



Ivy Lane Appearance Standards

As a REMINDER to each of you: **YOU** represent Ivy Lane to our customers. In a customer service business such as ours, a professional image is very important at all times. Therefore, Ivy Lane requires that you follow our dress code. We must present a professional consistent image to our customers. We insist the dress code policy be followed. If there is a violation of this policy, corrective steps will be taken from disciplinary action up to and including termination.

- We provide and require that employees wear a **clean** uniform while on duty. Uniforms allow the customers to recognize employees and provide a standard dress code and professional appearance. Employees **must** change in and out of their uniform in a locked room one person at a time.
- It is important for employees to present the image of a clean, efficient place for customers to have their cars serviced and maintained. Employees must wear a neat, clean and wrinkle free uniform shirt and pants. If you don't have a clean shirt, you must ask your Service Center Manager to provide you with a clean shirt.
- It is also your responsibility to have your shirt tails tucked in at all times. If your shirt is too short, notify your Service Center Manager so that a larger size may be ordered for you.
- Each employee must also have a scratch proof belt. One will be provided upon request. This must be worn every shift as part of the uniform.
- **Uniforms must not be worn off premises. Uniforms must remain on premises at all times.**
- Hats must have the Valvoline or Valvoline Instant Oil Change logo. Any exceptions to this must be approved.
- In addition to the standard uniforms, shoes with composition oil resistant soles are required. Steel toe shoes with composition oil resistant soles are required if working at a service center location with lifts. These shoes are ordered from *Shoes for Crews*.
- Tennis or athletic shoes are not allowed under any circumstances. If you arrive for your scheduled shift in tennis or athletic shoes you will be sent home to put on the proper shoes or boots.

- All employees must pay special attention to personal grooming. Clean teeth, pleasant-smelling body and breath, well cared for hair and nails are assets for any employee. Employees must keep your hair neat, clean and trimmed to collar length in a style that does not call attention to yourself.
- Male employees **must** be clean shaven or facial hair must be neat, clean, trimmed and wore in the style of a beard, mustache or goatee that does not call attention to you.
- All jewelry besides earrings and a wedding ring are prohibited (it may be damaged on the job).
- Earrings must be studs and gauges must be clear or flesh tone. **All facial jewelry is prohibited, i.e. eye brow, nose, lip, tongue piercings, etc. No exceptions.**
- Makeup, cologne or perfume should be used sparingly.
- Cell phones are not allowed to be used in view of guests or during the service of customer vehicles.

If you have any questions regarding the above, please contact your Area Manager.

Employee Printed Name

Date

Employee Signature

SCM Printed Name

Date

SCM Signature