Corporate Uniform Policy

OBJECTIVES AND MEASURES

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Performance Measures</th>
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<tbody>
<tr>
<td>• create a professional corporate image and a sense of corporate unity that reflects the City of Gold Coast brand.</td>
<td>• Number and ratio of formal compliments and complaints lodged relating to the corporate image of administrative staff</td>
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<td>• provide a distinct identity for staff, making them easily recognisable by customers.</td>
<td>• Increase in the number of corporate uniforms sold each year</td>
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POLICY STATEMENT

Council of the City of Gold Coast (Council) corporate uniform is available to all staff. Unless specifically required by a condition of employment or workplace instruction, wearing the corporate uniform is not compulsory. Where a uniform is compulsory, Council will provide the uniform in accordance with applicable awards and Certified Agreements. All other uniform purchases will be at the employee’s expense. Staff may choose to purchase a uniform, regardless of any workplace requirements to wear one.

The design and City brand of any uniform garment must be approved by the Manager Corporate Communication. Any sponsorship proposed on uniforms needs Chief Executive Officer approval.

Council’s standard of branding is to apply to uniforms. Identification of a specific area or function of Council on any uniform garment must be approved by the Manager Corporate Communication. This will only be permitted when there is significant and ongoing engagement with the community and it is necessary or beneficial to identify the provider of the activity to the community.

Council’s preferred supplier must be engaged for all corporate uniform purchases and all items must be embroidered with the City of Gold Coast logo.

Uniforms must be maintained in a neat and clean condition. The manufacturer’s care, washing and ironing instructions should be followed. A laundering allowance may be available for staff who are required to wear the corporate uniform. Refer to the applicable Award or Certified Agreement.

SCOPE

This policy applies to all staff.
This policy relates to purchases made from Council’s contracted uniform supplier, other than those provided through Stores.

This policy does not apply to Personal Protective Equipment (PPE) such as sun protection clothing or other store-based safety item provided primarily to field staff.
Corporate Uniform Policy

DEFINITIONS

Council – Council of the City of Gold Coast

Customer facing staff – see Attachment A

Uniform – Includes shirts, pants, dresses, skirts, ties, belts, scarves, jackets and other similar business clothing associated with these wardrobe items that are supplied through Council’s contracted supplier with Council logo/branding.

RELATED POLICIES AND DELEGATIONS

Workplace Health and Safety Management System Corporate Standards –
Personal Protective Equipment
Customer Contact Policy
Gold Coast Brand Guide
Local Government Industry Award – State 2014

SUPPORTING DOCUMENTS

Attachment A – Procedures for the Purchase of Corporate Uniforms.

RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Sponsor</th>
<th>Director, Organisational Services</th>
</tr>
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<td>Business owner</td>
<td>Manager Property Services</td>
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VERSION CONTROL

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<th>Date</th>
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<td>23052877 v9</td>
<td>20.09.16</td>
<td>iSpot 57720810</td>
<td>Minor amendment to Attachment A</td>
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<tr>
<td>23052877 v8</td>
<td>05.12.14</td>
<td>iSpot 46680664</td>
<td>Major amendment to refine entire policy</td>
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<td>iSpot 32511402</td>
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<td>23052877 v5</td>
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<td>10.11.97</td>
<td>C97.1104.019/G97.1110.010</td>
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1. Uniform purchases

A payroll deduction scheme is available for staff wishing to purchase corporate uniform items. Alternatively, staff may choose to make a credit card payment for their uniform at the time of purchase.

2. Compulsory uniforms

Staff from the following identified “customer-facing” work groups may be required to wear a Council uniform:

- Customer Service
- Animal Management
- Local Law
- Licencing and Approvals
- City Parking
- Environmental Health Compliance
- Pest Management
- Disaster Management Unit
- City Development
- Development Compliance
- GCW Operations Group
- Major Sporting Venues
- Corporate Communication – Community Consultation
- Corporate Communication – Events
- Landscape and Environmental Planning
- Plumbing

Other staff may be required by their manager to wear uniforms for operational purposes.

3. Uniform Maintenance

Staff are responsible for all fitting alterations and cleaning requirements for their uniform.

4. Uniform Allowances

Unless provided for under a condition of employment or applicable award, no allowances are provided for uniform purchases and or laundering.

5. Uniform Purchases – Ordering and Delivery

5.1 Non-compulsory uniform purchases must be paid by credit card or payroll deduction. When placing an order, staff must nominate their payment option (order forms are available on the intranet). Payment by payroll deduction must be completed within 10 weeks or by 30 June, whichever comes first.

Staff may choose to make additional lump sum payments through payroll deductions therefore reducing their uniform debt.

5.2 Compulsory uniform purchases must be processed under a separate purchase order relating to the respective work groups.

6. Subsequent Uniform Purchases

If an additional uniform purchase is made via payroll deduction, the outstanding balance will be added to the new purchase amount a revised weekly deduction amount will be calculated, ensuring the revised outstanding balance is paid in full within 10 weeks or 30 June.
7. **Exchanges and Returns**

Exchanges may be made in accordance with the terms and conditions of purchase.

Staff must check their orders upon receipt to ensure that all items on the invoice have been received. If there are discrepancies, errors or damage, staff should contact the supplier as soon as possible. The supplier will advise of the procedures to be followed if any items need to be returned or exchanged. Details on returns or exchanges are available on the Corporate Uniform Page on the Intranet and must be referred to if any item is to be returned. Items are to be returned by the individual staff member by post.

Exchanges are restricted to items of the same style. There will be no refunds for unwanted uniforms. Staff must therefore choose carefully before placing orders. It is strongly recommended staff take advantage of scheduled fitting days to try on garments before placing orders.

8. **Leave Without Pay, Retirement, Resignation, and Dismissal Provisions**

Any outstanding debt under the payroll deduction scheme is to be cleared before staff members proceed on extended periods of leave without pay, including maternity leave. If a staff member ceases employment with Council while still repaying a uniform debt, the outstanding balance of the debt will be deducted from any termination payments due.

9. **Disposal of corporate uniforms**

Staff must ensure the embroidered logo is removed from a corporate uniform before disposal.

Corporate uniforms must not be made available to non Council staff.

10. **Taxation issues**

The corporate uniform is fully tax-deductible and has been included in the Register of Approved Occupational Clothing by AusIndustry. Please refer to the Corporate Uniform Page on the Intranet for approved registration number. Laundry, dry cleaning costs and alterations for corporate uniform items are also fully tax deductible within the applicable Australian Taxation Office limits.

Before making any claims for tax deductions, please consult with your accountant or the ATO website.

Requests for copies of invoices for taxation purposes can be forwarded to Facilities Management.