



**Policy:** Appearance and Grooming

**Policy Number:** 216

**Category:** Compliance

**Effective Date:** January 1, 2000

**Applicability:** Global

**Review/Revision Date:** October 9, 2014

**Policy:**

This policy applies to all employees of FRHI Hotels & Resorts and its affiliates and subsidiaries (referred to herein as, collectively, “FRHI” and/or the “Company”) and to the employees of all hotels, resorts and properties owned, operated or managed by FRHI. The intent and provision of this policy is to apply to all employees worldwide unless where contrary to any collective agreement, local laws, rules and/or regulations.

The vision of FRHI Hotels & Resorts is to be “the world’s preferred hospitality company” recognized globally for distinctive style. Every employee plays a significant role in representing our company and contributing to that distinctive style. It is essential that all employees maintain a look that is both stylish and professional. To support FRHI Hotels & Resorts’ brand image of quality and luxury, every employee will adhere to the Appearance and Grooming guidelines and present themselves professionally at all times.

**Procedures:**

1. The appearance and grooming standards will apply to all employees of FRHI Hotels & Resorts and its affiliates and subsidiaries (referred to herein as, collectively, “FRHI” and/or the “Company”) and to all hotels, resorts and properties owned, operated or managed by FRHI. The intent and provision of this policy is to apply to the Company worldwide unless where contrary to any collective agreement, local laws, rules and/or regulations.
2. The appearance and grooming standards will be made available to prospective candidates for employment and will be shared with applicants before they reach the hiring manager interview stage.
3. The appearance and grooming standards will be reviewed with new employees in orientation and published in the Employee Handbook. Specific departmental appearance and grooming requirements will be reviewed during an employee’s departmental Orientation.
4. It is impossible for the appearance and grooming standards to cover every possibility of personal grooming or attire. Leaders are expected to judge the appropriateness of a employee’s appearance and grooming based on whether or not it would meet the expectations of guests visiting luxury hotels.
5. FRHI Hotels & Resorts will consider accommodating the medical, religious, or other protected classification requirements of an employee unless it results in undue hardship on the conduct of its business. Should an employee require an accommodation, he/she should immediately contact Human Resources. Any accommodations must be approved by the Director, Human Resources and be documented in an employee’s confidential file.

The following outline provides a guidance of what is considered acceptable and unacceptable and is not intended to cover all situations.

| NAME TAGS  |  |
|--|--|
| Acceptable   | Unacceptable   |
| <ul style="list-style-type: none"> <li>Approved Brand nametags will be worn by all employees while on duty for departments that require the use of nametags.</li> <li>Only management, supervisory, Sales, and Catering employees will have nametags inscribed with the first and last name. Titles will not be inscribed on nametags</li> <li>Worn on the upper left chest area, and on the uppermost layer of clothing</li> <li>In good repair and readable</li> </ul> | <ul style="list-style-type: none"> <li>Unauthorized pins, decorations, or stickers attached to the nametag</li> <li>Damaged or unreadable</li> </ul> |

## PERSONAL HYGIENE

### Acceptable

- Daily baths, showers, shaving, and the use of deodorant are essential
- Teeth should always be clean, and fresh breath is imperative
- Lotions, perfumes and aftershaves should be worn in moderation

### Unacceptable

- Strong aftershave lotion or colognes

## HAIR

### Acceptable

- Natural and conservative hair colour
- Clean and neatly styled, allowing for eye contact at all times
- Coloured or tinted hair appearing natural and well maintained.
- Conservative use of styling products
- If hair is tied back, accessories must be suited to a professional environment and coordinate with the style and color of the uniform or business attire.
- Wigs may be worn if the above conditions are met
- Facial hair which is of a conservative style and in keeping with a professional image and must be neatly trimmed or clean shaven
- Employees in food service areas must comply with health department regulations

### Unacceptable

- Extreme styles such as asymmetrical, bi-level and hair ornamentation
- Height above one's head that exceeds more than two inches
- Heads partially shaven, logos, geometric patterns, or designs in the hair
- Hair of any colour that cannot be naturally grown (i.e. pink, purple)

## JEWELLERY

### Acceptable

- Conservative and professional jewellery worn minimally and stylish, but not detracting from the uniform or business attire
- Only two earrings per ear that are moderate in size

### Unacceptable

- Ankle bracelets, visible body piercing and gauges (e.g. tongue, nose, eyebrow, etc.)
- Jewellery will not be allowed where it might cause a safety hazard, for example around mechanical equipment

## ACCESSORIES

### Acceptable

- Uniformed employees may only wear accessories issued as part of the uniform
- Sunglasses worn only when necessary, but must not be mirrored, silver-coated or opaque
- Hats must be worn if they are required for health and safety reasons, or if they are part of a prescribed uniform
- A maximum number of two pins may be worn with the uniform

### Unacceptable

- Items such as belts with designs, hats, headbands, and bandannas
- Sunglasses are not to be worn indoors, in dark areas or at night
- Combs, wallets, or the large objects should not be visible or carried in pockets
- Pins may not be harassing, discriminating, obscene, threatening or violent

## TATTOOS

### Acceptable

- Visible tattoos must be discreet, tasteful and in keeping with the image of the department and property
- Management reserves the right to ask for tattoos to be covered up during work periods

### Unacceptable

- Tattoos which are offensive to others and/or display offensive words or images
- Facial tattoos

## COSMETICS

| Acceptable  | Unacceptable  |
|---|---|
| <ul style="list-style-type: none"> <li>Perfumes or cologne must be worn in moderation</li> <li>Make-up that promotes a professional, well-groomed image, applied conservatively and complement normal skin tones</li> <li>Hands and nails clean at all times</li> <li>Nails should be neatly trimmed and should not extend more than 1/4 inch beyond the end of the finger</li> <li>Nail polish of a conservative and complimentary colour may be worn if well manicured and maintained and is in compliance with health and safety standards.</li> </ul> | <ul style="list-style-type: none"> <li>Nail jewelry</li> <li>Nails which are multi-coloured or with neon tips</li> <li>Extreme colours and/or excessive amounts of make-up</li> </ul> |

## BUSINESS ATTIRE - MEN

| Acceptable   | Unacceptable  |
|--|---|
| <ul style="list-style-type: none"> <li>Professional Business attire consisting of a suit or a blazer and slacks, shirt and tie is required for all men in management positions</li> <li>Neckties are required, in business-styled patterns</li> <li>Note: Management of resort hotels may adapt the business attire standards to meet their needs for professional appearance (e.g. classic ski sweaters may be part of the management attire at ski resorts, or Bermuda shorts may be part of management attire in Bermuda).</li> </ul> | <ul style="list-style-type: none"> <li>Denim, corduroy, khaki, flowing silk or other light fabrics, wide-knits, leather, suede or any other fabric suggesting casual sportswear or evening attire</li> <li>Neckties that feature "novelty" prints or attract undue attention to the wearer</li> </ul> |

## BUSINESS ATTIRE - WOMEN

| Acceptable  | Unacceptable  |
|---|---|
| <ul style="list-style-type: none"> <li>Professional business attire such as suits (skirt or pant), blazers, blouses, skirts, business dresses and dress pants are acceptable</li> <li>Management of resort hotels may adapt the business attire standards to meet their needs for professional appearance (e.g. classic ski sweaters may be part of the management attire at ski resorts.)</li> <li>Hosiery must be in good repair, of neutral colour and coordinated with the uniform or business attire</li> <li>If not wearing hosiery, legs must be clean shaven and presentable</li> </ul> | <ul style="list-style-type: none"> <li>Denim, corduroy, khaki, wide-knits, leather, suede or any other fabric suggesting casual sportswear or evening attire</li> <li>Extreme colours, patterned or textured hosiery, or hosiery trimmed with decorations are unacceptable</li> </ul> |

## SHOES

| Acceptable  | Unacceptable   |
|---|--|
| <ul style="list-style-type: none"> <li>Shoes must be leather or leather-like dress shoes with slip resistant soles, clean and in good repair at all times</li> <li>Open-toed shoes, sling-backs and fashion boots may be worn when appropriate to the season and environment</li> <li>Shoes provided as part of uniform must be worn</li> </ul> | <ul style="list-style-type: none"> <li>Socks which are not colour coordinated</li> <li>Heels which exceed 3 inches</li> <li>Mules, slip-ons and/or sandals (with the exception of approved clogs for kitchen employees)</li> </ul> |

## UNIFORMS

| Acceptable   | Unacceptable  |
|--|---|
| <ul style="list-style-type: none"> <li>Employees will wear uniforms that are clean, neatly pressed and in good repair</li> <li>Employees will keep the uniforms in the same condition as issued and the hotel will perform any needed alterations</li> </ul> | <ul style="list-style-type: none"> <li>Uniforms are not to be worn when not on duty and are not to be worn off hotel property unless on Company business</li> </ul> |

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**Relevant Resources:**

[Colleague Handbook Template \(FHR\)](#)

**Related Policies:**