

UNIFORM AND STANDARDS PROCEDURE

Official



NORFOLK
CONSTABULARY



SUFFOLK
CONSTABULARY

UNIFORM AND STANDARDS

Owning Department: Professional Standards

Department SPOC: Detective Sergeant, Service Improvement Unit, PSD

Governing Policy: Uniform, Appearance and Standards

Risk Rating: Medium Low

Legal Sign Off: 12/01/2024

JNCC: March 2020

Published Date: 17/02/2024 (v1.12)

Review Date: 01/02/2026

Official

Version Number: 1.12

Page 1 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

Index

1. Summary of Changes.....	2
2. Procedure Aim.....	2
3. Applicability	3
4. Overriding Principles	3
5. Standards.....	3
6. Supervisors	3
7. Wearing of Uniform (Officers and Staff) – General.....	4
8. General Instructions for Officers employed on Plain Clothes Duties and Police Staff not wearing uniform	5
9. General Instructions for Officers and Police Staff when Working from Home	6
10. Warrant/Identity Cards, Name Badges and Lanyards	6
Lost or Stolen Warrant/Identity Cards	7
11. Hair and Facial Hair.....	7
12. Jewellery including Piercings.....	8
13. Make-Up and Nails.....	8
14. Ties	8
15. Shorts.....	9
16. Tattoos	9
17. Spectacles and Sunglasses	10
18. Headwear.....	10
19. Special Arrangements	11
20. Ceremonial Tunics	11
21. Temporary/Acting Promotions and Insignia of Rank	11
22. Medals and Medal Ribbons.....	11

1. Summary of Changes

- 1.1 This is a new joint procedure which supersedes parts of the Uniform, Behaviour and Standards policy.

2. Procedure Aim

- 2.1 This procedure aims to identify the expected standards for police officers and police staff in Norfolk and Suffolk Constabularies. The procedure covers expected standards in terms of uniform, plain clothes, warrant cards, hair and facial hair, jewellery, tattoos and a guide to challenging behaviour for supervisors.
- 2.2 Public confidence in the police service depends on all officers and staff demonstrating the highest level of personal professional standards of behaviour and presentation. The standards set out in this procedure reflect the expectations that Norfolk and Suffolk Constabularies and the public have of how police officers and employees should behave. They are not intended to describe every situation but rather to set a framework which everyone can easily understand.
- 2.3 The Constabularies will accommodate wherever possible the needs of individuals on the grounds of a protected characteristic, provided those

Official

Version Number: 1.12

Page 2 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

needs do not compromise public confidence in the police service, an individuals' ability to carry out their duties or the health and safety or security of individuals or any other person.

3. Applicability

- 3.1 Unless otherwise stated, this procedure applies to all police officers (including those of the Special Constabulary) and all members of police staff (including police support volunteers).

4. Overriding Principles

- 4.1 All officers and staff should dress appropriately for their specific role, unless otherwise directed by operational needs and in line with the following principles:

- Dress in keeping with the professional image outlined in this document – clothing should be clean and well presented, i.e. ironed if appropriate.
- Maintain high standards of personal hygiene and grooming.
- Do not wear anything that represents a risk to health and safety.
- Do not wear any items which are likely to bring the Constabularies into disrepute – this includes potentially offensive badges, logos or motifs.
- Do not chew gum or smoke whilst engaging with members of the public.

- 4.2 This document should not be interpreted as an exhaustive list of rules, but it does serve in highlighting some specific issues and it provides advice on general matters. The overarching theme is that members of Norfolk and Suffolk Constabularies should ensure their personal appearance is such that any member of the public would not be offended or have cause to doubt their professionalism.

5. Standards

- 5.1 The Standards of Professional Behaviour for police officers and the Standards of Professional Behaviour for police staff, also reflect relevant principles enshrined in the European Convention on Human Rights and the Code of Ethics. They apply to all members of police officers and police staff respectively.
- 5.2 The standards set out below do not restrict the discretion of all staff; rather they define the parameters of conduct within which that discretion should be exercised. A breach of the standards may damage the confidence and reputation of Norfolk and Suffolk Constabularies and could lead to disciplinary action, which in serious cases may result in dismissal.

6. Supervisors

- 6.1 Supervisors have a responsibility to ensure that there is a consistent approach towards this procedure, rather than their own personal

Official

Version Number: 1.12

Page 3 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

interpretation of it. Supervisors will be expected to challenge officers and staff who do not present a professional image of the Constabularies in line with this procedure. Supervisors are also responsible for delivering a professional, impartial and effective policing service, maintaining standards by demonstrating strong leadership and dealing with conduct which has fallen below these standards at an appropriate level.

- 6.2 A police officer or member of police staff who does not maintain a satisfactory standard of personal appearance should be informed of the specific areas to be addressed and a failure to improve any such areas may result in disciplinary/misconduct proceedings. Supervisors must ensure that meetings with officers/staff are documented and are open and transparent by sharing a copy of the notes with the officer/staff member. If further advice is needed on how to deal with issues, the Professional Standards Department should be contacted.
- 6.3 Supervisors should set an example with high standards of appearance. Ensure groups of uniformed staff and officers working together in public view are dressed uniformly as far as is practicable, subject to operational commitments, health reasons or protected characteristics.

7. Wearing of Uniform (Officers and Staff) – General

- 7.1 Officers will wear uniform at all times whilst on duty unless authorised to wear plain clothes.
- 7.2 A single tie pin, badge, patch or similar item may be worn as long as they do not affect the individual's professional image. Suitable items include but are not limited to, a patch from a supportive charity such as Care of Police Survivors (COPS); a taser pin badge or a Constabulary crest – advice can be given by PSD as to whether an item is acceptable if necessary. In addition to this a poppy may also be worn in the lead up to Remembrance Sunday. Poppies should be worn on the left side of the uniform above the left breast pocket or the left lapel of outerwear; for ceremonial duties whilst wearing a tunic they will be worn on the right. Epaulettes must be worn on the outermost garment so that identification is visible at all times. The only exception to this will be firearms officers who may display their "ghost" numbers when authorised.
- 7.3 Please see the Wearing of PPE and Body Armour procedure for guidance on the appropriate way to wear these aspects of uniform.
- 7.4 It is accepted that frontline officers and staff may wish to carry non-issue; personal items that they feel enhance their service to the public. Any such items are not issued by the Constabulary and therefore they are not tested or maintained by the Constabulary and officers/staff are not trained in their use. Any decision to carry or use such items remains the complete responsibility of the officer or staff member. If an individual chooses to carry such an item the following guidelines must be followed;

Official

Version Number: 1.12

Page 4 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

- Carrying the item does not constitute an offence e.g. a lock knife or a long blade.
- It is carried securely, where it is not on display (e.g. not on a belt).
- An officer or member of staff choosing to use non-issue equipment must risk assess the situation and be able to justify its use in the circumstances.
- Officers and staff should carefully consider public perception of the carrying or use of non-issue equipment.

7.5 The carrying and use of non-issue equipment will remain under review by the Combined Dress and Standards Working Group.

8. General Instructions for Officers employed on Plain Clothes Duties and Police Staff not wearing uniform

8.1 Individuals wearing plain clothes for their role should ensure that their standard of dress and appearance reflects the same high standard required of uniformed staff. All clothing worn should be appropriate to the dignity and professionalism of the work place, and should not be revealing or present a possibility that colleagues or members of the public including partner agencies would find it offensive or embarrassing.

8.2 Business wear must be smart and clean. Business suits or an appropriate smart jacket are the expected forms of dress whenever staff are representing the Constabularies at events, at court or in contact with the public and other agencies through their role.

8.3 Unless there is an operational requirement not to do so, professional business clothing will be worn by non-uniformed officers and staff.

8.4 Standards of dress shall reflect a professional image. The following are examples of unacceptable standards of dress (this is not an exhaustive list) and it will be the decision of the relevant supervisor or manager as to what is acceptable taking into consideration the role and specific task of the individual such as a meeting or operational requirement:

- Jeans/jeggings and denim garments
- Shorts unless worn under uniform for diversity needs
- Sweatshirts
- T-shirts with slogans or logos or motifs that may be considered offensive
- Sportswear
- Beachwear
- Flip flops
- Training shoes

Official

Version Number: 1.12

Page 5 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

- Non-uniformed officers and staff attending training courses will wear their normal business attire unless joining instructions require a specific dress code.

8.5 Officers must have their ID card on display whilst on police premises.

8.6 Individuals engaged on covert operations, where identity must be concealed, may dress to suit the circumstances.

9. General Instructions for Officers and Police Staff when Working from Home

9.1 It is the responsibility of the individual officer or staff member to display a professional image in keeping with the Uniform, Appearance and Standards policy at all times when visible at work.

9.2 Officers and staff attending any meeting with external agencies, partners or stakeholders, or a formal internal meeting, should adopt a similar standard of dress to working in the office (the wearing of ties is discretionary – although the audience needs to be considered on a case by case basis).

9.3 For officers and staff attending a less formal internal meeting, so long as point 9.4 below is adhered to, comfortable clothing is acceptable.

9.4 Standards of dress shall reflect a professional image. The following are examples of unacceptable standards of dress when working from home (this is not an exhaustive list) and it will be the decision of the relevant supervisor or manager as to what is acceptable, taking into consideration the role and specific task of the individual:

- Any garment with slogans or logos or motifs that may be considered inappropriate.
- Any garment which is likely to bring the Constabularies into disrepute – this includes potentially offensive badges or logos.
- Beach wear.
- Sports wear.
- Nightwear.

9.5 Utilising a camera during virtual meetings is optional, but it can help aid communication during the meeting, hence appropriate standards should be maintained.

10. Warrant/Identity Cards, Name Badges and Lanyards

10.1 Officers, staff and volunteers must carry their warrant/identification card at all times whilst on duty. Unless in operational uniform with epaulettes, all officers/staff/volunteers should ensure their identity card/warrant card is clearly displayed; worn outside clothing in a prominent place, usually on a lanyard or a name badge holder, whilst on police premises.

Official

Version Number: 1.12

Page 6 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

- 10.2 Only lanyards that are issued by the Constabularies, or a recognised staff association, should be worn to ensure a professional image is maintained.

Lost or Stolen Warrant/Identity Cards

- 10.3 Lost or stolen identity or warrant cards must be reported to the control room of the relevant Constabulary immediately. Control room will generate a CAD, grade it appropriately and inform the Duty Sergeant for the area. The Duty Sergeant will be responsible for completing any further enquiries, i.e. informing PSD; informing the officer's line manager; contacting Facilities to remove access permissions etc. CCR will record the details of the lost/stolen card/s on the supervisor's handover for an appropriate period of time.

11. Hair and Facial Hair

- 11.1 Officers/staff in uniform on operational duties should wear their hair so that it is neat and tidy and cut or secured above the collar. It must not present a health and safety hazard, i.e. should not be able to be grabbed or pulled, e.g. in a ponytail. Hair accessories must be plain and discreet.
- 11.2 If hair dye is used, it must be of an appropriate colour for the officer's/staff member's role and workplace. Hairstyles must not be shaved into patterns or motifs.
- 11.3 Non-uniformed staff/officers and non-public facing uniformed staff/officers should ensure their appearance reflects the same high standards required of all other members of the Constabularies, dependent on working environment provided it is appropriate to their role and workplace.
- 11.4 Moustaches and beards are permitted and must be kept tidy and neatly trimmed unless for religious/faith/medical reasons. Whilst it is appreciated that police officers may wish to grow a beard and may not be able to whilst on rest days, as long as it is neatly maintained and tidy whilst it is growing then this is acceptable. Hair dye used on facial hair must be of an appropriate colour for the officer's/staff member's role and workplace.
- 11.5 Facial hair must not obscure any Body Worn Video as this could create a risk to the safety of officers and members of the public and may hinder a prosecution or complaint investigation.
- 11.6 For health and safety reasons regarding the CBRN equipment, specialist CBRN officers (including Firearms officers, Search officers and Command Team officers), issued with the specialised CBRN kit, are not permitted to have facial hair as part of the role and will be informed of this requirement during their training.
- 11.7 CBRN officers issued with the PRPS PPE kit are permitted to have facial hair.

Official

Version Number: 1.12

Page 7 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

12. Jewellery including Piercings

- 12.1 For operational staff/officers there is a potential health and safety risk when wearing jewellery. Operational staff/officers are permitted to wear a watch, a band ring, small stud earrings and a necklace (provided this is worn under clothing and is not visible.)
- 12.2 For operational officers and staff, facial piercings should be removed prior to the commencement of duty or replaced with a suitable piercing retainer that does not present a health and safety risk, unless 11.3 applies
- 12.3 Other jewellery may be worn on a case by case basis. This could be on medical grounds, e.g. an alert bracelet, or for religious grounds, e.g. Sikh staff are permitted to carry a miniature Kirpan out of sight beneath outer clothing.
- 12.4 All other staff/officers may wear jewellery but must maintain the professional image of the Constabularies. Individual pieces of jewellery may be subject to a health and safety assessment and staff may be required to remove these while at work or carrying out tasks, this will be the decision of each individual manager.
- 12.5 Jewellery is worn at the individual's own risk and the Constabularies are unlikely to be liable for any loss, damage or theft of such. Staff are therefore encouraged not to wear valuable jewellery to work.
- 12.6 Piercings include plugs, stretchers, tunnels or spirals or any other item reasonably considered to be facial jewellery.
- 12.7 Supervisors/line managers are expected to address any item that presents a health and safety risk to any person or otherwise fails to maintain the professional image of the Constabularies.

13. Make-Up and Nails

- 13.1 All officers and staff are permitted to wear natural looking make-up appropriate to their natural skin tone or in connection with a protected characteristic, such as their religion/faith, e.g. the Bindi.
- 13.2 Uniformed operational officers and staff, for health and safety reasons should keep fingernails trimmed short and clean. It is acknowledged that gel nail varnish and/or nail extensions are often worn and that this/these has/have to be removed professionally. This is acceptable provided that the length of the nails is not too long so as to restrict the wearer's work. However, the same colour should be used on all nails. No jewellery or attachments on the nails are permitted.

14. Ties

- 14.1 Staff/officers wearing the black operational shirt will not be required to wear a tie. In all other cases they should wear a force issue tie (where issued) unless permission has been given to remove this due to weather or

Official

Version Number: 1.12

Page 8 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

officers/staff are on a break away from public view. Where it is deemed appropriate to remove the tie for operational reasons, e.g. dealing with a particularly sensitive situation, dealing with children etc., it will be the decision of the officer/member of staff as to the appropriateness of removing this.

14.2 As a general rule, no ties will be required for police officers and staff between 1st June and 31st August (unless attending court), but this will be at the discretion of the Chief Officers, who may amend these dates as they see fit.

15. Shorts

15.1 No shorts are to be worn at any time whilst on duty.

16. Tattoos

16.1 Independent research conducted by Ipsos Mori on behalf of the Police Federation of England and Wales in 2016 found that members of the public are largely accepting of police officers and staff with visible tattoos. However, visible tattoos are unacceptable if they could reasonably and objectively be interpreted as discriminatory or offensive and/or indicate attitudes or views inconsistent with the College of Policing's Code of Ethics and the standards of Professional Behaviour.

16.2 Tattoos are unacceptable for both Police Officers and Police Staff if they*;

- Undermine the dignity and authority of the officer/staff member and/or organisation.
- Could cause offence to colleagues or members of the public.
- Indicate unacceptable attitudes towards any protected characteristic under the Equality Act 2010 or any other section of the community.
- Indicate alignment with a particular group (political or otherwise) that could cause offence.

**This list is designed to provide examples of what would be considered to be unacceptable, it is not exhaustive.*

16.3 A prospective officer or staff member with an unacceptable tattoo as per above may not be able to join the Constabularies. Current employees who have such a visible tattoo done whilst employed by either Constabulary are likely to breach the standards of professional behaviour and may face misconduct proceedings.

16.4 Face tattoos are not permitted for Officers unless authorised by PSD. Consideration will be given to the requirement for the tattoo, i.e., medical reasons.

16.5 Careful consideration will be given by the organisations to any tattoo on the neck or hands in deciding if it is acceptable. This includes considering the size, nature and prominence of the tattoo. Before a new visible tattoo is

Official

Version Number: 1.12

Page 9 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

considered by any officer, advice should be sought through their line manager.

- 16.6 The initial decision on determining if a tattoo is acceptable or not will be made by the PSD Service Improvement Team and Recruitment. If the applicant appeals the decision, it will be reviewed by the Head of PSD.
- 16.7 Following review by the Head of PSD, a further right of appeal exists whereby, officers, staff or prospective employees can submit an appeal in writing to the DCC who will make the final decision, consulting with relevant groups (i.e., Staff Associations, Community Representatives) when they consider necessary.

17. Spectacles and Sunglasses

- 17.1 Prescription spectacles worn during operational activity, including roles that have direct contact with the public, must have lenses made of safety plastic and not glass. The frame should be suitable in colour and style. Those members of staff holding a Constabulary driving authority and required to drive as part of their role should avoid wearing spectacles with wide arms due to them blocking the side-vision.
- 17.2 Subject to the Joint Force Eyecare Procedure officers and staff are entitled to a free eyesight test and a voucher towards the cost of the glasses (if required), when classified as a DSE user or belong to a specific group of officers/staff who require eyesight testing due to the job that they do. For more information refer to the procedure or contact Health and Safety.
- 17.3 Sunglasses are permitted and frames should be suitable in colour and style. Mirror reflective lenses are not permitted. Sunglasses must be removed when talking to a member of the public and inside a building unless it is necessary to continue to wear them for medical reasons or because they are prescription sunglasses. In such cases supporting evidence may be required, e.g. a medical note from the GP/optician or a request from Workplace Health and Safety.

18. Headwear

- 18.1 It is compulsory for uniformed officers/staff to wear force issue headwear while performing public duties and while outside, including on police premises. The only exception to wearing headwear outdoors is when in full tunic, e.g. Remembrance Day Service.
- 18.2 The following also applies;
- Except on religious and medical grounds officers, PCSOs and members of the Special Constabulary will wear force issued headwear.
 - Uniformed officers and uniformed staff in police vehicles may remove their headwear while in the vehicle but must wear it outside the vehicle at all times unless operational commitments prevent this, e.g. chasing

Official

Version Number: 1.12

Page 10 of 12

UNIFORM AND STANDARDS PROCEDURE

Official

suspects or saving lives, home visits, severe weather such as high winds (police officers and PCSOs riding pedal cycles while on duty are to wear pedal cycle helmets and police motorcyclists will wear force issue motorcycle helmets when on patrol).

- When providing television interviews headwear may be removed to avoid shading the eyes and when posing for non-operational photographs.
- Muslim officers and staff may wear a black or dark navy headscarf/hijab.
- Sikh officers and staff who wear turbans are exempt by law from having to wear motorcycle helmets and are also therefore exempt from having to wear pedal cycle safety helmets while on duty at work, however a risk assessment will be undertaken in relation to the specific role to be performed, including any potential communications issues.
- Officers and staff may wear prayer caps at the appropriate time and when the need arises while on duty.

18.3 Where a Constabulary cap is issued, this should be worn as and when required or directed.

19. Special Arrangements

19.1 Special arrangements may have to be made for individuals who are experiencing any medical symptoms which could affect the wearing of uniform, e.g. pregnancy. This is to ensure that their uniform is suitable for their role considering any medical provisions.

20. Ceremonial Tunics

20.1 Where a tunic is required for court or ceremonial duties, any officer who does not have one issued to them, must contact Uniform Stores in advance. They will provide a tunic for the purpose it is required and then it must be returned to Uniform Stores immediately afterwards.

21. Temporary/Acting Promotions and Insignia of Rank

21.1 Identifying collar numbers and insignia of rank, correctly displayed will be worn at all times.

21.2 Officers performing acting/temporary duties should wear the insignia relevant to that rank from the commencement of those duties. The correct insignia can be obtained from Uniform Stores.

22. Medals and Medal Ribbons

22.1 Officers may wear medals and ribbon brooch bars on tunics for special events. If advice is required about this please contact Uniform Stores.

UNIFORM AND STANDARDS PROCEDURE

Official

22.2 Medals must be worn in the correct order of precedence as announced by the Central Chancery of the Orders of Knighthood.

Official

Version Number: 1.12

Page 12 of 12