

**Policy:** Grooming & Appearance

**Policy Number:**

**Category:** Compliance

**Effective Date:** November 2017

**Applicability:** Regional – North & Central America (all brands)

**Review/Revision Date:**

**Policy:**

This policy applies to all employees of AccorHotels and its affiliates and subsidiaries (referred to herein as, collectively, AccorHotels and/or the “Company”) and to the employees of all hotels, resorts and properties owned, operated or managed by AccorHotels within the North & Central America Region, unless where contrary to any collective agreement, local laws, rules and/or regulations.

Purpose of Policy:

- Set the minimum standards for professional grooming and appearance across all brands within the North & Central America Region
- Enable Leaders and Talent & Culture Teams on property to uphold the Company and brand image
- Ensure clarity, visibility and transparency for all regarding grooming and appearance requirements, to be reviewed as part of the pre-hire process and to be reviewed, as required, during employment

Objectives:

This policy has been designed to encourage all Leaders and Talent & Culture Teams on property:

- To use good judgment in application of policy, while considering and avoiding inadvertent discrimination or undue hardship against individuals and or groups
- To ensure compliance with local laws, rules, legislation and regulations
- To adhere to this policy first and consult with each Brand look book (where applicable) for more brand specific applications and additional latitude provided that goes beyond the guidelines set out in this document

**Note:** Requests for exceptions and deviations to this policy must be made in writing to the NCA Regional Head of Talent & Culture

**The following outlines the minimum acceptable and unacceptable requirements for grooming and appearance.**

HAIR
<b>Acceptable</b>
<ul style="list-style-type: none"> <li>• Clean and neatly styled, allowing for eye contact at all times</li> <li>• Natural-colored or tinted hair that complements and is well maintained</li> <li>• Conservative use of styling products</li> <li>• When hair is tied back, accessories must be suited to a professional environment, coordinate with hair style, color, and uniform/business attire</li> <li>• Wigs may be worn if the above conditions are met</li> <li>• Facial hair which is of a conservative style and in keeping with a professional image and must be neatly trimmed or clean shaven</li> </ul>
Employees in food service areas must comply with health department regulations

### NAME TAGS & PINS

#### Acceptable

- Approved Brand nametags and/or pins worn by all employees - if required by brand
  - Worn on the upper left chest area, and on the uppermost layer of clothing
  - In good repair and readable
- Only brand/corporate pins – a maximum of two - may be worn with the uniform

#### Unacceptable

- Damaged or unreadable
- Unauthorized pins, decorations, or stickers

### PERSONAL HYGIENE

#### Acceptable

- Daily baths, showers, shaving, and the use of deodorant are essential
- Fresh breath at all times is imperative
- Lotions, perfumes and aftershaves should be worn in moderation
- Hair and teeth should always be and appear clean
- Hands and nails clean at all times
- Nails should be neatly trimmed and should not extend more than 1/4 inch beyond the end of the finger
- Colored nail polish may be worn if:
  - Not prohibited by health and safety standards
  - Well-maintained,
  - Colors are classic (e.g. red, pink, nude) and complimentary

#### Unacceptable

- Strong aftershave, lotions or colognes

### JEWELLERY

#### Acceptable

- Minimal, stylish and professional jewellery (including watches) that complements, does not detract from the uniform or business attire, nor distracts others
- Only two earrings per ear that are moderate in size

#### Unacceptable

- Ankle bracelets
- Visible body piercings with gauges (e.g. tongue, nose, eyebrow, etc.)
- Jewelry will not be allowed where it might cause a safety hazard, for example around mechanical equipment

### ACCESSORIES

#### Acceptable

- Uniformed employees may only wear accessories issued as part of the uniform
- Sunglasses worn only when necessary, but must not be mirrored, silver-coated or opaque
- Glasses with minimal ornamentation/logos

#### Unacceptable

- Unauthorized hats and bandanas
- Sunglasses are not to be worn indoors, in dark areas or at night
- Design contact lens
- Combs, wallets, or the large objects that are visible or carried in pockets

<ul style="list-style-type: none"> <li>in line with the intended brand effect</li> <li>Hats must be worn if they are required for health and safety reasons, or if they are part of a prescribed uniform</li> <li>Other accessories – including cufflinks, pocket squares, belts, scarves – may be worn if in accordance to brand standards and coordinated with attire for maximum effect</li> </ul>	<ul style="list-style-type: none"> <li>Any themed or novelty accessories that attract undue attention to the wearer</li> </ul>
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**BODY ART (TATTOOS, PIERCINGS)**

<p style="text-align: center;"><b>Acceptable</b></p> <ul style="list-style-type: none"> <li>Visible tattoos and nose studs must be discreet, tasteful and in keeping with the image of the brand, department and property</li> <li>Management reserves the right to ask for tattoos to be covered up during work periods if not discreet and/or tasteful</li> </ul>	<p style="text-align: center;"><b>Unacceptable</b></p> <ul style="list-style-type: none"> <li>Facial tattoos</li> <li>Tattoos which are offensive to others and/or display offensive words or images</li> <li>Visible body piercing with gauges</li> </ul>
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**COSMETICS**

<p style="text-align: center;"><b>Acceptable</b></p> <ul style="list-style-type: none"> <li>Make-up that promotes a professional, well-groomed image,</li> <li>Make-up applied moderately that complements normal skin tones</li> </ul>	<p style="text-align: center;"><b>Unacceptable</b></p> <ul style="list-style-type: none"> <li>Extreme colors and/or excessive amounts of make-up</li> </ul>
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**BUSINESS ATTIRE**

<p style="text-align: center;"><b>Acceptable</b></p> <ul style="list-style-type: none"> <li>Professional Business attire options vary by brand and include: <ul style="list-style-type: none"> <li>Dress – Business style</li> <li>Suits – pants/skirt with: <ul style="list-style-type: none"> <li>Shirt Only/Blouse</li> <li>Shirt and/or necktie (solid or business-styled patterns)</li> </ul> </li> <li>Blazers <ul style="list-style-type: none"> <li>Slacks, dresses or skirts combinations</li> <li>With blouse/shirt</li> </ul> </li> </ul> </li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Management of properties may adapt the business attire standards to meet the needs of their local environment (e.g. neckties may or may not be mandatory, classic ski sweaters may be part of the management attire at ski resorts, Bermuda shorts may be part of management attire in resorts).</li> </ul>	<p style="text-align: center;"><b>Unacceptable</b></p> <ul style="list-style-type: none"> <li>Denim, corduroy, khaki, flowing silk or other light fabrics, wide-knits, leather, suede or any other fabric suggesting casual sportswear or evening attire</li> <li>Neckties that feature “novelty” prints or attract undue attention to the wearer</li> </ul>
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### UNIFORMS

#### Acceptable

- Uniforms will be worn in accordance with each brand's standards. Employees will wear uniforms that are clean, neatly pressed and in good repair
- Employees will keep the uniforms in the same condition as issued and the hotel will perform any needed alterations

### HOSIERY/SOCKS

#### Acceptable

- Hosiery and socks must be clean, in good repair, without holes, coordinated with the uniform or business attire
- Colors that match attire/uniform
- If not wearing hosiery, legs must be clean shaven and presentable

#### Unacceptable

- Hosiery with patterns, textures, trimmed with decorations or extreme colors are unacceptable
- Mismatched socks
- Colors that are not coordinated with shoes

### SHOES

#### Acceptable

- Leather or leather-like dress shoes, matching the uniform or suit, with slip resistant soles, clean and in good repair at all times
- Open-toed shoes, sling-backs and fashion boots may be worn when appropriate to the season and environment
- Shoes provided as part of uniform must be worn

#### Unacceptable

- Heels which exceed 3 inches
- Mules, slip-ons and/or sandals (with the exception of approved clogs for kitchen employees)