

## APPEARANCE

An employee's appearance reflects our organization's standards. All employees are required to present a neat, professional appearance appropriate to their job responsibilities, to satisfy health regulations, to best reflect our brand, and to exhibit professionalism for our guests. If you have any questions about appropriate attire and appearance, please consult your supervisor.

- Employees must be clean and well groomed, with no overpowering bodily odors, including but not limited to, smoke, perfumes, alcohol, or colognes. Hygiene precautions should be taken to avoid unpleasant breath or bodily odor.
- Employees may not wear shorts or skirts of an inappropriate length, sweat suits, torn clothing, provocative or revealing clothes or clothes with written statements, jokes, pictures or messages. In addition, no underwear may be visible, clothing must cover your midriff, and shoes, hats and accessories must be appropriate to your position and subject to management discretion. If you have been supplied a uniform, your shirt must be tucked in unless permitted otherwise by management. All other clothing must be neat, clean, and professionally presented.
- Employees who have contact with our guests, clients or the public must wear their hair and facial hair, if any, in a neat, conservative manner. Long and/or unruly hair must be pulled back from the face. Your hair color does not have to be your natural color, but must be a color that occurs naturally. Jewelry and ear piercings must be conservative; no gauges larger than half an inch or other non-traditional piercings are allowed. Small, subtle nose studs are permitted with management approval. No other facial jewelry is permitted. Any tattoos on employees who have regular client contact must be covered and inconspicuous. Nails must be clean, neat, properly trimmed, and tastefully polished (if desired). Make-up must be conservative and professional, with no extreme colors or application.
- Any employee who wouldn't normally encounter our guests, clients, or the public must adhere to these policies if they are required to interact with our guests, clients, or the public on any occasion.
- If you receive any clothing or a uniform from the Company, you must keep it clean, in good repair and wear the complete uniform during work hours. If your uniform is stained or damaged beyond repair, please notify your manager immediately to arrange for a replacement. Employees may not wear uniforms or other clothing provided by the Company during non-work time except when commuting to or from work. All clothing must be returned upon request and/or when an employee's employment ends. The cost of any clothing not returned to the Company will be deducted from an employee's final paycheck.

The Company reserves the right to send an employee home, without pay, if his/her appearance is inappropriate or in violation of this policy. Exceptions to this policy may only be approved by a General Manager.