

Royal Mail provides you with uniform, including footwear that is appropriate for your job throughout the year and for indoor and outdoor work. It is important that employees always meet our dress standards.

### Dress standards

Our dress standards have been jointly agreed with CWU. Uniform is not only a key part of supporting Health and Safety standards, but also represents the image of Royal Mail to our customers. Examples of the standards are:

- Always wear your uniform on duty if you work in a customer-facing role.
- Apart from travelling to and from work, you shouldn't wear your uniform off duty.
- Your uniform should always be clean and in good condition.
- Ensure jewellery is not a potential safety hazard. Don't wear dangling items that could be trapped in machinery or equipment.
- You must return all items of uniform when replacements are issued or you leave Royal Mail.



### Uniform entitlements

- The items and quantity of uniform you're entitled to are detailed in the entitlement's spreadsheet. This is available on the ordering system or the uniform section of myroyalmail.com.
- The entitlements are based on your role.
- You'll be given the full issue uniform if you're going to be employed for more than 13 weeks.
- Casual and agency employees will be given the appropriate personal protective equipment for their work area.

### Top tip:

When ordering uniform online don't forget to:

- Include an email address – use your manager's if you don't have one.
- Give a reason in the 'additional comments' box if your order is over your allocation.

### Wear and tear

- You're responsible for cleaning and maintaining your uniform.
- All uniform has an estimated life expectancy, normally of around two years. However, if an item gets damaged or is beyond simple repair, you can order a replacement.



### Want to know more?

Guidance on uniforms can be found on the intranet and myroyalmail.com. You can also ask your manager for copies of: Uniform Code of practice, dress standards guide, entitlements spreadsheet, wearer guide, new uniform booklet.

### Ordering uniform

- You can order your uniform items through the Dimensions uniform online ordering system - <https://detail.dimensions.co.uk/Royalmail/login.aspx?AcceptsCookies=1>.
- Your PSP pay number is your username and your password is Delivery (capital D). When you first logon you will be asked to change your password.
- The site is simple and easy to use. It contains everything you need to know, including the full range of uniform and footwear available, and the number of items you're entitled to.
- If your order is within your allocation, it will automatically be processed. If it is over your allocation, you should enter the reason for early replacement in the 'additional comments' box on the system so the authoriser understands the reason for your order. Please give as much detail as possible to enable the authoriser to make an informed decision, and only order what is needed.
- Items are normally delivered in 3 to 5 working days.
- If you're placing an order for footwear which is over your entitlement your line manager should place the order and must ensure the 3 standard questions below are answered:
  1. Have you as the manager have inspected the shoes?
  2. Are these the most recent pair? (It is essential to check the date of the last order. This can be found by clicking on the history icon)
  3. What is the reason for replacement.? i.e. worn tread, damaged upper, split sole etc. (You must give an accurate description. Just putting 'Worn' or 'Health and safety' is not sufficient)
- If you have any problems with the system, you can call the help desk on 0800 7315 137.



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