

Department:	CMC – HR – 007
Issue Date:	01/12/2019
Revision Date:	01/07/2020
Next Revision Date:	01/07/2022
Version:	02

DRESS CODE POLICY

1. PURPOSE

1.1 To ensure all employees comply with the customs and practices of the United Arab Emirates and to instill a professional appearance in consideration of patient safety goals, improve work environment and improve the reputation of Canadian Medical Center Group.

2. POLICY STATEMENT:

2.1 All CMC employees should dress in appropriate attire in accordance to the work environment. At CMC, we observe professional and business casual attire. We expect our employees to exercise good judgment in matters of appearance at all times.

2.2 Depending on the Employee's role, some employees will be required to wear a uniform during their working hours in CMC.

2.3 All clinical Employees appearance should convey an image of competence and seriousness of purpose that inspires confidence in patients, visitors, fellow staff members and to the public.

2.4 The dress code of CMC management and employees must be sensitive to the local culture, religion, tradition and values. Common sense and decency should always prevail.

2.5 CMC shall provide sufficient uniforms for staff required to wear uniforms.

2.6 Employees who are not required to wear uniforms must dress appropriately and are required to adhere to a conservative dress code that is in keeping with the image of CMC and cultural norms.

2.7 Uniforms lost, stolen or damaged due to the Employee's recklessness will be chargeable to the Employee.

2.8 Medical Employees are discouraged from using jewelries (such as rings, bracelets, etc.) whilst on duty.

2.9 The following categories are provided with uniform:

2.9.1 Doctors

2.9.2 Nurses

2.9.3 Receptionists

2.9.4 Insurance Department

2.9.5 Quality Department

2.9.6 Physiotherapists

2.9.7 Laser Technicians

2.10 The following uniform varies upon the below categories:

2.10.1 Homecare Nurse – Scrub suit, grey color

2.10.2 Laser Technician - Scrub suit, grey color



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2.10.3 Medical Center Nurse – Scrub suit, red and white color

2.10.4 Physiotherapists – Polo t-shirt, navy blue color

2.10.5 Quality department, receptionist– Jacket, Shirt blouse and trousers or skirt

2.10.6 Insurance department – Blazer, trousers or skirt

2.11 The following categories should wear a white CMC logo coat whilst on duty, in addition to their respective uniform:

2.11.1 Physicians

2.11.2 Physiotherapists

2.12 Two pair of uniform or one gown per year will be provided to employees.

2.13 Please refer to the table in the next page for the Do's and Don'ts of the dress code policy:

Description		Male	Female
Hair	Do's	Short and neat, away from face and forehead Clean washed and neatly combed	Short hair – Above collar length Long hair – Use of hair tie
	Don'ts	Long hair Hair extensions Over-spiked Funky Colors	Fancy colored clips, bands or slides Funky colors Odd hairstyle or colored extension
Facial Hair	Do's	Clean Shaved Trimmed Moustache above lip line Beard trimmed and shaped	Eyebrows and upper lips to be clean and well maintained
	Don'ts	Untidy beard Colored beard	
Nails	Do's	Short and clean	Short and clean Only light nail polish (non-medical)
	Don'ts	Long nails Nail Polish	Long nails Funky and dark nail polish
Makeup	Do's	Well maintained	Natural or light make-up Light foundation, blusher, lipstick and eye-liner
	Don'ts	Tattoos	Dark and heavy make-up Dark lipsticks
Perfume	Do's	Mild colognes and fragrances	
	Don'ts	Heavy smelling cologne	

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Description		Male	Female
Uniform Dressing	Do's	Uniforms to be worn always, clean and laundered. Suits made to measure. Formals white shirt with tie, formal pants with good fitting and good material Plain Kandoora	Uniform to be worn always clean and laundered Suits made to measure Pants/trousers, Mid-length skirts Paint black Abaya
	Dont's	Untidy and unclean uniforms Loose or Tight pants/Trousers Jeans or Shorts. Bright colored shirts or T-Shirts. Caps Rolled up Sleeves	Untidy and Unclean uniforms Loose or Tight Suits Jeans, Shorts or Tight/Mini Skirts Low-neck Shirts, Sheer Blouses or T-Shirts Caps
Belts	Do's	Simple Belt Buckle	Simple Belt Buckle
	Dont's	Oversized Buckles & Odd Designs/Colors	Oversized Buckles & Odd Designs
Shoes	Do's	Formal Shoes	Flats Heels
	Dont's	Funky Colored Shoes Athletic Shoes Slippers	
Socks	Do's	Plain Colored Socks	Plain Colored Socks
	Dont's	None	None
Spectacles	Do's	Plain Framed	Plain Framed
	Dont's	None	None
Jewelry & Accessories	Do's	Chains (Not Visible)	Chains (Not Visible) Single Simple Stud Earrings
	Dont's	Studs Earrings	Big/Dangling Earrings
Name Badge / Logo	Do's	To be worn at all times on Pocket/Jacket Pocket.	To be worn at all times on Pocket/Jacket Pocket

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2.14 Breach of Dress Code of Uniform:

- 2.14.1** It is also the responsibility of every Employee to approach other colleagues who may be seen to breach the dress code or uniform code policies, in a friendly manner.
- 2.14.2** Breaches of dress code or the uniform code policies should be directed to the Employee's line manager or to the Human Resource department.
- 2.14.3** Line managers and supervisors are responsible for the professional appearance of their Employees and their adherence to the dress code and uniform code.
- 2.14.4** Employees in breach of the dress code policy be required to return to their houses to change prior to reporting back to CMC premises and may be subject to disciplinary actions.
- 2.14.5** Failure to adhere to the dress code and uniform code policies may lead to disciplinary actions initiated against the Employee.
- 2.14.6** Any acts breaching the dress code policy should be immediately reported to the HR Department.
- 2.14.7** The HR department will evaluate the situation and speak to the offender on the dress code policy.
- 2.14.8** Depending on the type and seriousness of offences in the dress code policy appropriate corrective measures will be taken up, including written notice of disciplinary actions.

2.15 Employee Identification Badge:

- 2.15.1** At the time of the employee's joining, the HR department will issue an employee identification badge.
- 2.15.2** Employee Identification badges are issued to provide Employees with a means of identification.
- 2.15.3** Employees must wear their identification badge at all times during working hours.
- 2.15.4** The identification badges assure CMC patients, visitors, and co-workers the ability to identify Employees and the department in which they belong to.
- 2.15.5** Should the Employee's ID badge become damaged due to the wear and tear factors; the same will be replaced.
- 2.15.6** Upon the termination of the employment contract between the Employee and CMC, the ID badge will become void and the department Employee must return the ID badge back to the Human Resources department; if the ID badge is not returned to the department then a fee will be deducted from the Employee's EOSB.
- 2.15.7** Failure to comply with the terms by the Employee Identification Badge may be subject to disciplinary actions.



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3. SCOPE:

3.1 All Canadian Medical Center Group of Companies Staff for the following :

- 3.1.1 Canadian Medical Center LLC
- 3.1.2 Canadian Medical Center LLC Branch -2
- 3.1.3 Canadian Medical Center LLC Branch - 3
- 3.1.4 Canadian Medical & Rehabilitation Center LLC – including Homecare
- 3.1.5 CMC First Aid Clinic
- 3.1.6 CMC Healthcare – Sole Proprietorship LLC
- 3.1.7 Canadian Pharmacy LLC

4. TARGET AUDIENCE

4.1 This policy applies to all employees of Canadian Medical Center Group of Companies.

5. RESPONSIBILITY

- 5.1 Human Resource Department is responsible for development, maintenance, enforcement and endorsement of the policy.
- 5.2 Human Resource Department is responsible in implementation of the defined controls and ensuring compliance with this policy.
- 5.3 All Canadian Medical Center Group of Companies Employees are responsible to read, understand and adhere to this policy in their day-to-day activities.
- 5.4 Human Resource Department is responsible to conduct awareness about the policy to employees.
- 5.5 All Head of Departments is responsible to support the relevant business unit / section in implementation of the defined controls and ensuring compliance with this policy.

6. PROCEDURE:

- 6.1 HOD should complete the Material Requisition Form on behalf of the employee.
- 6.2 The request will be sent to purchase department for request of the uniform mentioned.
- 6.3 Purchase department should verify and confirm the employee with HR.
- 6.4 HR approves and the request will be forwarded to the purchase department for issuance.
If HR declines the uniform request, further action will be taken in accordance to the reason of rejection.
- 6.5 Upon collection of the uniform, employees are expected to wear their uniforms when travelling to and from work.

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6.6 Employees who have been provided with uniforms and equipment shall maintain the same, being facility property, should be returned to CMC facility upon termination of their service.

6.6.1 Upon termination of service, uniforms that has been issued within six months from issue date to last working day, it is required for the uniforms to be returned to CMC.

6.6.2 Failure to return the uniform or equipment will result in deduction from employee's EOSB.

6.6.3 Issued/used uniform after a year are not required to be returned to CMC.

7. DEFINITIONS AND ABBREVIATIONS:

SI No	TERMS	DEFINITIONS AND ABBREVIATIONS
7.1	CMC Group	Licensed facilities in Abu Dhabi where DOH standards are applicable: Canadian Medical Center LLC Canadian Medical Center LLC Branch -2 Canadian Medical Center LLC Branch - 3 Canadian Medical & Rehabilitation Center LLC CMC First Aid Clinic CMC Healthcare – Sole Proprietorship LLC Canadian Pharmacy LLC

8. DISTRIBUTION LIST:

On shareholder Policies HR

9. SPECIAL INSTRUCTIONS:

9.1 Human resources management shall in compliance with relevant HR Law and its amendments, or any other regulations the entity follows in this context.

9.2 The Human Resource department assigned personnel reserves the right to check the compliance of this policy on a periodic basis.

9.3 Any exceptions to this policy with valid justification require approval from Administration Manager on a case-to-case basis.

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10. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

10.1 Hospital Standards – Health Authority (2008)

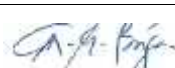
11. KEY RESULT AREAS:

11.1 The procedure is fully implemented if there are nil incidences of non-compliance with this policy.

12. AMENDMENT HISTORY:

Version	Revision Date	Description of Amendments	All pages
01	01/12/2019	New policy	All pages
02	01/07/2020	Coats with CMC Logo	Page 2

13. APPROVAL SHEET:

Document Developed By:			
Licensing Officer	Ms. Aprilia Ariesia		01/07/2020
	Name	Signature	Date
Document Developed & Reviewed By:			
Nurse Manager & Quality Control Supervisor	Ms. Monina Baja		21/01/2020
	Name	Signature	Date
Document Approved By:			
Manager Human Resources /Chief Administration Officer	Mr. Sallam Mohammed Naji		21/01/2020
	Name	Signature	Date