



DRESS CODE – EMERGENCY MEDICAL SERVICES PANEL MEMBER

PURPOSE

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

SCOPE

This policy applies to:

- MHR EMS Panel Members
- ER24 Clients
- MHR Office Personnel

DEFINITION

Term	Description
EMS	Emergency Medical Service

POLICY STATEMENT

- Only the client's prescribed uniform may be worn.
- Name badges to be worn as specified by the client.
- All parties to adhere to the standards specified in this policy.

STANDARDS FOR UNIFORM AND A PROFESSIONAL IMAGE

Uniform

- Uniform issued by the client to 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 shirt 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.
- 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.
- Name badge replacement 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 placed correctly:
 - Navy blue embroidered name badge to be worn on ER24 flight suit and jacket
 - Magnet badge to be worn on 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.
- Panel members must ensure that their make-up complements their skin tone.
- Panel members with art (tattoos) on their body should select a uniform/attire that will cover such body art during working hours.

Body Odour

- Panel members should at all times be aware of their body odour and the smell of their breath.
- Panel members should try and freshen up after lunch.
- Panel members, who choose to wear perfume, should ensure that it does not cause irritation to fellow panel members or clients.
- All smokers should ensure that they do not smell of smoke.

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

- Panel members to visit local ER24 Branch to complete an ER24 uniform order form and 'Authority for salary deduction' form for the uniform payment deduction. Note the following:
 - Unbranded golf shirt and combat pants are partially subsidised by MHR (the amount on 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 payment method.
- ER24 to email the completed uniform order form and 'Authority for salary deduction' form to the relevant MHR branch office to deduct the uniform payments.
- MHR Branch office to capture uniform deduction information on the MHR ER24 uniform order sheet.
- MHR Payroll Officers to process uniform deductions and update uniform order sheet.
- MHR Branch Office to check uniform order sheet for new deductions once a week.
- Once all payments are deducted, MHR Branch to inform the relevant ER24 Branch by submitting the 'Uniform Dispatch List'.
- ER24 Branch to inform the panel member that the uniform is ready for collection at ER24.
- Panel members to familiarise themselves with the uniform order, exchange and return policy.

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

- On panel member registration, MHR to 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 to send the completed sheet by the 7th of each month to ER24 Store Administrator.
- ER24 Store Administrator to order name badges and send name badges to MHR for distribution to the applicable ER24 branches.
- ER24 Branch managers to hand out name badges to MHR panel members.

- ER24 finance to send an invoice with the names of applicable panel members to MHR branches for payment.
- MHR Administration manager to compare invoice with completed spreadsheet and authorise for payment if correct.

ASSOCIATED DOCUMENTS

Document	Location
MHR Agreement	MHR Office
ER24/MHR uniform order form	ER24 Branch
MHR Authority for salary deduction	MHR office
ER24 Name badge order form	MHR office
