

Category 5 Standard

S5327 Staff Appearance

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MAYOR OF LONDON

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1 Purpose

- 1.1 The following standard has been developed to support the LU customer service vision to provide a world class service, and assist staff in their presentation to customers and colleagues. Staff appearance reflects the professionalism, personal pride in the job and self-esteem of all employees.

2 Scope

- 2.1 The following is not intended as a catalogue of available uniform items, but gives clear instructions on the Company's requirements of what uniform to wear, at what time, how to wear it and how to look after it, as well as how to appear at your best in other ways.
- 2.2 This Standard is intended for implementation throughout London Underground.
- 2.3 This standard covers staff appearance and uniform in the following sections:
- a) Uniform;
 - b) Personal appearance;
 - c) Jewellery and accessories;
 - d) Demeanour.
- 2.4 This standard addresses and supports customer service delivery issues of:
- a) Staff
- In relation to staff appearance.
- 2.5 This Standard supports the following LU Policies:

Number	Title	Version
1-01102-001	Health, safety and environment	A2
1-01104-001	Corporate identity	A1
1-01101-001	Service delivery - Customer environment and information	A1

3 Requirements

3.1 Appearance - general

- 3.1.1 The appearance of a member of staff shall be in accordance with procedures within LU and comply with London Underground policies.
- 3.1.2 Staff shall be clean and smart in appearance and convey a positive image of the company in their general demeanour.
- 3.1.3 Staff uniforms shall enable staff and customers to identify immediately the wearer as London Underground staff. Where appropriate, different roles or grades of staff shall be distinguishable. Staff name badges will be worn by **all staff** in the correct manner, be visible to customers at all times and names displayed adhere to published guidelines.