Uniforms & Personal Presentation Policy

Spotless Group Holdings Limited

Purpose

Spotless is committed to presenting a professional company image at all times; both to our customers and the general public.

This Policy informs employees of the Spotless corporate dress code expectations and guidelines for everyday professional presentation. It includes the procuring, wearing and maintenance of uniforms where applicable, the requirements for identification badges/cards and maintaining good personal hygiene and grooming.

Application

This Policy pertains to all Spotless sites and Sector business units in Australia and New Zealand. This Policy supersedes in its entirety all previous policies regarding uniforms.

This Policy does not replace the Company’s safety@spotless process 13h regarding personal protective equipment (PPE).

Definitions

**Uniforms:** Uniforms are distinctive garments which identify a person as a Spotless employee and project a consistent professional image. Uniforms are to be fit for purpose for the work performed and may also include specific footwear and personal protective equipment (PPE).

**Personal hygiene:** Personal hygiene may be described as the principle of maintaining cleanliness and grooming of the external body. Good personal hygiene is one of the most effective ways to protect ourselves, and others, from illness.

Policy

- Employees should always be dressed neatly and appropriately for the type of work they perform. This includes wearing appropriate uniforms and footwear where applicable and the requirement for the display of identification badges/cards.
- Uniforms are to be fit for purpose and must only be ordered through Spotless preferred suppliers from the list of items available.
- Clients may have their own local uniform and personal grooming policies. Spotless employees will comply with these local policies if required.
- Spotless employee safety must not be adversely affected by the standard of uniform, personal grooming or jewellery worn. Fabric, cut, style and uniform components must be suitable to the environment of the wearer, tasks performed and laundering required.
- It is the employee’s responsibility to maintain their uniform and report uniform faults to their manager.
- An employee who engages in misconduct while wearing a Spotless uniform, including outside of work hours or through use of social media, may be subject to disciplinary action.
- Personal hygiene is of the utmost importance. Out of courtesy to customers, visitors and colleagues and in the interests of infection control, employees must also maintain good personal hygiene at all times.

Guidelines

Responsibilities

Managers must:

- Advise employees on acceptable dress standards for their position and department/service in the organisation including the requirement to wear a uniform if required;
- Ensure employees adhere to professional presentation standards at all times;
- Ensure only Spotless preferred suppliers are used for sourcing uniforms.
Employees must:
• Ensure uniforms are worn in their entirety and as specified;
• Ensure uniforms are kept clean and well maintained;
• Not engage in conduct while wearing company uniform that may bring the Company into disrepute. This includes posting images of oneself in uniform on social media.

Provisioning for uniforms

Subject to the relevant Award, enterprise agreement, collective agreement or contract of employment applicable to the employee, where Spotless requires a uniform to be worn, the Company may:
• Provide sufficient, suitable and serviceable uniforms; or
• Pay a uniform allowance.

It may be a condition of employment that some employees are also required to provide and maintain clothing items of their own in order to complete a company-mandated uniform (e.g. black trousers, socks, belt and leather shoes for front of house food service employees).

Subject to the relevant Award, enterprise agreement, collective agreement or contract of employment applicable to the employee, where Spotless requires a uniform to be worn, a laundry allowance may also be payable.

Uniforms and work wear will be determined based on relevance to their responsibilities and the number of garments provided can vary by sector and by contract as approved by the Sector General Manager.

Appropriate footwear
For the protection of employees and to minimise injuries, fully enclosed shoes with flat or low heels and rubber soles should be worn. Employees may not be permitted to work if inappropriate footwear is worn.

In some work areas and under some conditions there will be a specific requirement for safety footwear to be worn. Employees and others entering any such designated areas must comply with footwear standards.

Purchasing of uniforms

Spotless employees must only purchase uniforms via National Supply/Group Procurement:
• In Australia, the purchasing of uniforms, work wear and linen is to be conducted via the Spotless online Shopping Cart website: www.spotlesscart.com. All orders placed via the shopping cart require a valid cost centre and approval as per Spotless Limits of Authority.
• In New Zealand, the purchasing of uniforms & linen should continue from Taylors using current systems.
• For large orders related to contract mobilisations, contact National Supply/Group Procurement.

New products can only be added to the range upon completion and approval of a New Product Request Form which can be found on Fitz.

Garments can only be returned within 5-10 working days of receiving the garments and only if:
• The garment is in original condition (not been worn or laundered or altered, including embroidery);
• The garment is faulty;
• The item needs to be exchanged for a different size;
• The style delivered varies from the order placed.

Maintenance of uniforms

Cleaning
Uniforms must be kept well maintained. Full responsibility for maintenance and cleanliness of uniforms remains with the employee.

Faults
Any faults with uniforms must be reported to the employee’s supervisor immediately so that item can be repaired or replaced. Any concerns with the effectiveness of uniforms must be communicated to the supervisor/manager for immediate review.
Employees who declare any allergy to the corporate uniform should advise their supervisor/manager who will assess and in consultation with contract/site manager to determine the need for an independent medical assessment under the WHS early intervention program.

Return of uniforms upon termination of employment

Uniforms will remain the property of Spotless. On termination of employment all uniforms and identification badges supplied by Spotless to the employee are to be returned.

Personal hygiene and grooming

General requirements

As a matter of courtesy to customers, visitors and colleagues, all employees are expected to maintain high standards of personal hygiene.

Regular showering, use of deodorants and other means of maintaining personal hygiene such as regular laundering of uniforms is required. Aftershaves/perfumes, hairsprays and other perfumed sprays should be used in moderation.

Infection control in high risk areas

All employees, particularly employees involved in food handling, are required to consider the importance of infection prevention and safety by:

- Keeping fingernails clean and short;
- Keeping jewellery to a minimum to avoid injuries to self or others. Jewellery can also represent a food safety issue. For example, stones from rings can get into food and create a bacterial problem;
- Keeping hair neat, clean and tidy, and secured if operationally required;
- Keeping facial hair neat and trim.

Employees should always report any illness or infections immediately to their supervisor or manager if there is a risk of this spreading to others through the type of work performed. For example, those who handle or serve food may be more likely to transmit their illness to other people in the workplace.

Hand washing

Illness through food contamination can occur through poor hand hygiene. For example, if employees and customers have been working with chemicals and don’t wash their hands before eating, their food can become contaminated. Similarly, there is potential for transmission of viruses through poor hand washing technique.

Employees should always use warm soapy water to thoroughly wash their hands:

- Before handling food;
- After handling waste (biological or kitchen);
- After handling chemicals;
- Before and after eating;
- Before and after using the amenities.

Tobacco smoking

The smoking of tobacco is not permitted in Spotless’ business premises and workplaces other than:

- During designated break periods; and
- Only in approved designated smoking areas.

Excessive smoking breaks and smoking in non-smoking or signed ‘no ignition sources’ areas will result in disciplinary action.

Employees should always wash their hands with warm, soapy water before and after smoking and especially before returning to work duties.
Jewellery
Earrings and other piercings must be discreet and conservative.

Jewellery can be dangerous in certain work environments and should be eliminated as far as possible. Loose jewellery can become entangled and/or dropped into moving parts of equipment and may cause serious injury and damage. Site based risk assessments may preclude the wearing of jewellery including rings that feature stones, facial jewellery, necklaces worn outside of uniform, etc.

Tattoos
Employees, especially in customer facing roles, are required to cover all non-cultural or non-religious tattoos while at work.

Acceptable dress standard where uniform is not required
Employees who are not required to wear a uniform are expected to dress in an appropriately professional manner that is suited to a professional service and corporate environment. The following list is a guide on the type of attire that Spotless considers inappropriate in the workplace as part of day-to-day attire:
- Clothing that is frayed, untidy, torn or dirty;
- Strapless tops, singlet tops, shoestring tops or short (crop tops) that expose the midriff;
- Gym or beachwear;
- Tracksuits, leggings, three quarter pants, cargo pants or bike shorts;
- Garments with inappropriate or offensive motifs or logos;
- Clothing or accessories displaying any political material;
- Sheer or revealing clothing, miniskirts, exposed underwear;
- Bare feet, sneakers/running shoes, sandals, flip-flops (thongs), slippers;
- Hats.

Identification badges/security cards
Employees may be required to wear and have clearly visible Company identification badges/cards at all times while on duty. Where working on a client site, employees must also wear identification badges/cards provided by the client.

Consequences for Non-Compliance or Breaches
It is the responsibility of all managers and employees to ensure this policy is adhered to. Failure to do so may result in disciplinary action, up to and including termination of employment.

Reference to Related Policies, Procedures & Guidelines
- safety@spotless process 13h observing PPE rules
- Group Procurement Policy
- Social Media Policy
- Limits of Authority Register
- Code of Conduct
- Professional Behaviours Policy
- Food Safety Policy
- New Product Request Form

For further information on uniform purchasing and returns go to:
- Go to Fitz > Procurement > Laundries, Linen & Uniforms
- Or contact National Supply/Group Procurement
  - Australia T: 03 8795 2200, E: orders.nationalsupply@spotless.com.au
  - New Zealand T: 09 5711 663 E: procurementsupport@spotless.co.nz

Chief Executive Officer sign-off: [Signature]

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