Everyday Customer Service Principles

First impressions count

RailCorp Staff Presentation Principles FAQs

This document provides answers to some commonly asked questions in relation to RailCorp's Staff Presentation Principles. For any further enquiries contact your manager or supervisor.

1. **Why do we need to wear a uniform and have principles for personal appearance?**
   Because it's important that we all portray a professional and consistent image to our customers. Uniforms also enable us to be more easily identified as staff by customers seeking assistance.

2. **What will happen if a staff member doesn't meet the Staff Presentation Principles from 1 August 2012?**
   Staff who do not meet the RailCorp Staff Presentation Principles will be asked to fix it before they are signed on. This may require the staff member to return home to do this. They might also be managed in accordance with the Performance and Conduct Improvement Procedure.

3. **What are the RailCorp Staff Presentation Principles?**
   - Always look neat and tidy
   - Wear your RailCorp issued uniform at all times including during training and meetings
   - Ensure you are presented professionally at all times
   - Always wear a RailCorp issued name tag or badge if you have one.

4. **In addition to staff potentially losing pay as a result of not being able to sign on at their scheduled time will there be any other consequences to not meeting the Principles?**
   Staff who do not meet the Principles at any time while at work will be managed in accordance with the Performance & Conduct Improvement Procedure.

5. **How will staff on extended leave find out about RailCorp monitoring the Principles, so they are prepared when they return to work?**
   Line managers will manage staff in these situations on a case-by-case basis.

customer

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6. **Am I expected to wear my uniform when attending training or meetings?**

   Yes. Uniform and professional dress should be worn at all times when staff are performing paid duties. Staff are paid to attend training and meetings so must wear uniform. If you don't have an assigned uniform you must dress in a professional and business-like manner when attending meetings and trainings. You should also take your RailCorp photo ID and RISI card with you.

7. **What if one of my team members isn't able to get hold of a new uniform in time?**

   We are currently talking to our uniform suppliers to ensure they are able to fulfil additional uniform orders in the lead up to 1 August 2012. The Fair Wear and Tear policy will be applied when placing new orders and staff will be issued with a card when waiting for uniforms on order to arrive. Staff with a genuine reason for not wearing correct uniform will not be penalised and will be managed on a case-by-case basis by their line manager.

8. **What should I do if my uniform has changed but I am yet to receive my new uniform?**

   Staff should continue to wear their assigned uniforms until their replacement uniform arrives.

9. **What about corporate and non-frontline staff?**

   Corporate and non-frontline staff must dress in a professional and business like manner at all times from 1 August 2012. Smart casual wear can be worn on Fridays.

10. **How will staff be made aware of the RailCorp Staff Presentation Principles?**

    A flyer that sets out Staff Presentation Principles and expectations of staff from 1 August 2012 will be sent out soon. The Principles will be included in articles in What's News, the manager's briefing notes and posted on the intranet. The Staff Presentation Principles are also set out in question 3 of this document.

11. **How often can clothing and footwear be exchanged and where should the items be returned to?**

    Uniform clothing and footwear are exchanged on a fair wear and tear basis. Talk to your supervisor or manager for more information.

12. **Are promotional items such as caps and ties etc allowed to be worn?**

    Promotional items issued by RailCorp can only be worn for the duration of the promotion. Staff must return to wearing their regular uniform once the promotion has ended.

13. **How do I manage a conflict related to the interpretation of the Presentation Principles with a member of my team or my manager?**

    Staff and managers should discuss any concerns with their immediate supervisor and if necessary escalate it to a more senior manager.

14. **Can an assigned uniform be altered?**

    Alterations and modifications to RailCorp uniforms or accessories to suit personal preferences are not allowed. However, alterations to the length or size of garments to improve their fit are. Reimbursement claims for alterations should be supported with a receipt. Adding items to uniforms without the approval of RailCorp Management is not permitted.

15. **How can I obtain a replacement item for lost, stolen or damaged garments?**

    Contact your supervisor immediately to replace items of uniform that have been lost or damaged. Contact your supervisor to arrange repair or replacement of clothing.

16. What will happen if my supervisor is not available to sign me on when I arrive for my shift/start work?

Staff must meet the Staff Presentation Principles regardless of who signs them on for duty. In the absence of a staff member's usual supervisor, sign-on processes will still be followed. All staff must wear their RailCorp issued uniform and be neat and tidy at all times when at work.

17. Will my appearance only be assessed when I sign on for duty?

It is important that you meet the Staff Presentation Principles at all times during your shift, or you may be managed as per the Performance and Conduct Improvement Procedure.

18. Is safety and personal protective equipment the same as uniform?

If you have been issued with safety and personal protective equipment (PPE) it must be worn at all times when performing activities that require it. There are no changes to wearing safety equipment.

19. What about staff who have a medical reason for not wearing their uniform?

Staff who suffer allergic reactions to wool or synthetic fabrics should provide their supervisor with a medical certificate from their dermatologist. Arrangements will then be made to purchase appropriate garments. Garments purchased should, where possible, match the regulated uniform. Staff members unable to wear any item of uniform for any other reason should discuss their concerns with their manager.

20. Will I be sent home for not wearing a tie as part of my uniform?

No. Wearing a tie as part of your RailCorp uniform is encouraged but is optional.

21. What about piercings and hair colour?

Facial piercings should be removed or covered. Extreme hair colours such as blue, green and purple are not acceptable at work. Please speak to your manager for further advice.