CHAPTER VIII

PROFESSIONALISM IN THE WORKPLACE

8.1 PERSONAL APPEARANCE

County employees are expected to dress in a manner appropriate and conducive to the performance of their particular jobs. It is the responsibility of the Department Head to ensure that employees under his/her supervision dress in a safe and appropriate manner so as to project a positive professional image for Spartanburg County.

Workplace attire and grooming must be neat, clean and appropriate for the work being performed and the setting in which the work is performed. Natural and artificial scents may become a distraction from a well-functioning workplace, and are also subject to this policy. Departments may determine appropriate workplace attire and grooming for their areas. Supervisors should communicate their department’s workplace attire and grooming guidelines to staff during the introductory period. Any questions about the department’s guidelines for attire should be discussed with the immediate supervisor. Regardless of dress and grooming, all employees must carry or wear the Spartanburg County identification badge at all times while at work.

Any employee who does not meet the attire or grooming standards set by his or her department will be required to take corrective action (for example leaving the premises to change clothing.) Hourly paid employees will not be compensated for any work time missed because of failure to comply with designated workplace standards.

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should be avoided, whether the communications vehicle is a publication, letter, website content or email.

h. Customer complaints. On those occasions when the SCPD fails to meet the customer's reasonable expectations, patience and empathy are important. SCPD employees should handle all complaints with care. SCPD employees must take corrective action if possible, summon a supervisor, or forward the information on to another source. SCPD employees must be sympathetic towards the customer but must not make promises that cannot be met. SCPD employees must never agree with a customer to the point where a coworker, program or facility is being criticized. SCPD employees must avoid engaging in a heated discussion with a verbally abusive customer. Instead, employees should call a supervisor for assistance. SCPD employees must always inform their supervisor about potentially negative situations so that the supervisor will be aware of what is going on if anything else results from the situation.

UNIFORMS, WORKWEAR AND APPEARANCE

1. Uniforms are provided for the use of Spartanburg County Parks Department employees whose job duties warrant them. In general:

   a. Full uniform sets will be provided for employees of the Park Maintenance Team. An allowance will be provided to assist with the purchase of safety shoes, for those positions that require them.

   b. At the option of the team manager, uniform shirts (t-shirts and/or golf shirts with appropriate logos) will be provided to employees of the Park Operations Team and Recreation Team. At the option of the team manager, these employees may wear jeans, khaki pants/shorts or similar clothing that is appropriate for active recreation and/or outdoor work.

   c. Employees who work primarily in offices will be provided with golf shirts with appropriate logos to identify them when they are engaged in activities within parks and recreation facilities. Office employees are expected to wear "business casual" clothing.

   d. Part time/temporary employees are issued t-shirts to identify them as working for the SCPD.

2. Employees are responsible for the routine care and maintenance of uniforms and must never report to work in a dirty or torn uniform. The SCPD will replace uniforms that are damaged while the employee is on duty. Uniform items issued to employees are not intended for purchase or distribution as gifts or given to family members.

3. SCPD employees should not appear at work in attire that is inappropriate. Attire that is not proper for work includes: beach clothing, short shorts, spandex, flips, flops, and halter tops. Any exceptionally revealing, distracting or provocative attire will be considered a violation of this policy.
4. For all employees, some special occasions, such as meetings with community leaders or presentations at professional meetings, require proper business attire.

5. Employees are expected to report to work well-groomed, neat, and clean. Hair length and restraints should conform to safety and health standards as determined by OSHA and SCDHEC. Radical hairstyles and coloration are prohibited. Facial hair must be kept neat and trimmed.

6. SCPD-provided uniforms, t-shirts or hats must not be worn outside the workplace.

**DISCIPLINARY ACTIONS WHEN EMPLOYEES FAIL TO MEET EXPECTATIONS**

1. All SCPD employees are expected to obey applicable laws, County policies and procedures, SCPD procedures and the lawful directions of their supervisors. SCPD team managers and supervisors will use their best efforts to educate employees on these expectations.

2. In the event that an employee does not comply with applicable laws, County policies and procedures or SCPD procedures, the Parks and Recreation Director, Assistant Parks and Recreation Director, team managers or assistant team managers may administer disciplinary actions, which may include:
   a. **Verbal warnings** (which must be documented, in writing, and placed in the employee’s personnel file).
   b. **Written reprimands** (which must be documented, in writing, provided to the employee and placed in the employee’s personnel file).
   c. **Administrative Leave** (if the violation requires investigation and/or consultation with others as to the appropriate disciplinary action). Employees placed on Administrative Leave continue to receive pay until a decision is made in their case. The reason for the employee being placed on Administrative Leave must be documented, in writing, and provided to the employee. The documentation should not be placed into the employee file until the investigation concludes and a decision is made on the situation which resulted in employee being placed on Administrative Leave.
   d. **Suspension without pay**, for a period of one to five days. This decision must be documented, in writing, provided to the employee and placed in the employee’s personnel file
   e. **Termination from employment.** This decision must be documented on the Human Resources Department Personnel Action Form.