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## **STANDARDS**

### **A) WASTAGE**

- 1) We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.
- 2) You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:
  - a) handle machines, equipment and stock with care;
  - b) turn off any unnecessary lighting and heating. Keep doors closed whenever possible;
  - c) ask for other work if your job has come to a standstill; and
  - d) start with the minimum of delay after arriving for work and after breaks.
- 3) The following provision is an express written term of your contract of employment:
  - a) any damage to stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
  - b) any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and
- 4) In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

### **B) STANDARDS OF DRESS**

As you are liable to come into contact with members of the public/clients, it is important to present a business-like and professional image through your attire and personal appearance at work. you must adhere to the following minimum dress and appearance standards:

- a) you should wear a smart black top and trousers or skirt;
- b) you should wear smart shoes in a discreet, dark colour;
- c) hair should be kept neat well-groomed and tied back. Hairstyles and hair colours should be conventional;
- d) jewellery should be kept to a minimum and should be conventional and you should not wear more than one set of earrings. Any earrings worn must be small and unobtrusive;
- e) nose rings, eyebrow rings and other facial or visible body piercings are prohibited; and
- f) tattoos should be kept covered and should not be visible.

Where uniforms are provided these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided you should wear clothes appropriate to your job responsibilities. If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact the Director.

### **C) HOUSEKEEPING**

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Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.