



Policy No.:	LSH Group Australia AUA.2018.0001
Policy Name:	Dress and Grooming Code/ Standards Policy
Attention:	All LSH Group Australia Employees
Version:	1.0
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Approved By:	MD and CFO

LSH Group Australia Dress and Grooming Code / Standards Policy

Every Staff member employed by LSH Group Australia represents the face of Mercedes-Benz Sydney/ Brisbane/Melbourne, thus, it is the employee's responsibility to reflect a professional image while representing the company.

Employees must be well groomed and dressed in a neat, tidy and businesslike manner, please adhere to the following guidelines.

Customer-Facing Staff

Male Staff: - Clothing

- Business style, Long Sleeved, button up shirt.
- The shirt should be tucked into the trousers at all times.
- Shirts need to be clean and pressed.
- Tie at all times, no inappropriate ties.
- Men Footwear: Professional leather shoes, no suede shoes.

Female Staff: - Clothing

- Skirts or dresses must be to the knee.
- Dress pants may be worn instead of skirt.
- Blouse/ Tops and Shirt must be tucked in.
- Blouses/ Tops and Shirts can be sleeveless, capped sleeve or full length: no spaghetti straps.
- Blouses (not see through or low-cut).
- When wearing stocking/ tights they must be (nude or black).
- Female Footwear: Heels must be low and all footwear must be polished and closed toe.

Front Of House - Name Badge must be worn at all times, while on the show room floor		
Front Of House	Male	Female
	Black - Suiting	Skirt – Black / Grey
	Grey - Suiting	Top – Black / Grey
	Shirts – White	Jacket - Black / Grey



Sales Executives	Male	Female
	Suiting – Black/ Grey/ Navy	Skirt – Black / Grey / Navy
	Shirts – White/ Blue/ Checked	Jacket – Black/ Grey/ Navy
	Shirts – No Pastels	Dress – Black/Grey/ Navy
		Shirts/ Blouses – White/Blue/ Checked

- Staff that come onsite on rostered days off to attend to clients to finalize deals /paperwork must wear appropriate attire (smart casual).

Support Staff

Male Staff: - Clothing

- Business style, Long Sleeved, button up shirt.
- The shirt should be tucked into the trousers at all times.
- Shirts need to be clean and pressed.
- Tie at all times, no inappropriate ties.
- Men Footwear: Professional leather shoes, no suede shoes.

Female Staff: - Clothing

- Skirts or dresses must be to the knee.
- Dress pants may be worn instead of skirt.
- Blouse/ Tops and Shirt must be tucked in.
- Blouses/ Tops and Shirts can be sleeveless, capped sleeve or full length: no spaghetti straps.
- Blouses (not see through or low-cut).
- When wearing stocking/ tights they must be (nude or black).
- Female Footwear: Heels must be low and all footwear must be polished and closed toe.

Grooming Standards

- **Hair:** should be clean and neatly styled. No Fluoro or brightly coloured hair acceptable.
- **Makeup:** must be subtle and of a professional appearance.
- **Nails:** should be clean and cut to a workable length. Nail polish should be subtle and unchipped. No jeweled, glittery, patterned or garish colours are to be worn whilst on shift.
- **Jewellery:** all jewellery should be subtle; bracelets and rings must be minimal and safe in design and appearance. Anklets are not acceptable. Facial or body piercings (except earring excluding stretchers) should not be worn whilst on the Showroom floor.
- **Tattoos:** which could be deemed offensive or excessive should be covered when on the Showroom floor.
- **Personal Hygiene:** due to the role being customer facing we require a high level of personal hygiene. Deodorant or anti-perspirant must be kept at your workstation and used when required. After smoking, hands should be washed and a breath freshener used.

Alterations to this policy is at the discretion of the Dealer Principal.

I accept the dress code and grooming standards are conditions of my employment at Mercedes-Benz Sydney/Brisbane & Melbourne and failure to comply with these standards will result in disciplinary action.