

THE OKEMO TEAM LOOK

The Okemo Team Look is tremendously important and encompasses both cleanliness and appearance. When it comes to appearance, there are certain standards which everyone must follow. All employees are expected to be groomed and dressed in a neat and clean manner appropriate to their job. Certain departments may have additional policies, or more restrictive policies for service, safety and/or health department reasons, but not less restrictive than stated in this policy. Here are some of the more important elements of the Okemo Team Look.

UNIFORMS - must be worn during working hours. Each department has a dress/uniform code which is extremely important for the overall look of the department. Requirements may vary by department or by the type of work performed. Employees must wear the uniform issued, and abide by the required dress code. Alterations to uniforms are allowed **only** if prior approval has been obtained from a supervisor and the alteration is only for the purpose of better fit.

Because of our environment, staff are expected to dress to compensate for changes in temperatures - whether cold or hot. Under no circumstances should an employee, during working hours, wear an item as part of their uniform that displays a logo of a competing establishment.

GROOMING - All employees are required to present themselves in a clean, well-groomed, professional manner. Personal cleanliness is of the utmost importance when making a favorable impression upon our guests. It is a vital part of providing exceptional guest service.

Hair - Hair should be neatly trimmed, clean and attractively styled -- extreme hair styles such as Mohawks or dreadlocks and unnatural colors are not permitted. Hair length should be styled in such a way that the face and eyes are visible at all times. Long hair must be kept back and out of the face at all times. For men, if hair extends below the collar line, it must be styled or restrained in an attractive manner. Hairstyles that may get caught in machinery must be secured to prevent injury.

Jewelry & Tattoos – Jewelry should be limited and an attractive addition to, not detraction from, the uniform. Jewelry must not interfere with job functions or safety. Earrings on the ears must be limited in number to two per ear and size as follows. For men, earrings should be limited to posts or small hoops no larger than ½ inch diameter. Ear gauges/plugs must be limited in size to 6.4 millimeters (2G, 1/4 inch) and must be appropriate in content and in keeping with a professional image. Small nose studs, not rings or hoops, are acceptable if limited in size to no larger than 1/16 inch diameter (1.6 millimeters) and are flush to the skin. No eyebrow, tongue, other facial or visible body piercings are permitted at work. Jewelry of any type may not be affixed to the uniform, except items issued by Okemo Mountain Resort or department head approved professional organizations affiliated with the ski or hospitality industry. In general, tattoos will not be visible to our guests.

Beards, Mustaches & Goatees - Must be clean, fully grown and neatly trimmed, otherwise employees should report to work with a clean shave. No new beards, goatees or mustaches may be started during the season.

Clothing - Damaged, torn, soiled or worn-out clothing is not acceptable. Clothing must be wrinkle free. Clothing should fit properly; over or under sized clothing is not appropriate. Blue jeans are not permitted in administrative or office areas. Suggested clothing in administrative/office areas where a specific uniform is not provided include dress slacks, polo shirts, button down shirts, blouses, skirts and dresses. Jeans, shorts, t-shirts, mini skirts and mini dresses are not acceptable. All pants, shorts and skirts should sit at the waistline and not below. Material should not be form fitting, i.e. Spandex, and must be hemmed. All employees must wear appropriate undergarments. Sleeveless t-shirts and tube tops are not allowed.

FOOTWEAR - Properly worn footwear with proper treads are required. No worn or dirty shoes are permitted. Shoes must conform to the department safety standards, above all other considerations. Certain safety requirements pertain to some positions. For employees required to ride a chair lift, snowmobile, ATV or walk on slopes to access work areas, proper footwear is needed for all conditions whether winter or summer.

PERSONAL HYGIENE – Good personal hygiene is important in the service industry. All employees are expected to pay close attention to daily personal hygiene; bathe, brush teeth, use deodorant, shave and keep hair clean. Perfume or cologne should be limited and used in moderation. Nail length should be kept moderate and not interfere with job functions. Fingernail polish must not be chipped. Makeup and cosmetics should be natural in appearance, not excessive and be an attractive addition to, not detraction from, the uniform or work clothing. Work clothing should be regularly laundered and wrinkle free.

Applicants with questions related to the Grooming Policy can be directed to the Human Resources Department.