

## **Appropriate Dress and Appearance at Work**

On January 20, 2009 it became mandatory for all PPO Shop and Custodial Workers to wear uniform shirts and jackets with no exceptions. Although we are happy with the improvements in our department's image and reputation in the area of Customer Service and Satisfaction, the below guidelines remain an important part of PPO's policy on appropriate dress and appearance at work:

- Our personal appearance and hygiene exemplifies a matter of pride in our work and ourselves.
- Everyone should actively assess his or her own appearance and personal hygiene.
- The University expects employees to wear and maintain clean, undamaged, work-appropriate clothing in the workplace.
- Good hygiene and personal appearance creates a good image of our department with our customers.
- Good hygiene also helps to alleviate many health problems.

Any questions you have concerning appropriate dress and appearance please see your immediate Supervisor for clarification.

## **Use of Personal Cell Phones and Electronic Devices**

The use of personal Cell Phones, and other such devices distracts us from our functions. Customers will not believe that we are attentive to their needs if our music blocks out their requests, or we take a personal call in the middle of a business conversation.

## **Smoking**

- Smoking in the workplace is prohibited in any University building, including the shops.
- Employees who act counter to this (or any other) University directive subject themselves to possible disciplinary action. Please follow the rules.

## **Identification Badges**

Reports and recommendations from Public Safety suggest that employees wear identification. They recognize that security increases when the community is more aware of the people around them and notice the unusual or unexpected. CARES and other Customer Services initiatives tell us that the communication with customers is facilitated when the customers can identify us and ask for help.

With these issues in mind, effective July 31, 2006, it became required that all PPO staff members wear their ID cards in an obvious, visible way during working hours.