

Appearance and Timekeeping Standards

Luxury Retail Security Officer



Appearance

1. Uniform

- Full Uniform must be worn whilst working either a day or night shift, regardless to opening times of site or if there are no clients on site.
- The uniform of security officer must be clean, pressed and in good condition.
- The uniform must be a formal black 2-piece suit (3-piece can be worn with prior Vigilo management approval), plain black belt if required, formal plain white business shirt, black socks, and polished laced black shoes (boots are not permitted).
- Formal black tie must be worn, unless client has provided a specific tie for the location which must be returned at the end of the shift.
- Blazers and shirts must always be buttoned up for a smart appearance.
- Tie to always be worn tightly to top button. No tie pin to be worn.
- Black coats and black gloves are permitted for doorman only where required, providing that they are approved by clients or supplied by Vigilo.

2. Accessories

What can I wear while in uniform?

- Ring - one plain ring is permitted providing it is wedding/engagement or religious ring.
- Plain watches.
- Visible tattoos above or below collar and cuff are not permitted.
- One pair of earrings are permitted for female officers only if ears are pierced, pearl, white, gold, silver and diamond studs only.
- Visible necklaces and bracelets are not acceptable.
- Plain glasses are permitted providing that their brand is not highly visible, they are in plain black, silver or gold colour (no bright colour is permitted).
- ID cards and SIA license must always be worn whilst on duty. This should be attached to the trouser belt in boutiques. SIA licence must be visibly fastened to uniform in department stores as per localised instructions.
- Lanyards are not permitted.
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No
Tattoos
permitted
in red
areas.



3. Grooming and Hygiene

- Hands must be kept clean and regularly washed.
- Nails must be cleaned and frequently maintained.
- Shower or bath before work and use deodorant.
- Teeth must be brushed, mouthwash or mint after every meal is recommended but chewing gum is not permitted while on duty.
- Drink water frequently as it helps to keep a fresh breath and keeps you adequately hydrated during the day.
- Fragrance and aftershaves should be used sparingly and should never be overpowering.

- Head hair should be clean, tidy and styled. If coloured this should be with a single colour of brown, blonde or black. Hair length and colouring should be regularly maintained.
- Long hair must be worn tidily in a ponytail or bun.
- Facial hair must be completely shaven or with a fully grown beard (no stubble is allowed).
- Beards must be neatly trimmed with no lengths of more than 12mm. There must be a clean line below the chin, but clearly above the collar. Tufts of hair under the bottom lip are not permitted, no goatee, no protruding moustaches, and no unnatural beard colouring.

4. Time Keeping

- All security officers must report in/out using PARIM app or via text messages to management.
- Officers are expected to be at their working location in uniform and prepared 3-5 minutes earlier than their shift start time.
- Reporting on site means on the boutique floor or designated briefing location.
- Please, allow extra time for transport issues or strikes or suit changing and equipping yourself with radios.
- Please allow at least 15 minutes extra for interviews or training courses to reduce the impact that late attendance will have.
- Any expected late attendance or sickness must be reported to Vigilo management as soon as practical.
- Any lateness will be managed via the Vigilo attendance management policy.
- Payment will only take place when on site, so if you are late, you will not be paid.