308: Dress & Grooming Standards

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Section: Human Resources
Subject: Dress & Grooming Standards
Approved by: Tony Massey
Effective Date: October 24, 2017
Last Reviewed Date: October 3, 2024
Policy Owner: Director of Human Resources

Policy

Purpose

People judge a company by the professional appearance of its team members. Therefore, it is incumbent upon all team members to project a professional image every day to customers and other members of the community.

Team members are expected to present themselves in a manner appropriate to the standards applicable to their work environment. Your immediate supervisor will discuss any specific or individual dress or grooming requirements. The company retains the exclusive right to define this policy and make decisions on how it is applied.

Non-Uniformed Positions

A professional image can be defined as “a neat, fresh, conservative approach to clothing and grooming, attire that is businesslike and appropriate to the job. Moderation is the key to a businesslike appearance and demeanor.”

- Casual Business Attire:includes button-up collared shirts tucked in with a belt, business suits, coordinated outfits of slacks, capris, skirt, and blouse ensembles, business-appropriate length dresses and skirts, shirts and blouses, sleeveless dresses or blouses are acceptable provided the shoulder straps are at least one inch across. Clothing must allow for freedom of movement to

bend, stoop, reach up, and sit modestly, and should be conservative in style and appearance.

- Inappropriate Attire:Inappropriate attire includes, but is not limited to, active sportswear, jeans, yoga pants, leggings, sweatpants, sweatshirts, shorts, halter tops, polo shirts, tank tops, baseball caps, sneakers, beach shoes, flip flops, sandals or similar footwear, T-shirts or apparel with messages or commercial advertising, as well as unkempt or inappropriately revealing clothing.

The above are provided as examples and are not all-inclusive. Team members are expected to exercise good judgment in choosing their work clothes, and dressing in a manner consistent with the company's professional standards. Any team member reporting to work in attire that is deemed inappropriate by their manager may be asked to leave work and return appropriately dressed. The time used to change will not be considered hours worked.

Grooming Standards Non-Uniformed Positions

- Hair must be kept neat, clean, and conservatively styled to reflect a professional, businesslike appearance.
  - To maintain a professional and uniform appearance in accordance with company standards, male team members are required to keep their hair clean, well-groomed, and styled in a manner that reflects professionalism and neatness. Hair must be neatly cut and styled so that it does not extend beyond the collar at the back, and hair on the sides must not cover the ears, with an appropriate length to maintain a tidy appearance. Bangs, if worn, should be kept short and not fall into the eyes. Extreme or unconventional hairstyles, such as shaved designs, mohawks, or excessive spikes, are not permitted, and hair color must be natural and conservative, avoiding bright, unnatural colors or dramatic highlights
- Unnatural hair colors, such as blue, green, purple, etc., are prohibited.
- Facial hair is permitted for non-uniformed positions but needs to reflect a neat, clean, and professional appearance.
  - Beards and goatees are prohibited for service managers, sales managers, general managers, regional managers, regional vice presidents, quality assurance managers, recruiters, sales directors, or above any of those listed positions. Mustaches are acceptable for these positions.
- Earrings are permissible on female team members.
- Facial or body piercing accessories are to be removed or covered in a professional manner.

- For corporate and non-uniformed positions, visible tattoos in the workplace may be permissible to the extent they are appropriate, not offensive, and do not present other conflicts with the team member's job or the work environment. Factors management may consider in making determinations regarding tattoos that may pose a conflict with the employee's job or work environment include:
  - Productivity or performance expectations
  - Offensiveness to co-workers, customers, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other protected characteristics
  - Company or societal norms
  - Customer complaints

If management determines a team member's tattoo(s) presents a conflict, the company and team member are encouraged to identify options, such as covering of tattoos or other reasonable means to resolve the conflict.

Uniformed Positions

"Uniformed positions" include any team member who has customer contact.

Team members required to wear a uniform or company clothing of any type are expected to keep the uniform as clean and presentable as possible, refer to PP-334 Uniforms.

Grooming Standards Uniformed Positions

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- Unnatural hair colors such as blue, green, purple, etc., are prohibited.
- Facial hair is permitted for uniformed positions and needs to reflect a neat, clean, and professional appearance – see examples of approved facial hair styles at the end of this policy.
    - Neat, clean, and professional appearance includes a defined cheek line and neckline, where the remainder of the face is cleanly shaven.
    - Facial hair may include a beard with hair length up to approximately one-half inch.
        - This is only for team members who intend to grow a beard of up to one-half inch in length. It is not permissible to report to work unshaven for team members who do not have the intent to grow a beard.
    - Team members requiring the use of a respirator as a function of their job should maintain facial hair daily so that it does not impede the function of the company-approved respirator
        - Facial hair cannot protrude under the respirator seal or extend far enough to interfere with the device's valve function. This includes short mustaches, sideburns, and small goatees that are neatly trimmed so that no hair compromises the seal of the respirator
        - Facial hair may not be used as an excuse not to complete a job requiring a respirator, in this instance, the team member will be expected to shave appropriately and complete the job.
        - In all situations the law and/or label must be followed.
    - Beards and goatees are prohibited for service managers, sales managers, general managers, regional managers, regional vice presidents, quality assurance managers, recruiters, sales directors, or above any of those listed positions. Mustaches are acceptable for these positions.
- Earrings are permissible on female team members.
- Facial or body piercing accessories are to be removed or covered in a professional manner.
- Uniformed and field team members cannot have tattoos on their face or neck and any other visible tattoos should be covered while providing customer service or if customer contact could reasonably be expected.

FRIDAY CASUAL DAY STANDARDS

Friday is a casual day for non-uniformed team members. Casual clothing deserves the same attention to detail as our business-like attire and must maintain a proper image.

- Permitted: Pressed slacks, "khaki", "Docker" or "capri" style, non-denim pants, with a sweater, button-down or polo shirt, collared shirt, appropriate top, or blouse. Shirts and pants must allow for freedom of movement.
- Not Permitted: Athletic footwear, hiking boots, casual beach/style canvas shoes, or sandals. Active sportswear, jeans, yoga pants, leggings, sweatpants, shorts, halter tops, sneakers, beach shoes, flip flops, sandals or similar footwear, t-shirts or apparel with messages or commercial advertising, as well as unkempt or inappropriately revealing clothing.
    - Jeans Day Fridays are specific events announced that week that may allow for jeans to be worn based on the parameters of the event. These allow for denim jeans as an alternative to other permitted Friday casual wear, all other items listed as not permitted are still prohibited.

Important Note: If the service center or corporate office has special guests planned for a Friday, or a team member has a special meeting or function, then the dress should be commensurate to the occasion. In other words, there may be occasions where "Friday Casual Day Standards" are discontinued for a particular Friday.

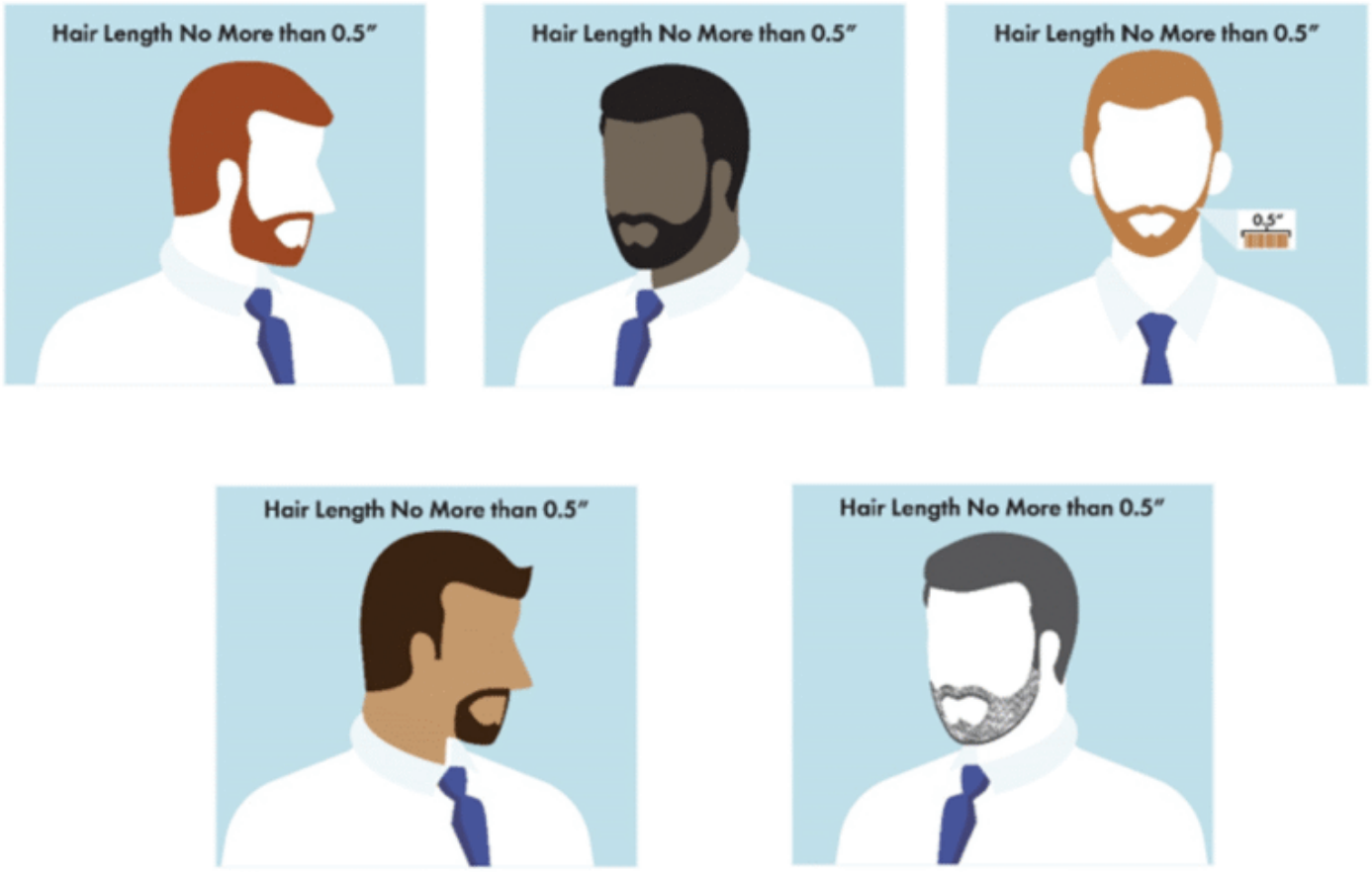
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Figure 1. Examples of approved facial hair styles for uniformed positions.

Beards and goatees are prohibited for service managers, sales managers, general managers, regional managers, regional vice presidents, quality assurance managers, recruiters, sales directors, or above any of those listed positions. Mustaches are acceptable for these positions.

Should a team member or applicant have a medical condition, disability, or religious belief that would impact their ability to comply with this dress and grooming code, please contact the Human Resources department to discuss whether a reasonable accommodation may be achieved.

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