



Mike Carney Toyota

DRESS STANDARDS

Our appearance creates an impression even before a word is spoken.

We want our appearance to convey our professionalism and enhance the image of the business and the Toyota brand as well as being comfortable and practical for staff in each specific department.

Customer facing staff's uniform will be delimited by departmental dress codes as per the TFL Standards in each area. There will be no crossover of dress within each department, for example if the department is wearing polo shirts, then *ALL* staff in that department are to wear polo shirts, without exception.

You will also adhere to the MCT Employee Handbook section 7.4

7.4 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Mike Carney Toyota presents to Customers and visitors. Where uniform is provided you are to be well presented.

During business hours or when representing Mike Carney Toyota, you are expected to present a clean, neat, ironed and professional appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be provided for a person with a disability. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:



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- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Poor personal hygiene is not professionally acceptable.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours where practical.

1. Introduction:

This policy outlines the expected attire for all staff members while representing the company. A professional appearance is crucial in maintaining a positive brand image and fostering a work environment conducive to our business goals.

2. Uniform Provision:

- The company will provide each staff member, gender and role specific dependent, with an initial set of **4 shirts /polos** and **4 pairs of trousers/skirts/shorts and a belt** as part of the uniform.
- Replacement uniforms due to wear and tear will be assessed on a case-by-case basis, considering the lifespan of the garments and proper care by the employee.

3. Laundry Allowance:

- To ensure a clean and professional appearance throughout the workweek, the company provides you with a **laundry allowance**. This
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allowance is intended to cover the cost of laundering the provided uniform.

4. Employee Responsibilities:

- Employees are expected to maintain the issued uniforms in good condition through proper washing and care as per the provided garment tags.
- Any loss or damage to the uniform due to negligence will be the employee's responsibility.
- Uniforms are not required to be returned upon resignation or termination of employment.
- **Employees are responsible for laundering their uniforms for the fifth working day.**

5. Additional Information:

- Specific uniform details (style, colour, logo placement) are outlined in the attached **Uniform Guide**.
- Shirts and polos should be tucked in with an issued belt, if applicable to your department.
- Employees with special circumstances regarding the uniform policy should contact the HR department.

Note:

- This policy clarifies that while a laundry allowance is provided, employees are responsible for ensuring a clean uniform for all five workdays.
- Black or Brown shoes of the type provided above must be worn and are to be provided at the employee expense, polish is to be applied and footwear is to be in good order. Safety boots will be provided role dependent.
- Should an individual not conform to the policy dress code and standard they may be sent home to change.



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All Staff

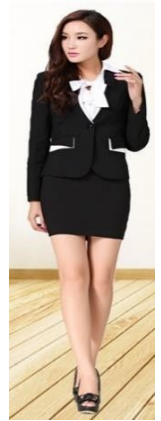
Item	Feature	Description	Vehicle Sales		Aftersales	
			Metro	Rural	Service	Parts
ALL EMPLOYEES						
Shirt / Polo	Look	Business Professional style only	Yes	Yes	Yes	Yes
		Are Shirts appropriately fitting to suit individuals?	Yes	Yes	Yes	Yes
	Consistency	Do all Guest-facing Staff wear same type of Shirt across the Department or across the Dealership?	Yes	Yes	Yes	Yes
Badges	Compliant	Are name badges consistent and compliant to Master Brand Logo and font Guidelines?	Yes	Yes	Yes	Yes
Shoes	Style	Are Shoes clean, polished and appropriate?	Yes	Yes	Yes	Yes
		Are Shoes sandals or open-toed shoes?	No	No	No	No
Trousers/ Slacks	Look	Are these Business professional or Tailored?	Yes	Yes	Opt	Opt
Shorts	Look	Business, Tailored – appropriate for the environment	No	Opt	Opt	Opt
Belt	Look	Business type	Yes	Opt	Opt	Yes
Jacket	Style	Suit Jacket (matching trousers/slacks, dress or skirt)	Opt	Opt	Opt	Opt
		Cold-weather Jacket – Toyota-approved	Yes	Yes	Yes	Yes
	Consistency	Colour/pattern must be consistent across all Staff.	Yes	Yes	Yes	Yes



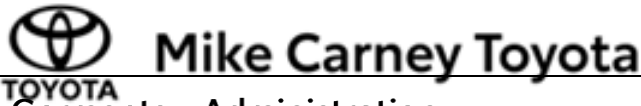
FEMALES						
Dress	Style	Business, Tailored – appropriate for environment	Yes	Yes	Yes	Yes
	Look	Is Dress conservative (knee-length or longer)?	Yes	Yes	Yes	Yes
		Shoestring straps	No	No	No	No
	Consistency	Colour/pattern must be consistent across all Staff.	Yes	Yes	Yes	Yes
Top / Blouse	Look	Conservative – not low-cut	Yes	Yes	Yes	Yes
	Fit	Top or Blouse fit appropriate for the individual?	Yes	Yes	Yes	Yes
	Consistency	Colour/pattern must be consistent across all Staff.	Yes	Yes	Yes	Yes
Skirt	Style	Business, Tailored – appropriate for environment	Yes	Yes	Yes	Yes
	Look	Conservative – knee-length or longer	Yes	Yes	Yes	Yes



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<div data-bbox="319 210 798 264">Addition to the policy March 2024</div> 	<div data-bbox="847 210 1347 353">Males / Service Advisors / Used Car Sales/Contact Centre</div>
	<div data-bbox="847 1070 1370 1214">Females / Service Advisors / Used Car Sales/Contact Centre</div> <div data-bbox="860 1270 1385 1352">City Collection Women's Pippa Knit Short Sleeve Top- Navy</div>



Men’s Garments – Administration



Men’s Workshop / Detailing / Pre-Delivery







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Women’s Garments – Administration





Women's Workshop / Detailing / Pre-Delivery		
		

Position Based – Men's / Ladies Polo – Authorised Personnel Only (For non-Guest facing Staff members) Phasing out in favor of the Blue shirt for more standardization.

		
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Logo Embroidery

For workshop/detailing/pre-delivery/
Service / Used Cars uniforms / Contact
Centre





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Name Badge / Tag

For Office/Sales Staff/Managers



Name: Chris Carney

Signature:

DocuSigned by:
Christopher Carney
1D9838DF83B9445...

Position: Dealer Principal

Date Submitted: 12/03/2024