

1. Policy Statement

Your professional appearance and manner reflect our commitment to provide excellent customer service to all of our customers and stakeholders including our donors, patients, and hospitals. Looking professional and at your best enhances public confidence in the organisation and present a competent, caring and welcoming image. Your Uniform and dress should enhance the public's perception of NHSBT as a healthcare environment.

Our uniform range aims to make you look and feel professional, while creating a consistent corporate image. How you wear this uniform is key to delivering this aim. Good personal hygiene and a clean and smart uniform reinforce the message that you, as an employee and/or representative of NHSBT, are committed to maintaining high standards.

This policy and guidance covers anyone working at NHSBT, including contractors and agency workers

Should you have any difficulty in wearing uniform or the required dress e.g. for health reasons, you must discuss this with your manager and, where appropriate, supported by Occupational Health (OH).

2. The Process

Our Expectations

- Where uniform and personal protective equipment (PPE) is provided it must be NHSBT issued and worn with the appropriate footwear
- Other garments worn must be clean and presentable
- Appropriate attire must be worn when attending meetings, events, etc
- Following discussion with your manager, we will reasonably accommodate any other attire worn in reasonable circumstances e.g. medical reasons or religious beliefs.
- Uniform garments must not be customised.
- Uniforms must be clean, wrinkle free and well presented.
- Undergarments must not be visible.
- Hair, including facial hair, must be clean and well groomed.
- Tattoos and body piercings should be discreet or covered. Take care to think if they may cause offence.
- Make-up, when worn, should be discreet.
- Hands must be clean and free of unsightly stains.
- If and when smoking including e-cigarettes and vaping, you must not be identifiable by the general public as an NHSBT employee/representative.
- To prevent the transference of cigarette smoke, any uniform must be covered when smoking.

You and your manager can discuss and agree what is deemed discreet and appropriate.

Specific expectations relating to individual departments can be found in the relevant section of this policy.

When entering clinical, laboratory or plant room areas, you must adhere to the relevant policy of that area, including any Code of Practice.

Badges, ID and Lanyards

You must wear photo identification (ID) badges and lanyards, when provided. Only relevant lanyard and corporate badges, name badges, those relating to qualification, role or membership of a union may be worn. If you work in Wales, you will be required to wear a bilingual name badge and if you can converse in Welsh, you may also wear a 'Working Welsh' badge.

Where issued, name badges must be worn at all times on the top layer of uniform.

Blood Donation, Blood Donor Centre Reception, Transport and Planning / Marketing employees are required to wear our Donor facing badges (red hearts). All other employees are required to wear our corporate badges (NHS logo).

If you have a profession, such as Doctor or Nurse your first names, surname and job title will be printed on all badges.

For all other colleagues, all badges should clearly display your First name, as a minimum standard.

No more than three badges are to be worn in addition to the name badge.

Personal and protective equipment (PPE)

We have a legal duty under current legislation to provide protective equipment free of charge where it has been identified as a control measure following a detailed risk assessment.

Where the risk assessment identifies that the wearing of PPE, including safety shoes is necessary, it must be worn and must be enforced at all times by managers or the person in charge on the day. Should you have difficulty in wearing any item, e.g. for health reasons, you may be referred to Occupational Health so that a safe alternative(s) can be sourced.

Key Requirements:

- The wearing of safety shoes is mandatory when loading or unloading vehicles and during any other activities where crush injuries to the feet may occur e.g. when using a tail-lift, moving cages etc and mandatory for full shift for individual departments where specified.
- High visibility clothing must be worn where a risk assessment has deemed it necessary.
- Anti-abrasion gloves must be worn where a risk assessment has deemed it necessary.

*This list is not exhaustive

Maintenance and care of your uniform

Garment care

Always follow the garment care and washing instructions on the garment care label.

Clothing contaminated with blood

Any clothing contaminated with blood must be changed immediately. If your uniform is exposed to blood spillage, this must be disposed of or cleaned according to '**Dealing with Biohazard Spillages**' (MPD323). Any disposal must be as clinical waste. If designated as Clinical Waste and thrown away, we will replace the item for you. Should your clothing become contaminated with blood, emergency "scrubs" are available on Blood Donation sessions. Any clothing that may become contaminated should be treated in the same way.

For all other departments, you and your manager should discuss and agree what is deemed appropriate for your role and department, when this could occur and what should happen if it does.

Ordering your Uniform

Role specific uniform and maternity wear is available. Speak to your Manager about your requirements and for how to order this, normally through procurement.

Additional expectations – department specific

Any Clinical environment

- Hands, wrists and lower arms must be free from clothing or jewellery, with the exception of one plain band ring when carrying out any clinical activities.
- Jewellery, including therapeutic items, other than those permitted, must be removed or completely covered by the uniform.
- Only one plain band (no stones or engraving) is permitted. Anything other than one plain band must be removed.
- A fob watch may be worn.
- A maximum of two studs or sleeper earrings (with a diameter no greater than the size of a five pence piece) per ear are permitted.
- Tattoos and body piercings should be discreet or covered.
- Heavy perfume / aftershave should not be worn.
- Nails must be clean and short, free of varnish and decoration including false, gel or acrylic nails.
- Hands must be clean and free of unsightly stains.
- Dresses/Skirts must be of a modest length.
- The unisex fleece must not be worn whilst undertaking donor facing duties.
- NHSBT Body warmers are suitable for wearing in all donor facing and clinical roles.
- T shirts must be NHSBT issued uniform.
- Hair that is longer than collar length must be tied back.
- Plain hair clips and bobbles are permitted.
- Shoes or boots must completely cover feet (front, side and heel) to provide effective protection. Shoes must be black or navy, with a low heel and laces must match. Suede, fabric or any materials that cannot be properly cleaned are not permitted.
- Boots are not permitted to be worn with a Uniform dress.
- Tights must be plain black, navy or skin coloured.

Blood Donation Managers and Nurses not wearing uniform

- Trousers must be formal.
- Any Denim clothing is not permitted.
- Clothes must be of a conservative nature with a modest neckline.
- Name badges must be worn.

If you are a Blood Donation Registered Nurse not wearing uniform but conducting clinical activity must ensure:

- Neckties, other than bow ties, must not be worn.
- Lanyards and other items that may dangle should not be worn.
- Clothes worn must be appropriate for clinical activity, recently laundered and a non-shedding fabric.
- Hair must be tied back.
- Hands, wrists and lower arms must be free from clothing or jewellery, with the exception of one plain band ring when carrying out any clinical activities.
- Shoes must completely cover feet and have a small heel only.

Specialist Nurse (Organ Donation)

In addition to the 'Expectations' in this policy:

You may choose to wear the provided embedded Hospital Trust uniform when you are on duty in your embedded hospital trust, however, when on call, you must wear the provided NHSBT ODT uniform.

In some Trusts, and in Scotland, Wales and Northern Ireland, you may be required to wear locally provided uniform.

Therapeutic Apheresis Services

In addition to the Expectations in this policy:

- Identified PPE must be worn where indicated when completing procedures/treatments.
- Infection prevention control policies must be followed including the use of aprons, gloves and masks as appropriate.

Donor Centre Reception Uniforms

In addition to the 'Expectations' in this policy:

- Navy or black shoes or boots must be worn.
- Tights must be plain and appropriately coloured to match the uniform.

Transport Uniforms

In addition to the 'Expectations' and 'PPE' in this policy:

- Shirts must be worn buttoned and tucked into trousers.
- Epaulette sliders must be attached to the shoulder straps of the shirt and worn at all times.
- Navy T-shirts are optional for wear underneath the outer shirt and not as a replacement for the outer shirt.
- Safety footwear must be worn, at all times (See PPE above).
- The peak of the baseball cap should be worn facing forwards only.

Marketing Uniforms

In addition to the 'Expectations' in this policy:

- Uniform items within this policy are to be worn for recruitment events and activities.
- Shoes or boots must completely cover feet (front, sides and heel) to provide full protection. Shoes must be black, or navy and laces must match.
- High Visibility clothing must be worn when loading / unloading vehicles and erecting banners.

Warehousing Uniforms

In addition to the 'Expectations' in this policy:

- PPE must be worn where risk assessment has deemed necessary

3. Policy Approval and Review

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