

25th November 2025

Standard Operating Procedure (SOP)

Uniform Distribution & Management for Non-Management Staff

The purpose of this SOP is to ensure that all non-management employees across Sales, Service, Inventory, and Head Office (excluding drivers, other wings and personal staff of the CEO and COO) receive SWISH-branded polo shirts and jackets through a proper, systematic, and transparent process. This SOP also ensures accurate tracking, availability of uniforms, and proper management of stock and returned items.

UNIFORM ENTITLEMENT

Each eligible employee will receive **4 polo shirts per year**:

- 2 pieces in January
- 2 pieces in July

Each eligible showroom employee will receive **1 jacket every 2 years**, issued during the winter season.

UNIFORM ISSUANCE CONDITIONS

- Employees must return previously issued polo shirts when collecting new polo shirts.
- Employees must return previously issued jackets when collecting a new jacket.
- If an employee fails to return the previous uniform during issuance, they must pay the cost price of the missing item as decided by the company.
- The cost price will be adjusted from the monthly salary in one installment.
- If the employee is separating from employment and fails to return the uniform, the cost will be adjusted from the final settlement.

RULES FOR UNIFORM USAGE

- Wearing the company-approved uniform every day on duty is mandatory.
- Employees are strictly prohibited from wearing the company uniform when they are off-duty, including holidays or weekends.
- If an employee is found wearing the uniform while off-duty and proof is established, a **BDT 100 fine** will be imposed for each day, deducted from the monthly salary.
- The decision regarding this fine will be jointly evaluated and approved by the respective Head of Department (HOD) and the Head of HR.

NON-COMPLIANCE WITH UNIFORM WEAR ON DUTY

- If an employee does not wear the uniform for 2 days in a month, 1 day of leave will be deducted:
 - First from Casual Leave (CL)
 - If CL is unavailable → from Earned Leave (EL)
 - If EL is unavailable → from Sick Leave (SL)
- Team Leaders must submit a monthly report to HR listing employees who failed to wear the uniform while on duty.

PROHIBITED PRACTICES

- Employees are not allowed to give or lend uniforms to any unauthorized person.
- Uniforms cannot be shared with colleagues for temporary use.
- Proven violation will result in a **BDT 100** fine per incident, deducted from the monthly salary.

RETURN OF UNIFORMS UPON SEPARATION

- All issued uniforms must be returned during the exit process.
- The cost of any unreturned item will be deducted from the final settlement.

RE-ISSUANCE OF RETURNED UNIFORMS

- Returned uniforms may be re-issued to new employees after proper washing, only if:
 - The polo shirt is not more than 2 months old and is in usable condition.
 - The jacket is not more than 1 year old and is in usable condition.
- Items older than the above thresholds must not be reused.

DESTRUCTION OF OLD/UNUSABLE UNIFORMS

- All uniforms not suitable for re-issuance must be destroyed by a **Destruction Committee** consisting of:
 - Deputy Lead – Operations
 - Assistant Manager – Admin
 - Assistant Manager – Accounts
- The committee may engage support staff and necessary equipment for destruction.
- Destruction must ensure the items cannot be reused by any individual.
- Fire must not be used as a method of destruction.

LEGAL COMPLIANCE FOR IMPOSING FINE

- A written show-cause must be issued to the concerned employee before any fine is imposed.
- If the employee's written explanation is unsatisfactory, the fine may be imposed.
- The fine amount must not exceed 10% of the employee's wages for the relevant wage period.
- The salary deduction for the fine must be made in one installment, within 60 calendar days from the date the fine is imposed.
- Every fine and its recovery must be properly recorded in a Fine Register maintained by the HR.
- All collected fine amounts must be utilized exclusively for employee welfare purposes and not for general company profit.

RESPONSIBILITY MATRIX

Activity	Responsibility
Uniform stock management	Inventory Team
Issuance documentation	Admin & HR
Monthly non-compliance reporting	Team Leaders
Fine and salary adjustment	HR & Accounts
Destruction of uniforms	Destruction Committee

RECORD KEEPING

- Admin must maintain updated records of:
 - Uniform issuance
 - Returns
 - Cost deductions
 - Destruction logs
 - Re-issuance approvals
- HR will store compliance reports and integrate findings into employee records.

Prepared by
ZIAUDDIN AHMED
76491
27/11/25

Checked by
SYED AMAN
09098
27/11/25

Checked by
HUMAUN AHAMED
10189
27/11/25

Agreed by
ISMAIL HOSSAIN
86077
03/12/25

Approved by
HUMAYUN KABIR
10996