



## **Dress Code and Presentation Standards July 2023**

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### **POLICY STATEMENT:**

Helen & Joey Estate and Re'em Yarra Valley strive to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires team members to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.

Helen & Joey Estate and Re'em Yarra Valley always wishes to present to customers, suppliers and the community in a neat, tidy, and professional manner. First impressions can be lasting and are an important part of our success as a business.

Helen & Joey Estate and Re'em Yarra Valley have determined these guidelines for workplace-appropriate attire, and these will be enforced.

Helen & Joey Estate and Re'em Yarra Valley emphasises that the appearance of all team members while working for Helen & Joey Estate and Re'em Yarra Valley is a direct reflection of the business therefore, all team members should present in line with this policy and look professional and presentable at all times. Individual behaviour should be professional and appropriate when representing the business.

Team members are expected to fully adhere to the uniform and dress standards documented in this policy.

### **PROCEDURES:**

#### **1. Guidelines**

- a. All team members are expected to adopt high standards in regard to personal hygiene and personal presentation on a daily basis. This includes but is not limited to, showering daily, wearing deodorant, styling hair and facial hair appropriately along with general professional grooming standards.
- b. All team members where required (ie: restaurant and hotel) to wear a clean and ironed Helen & Joey Estate and Re'em Yarra Valley uniform or smart casual business attire, suitable for the environment. Shoes are to be polished; shirts free from creases are to be tucked in to avoid a 'scruffy' appearance.



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- c. Body piercings, tattoos, and jewelry should be discreet. It is the preference of Helen & Joey Estate and Re'em Yarra Valley that visible body piercings, except for earrings are not worn at work. It is expected that where possible tattoos are kept covered when visiting clients or suppliers or in face-to-face dealings with customers, to ensure a professional brand image is protected.
- d. Team members must take care of all uniform items provided and must keep all items clean and neat.
- e. Team members must ensure uniforms are properly cared for including regular laundering, replacing buttons, removing pilling, and mending as needed. All uniform items must be returned upon employment termination.
- f. All team members must adhere to the Smoking Policy – refer to Smoking Policy.
- g. Helen & Joey Estate and Re'em Yarra Valley emphasises that the appearance of all team members is a direct reflection of the business, and as such, all team members engaging in visits to suppliers or clients, or meeting with customers face to face should be dressed neatly and professionally and their behaviour should be appropriate in representing the business.

### 2. Special Circumstances

- a. Certain team members may be required to meet special dress, grooming, and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job. Uniforms and protective clothing may be required for certain positions and will be provided to team members by Helen & Joey Estate and Re'em Yarra Valley or the appropriate allowance will be provided if required.
- b. At the discretion of the Direct Managers, in special circumstances, such as during unusually hot or cold weather or during special occasions, team members may be permitted to dress in a more casual fashion than is normally required. On these occasions, team members are still expected to present a neat appearance and are not permitted to wear ripped, frayed or disheveled clothing or athletic wear. Likewise, tight, revealing, or otherwise workplace-inappropriate dress is not permitted.



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### 3. Appropriate Workplace Wear

When choosing workplace clothing a team member must use the following guidelines:

#### Appropriate

- Jeans (dressy) Cellar Door only
- Polo collar knit or golf shirts -dressy Cellar Door only
- Short-sleeved blouses or shirts
- Company-provided uniform items
- Pants including chinos/cargos
- Cardigans or jackets
- Supplied uniform components

#### Inappropriate

- Shorts, low-rise or hip-hugger pants or jeans
- Shirts with writing (other than company logo)
- Sleeveless blouses or shirts
- T-shirts or sweatshirts
- Jeans
- Sweatpants, leggings, exercise wear
- Boating or deck shoes, moccasins
- Crop tops, midriff tops
- Beachwear
- Athletic shoes, tennis shoes, Croc-like sandals
- Thongs

Helen & Joey Estate and Re'em Yarra Valley welcome their team members to incorporate their individual styles while complying with the guidelines provided. To ensure your dress is appropriate, ask yourself these questions:

- Will what I wear adhere to the image Helen & Joey Estate and Re'em Yarra Valley are aspiring to represent?
- Will what I wear observe the culture of Helen & Joey Estate and Re'em Yarra Valley?
- Will what I wear match the environment I will be working in? (office, site, client facing, back of house)
- Will what I wear to complement the standard of professionalism Helen & Joey Estate and Re'em Yarra Valley portrays?

### 4. Reasonable accommodation of religious beliefs

- a. Helen & Joey Estate and Re'em Yarra Valley recognises the importance of individually held religious beliefs to persons within its workforce. Helen & Joey Estate and Re'em Yarra Valley will reasonably accommodate a team member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship for the business or other team members.



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Accommodation of religious beliefs in terms of attire may be difficult considering safety issues for team members. Those requesting workplace attire accommodation based on religious beliefs should speak with their Direct Manager in the first instance.

#### **5. Addressing business wear and hygiene problems**

- a. Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a team member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire, or properly groom, and return to work.
- b. If a team member's poor hygiene or presentation is an issue, the relevant manager will discuss the problem with the team member in private and will point out the specific areas to be corrected.