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Uniform and Grooming Policy - IMAGICAA

Objective

Every employee working with Imagicaa Entertainment Ltd. is a brand ambassador for Imagicaa. The way we present ourselves, reflect on the image of Imagicaa and have a significant impact on the way our Guests look at us. Imagicaa aims to provide its employees with comfortable and professional uniforms that project a good image, uniformity in appearance and comply with Occupational Health and Safety guidelines.

Policy

Company requires a high standard of personal presentation and grooming. Uniforms are applicable to all frontline employees at Park and must be worn at all times during work hours and in accordance with the Uniform and Grooming policy. The Uniform and Grooming Policy standards apply to all employees full-time and part-time.

All employees must adhere to the Uniform and Grooming Policy. Managers must ensure that these guidelines are strictly followed on daily basis. All Employees should always be dressed neatly and appropriately for the type of work they perform. All aspects of the uniform must be worn at all times.

If an employee reports to work in contravention to the Grooming policy, the Manager should ensure that the employee only reports to work as per the grooming policy guidelines.

Employee found to be a habitual defaulter to the policy guidelines has to be reported to HR for appropriate action. Any deliberate breaches of this policy could result in disciplinary action being taken against the employee.


A three time default of the Uniform Policy, shall result to an issuance of Warning letter (Further to be connected to disciplinary process)

Employees will be given the opportunity to address their uniform issues, and if required replaced with fresh uniform.

Uniforms will be issued to the relevant staff by the Supply Chain (Stores) department after getting approval for the concerned HOD and HR department.

PROCEDURE.

In the case of new employees, Human Resources department will initiate the requisition to the Supply chain (Stores) Department for issuing the Uniform. The

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Departmental Heads will be responsible to ensure that all staff recruited is equipped with uniforms within two weeks of their joining.

A Uniform Requisition Form as per “**Annexure I**” must be filled for initial/subsequent indent. The same should be approved by the Departmental Head before forwarding to HR and further to Supply-chain (Stores) department for issuing.

Employees are expected to maintain their uniform in a good condition. If a Uniform set need's replacement because of the employee's carelessness, it shall be replaced at the employee's expense. The same should be indicated very clearly on the Requisition Form (Annexure-I) to enable HR to initiate necessary action.

In the event of any employee resigning/terminated, the Uniforms will be returned back to the Supply chain (Stores) Department. Based on the clearance received from Supply Chain (Stores) Department the Full and Final would be processed.

- In the event of any change in the entitlement or type of Uniform, the employee will be entitled to the new sets of Uniforms as applicable. All old Uniforms should be returned back to Supply Chain (Stores) Department..
- All new employees joining the company will be issued with two IMAGICA T-shirts by Human Resources Department on their date on joining. He /She has to wear these T-shirts along with Black Jeans until the prescribed uniform is issued to them. The cost for the T-shirts issued will be deducted from the employee's salary.
- The new joining employees (Male/ Female) are required to wear proper closed toe shoes. Chappals, Sandals or Open toe Shoes are prohibited.
- All employees are permitted to wear prescribed Rainy footwear during the Rainy season i.e. from **01st June to 30th September**.
- In case any employee resigns/terminated within 6 months from the date of issuance of the uniform; the full cost of uniform shall be deducted from their Full and Final.
- In case any employee resigns/terminated after 6 months but not later than 12 months from the date of issuance of the uniform, half the cost of Uniform shall be deducted from their Full and Final.
- No uniform cost shall be deducted after 12 months from date of issuance of the uniforms

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- All fresh set of Uniform will be issued only on the return of the old ones. It would be at the sole discretion of the Management to alter/change entitlements/ materials/pattern of the uniform.

UNIFORM ITEMS

Employees are entitled for new uniforms as per the respective HODs approval. Any subsequent order will be determined on a need basis only. Employees shall be responsible for the upkeep of the uniforms. In case of wear and tear (other than the shelf life), new uniforms shall be charged at full rate.

Entitlement

The following department are presently entitled for Uniforms. These are:


1. Operations
2. Food and Beverages
3. Retail
4. Safety & Security
5. Engineering (Ride and Park Maintenance)
6. Scenic
7. Entertainment

1. The following Departments will be issued the mentioned uniform:

a) Operations - Theme Park, Water Park, Food & Beverages (Service) & Retail.

- Each employee shall be issued the following set of uniforms:

Sr. No	Entitlement	Nos
1	T – Shirts	02
2	Pants	02
3	Shoes	01 Pair
4	Lanyard	01

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b) Food and Beverages

- Food and Beverages (production) team shall be entitled for:

Sr. No	Entitlement	Nos
1	Chef Coat	03
2	Pants (Black Colour)	02
3	Safety Shoes	01 Pair
4	Bandana	01
5	Lanyard	01
6	Apron	01

c) Safety & Security

- Assistant Manager Security


Sr. No	Entitlement	Nos
1	T – Shirts (Maroon Colour Imagica T-shirt)	03
2	Pants (Black Colour)	02
3	Safety Shoes	01
4	Lanyard	01

- Security Staff

Sr. No	Entitlement	Nos
1	Shirts (either Orange/Black or Red/Black)	03
2	Pants (Black Colour)	02
3	Safety Shoes	01 Pair

- Safety (Assistant Managers and Officers)

Sr No	Entitlement	Nos
1	Shirts (White Colour)	03
2	Pants (Black Colour)	02
3	Safety Shoes	01 Pair
4	Lanyard	01

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d) Engineering

The Engineering Park Maintenance and Ride Maintenance team shall have the following Uniforms:

Sr No	Entitlement	Nos
1	Shirts (Light Blue Colour)	03
2	Pant (Navy Blue Colour)	02
3	Safety Shoes	01 Pair
4	Lanyard	01


While on duty it is mandatory for all Engineering team members to follow the mandatory PPE (Personal Protective Equipment) norms.

Uniform Life Cycle

Sr. No	Name	Issued Quantity	Unit Life Cycle (Replacement for one Unit)
2	Lanyard	1	24 months
3	Shirt	3	12 months
4	T-Shirt	3	12 months
6	Trousers	2	12 months
7	Shoes (Park)	1	12 months
8	Kitchen Shoes	1	18 months
9	Safety Shoes	1	24 months
10	Chef Coat	3	12 months
11	Chef Pant	2	12 months
12	Chef Apron	1	06 months
13	Restaurant Bandana	1	12 months
14	Kitchen Bandana	1	12 months
16	Rain Coat	1	36 months
17	Rain Boot	1	24 months

Jewellery

- Jewellery should be professional in appearance, minimal and worn in discrete.
- Only One Ear piercings is acceptable, provided the jewellery is of a professional nature.

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- One Ring is permitted for both men and women. No Flashy rings are permitted on duty.
- Avoid bracelets and necklace while on duty.
- In order to maintain a safe workplace, wearing facial piercings other than in ears is not permitted (i.e. nose rings, eyebrow rings, tongue, etc.).
- It is recommended that a simple watch be worn on duty.
- Use of coloured Bindis, religious threads are prohibited .
- Thick gold chains and heavy jewellery or flashy watches are prohibited. The discrete acceptable jewellery should be in line with Safety standards.

Hair

- Hair should be groomed in a neat and tidy fashion.
- Girls are required to tie or clip their hair in a neat hairstyle with hair pulled back from face.
- Hair length for women's longer than jaw line should be tied into a bun.
- Hair holding clips should be plain and of natural colours.
- For Men's facial Hair should be neatly trimmed (moustache, sideburns)
- All male employees are required to shave regularly and keep their hair length above collar. Any employee who fails to adhere should be sent back by their Managers and should be considered after he has done proper shaving.
- Any type of fancy Hair cut is prohibited.
- Any type of beard for Male employees is not permitted.

Nails

- Clip nails short, along their shape
- Nail polish colour should not be too trendy or bright.
- Long nails for males are prohibited

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Tattoos

- Tattoos on visible skin are discouraged.
- Tattoos, that could be perceived to be offensive, should be discretely covered. If a tattoo cannot be covered and remains visible (head, neck, face, hands, or fingers) it must be removed.

Religious Customs

- The Company respects all religions, but being uniquely placed in the services & hospitality sector, employees need to be sensitive to the Company's image being projected to the Guests.
- The Religious symbolism on Dress, Facial Hair, Ornaments, Attachments, Bindis or any other form will thus not be allowed on the uniform and during the shift hours
- All Employees (Park, Park Admin and Corporate Office) are prohibited to put tika's/tilak or any other types of religious symbols of any sort while on duty.
- Non-Shaving or Sporting Beards on religious grounds is thus not permitted.
- All Employees (Park, Park Admin and Corporate Office) are prohibited from reporting to duty if wearing improper shoes open footwear, Bear Foot, Open Toe Sandals & Chappals, even if they are observing any religious rituals.


Pregnant Employees

Pregnant employees are expected to adhere to the company dress & safety standards.

Employee Responsibilities

Uniform talks a lot about our organisation, it creates first impression.

- Uniforms must be well maintained by all employees and should be kept neat, clean and well ironed. i e, no tears, unauthorized alterations etc. is disallowed.
- Uniform to be worn at all times during work hours.
- In the event of loss or wear & tear of the Uniform by the employee the same has to be purchased from Supply chain (Stores).Cost of the lost/misplaced/torn uniform shall be deducted from employee salary.

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- In the case of returned uniforms being misplaced by the Company (during laundry) the same shall be replaced by the Supply chain (Stores) department at no extra cost
- In case the uniform has shrunk due to laundry issue by the Company; the same shall be replaced by Supply chain (Stores) at no extra cost
- The uniform requisition form (as per Annexure I) to be completed and submitted to Supply chain (Stores), who in turn shall inform HR of the uniform issued (If there is any deduction from employee salary).

Personal Hygiene :

- Employees need to take daily Bath and use a deodorant after bath to avoid body odour.
- Use mouthwash often and brush teeth twice a day to avoid bad breath. Visit a dentist twice a year for a dental check-up
- We as an organisation don't encourage employees to get into Smoking, Drinking, Chewing Tobacco and Ghutka habit.
- Smokers should take care to avoid nicotine stains on teeth and hands, as well as 'Tobacco breath'. Ensure before you report to your work area you rinse your mouth and use mouth freshener.
- Wash your face frequently to appear fresh
- A good night sleep adds to your good looks.
- Employees are prohibited to consume Liquor, Chewing Tobacco or Ghutka on duty, if any employee is reported to have consumed liquor, or chewing Tobacco or Ghutka on duty, would face strict disciplinary action.
- Employees who report to duty drunk would be sent back, and would be considered as absent for the day.
- Employees need to avoid eating food which would causes bad breath (e.g. Onion, Garlic) while on duty.

OFFICE DRESS CODE:

Imagicaa Entertainment Limited expects employees to maintain a neat, well groomed appearance at all times.

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Monday to Friday - The attire for employees must be presentable, modest and smart.

Men: Formal, Smart casual or Semi-Formal attire.

Women: Western or Indian, Formal, Semi-formal or Smart Casuals outfits. Sports shoes and slippers are not allowed.

Revealing outfits or low waist Denims or trousers are not allowed.

Jeans, Casual Shirts and Casual / Sports shoes are permitted. Polo Neck Collared T-Shirt with proper fitting are accepted.

Once again employees should exercise discretion, keeping in mind all appointments with Company customers, suppliers and vendors and dress accordingly.


Dress Code

Female Employees:

- Sarees / Formal wear - trousers, shirt, skirt, dress/ Salwar or Plain leggings, Kurta, Dupatta (choice)/ Appropriate fitting Denims is permissible in appropriate and subdued colours / prints.
- Fancy leggings / tunics /round and V – neck T shirts / Capris / Worn out or Torn Denims / Knitted tops are not allowed.
- Flip flops / Slippers/ open toe shoes are not allowed.
- Basic make up comprising of Eye makeup (Liner, Kajal, Mascara) , Lipcolor, nail paint (no chipped nail paint) in neutral / earthy shades is must
- Hair should be clean, combed, and neatly trimmed or arranged. No colored hair accessories to be used.
- Stinking Hair Oils to be avoided.
- Accessories (Earrings /Bangles)to be at minimal should not be over done
- Special care to be taken for business meetings

Male Employees:


- Appropriate formal wear, Shirts, trousers, Plain dark coloured belt, dark coloured shoes, Trouser Colour matching Socks, Appropriate fitting Denim is permissible with subdued colours and prints.

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- For business meeting, Fancy printed neck ties are prohibited.
- Round or V neck Tee-shirts, Worn out or Torn Denims are prohibited, whether it be office or for any other official meeting.
- Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, uncombed hair is not permissible regardless of length. The length of hair should not go beyond collar.
- Stinking hair oils to be avoided.
- Sideburns, moustaches, should be neatly trimmed..
- Accessories (Bracelet/ Chains) to be at minimal, studs/piercings/earrings are not allowed.
- Sandals, thongs, flip flops, open-toe shoes, sport shoes, Croc-like sandals are not encouraged during rainy days.
- Special care to be taken for business meetings

General

- In all respects, office decorum and decency has to be maintained.
- Keep your personal workspace or common work areas clean and neat all times.
- Fancy mobile ringtones are prohibited.
- Dress to be in line with Safety standards at all times.
- The company provides an ID card to all its employees.
 - The same should not be shared with anyone else
 - ID Card loss / forgotten has to be reported to the Security and HR department immediately
 - It is mandatory for everyone to wear their I Cards while entering the Park/ Office premises, and display at all check-points. .
- The Management reserves the right to change or amend the policy from time to time.

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Proposed By	Endorsed by	Approved by
Rupali Vengurlekar AGM - HR	Dhananjay Dalvi GM -HR	Col. Ashutosh Kale CEO


ANNEXURE – I

UNIFORM REQUISITION FORM

(To be filled in by Department and handed over to Stores – Supply-chain)

To : _____ Date : _____
 Department : _____ Sub Department : _____
 Emp. No. : _____ Date Of Joining : _____
 Designation : _____ Entitlement Period : _____

SR.	ITEM	SIZE	QUANTITY	INITIAL/REPLACEMENT	LAST ISSUED ON

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Prepared By	HOD Approval	HR Approval	Receiver

For Admin Dept. use: