



Policy Name:	Dress and Grooming Policy
Attention:	LSH Group Australia Employees
Version:	1.3
Last Reviewed:	1 st April 2026
Effective From:	1 st April 2026
Approved By:	GCEO / Corp Review / MD

Dress & Grooming Policy

1. Purpose

This policy outlines the minimum standards of dress and personal presentation required at LSH Group Australia to:

- Present a professional image to customers and stakeholders
- Support brand standards (including Mercedes-Benz & Smart)
- Ensure compliance with Work Health & Safety (WHS) requirements
- Maintain a respectful, inclusive, and professional workplace

2. Scope

This policy applies to all employees, contractors, and representatives of LSH Group Australia across all locations (NSW, VIC, QLD).

3. Policy Principles

LSH Group Australia requires employees to maintain a professional standard of dress and grooming that is:

- Appropriate to their role and work environment
- Safe and compliant with WHS requirements
- Respectful of customers and colleagues

This policy will be applied:

- Consistently and fairly
- In accordance with anti-discrimination laws
- With reasonable consideration for religious, cultural, medical, and personal circumstances

Reasonable adjustments will be made where required.

4. General Standards

All employees must ensure:

- Clothing is clean, neat, and in good repair
- Presentation reflects a professional business environment
- Clothing is appropriate for the employee's duties and work location

Employees representing the Company offsite must maintain the same standards unless otherwise directed.



5. Role-Based Dress Standards

5.1 Front of House (Sales, Service Advisors, Reception)

Employees are required to wear business or corporate attire aligned with brand standards, including:

- Tailored suits, business shirts/blouses, or approved branded uniforms
- Professional footwear (closed-toe where appropriate)
- Name badges where issued

5.2 Support Staff (Administration, Marketing, Call Centre)

Employees are required to wear business or business-casual attire, including:

- Neat and professional clothing suitable for a corporate environment
- Closed-toe or professional footwear

5.3 Technical Staff (Workshop, Parts, Detailers)

Employees must wear:

- Company-provided uniforms or approved workwear
- Required personal protective equipment (PPE)
- Safety footwear (e.g. steel-capped boots) in accordance with WHS requirements

6. Work Health & Safety (WHS)

All employees must comply with WHS requirements, including:

- Wearing PPE where required
- Ensuring clothing and footwear are safe for the work being performed
- Not wearing items that may pose a safety risk (e.g. loose clothing near machinery)

Failure to comply with safety requirements may result in removal from duties.

7. Grooming Standards

Employees are expected to maintain a professional level of personal presentation, including:

- Hair: Clean and neatly maintained
- Facial Hair: Neat and well groomed (where applicable)
- Hygiene: Personal hygiene maintained at all times
- Makeup & Accessories: Professional and appropriate for the workplace

Grooming standards will be applied reasonably and inclusively, allowing for cultural, religious, and personal expression, provided safety and professionalism are maintained.

8. Acceptable and Unacceptable Attire

Unacceptable attire may include (where inconsistent with role requirements):

- Clothing that is excessively worn, torn, or unclean
- Clothing that is unsafe for the work environment
- Offensive, discriminatory, or inappropriate imagery or messaging
- Clothing that does not meet reasonable standards of professionalism for the role

Assessment will be based on reasonableness and role suitability, not rigid rules.



9. Personal Protective Equipment (PPE)

LSH Group Australia will provide required PPE (excluding personal items such as safety footwear where specified).

Managers must ensure:

- PPE is available and maintained
- Employees are trained in correct use

Employees must:

- Wear PPE as required
- Report damaged or missing equipment

10. Flexibility and Reasonable Adjustments

The Company will consider reasonable requests for variation to this policy, including for:

- Religious or cultural dress
- Medical conditions
- Disability or workplace adjustments
- Weather or environmental conditions

All requests should be discussed with the Manager or HR.

11. Monitoring and Compliance

Managers are responsible for:

- Communicating expectations clearly
- Applying this policy consistently and fairly

Employees who do not meet required standards may be:

- Asked to address the issue (e.g. adjust attire)
- Provided guidance on expectations

Ongoing non-compliance may result in disciplinary action, assessed on a case-by-case basis.

12. Policy Application

This policy constitutes a lawful and reasonable direction, provided it is applied:

- Proportionately
- Without discrimination
- In line with workplace laws

Employees will not be treated adversely for requesting reasonable adjustments.

13. Review

This policy will be reviewed periodically to ensure alignment with:

- Workplace legislation
- WHS requirements
- Industry standards and brand expectations



14. Policy Status

This Policy does not form part of any employee's contract of employment. It is a lawful and reasonable direction of the Company with which compliance is required. Any statement in this Policy about what the Company will or will not do does not create a legally binding obligation on the Company.

This Policy may be amended from time to time to reflect changes in legislation, regulatory requirements or organisational needs.