

Southern Cross Dental LLP

Personal Appearance and Conduct Agreement

You will be representing the Agency at all your temporary assignments and your presentation & demeanor is very important to all clients. For this reason we have a very strict **Personal Appearance & Conduct Agreement** which you **must strictly adhere** to if you wish to work for us.

Hair

- Hair styles and colours must not be extreme or unusual and must present a professional business image at all time.
- Hair must be worn in a neat and attractive style. No elaborate styling and hair must keep up and above the lower collar line and away from the face. A single braid or ponytail is acceptable.

Make-up

- Make up should be kept at an absolute minimum. No heavy face or eye make-up will be allowed. No excessive use of eye shadow or excessive colours. No false eyelashes. Please refrain from the use of heavy perfume.

Jewellery

- Rings: Only wedding rings allowed..
- Necklaces: Necklaces are to be worn inside uniform, the necklace must not be visible.
- Earrings: Earrings may only be worn as a pair. Small stud or simple earrings only. No dangling or hanging earrings are permitted
- Ankle Bracelets: Ankle bracelets are not allowed
- Piercing: Visual piercing is not allowed.
- Fingernails: Fingernails are to be neatly trimmed and clean, no nail visible nail varnish. Nails should never be inappropriately long.
- Personal Hygiene: Please ensure that you appear fresh every day you are on duty and your hair is clean and shiny.

Time-Keeping

- You must ensure you arrive in advance of the job and be ready to start working at the time given.
- You must ensure that you arrive at least 15 minutes before the contracted work placement so that you are ready to start **ON TIME**. Lateness will not be tolerated

Uniform

- At all assignments, uniform, scrubs, tunic, trousers or dress must be clean, pressed and always look professional. Uniform should only be worn at surgery not outside of clinical environment.
- Shoes: Shoes must have closed toes and heels for safety reasons. Medical clogs are perfect but plain colours only please, Shoes can be black, brown, navy and flat heel. Shoes must be polished and neat. Open heel shoes are not permitted. Trainers are only permitted if they are very plain and clean. Surgery shoes CANNOT be worn outside of surgery at any time.
- Personal Items: Neither the Agency nor clients will be responsible for your personal belongings when you are at an assignment. Please ensure that you keep your personal possessions secure. You are advised not to take any items of value with you to an assignment,

Smoking

- Smoking is only permitted outside the surgery, clinics, hospital or in the designated area.

Eating

- Eating is not permitted whilst on duty. You must only eat in designated staff areas and only when you have specific permission from the surgery manager.
- Gum chewing is not permitted.

Penalties

- If you cancel a job without giving 24 hours notice or do not show up for a job you will be expected to pay an administration fee for a replacement to attend the job at short notice. This will be deducted by the Agency from your pay and any repetition of this will result in you being summarily removed from our placement listings & administrative charge applied.
- If you are sent home for **any** reason (such as lateness, incorrect uniform, unshaven, using a phone at work etc) an administration charge may be applied as per your contract and you may be issued with a final warning. Any repetition and you could be summarily removed from our placement listings & administrative charge applied.
- If you do not show up for a job without any notification whatsoever you will be summarily and immediately removed from our placement listings & administrative charge applied.
- **You may NOT leave before your shift is over/before your client is ready to release you.** Should you do so you will not be paid for any hours at that assignment.
- **Gross misconduct during an assignment or failure to report for an assignment without giving good reason or notice prior to commencement of assignment will result in loss of wages and you will be summarily removed from our placement listings & administrative charge applied for an costs when agency have to find short notice replacement.**