



## Delaware North Grooming and Appearance

### PURPOSE

Grooming is the combination of style and discipline which portrays the image of the culture and ethics of Delaware North to our guests.

As representatives of Delaware North, our team members’ personal presentation is very important.

Our vision at Delaware North is to delight guests by creating the world’s best experiences today while imagining tomorrow.

Immaculate grooming sets the right impression to our guests and clients, and is one of the keys to ensuring the experience of our guests is a memorable one.

This document outlines the Delaware North Appearance and Grooming expectation and the required standards that must be adhered to.

Failure to adhere to these standards may result in formal disciplinary action.

### EXPECTATION

Team members are required to be in full uniform including footwear at all times during a rostered shift. Your uniform needs to be well-pressed and clean, without holes, tears or stains.

Culinary	<p>Chefs and Cooks:</p> <ul style="list-style-type: none"><li>Are required to bring their own white culinary uniforms – pants, shirts, hat and black protective shoes.</li></ul> <p>Kitchen Hands:</p> <ul style="list-style-type: none"><li>Shirts will be provided by Delaware North from the Muster Room.</li><li>Black tailored pants are to be worn (not tight or figure hugging) must be worn. Pinstripes, flares or splits, jeans or chinos are <u>not</u> permitted to be worn.</li><li>Black closed, non slip shoes must be worn.</li></ul>
Food & Beverage Attendants – Corporate, Tournament & Retail	<ul style="list-style-type: none"><li>Name badges must be worn at all times, on the left hand side, at chest level.</li><li>Shirts will be provided by Delaware North from the Muster Room.</li><li>Black tailored pants are to be worn (not tight or figure hugging) must be worn. Pinstripes, flares or splits, jeans or chinos are <u>not</u> permitted to be worn.</li><li>An optional plain black belt may be worn.</li><li>Food and Beverage team members are required to adhere to the industry food and hygiene standards, such as hairnets and protective clothing when necessary. Delaware North will provide PPE when required.</li><li><u>Black polish-able</u>, leather like shoes with long black socks. No ankle socks are to be worn. Shoes are to be clean and polished, and in good condition.</li></ul>
Runners/Stores/Build	<ul style="list-style-type: none"><li>Name badges must be worn at all times, on the left hand side, at chest level.</li><li>Shirts will be provided by Delaware North from the Muster Room.</li><li>Tailored, black shorts that are knee length.</li><li>Runners-White runners (limited branding) with white plain socks – no branding.</li><li>Stores/Build- Appropriate boots/shoes as per role/OHS requirements.</li></ul>



Footwear	<ul style="list-style-type: none"> <li>Conservative, professional shoes and correct footwear is required as per health and safety requirements.</li> <li>Team members must wear appropriate non-slip shoes that are closed/covered at the toe and the heel</li> </ul>
Hair	<ul style="list-style-type: none"> <li>Hair should be clean, dry, neat and not 'unnatural' in colour</li> <li>Hair longer than collar length should be tied back off the face in a neat pony tail or bun, fringes must be worn in a manner that does not cover the face. If the length of your pony tail is longer than shoulder length it must be tied back into a bun. <i>Please Note: Corporate Staff <u>MUST</u> wear their hair in a bun.</i></li> <li>Neutral hair accessories are permissible.</li> <li>Beard/facial hair must be neatly trimmed/shaved prior to commencement of each shift.</li> <li>Moustache should not extend beyond the upper lip and beards should not be left unruly and messy, they are to be properly groomed and trimmed.</li> <li>With no beard or moustache, males must be clean shaven before commencing your shift.</li> <li>In case you have the intention to grow a beard or moustache, it must be fully grown before returning to work.</li> <li>Sideburns should be neatly trimmed and may not extend beyond the middle of the earlobe.</li> </ul>
Personal Presentation	<ul style="list-style-type: none"> <li>Hands and nails must be clean, neat, free of any nail polish, shellac and SNS and conservatively manicured.</li> <li>Make up must be professional and conservative.</li> <li>If you smoke, please do not do so in Delaware North issued uniform. After smoking, use breath freshener or mints before returning to the workplace to ensure that smoke cannot be detected.</li> <li>Fragrances including perfume and cologne should be subtle and not overpowering.</li> <li>No offensive visible tattoos.</li> </ul>
Jewellery	<ul style="list-style-type: none"> <li>All jewellery must be conservatively styled.</li> <li>A simple watch may be worn.</li> <li>A wedding ring and/or an engagement ring may be worn.</li> <li>One set of small discreet earrings may be worn in the lobe of the ear- no dangly earrings.</li> <li>No necklaces or chains.</li> <li>No bangles or armbands are permitted around the wrist.</li> <li>No visible anklets or bands around the ankle.</li> <li>Body/facial piercings <u>must</u> be removed, clear earrings are <u>not</u> acceptable replacements and Band-Aids are <u>not</u> to be worn over jewellery.</li> </ul>

Requests for an exception to any of the items included in this policy due to medical reasons or on the basis of cultural or religious beliefs must be directed to the Human Resources Team.





Examples of the Expected Standard of Grooming and Appearance

