



PERSONAL PRESENTATION 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.

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, they will be replaced by the company.

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.

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 a 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 our 7 Guest Guidelines is to make eye contact, which would be impeded by wearing sunglasses.

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.