



WORKWEAR POLICY AND GUIDELINES

MARCH 2022

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1.0 PURPOSE

- 1.1 The purpose of this policy is to provide guidance on our workwear range ensuring it is easy to find up to date information and support wherever it is needed.
- 1.2 The policy does not relate to the requirement to use Personal Protective Equipment (PPE). Information relating to PPE is contained within the Management of PPE & Safety Equipment Procedure, which can be found on the Health and Safety Lighthouse pages [Management of PPE and Safety Equipment](#). However, the disposal process set out in section [10.0](#) is applicable to PPE as well as to workwear.

2.0 SCOPE

- 2.1 This is a Group level policy that applies to all colleagues and partners of Anglian Water Group Limited, with the exception of Anglian Water (Ireland) Limited and Wave Limited (And their respective subsidiaries).

3.0 STATUS

- 3.1 This policy and guidelines are subject to regular review by the Company and are updated as appropriate.

4.0 POLICY OWNER

- 4.1 Head of Employee Relations.

5.0 OVERVIEW

- 5.1 Workwear is key to our colleague experience. It needs to be functional, protective, hardwearing and comfortable to wear, whatever the day brings.
- 5.2 Our workwear should convey our brand attributes: smart, professional, modern and friendly and reinforce our people's sense of identity as part of a team, 'one company, one team'.
- 5.3 In March 2022 our workwear began a transition to all navy blue: navy blue tops, trousers, skirts and jackets. As workwear reaches the end of its life it will be replaced with navy options.
- 5.4 PPE remains in the usual colours to ensure the high visibility and safety of our people.
- 5.5 Our workwear is provided by our preferred supplier Tower Supplies and is ordered via their online catalogue, which can be found on [Lighthouse](#).

6.0 HEALTH AND SAFETY

- 6.1 We offer a wide range of options when it comes to workwear and PPE; helping keep our people safe and healthy whilst undertaking on site tasks and activities is our prime concern. Working closely with our preferred supplier we can offer a range to

suit all needs, ensuring a suitable fit and comfort that will not impede the work activity being carried out. This document focuses primarily on workwear. Further information about PPE can be found under [Management of PPE and Safety Equipment](#)

7.0 ORDERING WORKWEAR

7.1 All workwear should be ordered through our preferred supplier Tower Supplies. Usually it is the Operational Administrator (or equivalent) within a team who is responsible for ordering workwear.

7.2 Below is a summary of the ordering process:

1. REGISTRATION AND LOG IN TO THE TOWER SUPPLIES PORTAL

You will need a 'log in' to order workwear from Tower Supplies. If you have not previously registered, then please email a request to rwillenbrook-powell@anglianwater.co.uk

To 'view' the catalogue only, you can use the generic log in and username below:

- Username: safeandwell@anglianwater.co.uk
- Password: towersupplies

2. ORDER PROCESS

The process to order workwear is straightforward and much like other online shopping:

- Log in to the Tower Supplies portal using your unique log in detail
- Select the items, quantities, and sizes that you require
- Type in the name of the person you are ordering for and press the 'EQUIP' button, this will ensure that all items are delivered with the individual's name on the packaging
- Add the items to your basket
- 'Check out' selecting the option Blue Barclaycard to pay
- Check the default delivery address is correct. An alternative delivery address can be selected at this stage.

3. TIMESCALES FOR DELIVERY

For orders submitted before 2pm Monday to Friday the standard despatch time is:

- 1-2 working days for non-branded garments
- 3-5 working days for branded garments

7.3 What to do if an order is wrong

7.3.1 If you receive items in your order that are not what you requested, please contact Tower Supplies providing the order reference number and a return and replacement will be organised. Contact details can be found on [Lighthouse](#).

7.4 Garment alterations or bespoke requests

7.4.1 Some colleagues may require garment alterations or a bespoke product, for instance if they require a particular fabric to help with a skin condition or standard sizings do not significantly meet an individual need.

- 7.4.2 Requests for garment alterations or bespoke items should be made on an exceptional basis only (for instance not to simply meet a personal preference for a certain fit) and may in some instances need to be supported by an Occupational Health report. It should be noted that the cost of altered or bespoke items can be as much as 50% more on cost. Tower Supplies can accommodate these requirements but due to the individual nature of the garments the lead times may be up to 12 weeks.
- 7.4.3 If an alteration or a bespoke item is required, the Line Manager (FLM) should discuss this with the individual to understand what is needed and whether there are options to meet the need in any other way. If the decision is to proceed with a request for an alteration or bespoke garment the FLM should gather the necessary information, complete the form (which can be found on [Lighthouse](#)) and submit this to Tower Supplies via the Operational Administrator or equivalent (OA). In some instances, there may be sensitivities around the need for alterations or bespoke items and the FLM should be aware of this and ensure that conversations are discreet and confidential where required.
- 7.4.4 Below is the process for ordering alterations or bespoke garments:
- Colleague identifies a need for an alteration or bespoke garment via FLM (or OA).
 - FLM and colleague agree that there is a need for an altered or bespoke garment to be ordered.
 - FLM (or OA with FLM approval) contacts Tower Supplies by emailing customer.services@towersupplies.com or calling 01202 718000 with the request.
 - Customer Services send through the Tower Supplies Measurement form on email to the FLM (or OA) for the colleague to complete with their relevant measurements. FLM (or OA) may need to support with the measurement process.
 - Once complete, FLM (or OA) should return the completed Tower Supplies Measurement¹ form to the Customer Service Team along with the quantity of garments required, delivery address and PO number if applicable.
 - Tower Supplies Customer Services will process the order manually and send confirmation of this through to the FLM (or OA) to check and authorise.
 - Once the order has been authorised by the FLM (or OA), the Tower Supplies Measurement Form will be sent to the manufacturer so that they can create the garment to the requirements of the end user.
 - The typical delivery lead time for garments will be 4 weeks, however this may vary depending on the manufacturer.

7.5 Sizing

- 7.5.1 As several independent companies provide Tower Supplies with products, the sizing of garments may vary. Therefore, it is important to check the measurements on each garment against individual measurements to ensure that the right size is ordered. The precise measurements for the most frequently ordered garments are provided in the workwear catalogue.

¹ Please note that in some circumstances, the colleague may prefer to send their measurements directly through to Tower themselves and they should be supported to do this.

7.6 Providing feedback on workwear

7.6.1 We value your feedback on workwear and want our range to evolve to meet our people's needs in the best way that it can. There is a quarterly review process and colleagues are invited to submit ideas and suggestions via an online feedback form which can be found on [Lighthouse](#). See [section 12](#) below on Feedback and Review for further information.

8.0 WORKWEAR RANGE

8.1 In March 2022 our workwear began a transition to navy blue: navy blue tops, trousers, skirts, jumpers, and jackets. Other colours such as purple, pink, teal / turquoise and green have been retired from the range to bring consistency to what our people wear to carry out their operational and customer facing roles.

8.2 PPE remains in the usual colours to ensure the high visibility and safety of our people.

8.3 Office based administrative roles (for instance, but not exclusively, teams who work in our key campus sites) should only require workwear by exception, e.g. if asked to carry out a customer facing role. The workwear provided will be navy in line with our Company standards.

8.4 Parks and Recreation have retained colours beyond navy to meet the unique requirements of their customer facing role – for instance for lifeguards and park rangers.

8.5 Branding

8.5.1 Garments in our workwear range are branded with the Love Every Drop logo. There is only one exception when anything other than the single logo is used, when placing the Love Every Drop logo alongside partner logos @One Alliance or Strategic Pipeline Alliance (SPA) to show that the employee works for the Alliance on behalf of Anglian Water it is important to achieve a visual balance between the two logos.

8.5.2 Dual branding of any workwear garments should be managed in line with our Branding Guidelines document, **Never Still Brand Book** a copy of which can be found on Lighthouse.

8.6 New starters and agency workers

8.6.1 Ideally workwear will be ready to be issued to the new starter on their first day. This will help create a positive impression and a sense of belonging for them.

8.6.2 Around a week before their anticipated start date, request the size information from the new starter and ensure you have checked through any individual needs or requirements they may have. Have the workwear pack ready for the new starter to check and explain what they need to do if any items do not meet requirements (too large / too small). Explain the new starter's role and responsibilities with regards to upkeep and reordering of workwear.

8.6.3 Like any new starter, agency workers should be provided with the workwear they need to carry out their role effectively and safely. Any workwear provided should be collected by the FLM before the agency worker completes their placement and, unless fit for re-use by the team or for site visitors etc, disposed of in line with our recycling processes.

8.7 Leavers

8.7.1 All leavers are required to return their workwear and PPE when they leave the business.

8.7.2 It is the FLM's responsibility to make sure that as part of the leaver's process, they collect all items of workwear and PPE from the employee and, unless fit for re-use within the team or for site visitors etc, dispose of it using our recycling process ([section 10.4](#)).

8.7.3 Once collected, all workwear and PPE that is no longer fit for purpose should be bagged and dropped into one of our recycling consoles. A list of the recycling locations, which will be available from April 2022, can be found in [Appendix 1](#).

9.0 WEAR AND CARE OF WORKWEAR

9.1 Our workwear is selected to be fit for purpose, easy to maintain and durable.

9.2 Typically, we expect that garments such as polo-shirts, t-shirts and undergarments will be replaced annually, whilst trousers and jackets will be replaced every 2 years. However, the overriding principle is that our people have the right workwear for the task and that this is well maintained and in good condition.

9.3 User responsibilities

9.3.1 Users are responsible for cleaning and maintaining their workwear, ensuring that it is safe and fit for purpose for the work that they will be carrying out. Workwear should be always clean at the start of the day and in good repair.

9.3.2 All workwear has an estimated life expectancy. However, if a garment becomes damaged, worn out or is beyond simple repair (for instance sewing a button on), a replacement should be ordered. The safety and wellbeing of our colleagues is our prime consideration.

9.3.3 Individual garments have washing and care instructions. These instructions should be followed to ensure that the garment remains in good condition. See [Lighthouse](#) for further information.

10.0 DISPOSING OF WORKWEAR SUSTAINABLY

10.1 Sustainability is how we do business - all day, every day. To meet the big sustainability challenges that face us, we all must play our part in balancing the needs of society, the environment and business to enable a sustainable future. This applies to all our decisions, including the clothing we wear to work, how we look after it and how we dispose of it safely at the end of its life. It is important that we have responsibly sourced workwear, and disposal routes which reduce our

environmental impact, and additionally guidance on keeping clothing in the best shape, for as long as possible.

10.2 There will be times when workwear is no longer fit for purpose due to damage or is at the end of its life and it is important that we dispose of it in an ethical, sustainable, and secure way. Appropriate disposal is important from a security perspective to ensure that badged workwear cannot fall into the hands of unscrupulous individuals.

10.3 We work with our preferred supplier Tower Supplies to ensure that our workwear that is no longer fit for purpose and PPE is collected locally, de-badged and in line with our values is recycled appropriately within the UK.

10.4 Recycling process

10.4.1 Details of our recycling process is outlined below. FLMs should make themselves familiar with the process for collecting and recycling workwear when team members leave the business.

- Recycling consoles can be found at many of our sites across the region. A full list of sites, available from April 2022, is included in [Appendix 1](#).
- Consoles can be used to dispose of all workwear and PPE, including hardhats and boots.
- Workwear and PPE can be brought in for recycling once it is no longer fit for purpose. It should be placed into a recycling bag and dropped into the console to await collection.
- Consoles will be emptied monthly. We will monitor volumes of recycling, site by site, to ensure the frequency of collections is right for the site.
- All garments are securely shredded and baled up for recycling within the UK.

Further details on how our workwear and PPE are recycled can be found on [Lighthouse](#).

11.0 DIVERSITY AND INCLUSION

11.1 Inclusion is vital to the success of our organisation. Having a wealth of people from diverse backgrounds and with different experiences introduces new ways of thinking that in turn informs the ways in which we work. It is important to ensure that we can provide inclusive workwear and PPE to help our colleagues feel happier and safer in their working environment and feel free to be themselves and valued for who they are.

11.2 We have worked with our preferred supplier Tower Supplies to ensure that our workwear and PPE range is fully inclusive, including making available garment alteration options or bespoke products for individual needs.

11.3 Please use the workwear feedback form on [Lighthouse](#) to tell us about any garments that you feel may be missing from the range. If the need is urgent, please speak to your FLM.

12.0 FEEDBACK AND REVIEW

- 12.1 Ownership of workwear sits within the People and Change function. The People and Change function will work alongside Supply Chain and Health and Safety as subject matter experts to manage a regular review process of workwear.
- 12.2 Our preferred supplier Tower Supplies works closely with us to ensure that our workwear range is always fit for purpose and meets any changing business requirements.
- 12.3 The workwear range is reviewed quarterly at the Company Collective.
- 12.4 Suggestions or comments can be made using the online feedback form that can be found on [Lighthouse](#).
- 12.5 Where changes are made to range or process, an update will be provided on the Workwear Lighthouse [page](#). Dates of the review meetings will be published on Lighthouse in advance.

13.0 LIGHTHOUSE

- 13.1 All information, forms, links and statements relating to workwear can be found on the Workwear Lighthouse [page](#). Updates on the range and any news or changes will be posted on Lighthouse, therefore if you are responsible for ordering workwear, it is important that you visit the page regularly to stay up to date with alerts.

LAST REVIEWED

March 2022.

Appendix 1**AW Sites with a Workwear Recycling Console (from April 2022)**

Sites were selected based on volume of orders over two years. Use of recycling consoles will be monitored, and frequency of collections and size of consoles adjusted accordingly.

AW Sites with Recycling Consoles

Alton Water WTW	Huntingdon - Henderson House
Ardleigh WTW	Kirkby La Thorpe STW
Basilston WRC	Kings Lynn STW - Maple Road
Beccles WRC	Leighton Linlade WRC
Bedford WRC	Letchworth WRC
Broadholme WRC	Littlecoates WTW
Cambridge Milton House	Lowestoft
Canwick STW	Marston WRC
Canwick WRC (Lincoln)	Peterborough - Thorpewood House
Cliff Quay WRC (Ipswich)	Peterborough (Flag Fen) WRC
Colchester WRC	Pitsford WTW
Corby WRC	Pyewipe WRC
Cotton Valley WRC	Rutland Water Visitor Centre
Covenham WTW	Saltersford WTW
Elisham WTW	Sheringham WTW
Fornham All Saints WRC	Southend WRC
Grafham WTW	Spalding STW
Great Billing WRC	Sproughton WTW
Hall WTW	Stoke Ferry WTW
Hartlepool Water	Whitlingham WRC
Heigham WTW	Wing WTW
Holt WRC	Witham STW

