

# Appearance Standards

You are the face of PAQ Inc., whether working at Food 4 Less, Rancho San Miguel Markets or the Chinese Deli, You connect with our customer every day! As an owner of PAQ Inc. you are expected to present a clean, neat and professional appearance at the beginning, during and at the end of every shift.

We are inviting you to bring your personal style to work, but certain standards of dress and personal hygiene, particularly in the food industry, must be maintained to preserve a positive image.

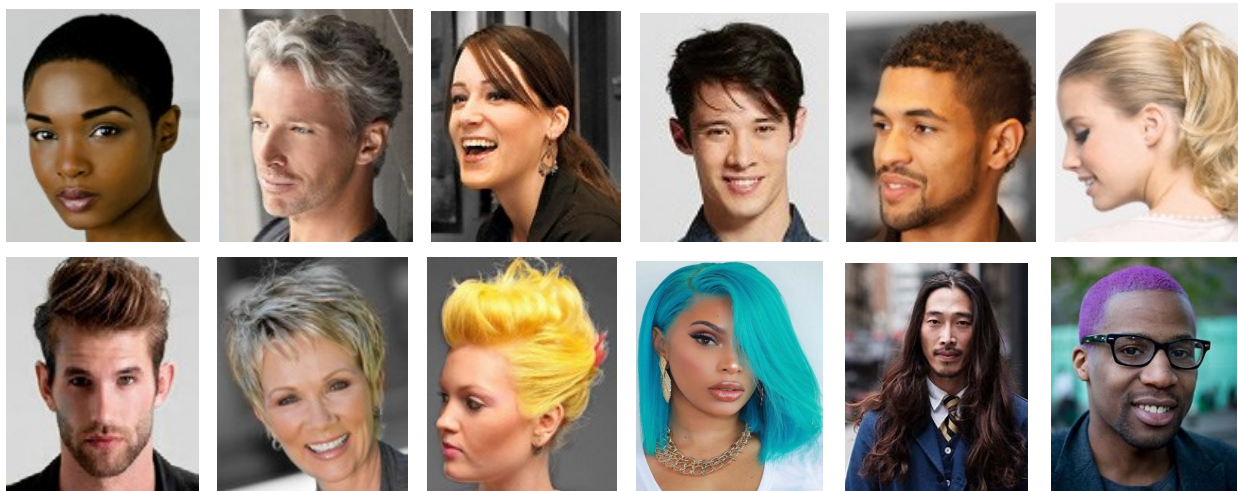
Employees must report to work each day in a clean, spotless and wrinkle-free uniform. Employees are to maintain the uniform in good repair at all times. Some employees may be required to wear safety equipment/clothing.

We trust you to make the right choices, but if you have any questions, your Store Director is there to help guide you. Your Store Director will ultimately make the call as to what's okay and what's not. If you come to work inappropriately dressed or with unacceptable appearance, you may not be permitted to work.

## 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.



**Note:** Approved hair nets/restraints must be worn in food preparation areas which includes the following departments: Meat, Bakery, Hot Deli, Salsa Bar, Tortilleria. Note: Wearing company-issued hats does not substitute the use of hair nets/restraints.

## 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.

Note: Approved beard restraints must be worn in food preparation areas which includes the following departments: Meat, Bakery, Hot Deli, Salsa Bar, Tortilleria.

## Hats

Only company issued logo baseball style or flat bill hats may be worn. Employees who work in inclement weather or in freezer storage are allowed to wear company issued beanie style hats, but must be removed before entering the sales floor.

## 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.

## Tops

You're invited to wear a range of company issued polo-type shirts. Shirt colors are black, charcoal heather gray, teal, royal blue and burgundy. Your shirts must be clean, pressed and in good repair.

If the shirt is worn untucked, the bottom hem should be long enough so that your midsection won't be exposed when bending down or reaching overhead, but generally not longer than your back pants pocket. If your shirt is tucked in and the pants have belt loops, your belt should coordinate with your outfit and be leather or leather-like. Belts should be free from any designs or pictures of any type.

## Sweatshirts/Jackets/Sweaters

In cooler temperatures, sweatshirts, sweaters and/or jackets in the color palette below are okay to wear. No logos or writing other than our company logo or other small manufacture's logo.



*Navy      Taupe      Gray      Khaki      Black      Brown*

If the sweatshirt or jacket is hooded, the hood may only be worn in the freezers or cold boxes. Hooded apparel is not to be worn on the sales floor. Utility clerks working outside may wear non-logoed company approved heavier jackets or rain gear.

## Pants and Slacks

Wear pants in black, gray, navy, brown and khaki (no white). 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      Leggings      Sweatpants      Dragging on the Floor-color too light      Skinny 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.

Cart Handlers working outside may wear company approved shorts at the discretion of the Store Director. Shorts must be in one of the colors above and must be to the top of the knee.

## Name Badges/Tags

Your name badge/tag will distinguish you as an employee to our customers. Therefore, they must be worn at all times while on the job. 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.

## Shoes

Shoe colors should be black, brown or gray (a small amount of accent color is allowed). Shoes must be polished and in good repair. Make sure your shoes provide support, comfort and safety.

For personal safety and to avoid injury if you drop objects on your footwear, shoes must have a closed toe and a flat, closed heel with as much cover of the top of the foot as possible. Always wear socks or hosiery.

Some employees may be required to wear steel-toed boots or slip-resistant soles. Please contact your Store Director to clarify if your position requires any type of safety shoe.



*Leather*



*Suede*



*Rubber*



*Leather*



*Lace-up Boot*



*Faux-Leather  
With accent*



*Rubber w accent*



*Leather w accent*



*Leather*



*Mesh w Open Weave*



*Closed heel clog*

## NO!!!



*Canvas Shoes*



*Open toe shoes*



*Flip-flops*



*Canvas shoes*



*Sandals*



*Crocs*



*Open heel clog*



*UGG-style boot*



*Open Back Shoes*

## 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 are allowed (no septum piercings or rings). No other pierced jewelry or body adornments are allowed. Necklaces must be simple in design and must be worn under clothing. Any jewelry worn must not be a health or safety hazard.

## 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.

**Undergarments**

Appropriate undergarments should be worn at all times, but not visible. Thermal or long sleeved shirts in white, gray or black may be worn. All undergarments must be tucked in and should not be seen.

**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). Visible tattoos on face are not allowed. Tattoos on the neck should be minimal. Any excessive tattoos are unacceptable. Please cover any not-allowed tattoos with clothing that is compliant with our Appearance Standards (like long-sleeve shirts, pants, turtlenecks) or concealing makeup.

**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.

**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.

**In Closing**

You are expected to follow these standards during the workday. If you come to work inappropriately dressed or with unacceptable appearance, you may not be permitted to start your shift. Failure to adhere to the Appearance Standards may result in disciplinary action, up to and including termination.

**Employee Acknowledgement Form**

I acknowledge that I have received a copy of the revised 2020 Store Appearance Standards. I understand that I must report to work each day in a clean, spotless and wrinkle-free uniform. 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 Store Director or Human Resources Manager for more information about exceptions.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Store Location

\_\_\_\_\_  
Date