



NORFOLK
CONSTABULARY
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SUFFOLK
CONSTABULARY
Taking pride in keeping Suffolk safe

Uniform, Behaviour and Standards

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Approved by

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Note: By signing the above you are authorising the policy for publication and are accepting accountability for the policy on behalf of the Chief Constables.

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Legal Basis

(Please list below the relevant legislation which is the legal basis for this policy). You must update this list with changes in legislation that are relevant to this policy and hyperlink directly to the legislation.

Legislation specific to the subject of this policy document

Section	Act (title and year)
	Police and Criminal Evidence Act 1984
	Criminal Justice and Public Order Act 1994
	Police (Conduct) Regulations 1999
	Personal Protective Equipment at Work Regulations 1992
	Provision and use of Work Equipment Regulations 1998

Other legislation which you must check this document against (required by law)

Act (title and year)
Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
Equality Act 2010
Crime and Disorder Act 1998
Health and Safety at Work etc. Act 1974 and associated Regulations
General Data Protection Regulation (GDPR) and Data Protection Act 2018
Freedom Of Information Act 2000
The Civil Contingencies Act 2004

Other Related Documents

- Pocket Notebooks Policy Norfolk
- Pocket Notebooks Procedure Suffolk
- Substance Misuse Policy Norfolk
- Substance Misuse Procedure Suffolk
- Disability Management Policy Joint
- Transgender Staff & Officers Policy Joint
- Performance Management of Police Staff
- Unsatisfactory Performance Procedures (Officers)

1. Introduction

1.1 Norfolk and Suffolk Constabularies are uniformed disciplined organisations and as such our standards are important to members of our communities and colleagues alike.

We will:

- Expect high standards of appearance and behaviour.
- Ensure that we are professional, responsive and caring, acting with integrity, being straightforward, open and honest.
- Set clear objectives and explicit standards for our staff, underpinned by the PDR system, recognising and rewarding good performance.

1.2 Lead with confidence; consistently challenge unacceptable performance, behaviour and standards within a supportive environment.

1.3 Policy and procedures are binding on all members of the organisations and individuals will be accountable for their actions. Non-compliance may render individuals subject to disciplinary action.

2. Uniform Committee

2.1 The Deputy Chief Constables are ultimately responsible for the Uniform Committee to ensure the requirements of this Policy are upheld, and to consider any requests for deviation from the Policy. Changes from the requirements of this Policy will not be considered unless presented to and agreed by the Joint Uniform Committee.

3. Health and Safety

3.1 When considering what items of clothing to wear, it is your responsibility to then consider health & safety implications (e.g. undertaking risk assessments), especially if you are a member of uniformed staff in an operational role.

4. General

4.1 Uniform is provided for various roles as identified within this Policy. These uniforms have been assessed for suitability to role and cost effectiveness.

4.2 While this Policy deals with the general principles of uniformity, every reasonable effort will be made to accommodate variations in uniform for religious, cultural reasons and the pregnant or recently pregnant.

4.3 When wearing uniform, staff will only wear such clothing as is approved and/or issued by the Constabularies (with the exception of footwear when that is not issued). Only black/navy shoes, boots and socks/tights may be worn.

4.4 Officers and staff have a personal responsibility to act as the custodian for all of the items of uniform and equipment issued throughout the period of

appointment and are to ensure it is serviceable and worn in a condition that does not discredit the service.

4.5 Clothing and equipment issued by the Constabularies does not become the personal property of an individual.

5. Personal Standards

5.1 It is important we make positive impressions with everyone we deal with. What you say and what you do can have a lasting effect on others – both in their impression of you personally but also of Norfolk and Suffolk Constabularies. At the very least your colleagues expect you to:

- Be on time – arriving before the start of the shift/meeting/appointment, properly briefed and equipped.
- Appropriately dressed in accordance with this Force policy.
- Leave desks, offices and vehicles clean and tidy.
- Be polite and courteous when dealing with people, ensuring that if you make a commitment such as an appointment, return telephone call, attending a meeting etc, it is met, or, if not, a reasonable explanation is given.
- Answer all telephone calls promptly and appropriately with a greeting, your name and department.
- Not use personal mobile phones for calls or texts in the presence of the public or in public view unless there is a justifiable and urgent need to do so.
- Not to place inappropriate notices or posters at work or use inappropriate ring tones on mobile phones.
- Comply with Force smoking Policies.
- Ensure that a completed calling card is left on every occasion that you have contact with victims of crime, road traffic collisions, those reporting incidents and witnesses and that you keep them updated as appropriate.
- Consider the ‘police contact’ experience from the view of the public and, whenever appropriate, conclude a conversation by asking: “Is there anything more I can do to help?”

5.2 Getting it right first time will save you and others unnecessary work

6. Telephone and Voicemail

6.1 Calls are answered within 3 rings (telephone etiquette), this may not be possible, so consideration should be given to call divert / voicemail.

6.2 Answer calls in a polite and courteous manner; identify the department and whom the caller is speaking to;

- Good Morning / Afternoon / Evening
- Department or Constabulary Name
- Name of person answering the phone
- How may I help you?

6.3 If the caller has dialled the incorrect department, ascertain where the call needs to be redirected and where possible provide the extension number to the caller.

6.4 If your extension is unattended ensure that your voicemail function is turned on (if the phone has the facility) or ensure that your phone is diverted to the most appropriate person.

6.5 The voicemail message should reflect the hours and days worked by the member of staff.

6.6 Voicemail should be checked twice daily to maintain customer satisfaction. Voicemails are to be responded to within 24hours.

6.7 Voicemail message, email delivery receipt should inform the caller/sender that their message has been received and also state how quickly they will get a reply e.g. (24 hours for phone calls, 2 -3 days for E-Mails)

6.8 Treat others how you wish to be treated, politeness costs nothing.

7. Warrant / Identity Cards

7.1 All personnel (officers and staff) must visibly wear warrant/identity cards, at all times when on police premises, whilst on duty, unless the individual's role deems otherwise i.e. covert operation. Additionally, Police Officers must carry warrant cards whilst off duty in any place where the officer has jurisdiction. The loss of a warrant/identity card must be reported immediately to the Professional Standards Department/Information Security.

7.2 Warrant/identity cards must be visible by guests/visitors at all times when on police premises.

8. Name Badges

- 8.1 Name badges will be worn at all times when on duty, on the most outer item of clothing, unless the individual's role deems otherwise i.e. covert operation and will be worn centrally on the left of the upper body, except for ceremonial duties when the name badge will be worn on the right.
- 8.2 Ordinarily name badges will only include the individuals name and their rank (in the case of Police Officers) and name and department (in the case of Police Staff). No other details will be shown. The use of nicknames is not permitted.
- 8.3 The wearing of name badges does not negate any requirement to carry warrant/identity cards.

9. Saluting

- 9.1 Officers will only be required to salute whilst in full uniform, including Head wear, and either:
- At a training establishment, when instructed to do so; or
 - Engaged on Royal Visits, Official Occasions and Ceremonial Duties (for example Remembrance Day parades and Service Funerals) where saluting should be specified in the relevant Operational Order.
 - Any staff in plain clothes will not salute or be saluted.

10. Hair, Beards and Moustaches

- 10.1 Female officers/staff in uniform, on operational duty, with hair longer than collar length will ensure that it is secured in such a way that it is off the collar and cannot be grabbed or pulled. Hair accessories used for this purpose must be plain and discreet in colour (black or navy) – scrunchies may only be worn where there is no potential of risk to the wearer.
- 10.2 Male officers/staff in uniform, on operational duty, should keep their hair neatly trimmed not covering the ears and, unless this relates to their religious or cultural beliefs, worn above the collar. Long hair must be secured in such a way that it is off the collar and cannot be grabbed or pulled. Hair accessories used for this purpose must be plain and discreet in colour (black or navy).
- 10.3 All personnel using hair dye by either sex must be of natural colouring and hairstyles must not be 'sculptured' or have shave patterns or motifs in them.
- 10.4 Non-uniformed staff may choose their hairstyle provided it is appropriate to their role, workplace and is neat and tidy (i.e. of natural colour – not intensely coloured, and avoiding extreme styles, e.g. Mohican).
- 10.5 Moustaches and beards may be worn, but unless for religious or faith reasons must be tidy and neatly trimmed. An officer or member of staff

wishing to grow a beard should do so when he is off duty for a suitable period of time – so called ‘designer stubble’ is not acceptable.

- 10.6 All personnel are not permitted to have shaven patterns or motifs in hairstyles, eyebrows or any other visual place.
- 10.7 CBRN (Chemical, Biological, Radiological, Nuclear) trained personnel may not wear/grow a beard or moustache, as facial hair can inhibit an effective seal around a respirator thus reducing the protection.

11. Jewellery including Facial and Body

- 11.1 Uniformed officers and uniformed police staff operating in the public environment should keep jewellery to a minimum to prevent it causing injury to themselves or others. Rings if worn, up to a maximum of 5, should be discrete and of a type unlikely to cause injury.
- 11.2 Uniformed officers and uniformed police staff should make sure necklaces and similar jewellery are not visible with open necked shirts.
- 11.3 Uniformed officers and uniformed police staff may not wear bracelets with short sleeved shirts, unless of a Medic-Alert type or worn for reasons of faith. Campaign bracelets are at the discretion of your Chief Constable.
- 11.4 All male uniformed officers, uniformed police staff and non-uniformed officers and police staff in public facing roles may not wear earrings. All female uniformed officers, uniformed police staff and non-uniformed officers may wear a pair of small, plain stud earrings. Nose rings or other facial body jewellery may not be worn, unless this relates to religious or cultural beliefs.
- 11.5 The only visible body piercing acceptable is conventional piercing such as ear lobes or piercing for cultural reasons. No other form of exposed body piercing, including piercing of the tongue, is acceptable whilst at work.
- 11.6 Personnel having body piercing that are not visible when clothed should be aware of the associated risk of injury.
- 11.7 Jewellery worn should not be of high value (the Constabularies do not accept responsibility for loss, theft or damage for jewellery).

12. Cosmetics, Make-up, Nail Polish and Nail Extensions

- 12.1 Officers and staff who have contact with the public should keep make-up discreet. Vivid colours are not acceptable.
- 12.2 Officers and staff who have contact with the public or are operational should ensure that their appearance is at all times professional and consistent with their role. No extreme coloured nail varnish should be used, only clear or of a natural colour is acceptable. Nail extensions are not permitted.

13. Tattoos

13.1 Inappropriate tattoos are not permissible, e.g. those which:

- Undermine the dignity and authority of the office of constable.
- Could cause offence to members of the public or colleagues and/or incite provocation.
- Are garish, numerous or particularly prominent (i.e. on the face or hands).
- Indicate unacceptable attitudes towards the opposite sex, minority groups or any other section of the community.

13.2 Wherever possible all tattoos should remain covered at all times whilst an individual is at work. Where the lower arms are tattooed and are of an offensive nature, a long sleeved wicking or other shirts will be provided and worn.

13.3 Officers and staff considering getting a new tattoo, or facial piercing, that would be visible must consider any potential breach of the 'standards of professional behaviour' and the health and safety risk.

13.4 Where there is doubt, officers and staff should seek guidance from their line manager/supervisor. Professional Standards Department will provide further advice as and when required.

14. Spectacles and Sunglasses

14.1 Where required as part of their role, officers and staff are eligible for support in the provision of spectacles, this will be supplied by the Payroll Team in the Finance Department.

14.2 All personnel should refrain from purchasing spectacles/frames in extreme colours.

14.3 Sunglasses may be worn in sunny conditions. When worn they must be plain and not mirrored.

14.4 Sunglasses that are not prescriptive must always be removed when talking to members of the public.

15. Chewing Gum & Smoking

15.1 All personnel are not permitted to chew gum whilst carrying out any public facing duty or when attending meetings.

15.2 For smoking, all personnel must adhere to the wishes of the appropriate Chief Constable, to which you are geographically visiting or located.

16. General Instructions Regarding the Wearing of Uniform (Officers and Staff)

- 16.1 All items of uniform must be kept clean and in good repair, with appropriate uniform items kept neatly pressed. It is the responsibility of officers and staff to ensure lost or damaged items are replaced as soon as practicable.
- 16.2 Unless authorised to wear plain clothes, officers will wear uniform at all times when on duty.
- 16.3 Only one small, discreet and appropriate pin badge may be worn on the tie. Poppies and other flags and emblems sold on authorised flag days may be worn. They are to be worn immediately above the left breast pocket of shirts or the left lapel of outer wear e.g. the blouson jacket. For ceremonial duties whilst in a tunic they will be worn on the right. They are not to be worn behind cap badges.
- 16.4 Numerals or epaulettes must be worn on the shoulders only, of the outermost garment, so as to be visible at all time.
- 16.5 Medals and other orders or decorations will not be worn as a matter of routine however the associated ribbons may be, subject to the constraints set out in Appendix A.
- 16.6 If required to take part in a ceremonial occasion by a Commander/Departmental Head, officers below the rank of Superintendent can order a tunic and trousers from your appropriate Stores on a loan basis, with the approval of the Departmental Head/Supervisor. Superintendents and above will retain a tunic.

17. Headwear

- 17.1 Headwear is to be worn at all times by uniformed officers when outdoors, including police premises.
- 17.2 The only exception to wearing headwear indoors is when in full tunic e.g. Remembrance Day Service.
- 17.3 Headwear need not be worn:
- When indoors, including court (other than members of the Jewish faith or of other religions which require the head to be covered when in civil courts and when taking oaths);
 - When in motor vehicles;
 - When uniform is mixed with 'civilian' dress, e.g. when off duty, on a break;
 - When otherwise ordered;

- When engaged in physical training; or
- When attending a church service (female personnel excepted).

17.4 Alternative headwear to meet the religious and cultural needs of staff, e.g., Sikh Turban, Muslim Hijab will be provided upon request through your line manager and will be black in colour and may be worn with cap badge.

17.5 Headwear must be worn on alighting from a patrol vehicle unless it is impracticable to do so. However, there is an expectation that headwear will be worn when dealing with members of the public, including duties at the scenes of Road Traffic Collisions.

17.6 Road Policing Officers must wear white caps to increase visibility and to indicate their specialist role. Sikh Road Police Officers must wear a white turban and badge.

17.7 Police cyclists and motorcyclists, including PCSOs will wear the relevant safety helmets whilst on patrol subject to certain exceptions (e.g. Sikh motor cycle drivers whilst wearing a turban).

17.8. Specialist or alternative headwear may be worn consistent with the hazards present and duty being performed.

18. Care of Uniform and Equipment

18.1 Individuals must make sure that their uniform and equipment is kept in good condition.

18.2 Annual checks of body armour will be part of the Personal Safety Training Module and the serial numbers of batons and cuffs will be recorded, for audit purposes.

18.3 Individuals should not leave uniform or equipment unattended in police buildings unless it is kept securely in a locker or other room designated for such use (i.e. drying room).

18.4 Any loss or damage to uniform or equipment must be immediately reported to a line manager. If the loss and/or damage is due to lack of care by any individual, he or she may be required to pay for the damage or contribute to the cost of the replacement if necessary.

18.5 If the loss and/or damage is relating to a baton, cuffs, PAVA or body armour a report detailing the circumstances of loss must be submitted to PSD/Information Security via your line manager immediately.

18.6 Individuals have a duty of 'reasonable care' to make sure that uniform and equipment issued to them is kept secure from theft or misuse and free from damage.

19. Replacement of Uniform and Equipment

19.1 All 'standard' uniform items will be replaced on a normal 'wear and tear' basis by submission of the appropriate form to your Stores.

19.2 All 'specialist' uniform items will also be replaced on a normal 'wear and tear' basis unless specific replacement guidelines apply, such as motorcycle helmets as set out below.

20. Motorcycle Helmets and PSU Helmets

20.1 A motorcycle helmet should be replaced after 5 years use, although this is subject to correct care and the 'owner' conducting regular inspections to identify damage. A motorcycle/PSU helmet will be replaced immediately if it is subjected to a violent blow or gets accidentally damaged. A report of the circumstances should be sent with the request for replacement.

20.2 When motorcycle helmet's life has expired or it is damaged it should be returned to Stores. Stores will also monitor records and send reminders near the end of its expected life.

21. Ownership and Disposal of Uniform and Equipment

21.1 All clothing and equipment issued to the individual remains the property of the relevant Police and Crime Commissioner and cannot under any circumstances be sold or exchanged. When an individual leaves the Police Force (including the duration of any career break), they will be sent notification detailing those items that must be returned. Failure to comply with these instructions may result in criminal and/or disciplinary proceedings.

21.2 When seeking a replacement of items of uniform or equipment, the old items must be returned.

21.3 All personnel when leaving a specialised role or leaving either Force will return all uniform and equipment, in particular any items with the police insignia, to Stores, in order that the appropriate recycling/disposing methods can take place.

21.4 It is the line manager's responsibility to ensure all uniform and equipment is returned and documented, in accordance with the uniform checklist, available from Stores.

22. Acting / Temporary Promotions

22.1 Officers who are granted acting rank or temporarily promoted will wear the full rank insignia of the higher rank.

23. General Instructions to Officers Employed on Plain Clothes Duties

23.1 All Officers must remember that their appearance has a big impact on the public perception of both their professionalism and the Forces' overall image. Therefore their standard of dress appearance reflects the high standard required of their uniformed colleagues, consistent with role/task.

23.2 There are two criteria that apply to plain clothes:

- The first can be broadly termed Business; this includes detectives when performing their normal duties in respect of interviewing prisoners, carrying out investigations etc., or when attending meetings where the wearing of uniform would be inappropriate. This category includes the police staff whom this policy applies. Police staff who are managers or who have daily, face to face contact with public/partners also fall into this category.
- The second; can be broadly termed casual – this covers any officer or member of police staff performing a role or specific task where the wearing of uniform or business attire would be inappropriate to that role/task e.g. surveillance. Police staff who fall outside of the ‘business’ category and who are not issued with uniform or workwear fall into this category.

23.3 The expectation is that officers will wear Business clothing unless operationally necessary.

23.4 Business Clothing defined.

- All officers and staff should wear clean and well presented clothing.
- For men this will mean trousers, collared shirt, tie and shoes/boots (not trainers). As with uniform the tie can be removed in hot weather and only the top button of the shirt can be unbuttoned.
- For women this will mean dress or skirt/trousers with smart top and shoes/boots (not trainers). Skirts and dresses when worn should be appropriate to the dignity and professionalism of the workplace and should not be such as to cause embarrassment to the Constabularies or colleagues.
- In certain circumstances, such as appearance in Court a jacket would also be expected, for both men and women.
- It also includes traditional dress related to an individual’s cultural or religious needs, provided it conforms to Health and Safety requirements.

23.5 Casual Clothing defined

- All officers and staff should wear clean and well presented clothing.
- The clothing will be appropriate to the prevailing season and environment in which the officer or staff member is deployed. It may include jeans, trainers and T-shirts (no loud/obtrusive logos).
- Clothing that exposes the body, in particular the midriff and lower back, is not permitted other than exceptional operational circumstances (such as test-purchase duties).

- Officers and staff identifying as transgender or transvestite may dress according to their preference in compliance with the appropriate Force Policy. Such Policy should afford individuals appropriate processes to discuss their dress confidentially and in a supportive environment.

24. General Instructions for Non-uniformed Staff (back office support)

- All staff should wear clean and well presented clothing.
- For men this will mean trousers, collared shirt, tie and shoes/boots (not trainers/flip flops). As with uniform the tie can be removed in hot weather and only the top button of the shirt can be unbuttoned.
- For women this will mean dress or skirt/trousers with smart top and court shoes/boots (not trainers/flip flops). Skirts and dresses when worn should be appropriate to the dignity and professionalism of the workplace and should not be such as to cause embarrassment to the Constabularies or colleagues.
- The clothing will be appropriate to the prevailing season and environment in which the member of staff is working i.e. if you are an engineer/mechanic it would not be appropriate for you to comply with the business clothing due to Health and Safety i.e. the wearing of shirts and ties.
- The wearing of shorts and spaghetti strap tops/dresses is not permitted.
- In certain circumstances, such as appearance in Court a jacket would also be expected, for both men and women.
- It also includes traditional dress related to an individual's cultural or religious needs, provided it conforms to Health and Safety requirements.

25. Claims for Damage caused to Personal Clothing and Effects whilst on Duty/at Work

25.1 If accidental damage is caused to personal clothing or effects whilst on duty/at work compensation can be claimed in certain circumstances. Please refer to Financial Instruction 7.2.5. in Norfolk and your relevant Financial Instruction in Suffolk.

25.2 Any damage should be reported at the earliest opportunity to a line manager or the officer in charge of the operation on which the officer or member of staff was engaged.

25.3 Compensation will be paid at the discretion of each Partner Force. The rate of compensation is calculated according to the age of the damaged

item. Claims will not be considered if the damage was caused through misuse or negligence.

26. Body Armour

26.1 Body armour is to be worn as close to the body as possible. Therefore placing the Hi-Vis blouson, Hi-Vis lightweight jacket between the body armour and the body is contrary to the policy.

27. Personal Protective Equipment

27.1 All police officers will be trained and authorised to carry a baton, an incapacitant spray and a set of hand cuffs.

27.2 These items of personal equipment are issued to protect the officer and others and therefore should be carried at all times when engaged in operational duties (see later section regarding appearance at Court).

27.3 Officers and staff engaged on motorcycle or pedal cycle patrol must wear the approved helmet and approved/appropriate specialist clothing issued by their Force.

27.4 Pedal cyclists must wear their cycle helmet whilst cycling, but when on foot, cyclists must wear either their cycle helmet or normal headdress at all times in a public place.

27.5 Those members of staff who use cycles less frequently will use normal uniform. They will however need to wear an appropriate issued cycle helmet, reflective cycle clips, cycling glasses and their issue high visibility outer clothing when using a cycle.

28. Airwave Radios

28.1 All officers and staff issued with an Airwave handset are expected to have it with them and switched on at all times whilst on operational duty (other than when in court). When not on operational duty, officers and staff must ensure their issued Airwave handset is to be stored securely within their assigned locker.

29. Attendance at Magistrates

29.1 **If you are a police officer or uniformed member of staff**, you should wear your normal working uniform when you attend court either to give evidence or as a gaoler. This means that, if you are authorised, you must wear your personal safety equipment (PAVA baton and speed cuffs). You should wear your police issue body armour within the court buildings unless there are exceptional circumstances for not doing so. If you are within a courtroom, you should switch your radio off and you should not wear any earpiece or microphone. You should take care whilst at court that no one at the venue, who is unauthorised, can hear any conversations/messages relayed on the radio.

30. Crown Court

- 30.1 All officers attending Crown Court are expected to wear a white shirt, tie and tunic.
- 30.2 Officers who do not have a tunic must contact Uniform Stores in advance of the hearing and they will provide a tunic and a plastic suit holder for the purpose of attending court.
- 30.3 If you are within a courtroom, you should switch your radio off and you should not wear any earpiece or microphone. You should take care whilst at court that no one at the venue, who is unauthorised, can hear any conversations/messages relayed on the radio.
- 30.4 In the case that a hearing may be considered contentious, a risk assessment will be conducted and if any risks are identified, officers can wear normal uniform and PPE.

31. Attendance at Coroner's Court

- 31.1 All officers attending Coroners Court to give evidence will be expected to wear a white shirt, tie and tunic. Coroner's hearings are particularly sensitive and it is appropriate that officers attending to give evidence should present themselves in a manner befitting of the circumstances.
- 31.2 Officers who do not have a tunic must contact Uniform Stores in advance of the hearing and they will provide a tunic and a plastic suit holder for the purpose of attending court.
- 31.3 In the case that a hearing may be considered contentious, the Senior Investigating Officer must conduct a risk assessment of any issues associated with not wearing full personal protective equipment. If after conducting a risk assessment the wearing of PPE is considered to be necessary, the Senior Investigating Officer will be expected to advise the Coroner prior to the hearing that there is a risk associated with the hearing and that the attending officer(s) will be equipped with PPE accordingly and will not be wearing a tunic, shirt and tie.
- 31.4 All non-uniformed staff are required to wear traditional business attire i.e. skirt/trouser suits with blouse/shirt and tie.

32. Flying of Flags

- 32.1 This policy is in place to set out the arrangements for the flying of flags at Norfolk and Suffolk Constabularies buildings where a flagpole facility is available.
- 32.2 It will set out the occasions when the Constabularies Flag, Union Flag, St George Cross Flag and other flags will be flown and also identifies occasions when flags will be flown at half-mast.

- 32.3 This policy has been written in conjunction with the advice issued by the [Department of Culture, Media and Sport](#) (DCMS) on flag flying.
- 32.4 Other flags may be flown on exceptional occasions with prior approval from the Chief Constable.
- 32.5 At Police Headquarters (PHQ), Facilities Management (Facilities Unit) are responsible for the maintenance and storage of the flags as well as arranging for the cleaning of them when required. At other locations, this will be the responsibility of the Business Support Officers/Station Clerks.
- 32.6 To fly a flag which is in poor repair or dirty, shows disrespect for the nations/groups that it represents.
- 32.7 To fly a flag at half-mast, the DCMS recommend that flags are raised at 08:00 hours and lowered at sunset. Wherever possible, flags flown on Constabulary flagpoles should be flown between these times. Where this is not possible, e.g. staff availability, flags should be raised and lowered as near to these times as practically possible. In Norfolk the CCR will be responsible for the lowering of flags and in Suffolk this will be the responsibility of Estates and Facilities.
- 32.8 **The Constabulary Flag** will be flown everyday on days when no other flag is due to be flown.
- 32.9 The Constabulary Flag will be flown at half-mast on the following occasions:
- On the day of a funeral of an officer or member of police staff.
 - Any other occasions as advised by ACPO to mark key events, e.g. funeral of an officer who died on duty from another Force or major national/international disasters.
- 32.10 **The Union Flag** will be flown everyday on days when no other flag is due to be flown.

Care must be taken to ensure the Union Flag is flown the correct way up. This is with the **wider diagonal white** stripe **above** the red diagonal stripe in the half nearest the flagpole:



The Union Flag will be flown at half-mast on the following occasions:

- From the announcement of the death of the Sovereign until the funeral, except on Proclamation Day, when it will be raised completely from 11:00 hours to sunset.
- Remembrance Sunday (second Sunday of the month) flags should be flown at half-mast all day.
- In the following cases, half-mastings will be by special command from Her Majesty:
 - a) The death of a member or near relative of the Royal Family, or the funeral of members of the Royal Family,
 - b) The funerals of foreign Rulers,
 - c) The funerals of Prime Ministers and ex-Prime Ministers of the United Kingdom,

32.11 **The St George Cross Flag** will be flown on St George's Day, 23rd April.

Where a St George Cross Flag is not available, the Union Flag may be flown instead.

32.12 When necessary, it is possible to 'Double Flag' where two flags are flown on the same flagpole (where space allows). Both flags must be British and the senior flag must be flown at the top, with a gap of about 30cm between the two flags, e.g. the Union Flag can be flown over the St George Cross Flag or the Constabulary Flag.

32.13 When flags are to be flown at half-mast, the lower flag must be removed.

32.14 Half-mast means the flag is flown two-thirds of the way up the flagpole with at least the height of the flag between the top of the flag and the top of the flagpole.

32.15 To get a flag to the half-mast position, it should be raised to the top of the flagpole for a brief period, and then slowly lowered to the half-mast position.

Appendix A: Guidance on wearing of medals and ribands

Occasions when Orders, Decorations and Medals are worn.

The full-size insignia of Orders, Decorations and Medals are normally to be worn on the following occasions:

- Visits by members of the Royal Family
- Ceremonial duties e.g. providing a guard of honour at a funeral
- Services of Remembrance
- When attending functions as guests, the invitations for which state 'Decorations' and
- When otherwise ordered that medals will be worn.

Wearing of Ribands

Medal ribands are to be worn on the left breast of tunics (and for officers without tunics, may be worn in the space between the 'POLICE' flash and chequered band on the left breast of the fleece) but not on blouson jackets (Hi-Vis), shirts, jerseys, anoraks or any other form of uniform clothing.

(Certain medals awarded by civilian societies and institutions are worn on the right breast. They are the medals of the Royal Humane Society, the Stanhope Gold Medal awarded by that Body, the Medal of the Royal National Lifeboat Institution, and the Life-Saving Medal of the Order of St John of Jerusalem. The ribands of such awards should be worn on the right breast).

Ribands are to be worn in the correct order of precedence (see below for details), with the most senior riband nearest to the lapel and in the top row when more than one row is worn. They are to be sewn side by side without interval or overlay onto a metal brooch bar or onto a strip of buckram and then stitched onto the tunic.

A row is to consist of not more than four ribands. When more than four ribands are worn, they are to be made up to display as many complete rows of four as possible, with any uncompleted row at the top. The sequence is to start at the top and continue from left to right (as viewed from in front of the wearer). The bottom row of ribands is to be placed immediately and centrally above the flap of the left breast pocket (or in the appropriate position when a pocket is not fitted) and each succeeding row placed centrally above it. The space between the row is to be three millimetres (one eighth of an inch) and the depth of the ribands eleven millimetres (seven sixteenths of an inch).

Ribands may be worn immediately after the date on which the official notification has been received, even though the Order, Decoration or Medal itself may not have been received.