



Appearance Standard for Retail Store Employees and Volunteers

Purpose: To outline the appearance standard within the Goodwill retail store

Standard: Goodwill's frontline team is a brand ambassador for the organization. The customers and donors visiting the stores are greeted and assisted by this team; as a result the team members are expected to present a neat & clean appearance.

Definitions: TL is a Team Lead **Item Needed:** GITA Issued Vest

Procedure: All team members are provided a blue Goodwill vest which is to be worn on-shift. The standard for the vest is that it is to be clean, free of stains or rips with the name tag provided and displayed correctly. No pins or buttons are to be worn on the vest outside of those provided by GITA. Team members should wear a solid color shirt under the vest. This may be a polo, button-down, or T-shirt (free of logos and writing). The only exception is a GITA issued or approved shirt. Inappropriate, revealing clothing is prohibited.

Jeans and khaki pants or skirts are to be worn. During warmer weather months, blue jean or khaki shorts that meet acceptable professional appearance guidelines may be worn. Acceptable professional appearance guidelines for shorts are that they are at least mid-thigh length and not tight-fitting. Pants, shorts, and skirts must be worn so the beltline is above the hips and extend to mid-thigh (as defined as halfway between the crotch and knee) or below. No clothing that is excessively baggy, sagging, or excessively tight is permitted. Neat, clean, closed toed shoes are required year round. All clothing should meet Goodwill's merchandise quality standard such as no rips, tears, stains, holes, faded, or worn.

With this in mind there are specifics that Goodwill requires:

- 1) No facial piercings and no ear piercings of more than (1) per ear.
- 2) Tattoos on arms or legs if shorts are worn are to be covered up and any exposed tattoo on exposed skin should meet the criteria above.
- 3) Hair should be styled/combed before commencing duty.
- 4) No hats are allow on the store floor.
- 5) Clean closed shoes are to be worn. No heels are allowed.
- 6) Nails must be clean & cut as most of the time an individual will be handling merchandise.

Team members should keep in mind they work or volunteer in an active environment requiring active movement. The senior key holder on duty has the responsibility to ensure the team meets this standard. Any member of the retail team may not be allow to work or volunteer if this standard is not followed.

Accountability Check:

All employees and volunteers are brand ambassadors for GITA. TLs are responsible for ensuring their team members adhere to the appearance standard. As such, they may send a team member home who does not adhere to the standard.