

Uniform Policy

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Contents

Section 1 – Introduction

- 1.1 Purpose
- 1.2 Scope
- 1.3 Contact

Section 2 – Context

- 2.1 Who must wear a name badge?
- 2.2 What should be written on the name badge?
- 2.3 Who must wear a uniform?
- 2.4 What is the company uniform?

Section 3 – Ordering Procedure – Badges & Uniforms

- 3.1 Ordering name badges
- 3.2 Ordering uniforms
- 3.3 Extra Uniforms

Conclusion

Introduction

1.1 Purpose

First impressions count and the way you look can greatly influence a Customer's perception of our professionalism.

It is therefore essential that you appear well groomed, fresh, prepared and attentive. Appearances go beyond dress and grooming and encompass attitude, behaviour and body language. Good posture, pleasant smile and direct eye contact are equally important.

All staff are required to dress appropriately and to conform to the highest standard of personal hygiene and appearance. Where a uniform is provided you are required to wear the full uniform along with your name badge at all times.

1.2 Scope

This policy applies to all pharmacy staff within the Allcare Pharmacy Network. It is the ultimate responsibility of the Pharmacy Manager to ensure this policy is adhered to.

1.3 Contact

If you have a query regarding this policy contact Norabeth Hogan, Operations & Marketing Co-ordinator on 01 4287709 or your Territory Manager.

Context

2.1 Who Must Wear a Name Badge?

All pharmacy staff must wear a name badge at all times while on duty in the pharmacy.

2.2 What should be written on the name badge?

All team members should have their Forename only written on the name badge.

2.3 Who must wear a uniform?

All team members with the exception of Pharmacists and Qualified Assistants (QA'S) must wear the company uniform at all times while on duty.

2.4 What is the company Uniform?

The company uniform was picked based on feedback from the pharmacies, support office team including Marketing. Factors such as cost, availability and durability were also considered.

- Pharmacists and Qualified Assistants must be dressed smartly and suitably at all times. They are not required to wear a uniform however they may wear the company uniform if they would like to.
- All other team members are required to wear the Purple Tunic which is provided. The tunic is available in a short & $\frac{3}{4}$ length sleeve.



(3/4 image unavailable in Purple)

- Each staff member must wear their tunic with black straight legged work trousers.
- A long sleeved black cotton top may be worn under a tunic during colder periods. Cardigans and scarfs may not be worn over the uniform.
- Black shoes must be worn, trainers are not acceptable.
- Shoes must be polished and in good repair.
- Heel height must be less than two inches.
- **Men's Uniforms** – please note that due to the large selection of collar sizes in men's uniforms we are unable to facilitate storing them here in the office. Male employees can purchased their own black shirts and expense them (two for full time and one for part-time). If you wish to wear a tie you should purchase as close to the brand purple as possible.

Note that trousers will not be provided by the company.

- You have direct responsibility to ensure that your uniform is clean, presentable and well maintained at all times.
- No alterations should be made to any uniform provided by the company unless approved by the Operations & Marketing Co-ordinator or your Territory Manager.
- Uniforms must not be worn outside working hours or off the premises unless authorised to do so.
- It may be considered a disciplinary offence if you do not appear in full clean uniform with name badge, ready to commence your shift at your specified time.
- Only one set of earrings can be worn while on duty. No facial piercings or tattoos should be visible.
- There is an allowance of 2 uniforms for full timers (4+ days) and one uniform for part timers (1-3 days). This allowance must be adhered to. Invoices will be monitored from the support office.

forgetting them.

- Name Badges should be stored in one location in the pharmacy at the close of business to avoid losing or

Ordering Procedure – Badges & Uniforms

Note that Name Badges & Ladies Uniforms are now ordered from the Support Office.

Orders for name badge and uniform should be placed together via email

3.1 Ordering Name Badges

Name badges must be ordered **Via Email**. This ensures that no requests are missed or forgotten and that the spelling of the names are produced correctly.

When a new employee commences in your pharmacy, email the Operations Co-ordinator in The Support Office

When you are ordering a new name badge you must:

- Ensure you have the employees name spelled correctly
- Where you will have a couple of new employees starting within a short period of time please try to place their order together
- Your order will be posted down within 2 days

3.2 Ordering Uniforms

Ladies Tunics

Uniforms must be ordered by the Managing Pharmacist only.

When a new employee commences in your pharmacy you must **email** the Operations Co-ordinator in the Support Office with both the uniform and name badge order.

- Uniforms are available in sizes 8 / 10 / 12 / 14 / 16 / 18 / 20 / 22 / 24 – Uniforms have been found to be true to size i.e. if you take a 12 normally you should order the 12.
- Where a team member needs smaller than a size 8 they should order the 8 and get it altered by a seamstress. The staff member may expense the alteration cost using the correct expenses procedure. This is the only instance where alteration will be allowed and covered by the company.
- Once ordered uniforms will arrive in store within 3-5 days

Men's Shirt & Tie

Men are required to wear a black shirt and purple tie.

These should be purchased and expensed to the company via the correct expense procedure and Uniform should be clearly stated as the reason for claiming the expense.

- There is an allowance of one tie per person and 2 shirts for full timers (4+ days) and one shirt for part timers (1-3 days). This allowance must be adhered to. Extra shirts can be ordered at employees discretion.

3.3 Extra Uniforms

Allcare provide a set number of Uniforms for each team member at no charge however if a member of staff would like to have more uniforms they are free to order more at their own expense.

If you would like to order extra uniforms we have arranged that the cost can be deducted from your wages.

See 'Extra Uniform Order Sheet'

Conclusion

- Uniforms and name badges must now be ordered by the Managing Pharmacist using the details above. Uniforms come with a postal charge so please be aware of this and keep orders to a minimum where you have new staff starting.
- Uniforms and name badges cost money so ensure all staff know they must look after both.
- Please designate a space in the pharmacy to leave all name badges when team members are taking uniforms home to be washed. Repeat orders due to carelessness will not be tolerated.
- Name badges must be left in the pharmacy at all times when the staff members leave to go home.

NOTE: As Allcare provide the uniforms to staff members at no cost, where a staff member leaves they must return the uniform to the store. The uniforms, where in good condition should be dry cleaned and stored for future staff members.