

Standard Operating Procedure (SOP)

Uniform, Grooming, and Professional Conduct Standards

This SOP establishes **uniform, grooming, and professional conduct standards** to ensure a consistent, professional appearance and behavior among all employees. It covers dress code requirements, personal hygiene, grooming practices, and appropriate workplace conduct. The goal is to promote a respectful, safe, and productive work environment that reflects positively on the organization and supports effective teamwork and customer interactions.

1. Purpose

To outline standards for employee uniform, grooming, personal hygiene, and professional conduct to maintain a positive organizational image and environment.

2. Scope

This SOP applies to all employees, contractors, and temporary staff representing the organization during work hours or while conducting business on behalf of the organization.

3. Uniform Standards

- Employees are required to wear the designated uniform as specified by their department or role.
- Uniforms must be clean, pressed, and in good repair at all times.
- Unauthorized alterations, additions, or decorations to uniforms are not permitted.
- Name badges or identification cards must be worn and displayed as directed.

4. Grooming and Personal Hygiene Standards

- Personal hygiene must be maintained, including daily bathing, use of deodorant, and oral hygiene.
- Hair must be neat, clean, and styled in a professional manner; long hair should be tied back if required for safety or hygiene.
- Facial hair must be groomed and trimmed; individuals may be required to be clean-shaven depending on safety requirements.
- Nails must be kept clean, trimmed, and neatly manicured; excessive nail length, unusual colors or designs may not be permitted.
- Use of heavy perfumes, colognes, or scented lotions should be avoided.

5. Dress Code Requirements (for Non-uniformed Roles)

- Business casual attire is required unless otherwise specified.
- Clothing must be neat, clean, modest, and free of offensive language or imagery.
- Footwear must be appropriate, safe, and professional in appearance.
- Hats, caps, or head coverings are not permitted unless for religious or medical reasons.

6. Professional Conduct

- Employees must treat colleagues, customers, and visitors with respect, courtesy, and professionalism at all times.
- Use of inappropriate language, discriminatory remarks, or harassment is strictly forbidden.

- Punctuality and regular attendance are expected; absences or tardiness should be reported in accordance with company policy.
- Personal electronic devices must be used only during breaks unless authorized for business purposes.

7. Compliance and Enforcement

- Supervisors are responsible for monitoring staff compliance and addressing violations promptly.
- Repeated or serious violations may result in disciplinary action, up to and including termination of employment.

8. Review and Updates

This SOP will be reviewed annually and updated as needed to ensure its continued effectiveness and relevance.

Effective Date: _____

Approved By: _____