

CORPORATE AND PROTECTIVE CLOTHING POLICY



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

POLICY No. : 5/10/4/P

POLICY VERSION :

PRIMARY CUSTODIAN : Executive Manager: Grant Benefits Transfers

UNIT RESPONSIBLE : DEPARTMENT CUSTOMER CARE

DATE APPROVED :

NEXT REVIEW DATE : Annually from date of approval

TARGET AUDIENCE

The policy serves as a guideline to SASSA employees to enhance its corporate branding and enable uniformity in its application to instill a professional image

GLOSSARY

TERM	DEFINITION
Agency	South African Social Security Agency established by Section of the SASSA Act (Act No. 9 of 2004)
Attire	Approved SASSA Corporate and Protective Clothing
Casual	Wearing of approved SASSA branded T-shirt and either pants, slacks or skirt
Customer Charter	Set of service standards and values
Employee	Staff appointed in terms of Section 7 of the SASSA Act (Act No. 9 of 2004)
PPE	Personal Protective Equipment
Recycle	Re-use
SASSA	South African Security Agency

Table of Contents

1.	Background.....	3
2.	Objectives	3
3.	Scope of Applicability.....	4
4.	Legislative Requirements	4
5.	Code of Conduct for Public Servants	4
5.1	Provision of Uniform.....	4
5.2	Dress Code	5
5.3	Dress Code Guidelines.....	5
6	Name Tags	6
7.	Composition of Corporate Uniform.....	6
8.	Code to wear the Corporate Clothing by Frontline employees.....	7
9.	Exemption	7
10.	General Instructions	8
11.	Procurement Process.....	8
12.	Replacement and Disposal of uniform	9
12.1	Replacement.....	9
12.2.	Disposal	9
13.	Inter-Branch Agency Transfers	9
14.	Roles and Responsibilities.....	11
14.1	Employer.....	10
14.2.	Employee	10
15.	Maintenance.....	11
16.	Compliance	11

ANNEXURES

A: SASSA Corporate Clothing Specifications

B: Supply Chain Management Process Flow

Form 1 : Application of undertaking: Return of Uniforms

1. BACKGROUND

The South African Social Security Agency (hereafter referred to as "SASSA") is resolute to render its services in a customer oriented manner underpinned by treating its customers with dignity and respect. In promoting this value of SASSA, strategic interventions were introduced since 2011 which culminated in the following Service Delivery Improvement Projects which are progressively implemented, namely:

- (i) Name tag
- (ii) Establishment of Contact Centre
- (iii) Local Office Improvement Project (LOIP)
- (iv) Improvement of SASSA Footprint
- (v) SASSA Corporate and Protective Clothing

This policy focuses on the strategic deliverable (v) above which aims to: -

- Improve professionalism and augment the name tag project to support the SASSA service standard as committed in the SASSA Customer Charter to ensure that employees are visibly identifiable by the general public

- Provide guidance to staff of the SASSA regarding the expected dress code and appearance to inculcate a professional and corporate image during execution of official business. The uniform is suited to the wearer and the environment in which they work.

- This policy further seeks to promote SASSA's vision, mission and values.

For the purposes of this policy 'Corporate Clothing' is defined as a uniform designed to promote the Agency's high standards and professional image and supplied by an approved supplier compliant with the Agency's Tendering process. "Corporate Clothing" is not personal protective equipment (PPE).

In pursuance of the strategic intent of SASSA to improve its operating environment and entrench its corporate branding, the introduction of the Corporate and Protective Clothing programme will aid employees to achieve the following objectives:

2. OBJECTIVES

The objectives of this Policy are to :-

- standardize the dress code of employees to increase a sense of identity;
- encourage the behavior that enhances the image of the Agency;
- promote professional image and ethical conduct of employees to sustain awareness of the principle that the public must be treated with dignity, respect and courtesy at all times;
- provide guidelines on the replacement, proper wearing and maintenance of the uniform

3. SCOPE OF APPLICABILITY

- 4.1. This Policy is applicable to all employees of the Agency.
- 4.2. The wearing of the uniform is compulsory for the SASSA employees unless specifically exempted from wearing uniform in accordance with the procedure set out in paragraph 8 below.

4. LEGISLATIVE REQUIREMENTS

- Section 195(1)(a) of the Constitution of the Republic of South Africa, 1996 requires that a high standard of professional ethics must be promoted and maintained in the public administration]
- Section 7(3)(b) of the Public Service Act, 1994 obligates Heads of the Departments for the efficient management and administration of their departments and to maintain discipline
- Chapter 2, C.5.1 of the Public Service Regulations, 2001 require employees to dress and behave in a manner that enhances the reputation of the Public Service during the execution of official duty

5. CODE OF CONDUCT FOR PUBLIC SERVANTS

5.1 Provision of Uniform

- 5.1.1 The uniform is provided to employees at the cost of the Agency as per order approved by the relevant Cost Centre Manager within the limits of the amount budgeted for by the Agency.
- 5.1.2 The items of the uniform may not be ordered on behalf of another employee as the standardized uniform items must be well-matched to the individual needs of an employee
- 5.1.3 the uniform must be issued directly to an employee. The proof of receipt of all items must be signed for by the employee when issued as per SCM guidelines outlined in Annexure "B"
- 5.1.4 Black rain boots may be worn with uniform during rainy days on outreach programme.
- 5.1.5 The scarfs for winter season shall be provided to all employees in preferably the approved corporate colours of red and gold of the Agency
- 5.1.6 The specifications of the uniform are illustrated in Annexure "A"
- 5.1.7 The SASSA uniform must be worn by all employees as specified in paragraph 5.2 below:

5.2 Dress Code

5.2.1 All members of staff are expected to dress in accordance with the duties of their post, and variations to the dress code may be acceptable in certain circumstances

- Front line (office/reception) and Back Office staff: formal (Monday to Thursday)
- Smart casual only permitted on Fridays for all employees which means for males formal pants with SASA branded T-shirt and either skirt or formal pants for females.

- Home or Site visits with beneficiaries/clients: Formal dress
- Outreach events: smart casual SASA Golf shirt and branded pants or skirt
- Meetings: appropriate to level of meeting as specified in the Notice and Agenda of such meeting: either formal or smart casual dress code

- Training/seminars/conferences – minimum smart casual

5.3

Dress Code Guidelines

5.3.1 Acceptable Clothing standards

- *Formal:* suit pants & jacket, collar and tie for gents, suit pants or skirt and blouse for ladies with scarf (jacket or jersey optional);
- *Smart Casual:* SASA polo-shirts, -shirts, -golf shirts, -blouses or tops with formal trousers (no jeans) and/or skirts (Females)
- *Casual:* non corporate clothing items worn must not be frayed or torn consistent with the guideline in paragraph 5.3.2 below
- Appropriate *footwear* must be worn at all times (no Tackies or Flip Flops)
- *Ladies:* Pantyhose must be worn at all times when wearing formal uniform with black shoes

5.3.2 Unacceptable clothing

The following clothing items are regarded as unacceptable which either on the grounds of health and safety and/or the Agency public image:

No

ITEM	COLOUR	QUANTITY	DURABILITY
Dust Coat	Red	1	2 Years
Hard Hats	Red or Gold	1	2 Years
Safety Spectacles	Standardized clear or white	1	2 Years
Safety Boots	Black	1 pair	2 years
Safety Gloves	Standardized clear or white	2 pairs	2 Year
Respirators	Standardized clear or white	1	2 Years

The above clothing consists of the following items and preferably used for functions in the registry, Records Management Centres and Back Office:

7.2 Protective Clothing (Unisex)

5.3, 5.4 and 6 must be observed at all times
A and compliance with the dress code standards as outlined in paragraphs

7.1 The composition of the SASSA Corporate Uniform is outlined in Annexure

7. CORPORATE UNIFORM COMPOSITION

- As stated in the SASSA Customer Charter all SASSA employees must visibly wear their name tags at all times whilst carrying out formal duties in- or outside of the office, i.e. staff who work off-site or visit beneficiary homes
- Name Tags is part of the Corporate branding and must be worn on top of the garment on the left side of the shoulder area at all times
- All employees within the Agency must wear uniform when taking a photograph for the name tags

6. NAME TAGS

- Staff must ensure that all accessories are appropriate to the type of work they carry out and mindful of the potential for damage or loss to their personal property, which may arise as a result of carrying out their duties.

- Staff is encouraged to use a common sense approach regarding how jewelry or sunglasses are worn which must be fitting the corporate image to be promoted

5.4 Accessories

- Sports or leisure clothing or beachwear
- Items of clothing bearing logos, slogans or graphics which may cause offence.
- Skirts should be of a sensible length and appropriate to the situation
- Footwear: no flip flops or tackies

8. CODE TO WEAR THE CORPORATE CLOTHING BY FRONTLINE EMPLOYEES

8.1 The following **general** code on how the official uniform must be worn to instill the standardized corporate and professional image:

- (i) Female employees will wear a black Jacket, Black slacks or Black skirt, Ice white shirts, neck scarf, black shoe and black pantyhose in winter.
- (ii) In summer skirts can be worn with short sleeved shirts and black open sandals (no slaps)
- (iii) The V-neck jersey and winter jacket may be worn over the short or long sleeve ice white shirt depending on the climatic conditions.
- (iv) No jeans are permitted under any circumstances when doing official SASSA business
- (v) The smart casual attire consists of the Golf Shirt and slacks (female), formal trousers (male) on Fridays and at outreach programmes only.

8.2 Court Attendance and Disciplinary Hearings

- a) Any employee appearing in a court of law in the execution of his or her duties must wear the formal uniform
- b) Any employee who appears in a departmental disciplinary hearing either as witnesses or as an accused must wear uniform.
- c) Any employee who appears in court in his or her personal capacity is not allowed to wear uniform

9. EXEMPTION

Any employee who is unable to comply with this Policy and wear the uniform dress as outlined due to any of the following reasons:

- traditional/religious requirements;
- medical doctor's prescription, including pregnancy,
- Religious and traditional grounds requirements to wear head gear

Any request for exemption shall be supported by proof of the inability to comply and may be granted subject to any terms, and conditions as may be deemed necessary.

For the alteration to skirts due to cultural or religious requirements the initial cost will be covered by the employer by contracted suppliers. Any additional or replacement items required by the affected employee shall be responsible to bear the cost after approval has been granted in any of the instances cited.

Application for exemption must be done in writing for approval by the Regional Executive Manager through a formal submission endorsed by the relevant District Senior Manager and General Manager Corporate Services as recommended by the affected Local office Manager.

Any exemption granted will warrant co-operation from any such employee to ensure that any alternative clothing used in the work place must be in the

approved colours of the Agency as specified. This is necessitated to ensure that the collective image is sustained

10. GENERAL INSTRUCTIONS

- All items of clothing supplied are machine washable with the exception of suits which are for dry cleaning only *will pay for the maintenance*
- Employees are responsible for ensuring they follow the correct care guidelines to maintain the appearance of their clothing
- Damage or loss must be reported to his/her line manager consistent with the general practice standards outlined in the Loss Control Management System of the Agency
- Staff may be required to cover replacement cost for clothing damaged or lost through negligence
- Uniforms will be replaced as determined by the durability status (Refer Appendix "A"), on a New for Old basis
- Returned items will then be recycled

- Staff has the opportunity to purchase additional items of clothing from the approved supplier if they so wish and procurement procedure as outlined in Appendix "B" is applicable
- Ethics - those members of staff who are vegan and therefore will not wear any items of clothing derived from animal products will be issued with garments cut from polyester fabric - which is of a light weight quality and is available to staff upon request.

11. PROCUREMENT PROCESS

As per Annexure "B" outlining the process flow for procurement and issue of uniform items, the following general principles apply:

- All items of uniform must be ordered by the concerned employee on requisition form illustrated in requisition folio of the Supply Chain Management of the Agency.
- Employees whose employment contract ceases to exist with the Agency must return all items of the uniform to the line manager or supervisor excluding shoes and hand gloves. All items returned must be in a clean and tidy condition.
- Return form (marked Form 1) shall be utilise to record the returned items and the relevant signatures are compulsory to complete the process.
- In cases where an employee's services are terminated whilst awaiting his or her uniform, the responsible Manager must ensure that the requisition is cancelled timeously.

12. REPLACEMENT AND DISPOSAL OF UNIFORM

12.1. Replacement

- (a) Any loss or stolen item of uniform or protective clothing must be reported at any South African Police Service (SAPS) within 24 hours as indicated to the loss control policy of the Agency and a case number must be obtained.

- (b) The case number, as well as a copy of the affidavit by the employee concerned must be submitted to his or her Manager

- (c) Where an item of uniform has been lost or stolen, due to negligence on the part of the employee must be determined for possible disciplinary action in terms of the Agency Disciplinary Code and Procedures.

- (d) Any damaged or loss of item of uniform or protective clothing must be submitted to the Manager together with the loss control form and statement of the employee for examination.

- (e) Any negligence on the part of the employee must be determined for possible disciplinary action in terms of the Disciplinary Code and Procedures for the Public Service (Public Service Co-ordinating Bargaining Council Resolution No. 1 of 2003).

- (f) Any loss or damage due to negligence payment precede via the cashier in order the replacement to take place.

- (g) In cases where any item of uniform no longer fits an employee, such item of uniform must be returned before the new items are issued.

- (h) The items of uniform that are returned must be in a neat condition.

- (i) Any items of uniform returned must be recycled.

12.2 Disposal

Any worn-out uniform or items of uniform must be returned to the Agency for disposal in accordance with the applicable policy or procedures.

13. INTER-BRANCH AGENCY TRANSFERS.

If an employee is transferred from one Department to the other within the Agency, the issued uniform can be retained and required asset transfer completed.

14. Roles and Responsibilities

14.1 Employer

Managers are responsible to

- (a) Communicate this corporate image to ensure its understanding by all employees;
- (b) Manage compliance with this Policy in their respective offices; and
- (c) Ensure observance of the ethical obligations of the Agency.

14.2

Employees

- (a) All employees must adhere to this Policy and dress in complete uniform, behave and conduct themselves in accordance with the guidelines as set out in this Policy
- (b) All employees are responsible for maintaining the uniform in a good condition in accordance with paragraph 13 of this Policy.
- (c) Employee may purchase any item of the uniform at his or her expense from the approved retail shop
- (d) All employees must conduct themselves in a proper manner that reflects professionalism.
- (e) No employee may consume any intoxicating substance while in uniform dress.
- (f) Whilst serving the clients and in uniform, employees may not eat, drink, chew, smoke or smell of liquor in the presence of clients
- (g) The blouse or shirt must be tucked into the trousers or skirt at all times (the ladies may wear the shirt over the skirt or trouser).
- (h) The V-neck jersey may be worn either over the short or long sleeve blouse or shirt depending on the weather conditions, and never just with the skirt or the trouser.
- (i) The V-neck jersey may not be tucked into the skirt or the trousers.
- (j) If the V-neck jersey is worn without the jacket, the nametag must be worn on the outside.
- (k) All employees may wear the following jewelry with their uniform:
 - wedding set, engagement ring (No Cocktail rings);
 - A wrist watch;
 - Females: Not more than two small earrings per ear;
 - Males are not permitted to wear earrings when on official duty
 - Necklaces and bracelets
- (l) Not allowed to wear jewelry where body piercing has been done on the nose, eyebrows, tongue, chin or any other visible part of the body.
- (m) Any tattoos on the body must not be visible.

15. MAINTENANCE

- 15.1 The uniform must be washed and ironed, kept clean and tidy at all times
- 15.2 The employee is responsible for placing the requisition to replace the uniform in accordance with the replacement schedule
- 15.3 Staff members are not allowed to alter uniform unless prior approval has been granted as stated in paragraph 9 above
- 15.4 Prior approval required for any alterations required to ensure that stated specifications are not compromised

16. COMPLIANCE

- 16.1 The uniform shall only be worn in accordance with this policy
- 16.2 The highest standards of professionalism and propriety must be maintained in order to project an image that encourages public confidence in the Agency.
- 16.3 The wearing of the uniform in public areas or in contexts where the reputation and image of Agency may be impaired will be regarded as misconduct
- 16.4 The wearing of any items of the uniform together with any other clothing item not approved as part of the corporate attire (Refer Appendix "A") is strictly prohibited.
- 16.5 Failure to comply with any of the provisions of this Policy shall be deemed as an act of misconduct and may result in disciplinary action being instituted against the employee in accordance with the Disciplinary Code and Procedures for the Public Service (Public Service Co-ordinating Bargaining Council Resolution No. 1 of 2003).
- 16.6 The high ranking officials employed in the Office of the Minister of Social Development, National Social Development and the National Development Agency may acquire relevant uniform to be worn during Outreach Programme from the South African Social Security Agency to ensure uniformity (should they not wear their own approved corporate attire to avoid Outreach Programmes being viewed as sole domain of SASSA)

SASSA CORPORATE CLOTHING SPECIFICATION

MALE CLOTHING ITEMS

ITEM	COLOUR	QUANTITY	DURABILITY
Shirts	Ice white long and short sleeves	4 shirts: (2 each long- and short sleeved)	1 Years
Jacket	Black with the Agency logo on the left side of the torso (chest)	1	2 Years
Trouser	Black with the Agency logo below the pocket on the right hand side left	3	2 Years
Ties	Red and Yellow	2	2 Year
Pocket Hankie	Red and Yellow	2	2 Year
Winter Jacket	Black	1	2 Years
Jersey	Black with the Agency logo on the left side of the torso	1	2 Years
Golf shirts	Green	1	2 years
Dust Coat (protective clothing)	Red	1	2 years

4



FEMALE CLOTHING ITEMS

ITEM	COLOUR	QUANTITY	DURABILITY
Blouse	Ice white	4	1 Years
Skirts	Black	2 (Pencil Skirts)	2 Years
Ladies slacks	Black with Agency logo on the right side	1	2 Years
Jacket	Black with Agency Logo on the left side of the torso	1	2 Years
Scarves	Red and yellow	2	2 Years
Winter Jacket	Black	1	2 Years
Jersey	Black with the Agency Logo on the left side of the torso	1	2 years
Golf shirt	Green	1	1 year



The following uniform items can be worn depending on the weather conditions:



ANNEXURE B

PROCESS FLOW FOR RECEIVING AND DISTRIBUTION OF EMPLOYEE UNIFORM

1. Orders will be placed and goods issued by Head Office to regions on the prescribed forms
2. Goods received from Head Office must be stored in a safe and secure designated central location
3. Head Office must issue goods as per approved order lists from the region
4. Delivery and acknowledgement notes from Head Office must be duly recorded on register for recordkeeping by the SCM unit
5. The delivery note must expressly state that when boxes were received from the courier services, it could not be checked for any discrepancies. If any such is noted during the stock verification process, it will be reported to Head Office within 3 working days of receipt of the goods received

In the region the Customer Care Unit is the custodian of the goods received and issue process who will:

6. Provide the district with the Issue Schedule of orders placed and issue dates
7. When orders are ready for issue, inform the district project co-ordinators of collection dates
8. During collection, districts must ensure that approved order list is available for verification purposes and signing off on hand-over of approved items ordered
9. Uniform issue per internal requisition that must have an item code number as per approved catalogue
10. Original sign-off documents between the district and Customer Care unit must be handed to SCM and copy retained by the district and Customer Care representative
11. All internal requests must be signed off and filed for audit purposes

PROCESS FLOW FOR REPLACEMENT OF EMPLOYEE UNIFORM

1. Receive an approved internal requisition with Item Code Number to change or replace specified uniform item from the district co-ordinator
2. A brief accompanying submission highlighting the reasons for the replacement and/or change of uniform item must be duly signed-off by the relevant District Senior Manager
3. The Manager in the Customer Care Unit must evaluate the submission and either approve or decline the request in the submission
4. Once submission is approved with an indication of the appropriate decision for either SCM to procure using Agency funds and/or for payment by the relevant employee, the documents are submitted to SCM for action
5. SCM will facilitate the procurement process based on the decision in paragraph 4, budget permitting
6. Upon receipt of the uniform it will be delivered to the safe and secure central store
7. CCU and SCM must ensure that registers are updated accordingly
8. CCU must inform the district co-ordinator of collection
9. District co-ordinator must sign for issue and receipt of replacement and/or change of uniform items and update the employee profile

APPLICATION OF UNDERTAKING: RETURN OF ITEMS OF UNIFORM

I, _____
PERSAL NO: _____
EMPLOYED AT _____
RANK: _____
SASSA CONTACT POINT _____

I undertake to return all items of uniform in my possession that become worn-out for performing duties within the National Immigration Branch.
 I undertake to return all items of uniform that are in my possession at the time of my discharge or retirement and resignation.
 I understand that, should I fail to comply with any of the aspects contained in this undertaking, the Department will be entitled to take appropriate action against me.

The Agency Official

I fully understand the content of the above undertaking and will comply with the set standards.

Place: _____
Date: _____
Time: _____
Signature: _____

Supervisor

I, _____ have read and explained the above undertaking to the officer. He/she is sober and of sound mind, and has indicated that he/she understands the contents of the undertaking.

Signature: _____
Persal No: _____
Rank: _____

REVIEW OF THE POLICY

File Name	Policy on a uniform/dress code for employees of SASSA
Original Author (s)	Ndileka Ngambu Phillip Rammopo
Current Revision Author (s)	Not Applicable
Policy NO	5/10/4/P
Next Review Date	