearance unless agreed by the Service Support department.

Members of the Service may proceed to and from their place of duty in civilian clothes or uniform (or a mix of both) as they wish.

It is important that when engaged in specified duties, a standard pattern of dress is adopted, and it is the duty of all role holders to ensure that the standards are maintained.

For those members of staff that are in a Community Embedded role will be required to wear uniform and will comprise of duty rig or polo shirt and trousers provided by the service, along with footwear either issued by the service or specified by the doctor. Additionally, there is the flexibility to wear a jumper, soft shell jacket, fleece, or coat provided by the service.

For particular events as directed by service managers, service-provided shirts and t-shirts may also be worn.

For those members of staff that are in an Office or Admin based role will have the option to wear a uniform at their line manager’s discretion and will comprise of duty rig or polo shirt and trousers (a skirt option is available) provided by the service, along with black working environment suitable footwear provided by the individual employee.

Where dress is not specified, then it will be specifically detailed by the appropriate Manager.

Badges

* No badges should be pinned to polo shirts.
* No badges that represent a political view are allowed.
* Only three badges to be worn at any time.
* The badge is not to obscure or distract from CFRS badge or associated writing.
* Badges should not impair any Health and Safety requirements.
* Badges should be in keeping with the Services Code of Ethics.

NB: This this is not exhaustive and if in doubt please discuss with your line manager.

Appendix 2 – Operational Staff Uniform / Personal Appearance

This appendix applies to all employees employed under the National Joint Council for Local Authority Fire And Rescue Services Scheme of Conditions of Service Sixth Edition 2004 (updated 2009) known as the ‘Grey Book’.

Personal Protective Equipment (PPE)

All personnel have a legal duty to ensure that under the Personal Protective Equipment (PPE) at Work Regulations 1992 that they maintain their PPE in a satisfactory condition and in accordance with Service policies.

Whilst the specific responsibility lies with each individual, it does not remove the responsibility of managers to ensure that all personnel comply with the policies of the Service in relation to the wearing and maintenance of PPE.

Specified Dress

All uniform will be maintained in a clean and serviceable condition and under no circumstances will uniform or PPE be altered, amended, or so worn as to render it non-standard in protection, form or appearance unless agreed by the Service Support department.

Members of the Service may proceed to and from their place of duty in civilian clothes or uniform (or a mix of both) as they wish.

It is important that when engaged in specified duties, a standard pattern of dress is adopted, and it is the duty of all role holders to ensure that the standards are maintained.

The accepted attire for operational duties will comprise of polo shirt and trousers provided by the service, along with footwear either issued by the service or specified by the doctor. Additionally, there is the flexibility to wear a jumper, soft shell jacket, fleece, or coat provided by the service.

For particular events as directed by service managers, service-provided shirts and t-shirts may also be worn.

Where dress is not specified, then it will be specifically detailed by the appropriate Manager.

Fitness Training

Personnel may wear a Service t-shirt or polo shirt along with their own shorts and training shoes, provided they are in good condition, not displaying any offensive wording or images and suitable for such use.

Where individuals choose to wear their own training shoes, the responsibility for their condition rests with that individual. However, Managers have the right to inspect such footwear and prohibit their use if they are of the opinion that they are not suitable.

Medals / Medal ribbon bars

Personnel may wear medal ribbon bars of all medals issued by the monarchy.

Medal ribbon bars or medals can be worn on duty rig shirts only but must not be worn on polo shirts. Metal medal ribbon bars are acceptable. However, the use of plastic or other representations of medal ribbons is prohibited.

Role Markings/Name Badges

Role markings and insignia will be worn as follows:–

* On the fire helmet.
* On the collar of service issue polo shirts or duty rig shirts worn by managers.
* On the epaulettes of shirts worn by managers.
* On the shoulder of undress uniform.

Service name badges will be worn around the neck on CFRS provided lanyards or clipped to trousers via a retractable lanyard. Name badges must not be pinned to polo shirts.

Other Badges

* No badges should be pinned to polo shirts.
* No badges that represent a political view are allowed.
* Only three badges to be worn at any time.
* The badge is not to obscure or distract from CFRS badge or associated writing.
* Badges should not impair any Health and Safety requirements.
* Badges should be in keeping with the Services Code of Ethics.

NB: This this is not exhaustive and if in doubt please discuss with your line manager.

Hairstyles

Operational personnel must ensure their hair, whatever its length, must not be worn in such a manner as to impede their hearing or vision in any way, present an entrapment or snag hazard, impair the seal of the face mask of respiratory protection equipment (RPE), or adversely affect securing of the head harness of both RPE and any head protection.

At operational incidents, training events, and other operational duties requiring adherence to health and safety control measures to prevent hair from becoming a snag or entrapment hazard, it must, irrespective of length, be worn inside and underneath head protection or tied back and securely above the collar of the tunic, jacket or T-shirt at all times.

You also need to take personal responsibility for ensuring your hairstyle is cut or worn in a way that it achieves the requirement above and does not represent a hazard to you or anyone else.

Facial hair

Due to the type of BA facemask in use at CFRS, for your own safety you must ensure that all areas of the face, that may come into contact with the BA facemask seal, are kept free of hair that might prevent a secure seal being made. This ensures that the BA facemask seals adequately to the face.

All personnel who may be required to wear Service issued RPE must keep their skin in the region of the seal smooth and without hair. Therefore, line managers should ensure that where facial hair is worn it does not impede the BA facemask seal and, if necessary, take advice from the Health & Safety team.

You can have facial hair including beards, provided it is in keeping with projecting a professional image of the Service if:

* You are not required to wear BA as part of your role, and you are not called for refresher BA training.
* You are on alternate duties.
* You are not required to wear any form of respiratory protective equipment (RPE) that may be compromised by facial hair.
* It is tidy, neatly trimmed and professional looking

Goatees and moustaches are permissible as long as neither impair the face mask of breathing apparatus, or the efficient securing of the head harness of both breathing apparatus and fire helmet

The responsibility to ensure safe practice rests with management and individual employees. Line managers and Officers in Charge are to ensure that any necessary checks are made if doubt exists over the acceptability of facial hair.

Individuals will be required to remove facial hair if it is deemed detrimental to their safety.

Jewellery & Watches

Whilst undertaking Operational duties, which includes attendance at incidents, training sessions and normal day to day duties relating to an operational role, uniformed members of the Service are not permitted to wear rings, bracelets, necklaces, earrings, ear studs, or studs that pose a Health and Safety risk or conflict with associated PPE requirements and cannot be covered (Taped up accordingly).

The wearing of wrist watches can cause injury to operational personnel due to heat transference. Therefore, the Service advises against the wearing of wrist watches during operational periods or training, but should they be worn, then the wristwatch should be covered within the fire tunic sleeve.

Cosmetics

Cosmetic make up may be worn but must be in keeping with the service image i.e., presentable, and appropriate. Consideration must be given to the potential effects on respiratory protection equipment seals and associated PPE. Care should also be taken when putting on a face mask as any contact with make-up may degrade the rubber seal and pose a health and safety risk.

Any cosmetics which require glue, e.g., false eyelashes should not be worn.

If in doubt, contact the Service Support Manager.

Nails

You should keep your fingernails (including any extensions) to a length that allows PPE (any type of glove) to be worn correctly and allow you to operate equipment and manipulate objects. The style or length of fingernails must not damage/pierce either surgical or nitrile gloves. You may however wear nail varnish.

Wearing of Non-Issue Equipment by On Call Personnel

It is recognised that On Call personnel respond to emergency calls from home or other non-Fire Service premises, and on these occasions may not be wearing Service issue clothing during their initial response.

On the occasion of emergency calls, personnel must give consideration to the garments and fabrics being worn, to ensure that they are appropriate materials to be worn for operational duties and will not contribute to a higher risk of accident or injury.

Other factors to be considered must include the following:-

Increased risk of burns from fire and heat. A service polo shirt or t- shirt must be worn under a fire tunic.

The wearing of shorts with over trousers is not permitted.

The Driver must wear suitable footwear.

Dressing in Fire Kit

As part of the mobilising risk assessment specific to each station, a suitable location has been identified for fire kit to be stowed and for all personnel to dress in fire kit.

On Call personnel responding to a station will collect a tally on entering the station which will reserve their position on the appliance. They will then proceed to the dressing area.

Wholetime personnel will proceed directly to the dressing area on receipt of an incident by the Station sounders and lights.

Before mounting the appliance, all personnel will dress in boots, over trousers and tunic in the dressing area, except for drivers who, under normal circumstances, will not dress in fire kit until arrival at the incident; therefore, enabling them to be wearing shoes when driving the appliance. All personnel will wear seatbelts at all times.

Drivers should change into fire kit as soon as practicable on arrival at an incident.

Mobilised by Radio

Operational crews may be mobilised to incidents by radio when in the appliance and not dressed in fire kit. On these occasions the crew may remove seatbelts to dress. Whilst the crew are dressing, the driver must drive at normal road speeds. Once the appliance commander confirms that all the crew are dressed and seat belts are secure for all personnel, then they will instruct the driver to proceed under ‘blue light conditions’, if appropriate.

General Day to Day Duties

Sunglasses

Sunglasses can be worn where a driver has their vision impaired by direct sunlight.

However, Individuals can wear their own sunglasses where this will reduce the impact of certain health conditions for example hay fever symptoms.

The glasses must be in-keeping with the image of the Service and should portray a professional image.

The decision on whether a pair of sunglasses is suitable or not is for managers to determine.

Baseball Caps

Baseball caps will only be worn when personnel are exposed to UV rays.

Baseball caps are not to be worn indoors.

Beanie Hats

Beanie hats will only be worn outdoors in inclement weather or where temperatures are low.

Beanie hats are not to be worn indoors.

The responsibility for this lies with each individual, however, Managers of all roles will ensure that this Policy is enforced.

Failure to adhere to health and safety instructions may be investigated and may lead to disciplinary action being taken

Please note – There may be individuals who are exempt from certain areas of this policy, however any exemption requires approval from their respective line manager.