

THE LOOK

PERSONAL PRESENTATION GUIDELINES

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GENERAL GUIDELINES

Our guests' experience is a vital part of what makes us special, and each associate's personal presentation is key. To maintain a consistent LOOK within our company, we have established the LOOK guidelines. These standards ensure that all associates are clean and professional in appearance as well as dressed for comfort and safety.

- No gum chewing while working
- No tobacco chewing while working

Please understand that if your store leaders ask you to tone down your hairstyle, jewelry or overall appearance, they are simply attempting to create the most pleasant and safe environment for our guests and associates. If you are ever in doubt about the appropriateness of your appearance, please consult your Store Director.

The LOOK (Personal Presentation Guidelines) cannot anticipate every circumstance or question that may arise. Therefore, the Company reserves the right to revise these guidelines from time to time at its discretion with or without prior notice.

COMPANY GROOMING GUIDELINES

You, your clothes, and shoes should always be neat and clean, including your hair, teeth, and fingernails. You are responsible for laundering and maintaining your work attire, unless otherwise stated. If your shirt, apron or name badge is lost or becomes unsightly, please contact your Store Director for a replacement.

Hair and Fingernails

Hair must be kept back from the face and, if longer than shoulder length, must be tied back, banded, braided or otherwise restrained.

- No shocking or offensive hairstyles and/or colors
- No hair ornaments—i.e. bows, flowers, ribbons, feathers, etc.

Beards, goatees, mustaches and sideburns must be neat and trimmed.

Fingernails must be well manicured and short in length.

Body Piercing and Jewelry

Jewelry must be kept simple and may not be a distraction. Tongue and lip jewelry are not permitted. Gauges and plugs are discouraged but, if currently worn, must be no larger than a dime and solid in color.

To comply with the Health Department Safe Food Handling Guidelines, all Food Preparation and Food Servers/Samplers, specifically Kitchen, Asian Kitchen, Bakery, Specialty Cheese, Coffee/Juice Bar, Meat/Seafood, and Production Kitchen associates must follow these more restrictive hair, jewelry and nail care guidelines:

- Hats are mandatory
- Hair must be kept back from the face and must be tied back and braided, in a tight bun, or otherwise tightly restrained. Company provided hairnets are an optional alternative.
- **NO JEWELRY**
 - No facial piercings
 - No bracelets and/or watches
 - No earrings
 - No necklaces
 - No rings, except a plain band without stones
- Do not wear any kind of fake fingernails—including gel nails
- Do not wear any kind of nail polish
- Cover all cuts and wounds

Note: Associates who are cross-trained to work in multiple departments must adhere to the most stringent department guidelines for which they are trained.

Tattoos

Visible tattoos are permitted, provided they are tasteful and not offensive. For this purpose, “offensive” is defined as what a reasonable person would find distractingly uncomfortable. This can be caused by—but not limited to—images, size and wording. If you have a question about something specific, feel free to contact your Store Director.

Perfumes and Aftershaves

Perfume, cologne, shaving lotions or highly fragrant deodorants or powders may not be worn because the smell affects the taste and aroma of our products. The smell may also affect fellow associates and guests with sensitivities.

Sunglasses

Wearing sunglasses is not permitted. One of the 7 Guest Guidelines is to make eye contact, which would be impeded by wearing sunglasses.

Name Badge

All associates are issued a name badge that should be worn at all times during work, in an upright, readable position in the right shoulder area.

Pins, Buttons and Stickers

Associates are not permitted to wear pins, buttons or stickers, unless they are issued by Nugget Market, Inc.

ATTIRE GUIDELINES

Promotional Attire Guidelines

Frequently, management will allow “Promotional Attire” days. Companywide and department-level promotional attire (t-shirts, hats, etc.) may be distributed, and specific days may be designated for these promotions. All promotional shirts must be clean, pressed and tucked in at all times. If you have questions regarding these “Promotional Attire” days, be sure to consult your Store Director.

Store Attire Guidelines

Shirts

See department-specific information on shirts at the end of the attire guidelines.

Aprons

See department-specific information on aprons at the end of the attire guidelines.

Pants

Pants must be khaki, black or jeans (not heavily distressed and without shreds, holes or embellishments.), clean and professional in appearance. No “jeggings.”

Exception: Back of House chef associates are allowed to substitute black, hounds-tooth grey or black-and-white striped chef pants in lieu of the above pant choices.

Shorts

Shorts are not permitted except for the following:

- Courtesy Clerks/Pro Clean
- Utility Clerks
- Night Stock Crew
- Warehouse

Shorts must be khaki or black and cannot be shorter than 3 inches above the knee. Cargo and board shorts are not allowed. Note: Only Night Stock Crew and Warehouse are permitted to wear jean shorts (not heavily distressed and without shreds, holes or embellishments).

Note: When shorts are worn, socks are required and must match shoe color (i.e. dark sock with dark shoe). Socks must be visible but no higher than mid-calf.

Skirts

Skirts are not permitted in any department.

Belts

Only **plain, solid-color** belts may be worn.

Footwear

Associates’ footwear should provide support, comfort and safety. Shoes must be slip-resistant work-style shoes, lace-up athletic shoes, or work boots with flat heels. Socks are required. Sandals, backless/strapless clogs and cowboy boots are not permitted.

Approved shoes are available from Shoes for Crews. Details and ordering information are available at each location.

Hats

Hats provided by Nugget Market, Inc. for food preparation and food service departments are **mandatory**; additionally, hair must be kept back from the face and must be tied back and braided, in a tight bun, or otherwise tightly restrained. Company provided hairnets are an optional alternative. These associates include:

- Deli Associates
- Chefs
- Asian Kitchen Cooks
- Bakery Associates
- Coffee Bar Associates
- Specialty Cheese Associates
- Meat Department Associates
- Samplers
- Production Kitchen Associates

Hats provided by Nugget Market, Inc. **are permitted** for the following:

- Night Stock Crew
- Janitorial Associates
- Warehouse Associates

While the store is open, when hats are worn, the bill must be faced forward.

Beanies

Associates are only allowed to wear Nugget Market/Food 4 Less beanies when not in view of our guests.

Note: Courtesy clerks and Pro-Cleans will be allowed to wear beanies in view of guests only when officially approved (usually due to extreme weather).

Vests and Jackets

Only black, zippered fleece vests and jackets with collars (no hoods) are acceptable. Insignia and logos other than the Nugget Markets/Food 4 Less logo are not acceptable. For a nominal cost, associates may purchase a black fleece vest or jacket with the Nugget Markets/Food 4 Less logo.

Note: For food safety, no outer wear (i.e. - vest or jacket) may be worn in food-preparation areas. For warmth, long-sleeved Nugget polo shirts are permitted and undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black). In some cases, a chef coat may be approved in place of outer wear.

Shirts (Nugget Stores)

Shirts must be clean, pressed and tucked in at all times.

Associates will receive black Nugget Market polo shirts. These shirts will be worn by all associates except for the following:

- **Deli-Back of House Associates** will receive a newly laundered chef coat daily. A plain white t-shirt must be worn underneath the white chef coat.
- **Bakery Associates** will receive white Nugget Market polo shirts.
- **Meat Department Managers** will receive black (with logo), long-sleeved, button-down dress shirts and black polo shirts.
- **Wine Stewards** will receive shirts approved and provided by Nugget Market.
- **Healthy Living Associates** will receive shirts approved and provided by Nugget Market.
- **Night Stock Crew Associates** will receive black Nugget Market t-shirts.
- **Janitorial Associates** will receive white Nugget Market t-shirts.
- **Store Directors, Assistant Store Directors, PICs and Corporate Directors** will receive white, long-sleeved, button-down dress shirts with the Nugget logo. *(Note: Corporate Directors have the option of wearing business attire outlined in the Corporate Office Guidelines.)*

Undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black).

Shirts (Food 4 Less Stores)

Shirts must be clean, pressed and tucked in at all times.

Associates will receive Food 4 Less polo shirts.

These shirts will be worn by all associates except for the following:

- **Bakery and Deli Associates** will receive black short-sleeved Food 4 Less dress shirts.
- **Night Stock Crew Associates** will receive Food 4 Less t-shirts or polo shirts.
- **Janitorial Associates** will receive white Food 4 Less t-shirts.
- **Store Directors, Assistant Store Directors, Department Managers and PICs** will receive black and/or white short- or long-sleeved Food 4 Less button-down dress shirts to be worn at all times..

Undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black).

Aprons

All associates will receive black reversible waist-line (half-length) aprons unless noted below. Associates are responsible for laundering these half-length aprons.

- **Meat/Seafood Associates and Meat Department Managers** will wear black bibbed full-length aprons. White meat gowns are optional.
- **Produce Associates** will wear black bibbed full-length aprons or half-length aprons.
- **Wine Stewards** will receive aprons approved and provided by Nugget Market.
- **Healthy Living Associates** will receive aprons approved and provided by Nugget Market.
- **Asian Kitchen Cooks** will wear black bibbed full-length aprons.
- **Coffee Bar Associates** will wear black bibbed full-length aprons.
- **Specialty Cheese Associates** will wear black bistro-style aprons.
- **Nugget Deli (Front and Back of House) Associates** will wear black bistro-style aprons.

- **Food 4 Less Deli Associates** will wear black bibbed full-length aprons
- **Nugget Bakery Associates** will wear white bibbed full-length aprons.
- **Food 4 less Bakery Associates** will wear black bibbed full-length aprons.
- **Janitorial Associates:** Aprons are optional. Please contact your supervisor or Store Director if interested in obtaining a half-length apron.
- **Store Directors and Corporate Directors:** Aprons are optional.

Full-length aprons, meat gowns, and chef coats will be provided and laundered by Nugget Market, Inc. and must remain on store premises.

Warehouse Attire Guidelines

Shirts

Shirts must be clean, pressed and tucked in at all times.

Warehouse associates will receive Nugget Market button-down shirts, t-shirts and/or polo shirts.

Undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black).

Pants

Pants must be khaki, black or jeans (not heavily distressed and without shreds, holes or embellishments.), clean and professional in appearance. No "jeggings."

Aprons

All associates will receive black reversible waist-line (half-length) aprons. Associates are responsible for laundering these half-length aprons.

Shorts

Shorts must be khaki, black, or jeans (not heavily distressed and without shreds or holes) and cannot be shorter than 3 inches above the knee. Cargo and board shorts are not allowed.

Note: When shorts are worn, socks are required and must match shoe color (i.e. dark sock with dark shoe). Socks must be visible but no higher than mid-calf.

Skirts

Skirts are not permitted.

Belts

Only **plain, solid-color** belts may be worn.

Footwear

Associates' footwear should provide support, comfort and safety. Shoes must be slip-resistant work-style shoes, lace-up athletic shoes, or work boots with flat heels. Socks are required. Sandals, backless/strapless clogs and cowboy boots are not permitted.

Approved shoes are available from Shoes for Crews. Details and ordering information are available at each location.

Beanies

Associates are only allowed to wear Nugget Market / Food 4 Less beanies when not in view of guests.

Vests and Jackets

Only black, zippered fleece vests and jackets with collars (no hoods) are acceptable. Insignia and logos other than the Nugget Markets/Food 4 Less logo are not acceptable. For a nominal cost, associates may purchase a black fleece vest or jacket with the Nugget Markets/Food 4 Less logo.

Sweatshirts

Only sweatshirts approved and distributed by Nugget Market, Inc. are acceptable to wear.

Production Kitchen Attire Guidelines

To comply with the Health Department Safe Food Handling Guidelines, all Food Preparation and Food Servers/Samplers, specifically Kitchen, Asian Kitchen, Bakery, Specialty Cheese, Coffee/Juice Bar, Meat/Seafood associates, and Production Kitchen must follow these more restrictive hair, jewelry and nail care guidelines:

- Hats are mandatory
- Hair must be kept back from the face and must be tied back and braided, in a tight bun, or otherwise tightly restrained. Company provided hairnets are an optional alternative.
- **NO JEWELRY**
 - No facial piercings
 - No bracelets and/or watches
 - No earrings
 - No necklaces
 - No rings, except a plain band without stones
- Do not wear any kind of fake fingernails—including gel nails
- Do not wear any kind of nail polish
- Cover all cuts and wounds

Note: Associates who are cross-trained to work in multiple departments must adhere to the most stringent department guidelines for which they are trained.

Shirts

Shirts must be clean, pressed and tucked in at all times.

Production Kitchen Associates will receive polo shirts and/or t-shirts.

Undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black).

Pants

Pants must be khaki, black or jeans (not heavily distressed and without shreds, holes or embellishments.), clean and professional in appearance. No "jeggings."

Aprons

Production Kitchen Associates will wear white bibbed full-length aprons.

Full-length aprons will be provided and laundered by Nugget Market, Inc. and must remain on premises.

Skirts

Skirts are not permitted.

Belts

Only **plain, solid-color belts** may be worn.

Footwear

Associates' footwear should provide support, comfort and safety. Shoes must be slip-resistant work-style shoes, lace-up athletic shoes, or work boots with flat heels. Socks are required. Sandals, backless/strapless clogs and cowboy boots are not permitted.

Approved shoes are available from Shoes for Crews. Details and ordering information are available at each location.

Hats

Hats provided by Nugget Market, Inc. for food preparation and food service departments are **mandatory**; additionally, hair must be kept back from the face and must be tied back and braided, in a tight bun, or otherwise tightly restrained. Company provided hairnets are an optional alternative.

Note: For food safety, no outer wear (i.e. vest or jacket) may be worn in food-preparation areas. For warmth, long-sleeved Nugget polo shirts are permitted and undergarment shirts may be worn, but must be the same color as the shirt (i.e. black under black). In some cases, a chef coat may be approved in place of outer wear.

Corporate/Warehouse Office Attire Guidelines

Any corporate associate who wishes to wear Nugget Markets or Food 4 Less designated attire may do so. Standard guidelines for designated attire must be upheld, as is expected in the stores. Please see the front desk to obtain shirts, aprons, name badges and hats. Note: If a corporate associate is working in the store, store attire guidelines must be adhered to.

Corporate associates choosing not to dress according to store-level guidelines must use their best business and professional judgment to determine their attire.

Inappropriate tops include but are not limited to: t-shirts (unless provided by Nugget Market, Inc.), midriff tops, crop tops, tube tops, halter tops, spaghetti straps and strapless tops.

Shorts of any style and athletic attire are not permitted.

Flip flops (backless sandals held loosely on the foot by a y-shaped strap) are not permitted.

Exceptions to the Look

Exceptions to THE LOOK guidelines may be made where required by law to accommodate sincerely held religious beliefs. Please contact your Store Director or the Director of Human Resources for more information about exceptions.

OUR ASSOCIATES ARE OUR COMPETITIVE EDGE!

**Thank you for adhering to Associate Expectation 13:
Display professionalism in your appearance, words, and actions—commit to "The Look".**