



DRESS CODE – EMERGENCY MEDICAL SERVICES PANEL MEMBER

PURPOSE

This policy ensures that all Emergency Medical Services (EMS) panel members placed at ER24 adhere to a dress code that enhances the company's professional image.

SCOPE

This policy applies to:

- MHR Emergency Medical Services Panel Members
 - ER24 Clients
 - MHR Office Personnel
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DEFINITION

Term	Description
EMS	Emergency Medical Service

POLICY STATEMENT

- Only the client's prescribed uniform may be worn.
 - Name badges must be worn as specified by the client.
 - All parties must adhere to the standards specified in this policy.
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STANDARDS FOR UNIFORM AND A PROFESSIONAL IMAGE

Uniform

- Uniform issued by the client must be worn at all times:
 - **Operations and site-based:**
 - ER24 flight suits and jackets
 - It is the responsibility of the ER24 Branch Manager to ensure that the uniform is handed in when the panel member is no longer going to work shifts for ER24
 - **Events:**
 - Unbranded red golf shirts and combat pants (**please refer to the ‘Ordering of ER24 Events uniforms’ process on page 3**)
- Ensure that uniforms are clean and neat at all times.
- During patient care, panel members must keep their arms bare from the elbows down, except for a washable waterproof watch, which must be included in handwashing. This does not apply to rescue services, where appropriate attire is required.
- Shoes prescribed by the client to be worn at all times.
- Ensure that shoes are clean and in good condition.

Name badges

- Name badge will be issued by the client.
- First name badge will be paid by MHR.
- Replacement name badges will be for the panel member's account:
 - MHR will pay ER24 and then deduct the cost from the panel member's next payment.
- Must be worn at all times during working hours.
- Must be clean and correctly positioned:
 - **Operational and Site-Based:** Red rubber name badge to be worn on ER24 flight suit and jacket
 - **Events:** Red magnetic name badge to be worn on a golf shirt with combat pants
- May not be decorated with any items or stickers.

Accessories

- Jewellery should enhance the company's professional image and should be kept to a minimum.
- Female panel members are allowed to wear one pair of discreet earrings.
- Male panel members are not allowed to wear earrings while on duty.
- Nose, eyebrow or tongue rings/studs are not permitted unless special dispensation has been granted by the Branch Manager, who will deal sensitively with religious and cultural requirements.

Hair

- Hair must be clean and neat.
- Avoid hairstyles that need constant adjustment.
- Hair accessories should enhance the company's professional image.
- Male panel members should be clean-shaven, or if they have a beard and/or moustache, it should be kept clean and neatly trimmed.

Nail and Skin Care

- Nails must be clean, short and neat.
- No nail varnish may be worn.
- Makeup, if worn, should be neat, professional and appropriate.
- Panel members with visible tattoos should select uniform or attire that covers such tattoos during working hours

Body Odour

- Panel members are encouraged to remain mindful of their personal hygiene, including body odour and breath freshness, at all times.
- It is recommended that panel members freshen up after lunch.
- If panel members choose to wear perfume or cologne, they should use it sparingly to prevent causing irritation to colleagues or clients.
- Individuals who smoke should take steps to avoid carrying the scent of tobacco on their clothing or person.

THE ORDERING OF ER24 NAME BADGES (*MHR Personnel*)

- Upon registration of a panel member with MHR, MHR must complete the ER24 name badge order form (spreadsheet) with the following information:
 - Date registered
 - Panel member name and surname
 - MHR panel member number
 - Full job description of panel member, e.g. Advanced Life Support
 - MHR Branch
 - ER24 Branch, as per PayPoint
- MHR must send the completed sheet by the **7th of each month** to the regional ER24 Supportive Service Coordinator.
- ER24 Supportive Service Coordinator to order name badges and send the name badges to MHR Regions for distribution to the applicable ER24 branches.
- ER24 Supportive Service Coordinator to inform the ER24 Assistant Accountant of the order.
- ER24 Branch Managers to hand out name badges to MHR panel members.
- ER24 Supportive Service Coordinator to send an invoice with the names of applicable panel members to MHR branches and the MHR Financial Administrator for approval.
- MHR Admin Clerk/Regional Manager must compare the invoice with the completed spreadsheet, authorise the invoice with the relevant allocations and send it to the ER24 Supportive Service Coordinator, ER24 Assistant Accountant, the MHR Assistant Accountant and the MHR Financial Administrator for the journal to be processed, if correct.
- ER24 Supportive Service Coordinator to send approved invoice to Accounts Payable for payment.

THE ORDERING OF EVENTS ER24 UNIFORMS (ER24 Panel Members and MHR Personnel)

- Panel members must visit their local ER24 Branch to complete an ER24 uniform order form.
Note the following:
 - Unbranded golf shirt and combat pants are partially subsidised by MHR (the amount on the order form includes the subsidised amount)
 - Panel members are entitled to request up to **three uniform payment instalments** to be deducted as shifts are worked and according to their payment method.
 - Panel members must familiarise themselves with the uniform order, exchange, and return policy.
 - ER24 Branch must email the completed ER24/MHR uniform order form to the relevant MHR Region to deduct the uniform payments.
 - MHR Region to capture uniform deduction information on the MHR ER24 uniform order spreadsheet.
 - MHR Payroll Officers to process uniform deductions and update the uniform order sheet.
 - MHR Region to check the uniform order sheet for new deductions once a week.
 - Once all payments are deducted, MHR Region must inform the relevant ER24 Branch of the uniform order by submitting the 'Uniform Dispatch List' to the relevant ER24 Branch Manager and include the ER24 Store Administrator in the email.
 - ER24 Store Administrator to issue ordered items upon receipt of the 'Uniform Dispatch List' and inform the ER24 Branch Manager when the uniform is ready for collection.
 - Once the uniform has been collected by the ER24 Branch, the ER24 Branch Manager must inform the MHR panel member that the uniform is ready for collection at the ER24 Branch.
 - The following steps are then followed for the journal reallocation:
 - ER24 Store Administrator must forward a goods movement form (generated on SAP when uniform is issued from stock) to the ER24 Accountant and the ER24/MHR Assistant Accountants.
 - ER24 Assistant Accountant to export goods movement transactions from SAP and share the information (exported details + goods movement form) with the MHR Assistant Accountant.
 - Differences in R-value of items to be confirmed as subsidies by the MHR Assistant Accountant.
 - Any other differences to be discussed with the relevant region's MHR Regional Manager and MHR Financial Administrator before the journal is actioned.
 - Once the MHR Assistant Accountant confirms, the ER24 Assistant Accountant is to proceed with prepping the journal based on the unit price at which items were issued.
 - ER24 Assistant Accountant to post figures to the MHR uniform control account.
 - Subsidies to be cleared by the MHR Assistant Accountant via journal.
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ASSOCIATED DOCUMENTS

Document	Location
MHR Agreement	MHR Office
ER24/MHR uniform order form	ER24 Branch
ER24 Name badge order form	MHR Office
