Standards for Personal Appearance
(Revised 03/17/08)

Standards for Personal Appearance
H-E-B has established a reputation as a world-class retail business. This reputation has evolved as a result of consistent delivery of an outstanding shopping environment. Our Partners play a key role in creating and maintaining that environment. We take pride in our “Great People” and the way they present themselves to the communities we serve. As a result, we have adopted “Standards for Personal Appearance” which establishes consistency within all Store Operations in each Division. In keeping with our stand that “Each and every person counts” and our commitment to creating a better work environment for our Partners, we are pleased to communicate the expectations regarding Partner appearance. If a specific item is not noted below, the policy as outlined in the Partner Guide should be followed.

Overall guidelines for Partners and Store Leaders
It is difficult to identify every possible level of appropriate and inappropriate dress and appearance standards. Just as we want our Partners to feel comfortable in their work environment, HEB customers must feel comfortable shopping with us. We ask all Partners to maintain their dress and appearance standards in a manner that accomplishes both objectives. Any appearance standard, which a customer or manager considers to be vulgar, indecent, extreme, or distracting may require immediate resolution, including requiring the Partner to go home and change. Such time away from work is unpaid time and could result in progressive discipline if patterns of improper dress occur. UD’s/SD’s are expected to follow the standard, and not modify to meet their specific preference.

DRESS STANDARDS
Customers expect store Partners to be easy to identify in order to provide assistance or resolve questions. To meet this expectation, we have adopted the following standards as our dress code for all Partners

Shoes
Closed toe and closed heel shoes (including clean tennis shoes/sneakers) are allowed if they fit properly and are clean, in good repair, and worn appropriately (Mules and Crocs are not allowed). Food Prep areas require that Partners wear work shoes with non-slip, rubber soles.

Slacks/Shorts/Skirts
Non – Mgmt
Pants must fit appropriately, be clean with a finished hem, not torn or faded (even if purchase that way) and be in good repair. Partners have the option to wear blue, black or khaki colored denim (Docker style) pants. Carpenter and Cargo pants are not allowed. Skirts should measure no more than three inches above the knee and should not be at a length that can create a hazard. Due to the extreme weather in Texas, Carryouts, Overnight Stockers, Gas Station, Parking Lot Attendant, Texas Backyard and Receivers may wear shorts/capries at any time of the year. If a Partner chooses to wear shorts, the length should measure no more than three inches above the knee and must have a finished hem. The color for the shorts is the same as listed for pants

Mgmt
All management should follow the guidelines of Business Casual. Non –coverage managers (only) may wear denim based on business needs.

Shirts
Non – Mgmt
All Partners, with the exception of approved specialty departments will wear red H-E-B polo shirts (not
t-shirts) issued by the company. Company sponsored promotional shirts can only be worn during the time frame of the promotion. Overnight Stockers, Overnight Baker/Fryers, Carryouts, and Parking Lot Attendants may wear red HEB issued T-shirts any time of the year.

Mgmt
Non –coverage managers wearing denim must wear a blue/ red HEB button down shirt.

STANDARDS FOR PERSONAL

APPEARANCE Specialty

Departments
Partners working in specialty areas will wear their assigned shirts/blouse/jacket or smock. Pants/Skirts will be the same as it is for all other areas

Special Events / Holidays
During special store events/holidays, Partners may wear attire consistent with themes authorized by the store leaders or Division Team.

Hats
Only approved Company issued hats may be worn. Partners working in food preparation and food production areas will be required to wear hairnets - hats may be worn over hairnets but may not be worn in lieu of hairnets. Hats must be kept clean at all times.

Sweatshirts & Jackets
Only HEB issued Jackets and Sweatshirts are allowed to be worn while on company time.

PARTNER APPEARANCE
While the choice of clothing is important to ensure appropriate appearance, other personal choices influence customer perceptions. Management must consider this when deciding if specifics are distracting in nature to the customers in the area their specific store serves and not their specific preference. Therefore, we have also identified the following expectations for all our Partners:

Facial Hair
Neat, well-groomed mustaches and beards are permitted as long as it in line with our Retail Food Safety guidelines.

Fingernails
Fingernails should be clean, neat and be of a length that allows productive and safe work. Fingernails must follow our Retail Food Safety guidelines.

Hairstyles
Hair must be neat and professional. Hair may be at any length provided it does not interfere with the duties of the job. Extreme colors and/or styles may not be allowed if it is distracting.

Piercing
Ear and facial piercing are allowed in non food preparation areas as long as they are not extreme or distracting. Ear and facial piercing are not allowed in food preparation areas, due to food safety reasons. Tongue piercing are not allowed if they interfere with communications.
Jewelry
Jewelry will be permitted unless it is distracting, controversial, creates a safety hazard or it is not in compliance with our Retail Food Safety guidelines. Partners working in food preparation and or food production areas are not permitted to wear jewelry, except for a plain wedding band, for food safety reasons.

Tattoos
Tattoos are permitted provided they are not distracting, controversial, vulgar or indecent. The store leader may use discretion in requiring a Partner to wear long sleeves or pants.

Nametag
HEB Company nametags displaying correct number representing length of service should be worn at all times. Other tags, buttons, decorative pins, emblems, or patches either on the uniform or nametag are not permitted unless they are issued by H-E-B or are authorized by Divisional HR Leader.
Standards for Personal Appearance
Policy Acknowledgement

I have read and understood HEB’s Standards of Personal Appearance Policy. I understand that failure to follow the Policy will lead to disciplinary action, up to and including the separation of my employment.

(Rev 03/2008)