334: Uniforms

Section: Human Resources
Subject: Uniforms
Approved by: Tony Massey
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Policy

A critical aspect of our business is projecting a professional image to the public. There are many ways we are judged other than by the service we render to our customers.

Our company is judged daily by the public's perception to Massey team members, the condition of our vehicles, the manner in which they are driven and the facilities in which they are located. Understanding the importance of this, our company has uniform standards that will be followed in all Massey locations.

The Massey uniform policy applies to all Residential and Commercial Pest Technicians, Termite Technicians, Bait Technicians, Irrigation Technicians, Lawn Specialists, Sales Inspectors, Reinspectors, Account Managers, Sales Managers, Service Managers, General Managers, Managers in Training, and Garage personnel.

Work Uniform

The work uniform consists of:

1. Residential Pest Technicians, Termite Technicians, Bait Technicians, Reinspectors and Residential Sales Inspectors, Residential Service Managers, and Sales Managers:
    - White Shirt long sleeves) with Massey logo (5)

- Navy blue pants (5)
- Navy blue jacket (1)
- Tan cap with Massey logo (optional) (1)
- Wide brim hat with Massey logo (optional) (1)
- Navy blue coveralls (optional) (1)
- Black Leather Shoes with socks
- Black Belt

2. Commercial Pest Technicians and Commercial Service Managers:
   - Light Blue Oxford shirt (long sleeves) with Commercial Services logo (5)
   - Navy blue pants (5)
   - Navy blue jacket (1)
   - Navy blue cap with Commercial Services logo (optional) (1)
   - Navy blue coveralls (optional) (1)
   - Black Leather Shoes with socks
   - Black Belt

3. Lawn Specialists, Irrigation Technicians, GreenUp Sales Inspectors, GreenUp Service Managers, and Greenup Sales Managers:
   - White Shirt (long sleeves) with GreenUp logo (5)
   - Spruce green pants (5)
   - Green jacket (1)
   - Tan cap with GreenUp logo (optional) (1)
   - Wide brim hat with GreenUp logo (optional) (1)
   - Navy blue coveralls (optional) (1)
   - Steel-toed boots (1 pair)
   - Black Belt

4. Commercial Account Managers: May wear the same uniform as Commercial Pest Technicians or a dress shirt, tie, and dress slacks.

5. Sales Manager: May wear the same uniform as (Residential, Commercial, or Greenup) or a dress shirt, tie, and dress slacks.
6. General Managers: May wear the appropriate uniform (Residential, Commercial, or GreenUp) or a dress shirt, tie, and dress slacks.
7. Managers in Training: May wear the appropriate uniform (Residential, Commercial, or GreenUp) or a dress shirt, tie, and dress slacks.

All uniformed team members will be provided all uniform components as required to perform service and/or sales functions except for black leather shoes/socks and black belt.

All Service Technicians will wear the work uniform for normal work functions. Non-uniformed clothing and footwear such as hoodies, sweaters, sweatshirts, and shoes that are not within guidelines are not to be worn.

Dress Work Uniform

The Dress Uniform must be with Tie. The dress uniform consists of the standard work uniform with a blue tie for Residential and Commercial team members and a green tie for GreenUp team members. All team members are expected to have at least one dress shirt/tie for the purpose of attending Company meetings and other non-normal work functions.

Termite, Bait, Service Technicians, and designated Inspectors may be issued Navy Blue coveralls. Sales Inspectors, Reinspectors, Account Managers, and General Managers may wear short sleeve shirts if they are not applying product, but they must have at least one long sleeve uniform shirt for meetings or when applying product.

Regional Managers, Directors and Quality Assurance Managers

Corporate management personnel will be provided with as many uniform components as required to perform service and/or sales functions. Corporate management will wear business attire, such as, but not limited to dress shirts, business suits, ties, coordinated pantsuits, and coordinated outfits are appropriate.

Note: Corporate management personnel are responsible for purchasing required business attire.

* Refer to Policy# 308 Dress and Grooming Standards for non-uniformed and uniformed positions.

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