

Retail Support Center Appearance Standards

You are the face of PAQ Inc. whether working at the Retail Support Center, in the Stores or you attend a off property meetings with vendors, the community or customers. As an owner of PAQ Inc. you are expected to present a clean, neat and professional appearance at all times while working or representing the Company.

We have adopted a Business Casual Dress Code, enabling employees to project a professional, business-like image while experiencing the comfortable advantages of more casual and relaxed clothing. We invite you to bring your personal style to work, but certain standards of dress and personal hygiene must be maintained to preserve a positive, professional image.

Because all casual clothing is not suitable for the office, the following guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs and sports contests may not be appropriate for a professional appearance at work.

Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

Below is a general overview of acceptable attire. Items that are not appropriate for the office are listed too.

Clothing should be neat, clean and in good repair at all times. Torn, dirty or frayed clothing is unacceptable, regardless of the latest style/trend. All seams must be finished and clothing should be pressed and never wrinkled. Clothing that has the company logo is encouraged, although clothing that has words, terms, pictures or cartoons is unacceptable.

No dress code can cover all contingencies so employees must exert a certain amount of reasonable judgment in their choice of clothing to wear to work. If you are uncertain as to whether something is acceptable or not, please contact your supervisor or Human Resources prior to wearing it at work.

Hygiene

Good personal hygiene is required at all times. It is vital that all employees have daily habits of good grooming and hygiene when preparing to report to work. The environment in which we work is often crowded and may become warm. It is essential that an employee's personal hygiene products and habits are adequate to prevent offensive odors. Employees are expected to bathe daily, use deodorant, brush teeth regularly and wash hands frequently.

Tattoos

Tattoos are permitted if the tattoo is not offensive in nature. "Offensive" is defined as tattoos which are vulgar, sexually explicit, gang-related or controversial (i.e., swastika). Management reserves the right to determine what is professional or offensive. Tattoos that are deemed inappropriate must be covered at all times.

Fragrances

Subtle fragrances of cologne or perfume are acceptable. Scents used too liberally can become overpowering and employees are asked to use sparingly when applying.

Jewelry

Jewelry must be tasteful and not excessive in style or in size and may not interfere with the performance of one's job duties. Keep earrings small or moderately sized. No more than two earrings per ear. Small ear gauges are allowed (no bigger than a nickel). One small nose stud is allowed (no septum piercings or rings). No other pierced jewelry or body adornments are allowed. Necklaces must be simple in design. Any jewelry worn must not be a health or safety hazard.

Name Badges/Tags

Name badges must be worn at all times when visiting stores. Name badges are to be worn on the upper right side of shirt/blouse. Stickers, buttons, decals, photos, or charms must not be attached to or affixed to the name badge/tags unless authorized by the company or allowed by law. Company-issued service award pins and recognition pins may be worn on name badges/tags.

Hats and head covers are not to be worn in the office, unless required for religious purposes or to honor cultural tradition (documentation may be required).

Hair

Hair must be neat, clean and appropriately maintained. Please keep it tidy, brushed and kept back from the face. Hair color must be permanent or semi permanent; no sprays, glitter, chalks or temporary products. Tie long hair back with plain clips or hairbands if it interferes with your job duties. No extreme colors or styles.

Hair should not cover eyes or nametag. Hair curlers, rollers, pins and/or wet hair are not permitted.



Undergarments

Appropriate undergarments should be worn at all times, but not visible. All undergarments must be tucked in and should not be seen.

Belts should be worn when pants/skirts/dresses have belt loops.

Pants and Slacks—Men

Wear pants in black, gray, navy, brown and khaki. Jeans are welcome too, in darker washes and hues only (no light tones). All bottoms must be durable, practical and fit comfortably, without rips, tears, patches or distress. The pant/jean length must touch the top of the shoes so that no ankle skin is showing.

YES!!!



Navy

Taupe

Gray

Khaki

*Black and
Denim*

Brown

*Medium
Denim*

*Ink
Denim*

*Dark
Demin*

NO – Unacceptable



Holes

Baggy and Saggy

Athletic Pants

Sweatpants

*Dragging on the floor
-color too light*

Distressed Jeans

NO plaids, floral or multi-color pants are allowed. You **may not** wear Capris, shorts, stretch pants, sweats, low ride, hip hugger or baggy pants, or pants with studs decorating the leg or any part of the pants.

Shirts/Jackets Men

Casual shirts, collared shirts, golf or polo style shirts, dress shirts, sweater, and turtlenecks are acceptable. Most suit jackets, sport jackets or cardigans with the appropriate shirt underneath are also acceptable.

Unacceptable: Muscle shirts, tank tops, T-Shirts (Hanes style), sweatshirts, shirts with offensive words, saying, symbols, shirts with pictures or cartoons are not appropriate for the office environment.



T Shirt w slogan



Plain T Shirt



Tank top



Sweat Shirt



Hoodie

Shoes

Loafers, dress shoes and polish-able leather shoes are acceptable.

Unacceptable: Athletic (sports) shoes of any kind, tennis shoes, thongs, flip-flops, sandals, slippers, hiking boots are unacceptable.



Athletic Shoes



Tennis Shoes



Flip Flops



Sandals



Hiking Boots



Ugg-like



Crocs

Mustaches/Beards/Goatees

If you have facial hair, you must present a neat, clean and professional appearance. This includes

- A defined cheek line and neckline with the remainder of the face clean-shaven
- Beards must be neat, trimmed and presentable.
- Mustaches not hanging below the upper lip.

Exceptions

Exceptions to the Appearance Standards may be made where required by law to accommodate sincerely held religious beliefs or a disability. Talk to your Store Director or Human Resources Manager for more information about exceptions

Women's Dress Code

Pants

Pants, ankle, and cropped pants, of cotton, linen, or synthetic material, wool pants and nice, professional looking dress synthetic pants in solid colors. Jeans are welcome too, in darker washes and hues only (no light tones). All bottoms must be durable, practical and fit comfortably, without rips, tears, holes, frayed edges, patches or distressed denim.



Ankle



Cropped



Trouser



Denim



Skinny



Denim Cuffed

Unacceptable:

Sweat pants, wind suits, jogging suits, exercise pants, yoga pants, bib overalls, leather, spandex, leggings, jeggings or other form-fitting pants such as bike clothing are unacceptable. Shorts, short shorts, Bermuda shorts, pedal pushers, capris, clam diggers are also not appropriate in the office environment. Stripes and prints are unacceptable.



Pedal Pushers



Print - Not solid



Joggers



Clam Diggers



Faded



Super Skinny Jeans



Jeggings

Skirts/Dresses

Dresses, skirts and split shirts (gaucho style) that are business appropriate are acceptable. Slips should not be visible. Dresses must be above the ankle and hemlines should be even.

Unacceptable:

Short, tight skirts that ride halfway up the thigh, mini-skirts, skorts, beach dresses, spaghetti-strap, halter, exposed shoulder,, or dresses not covering the back are not appropriate in the workplace.



Too Short



Uneven hem



Shoulder Exposed



Too long



Cold Shoulder



Halter Dress



Beach Dress

Shirts/Tops/Blouses/Jackets

Blouses, collared shirts, golf or polo style shirts, dress shirts, sweaters, sweater sets, tops and turtlenecks are acceptable. Most suit jackets or cardigans with the appropriate shirt underneath are acceptable.



Unacceptable:

Tube tops, midriff tops, tank tops, halter tops, T-Shirts unless worn under another blouse, sweater or jacket, sweatshirts, hooded shirts/jackets/sweaters, shirts with offensive words, saying, symbols, shirts with pictures or cartoons are not appropriate for the office environment. Anything too form-fitting, low cut, revealing, see-through or that does not cover your stomach or back while performing your job duties is unacceptable.



*Too tight
Exposed Shoulders*

Hooded

T-Shirt

*Spaghetti
Straps*

*Words on
Shirt*

*Cold
Shoulder*



Too Dressy

Too Casual

Exposed Shoulder Halter/midriff

Cartoon T Shirt

Shoes

Loafers, boots, flats, clogs, dress heels, leather shoes, sandals appropriate to the outfit are acceptable. Shoe colors should compliment the outfit. Shoes must be polished and in good repair. Make sure your shoes provide support, comfort and safety.



Unacceptable:

Athletic (sports) shoes of any kind, tennis shoes, thongs, flip-flops, slippers, hiking boots are unacceptable. Also unacceptable are Uggs, rubber clogs, and crocs.



Hats and head covers are not to be worn in the office, unless required for religious purposes or to honor cultural tradition (documentation may be required).

Fingernails

Fingernails should be clean and neatly manicured. Fingernail length should not interfere with job performance and should not exceed ½ inch in length from fingertip.

Makeup

Make up should be tasteful and not excessive.

Exceptions

Exceptions to the Appearance Standards may be made where required by law to accommodate sincerely held religious beliefs or a disability. Talk to your Store Director or Human Resources Manager for more information about exceptions.

Employee Acknowledgement Form

I acknowledge that I have received a copy of the revised 2020 Retail Support Center Appearance Standards. I understand that I must report to work each day presenting a clean, neat and professional appearance at all times while working or representing the Company. It is my responsibility to follow these standards during the workday. If I come to work inappropriately dressed or with unacceptable appearance, I may not be permitted to start my shift and may be sent home to change. Failure to adhere to the Appearance Standards may result in disciplinary action, up to and including termination.

I understand that exceptions to the Appearance Standards may be made where required by law to accommodate sincerely held religious beliefs or a disability and I should talk to my Director or Human Resources Manager for more information about exceptions.

Employee Name (Printed)

Employee Signature

Location

Date