

Apparel and Appearance Policy

POLICY

To ensure the Hendrick image is one of consistency, quality, and professionalism, it is important for each TeamMate to dress in a professional and consistent manner and to remember that their appearance is the first impression they make on a customer. As such, all Hendrick TeamMates are required to wear Hendrick branded apparel that is part of the current Hendrick Collection. Prior catalog items may be worn if the pieces are the same colors as the current collection, and additional clothing pieces provided by the Company may only be worn with General Manager approval.

Department managers will ensure that all TeamMates are provided, wear and maintain apparel that is compliant with Hendrick Brand Standards located at www.hendrickbrandsupport.com.

Apparel Guidelines

*Note: The following apparel guidelines apply to **all** Hendrick Automotive Group TeamMates. However, TeamMates that participate in rental uniform programs (e.g., Technicians, Parts, etc.) may fall under other guidelines.*

1. Definitions

- a. **Apparel Item** – An “item” is a single item of apparel (e.g., shirt/blouse).
- b. **Branded Apparel** – Hendrick Collection apparel designed, approved by the Hendrick Brand Standards Apparel Committee and available for ordering through your Okta-Hendrick Collection App. The Hendrick Collection Look-Book can be viewed on Hendrick Connect.
- c. **Special Event Apparel** – On occasion, apparel may be provided to TeamMates for a special event or recognition program. This apparel may only be worn by TeamMates with approval from General Manager. Market Area Vice Presidents must approve all Special Event Apparel in advance of ordering. Additionally, General Managers may designate days where Branded Apparel is not required to be worn. The General Manager will provide apparel expectations for those days that must be adhered to.
- d. **Core Apparel Pieces** – Dealership management may identify certain apparel items that every employee is required to have. These are called Core Apparel Pieces. Dealership management may limit the types of items that are available for wear to ensure a consistent appearance. Please contact your Apparel Coordinator with any questions regarding your specific location.
- e. **Full-time** – For the purpose of this policy, a TeamMate who regularly works 30 or more hours per week is considered full-time.
- f. **Part-time** – For the purpose of this policy, a TeamMate who regularly works less than 30 hours per week is considered part-time.

2. Apparel Allocation – TeamMates will be provided with a core set of apparel items. Allocations are based on employment status (i.e., full-time versus part-time).

- a. **Full-time Dealership TeamMates** – Any TeamMate who regularly works at least 30 hours a week, or more, is required to purchase a minimum of five (5) core apparel items per season (i.e., five (5) per spring/summer and five (5)

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- per fall/winter). Department Managers can provide TeamMates with additional apparel items at their discretion.
- b. Part-time Dealership TeamMates – Any TeamMate who regularly works less than 30 hours per week is required to purchase a minimum of three (3) apparel items per season (i.e., three (3) per spring/summer and three (3) per fall/winter), but no less than one (1) apparel item for each day the TeamMate is regularly scheduled to work. For example, a TeamMate who regularly works four (4) days each week should purchase four (4) apparel items.
 - c. Full-time Corporate and Consolidated Accounting TeamMates – Any TeamMate who regularly works at least 30 hours a week, or more, is required to purchase a minimum of three (3) core apparel items per season (i.e., three (3) per spring/summer and three (3) per fall/winter). Department Managers can provide TeamMates with additional apparel items at their discretion.
 - d. Part-time Corporate and Consolidated Accounting TeamMates – Any TeamMate who regularly works less than 30 hours per week is required to purchase a minimum of two (2) apparel items per season (i.e., two (2) per spring/summer and two (2) per fall/winter), but no less than one (1) apparel item for each day the TeamMate is regularly scheduled to work. For example, a TeamMate who regularly works four (4) days each week should purchase four (4) apparel items.
 - e. TeamMates who are on approved leave of absence are not required to purchase seasonal apparel if it overlaps with an ordering period and will not be asked to make up the exemption.
 - f. Recently hired TeamMates – TeamMates who are hired within 60 days of a regular seasonal ordering period, and who have purchased at least the minimum number of required apparel items at the time of hire, will not be required to purchase additional apparel items until the following seasonal ordering period.
3. Apparel Cost Sharing
- a. Except where prohibited by state law (CA), dealership management may require TeamMates to share in the cost of the apparel items provided by charging an apparel fee for required core items, which will be recovered through payroll deduction. TeamMates should not be asked to contribute more than 50% of the cost of any required core item.
 - b. Upon hire, Dealerships will pay for five (5) core pieces from the current collection for a full-time TeamMate, and three (3) core pieces from the current collection for a part-time TeamMate.
 - c. Payroll deducted, the total amount of items ordered beyond the TeamMates' allocation may be paid through payroll deduction either four (4) bi-weekly pay periods or one (1) payroll deduction. No payroll deduction will be less than \$15/deduction.
 - d. TeamMates can purchase additional apparel items outside of required new hire and seasonal ordering if they choose. Costs for purchases outside of the

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- new hire or seasonal ordering period will be charged to the TeamMate by accounting and must be paid for in full by payroll deduction.
- e. Applicable for CA TeamMates only: any items ordered, not part of the required core items (during spring and fall ordering), must be paid for by check or cash in one (1) lump sum installment.
 - f. Upon termination, any remaining balances will be deducted from final payroll check but will not take below the applicable minimum wage for the pay period.
4. Out of Stock Items – If an item is out of stock, a team member must choose a different item. If there are no other core options available, contact your Apparel Coordinator for further instruction.
 5. Apparel Returns – Items returned due to manufacturer’s defects can be returned at no cost for a replacement up to 60 days from the date of the order. However, items returned due to incorrect size or color will incur a restocking fee and shipping costs. Please note, all returns (except when special circumstances arise), will be billed a freight and restocking fee.
 6. Specialty Apparel Items – From time to time, dealerships may wish to acquire apparel items for special events, give aways, etc. Whenever possible, the dealership should use our primary apparel vendor to source these items. Please email Morgan.Buhrow@HendrickAuto.com with any requests.

Guidelines for Wearing Branded Apparel

1. All TeamMates at every Hendrick location are required to wear branded apparel each day while working, and the following guidelines must be followed:
 - a. TeamMate Pants and Skirts – Must be black in color, professional, and dress or business casual in nature. Business casual should entail no clothing items that are too tightly fitted, short or inappropriately revealing. Yoga pants and denim pants of any color are not permitted.
 - b. Shorts – Must be black in color, professional and business casual in nature (as defined above). Shorts may only be worn by positions approved by General Manager at each dealership.
 - c. Shirts – All branded apparel shirts that are designed to be tucked in should be tucked in. If wearing a belt, it must be black in color. All Dealership-issued uniform tops must be tucked in, unless specifically designed to be worn untucked. Shirts should not be too tightly fitted or inappropriately revealing. Exceptions must be approved by the General Manager.
 - d. Hats - Only hats and sun visors issued by Hendrick may be worn. General Manager must approve hats to be worn inside the Dealership.
 - e. Outerwear – While working, all outerwear should be Hendrick branded, or black in color. Exceptions must be approved by the General Manager.

Shoes – Must be black, professional, and business casual in nature. Sandals and flip flops are not permitted in any role. Shoes should be well maintained, conservative, and polished (if applicable). Extreme styles are not permitted. Any TeamMate in a position where they are required to wear shoes that ensure OSHA safety rules are adhered to are required to do so. TeamMates in these

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roles are encouraged to participate in the **Shoes for Crews** program in which they are provided with a set dollar amount towards OSHA compliant shoes.

- f. All apparel items must be clean, well-maintained and in good condition (i.e. – not worn, torn, or faded).
2. Name badges are part of the Hendrick apparel standard and all TeamMates are required to wear an appropriate name badge. Dealerships can select one of two name badge styles as identified in the Hendrick Brand Standards and should be consistent within the dealership. Except for TeamMates in the rental uniform program, name badges should not be embroidered onto apparel. All TeamMates must wear a name badge located on the right chest aligned with the Hendrick Automotive Group logo on the left chest. Worn badges should be replaced. All name badges should include the TeamMate's MBS grid and additional information should be listed in the following order:
 - a. Dealership name or dealership logo
 - b. TeamMate's name
 - c. TeamMate's hometown or years of service (optional)
3. Contractors, vendors, temporary staff, etc. – With the exception of special situations approved by management; non-TeamMates should not be provided nor wear Hendrick branded apparel.
4. Accommodation of Special Requests - TeamMates who request exceptions to appearance guidelines for legitimate medical reasons or sincerely held religious beliefs should be accommodated unless such accommodation would cause undue hardship to the dealership. All accommodation requests must be reviewed by the Regional HR Manager and approved by General Manager.

Appearance Guidelines

1. TeamMates are permitted to accessorize their apparel in a professional and conservative manner.
2. Hairstyling – Hairstyles must be professional, clean, and appropriately groomed, with no extremes in color or style.
3. Facial Hair - Facial hair is permitted but must be neatly trimmed and not present a bushy or unkept appearance. Facial hair may not prohibit the use of required personal protective equipment in any role.
4. Tattoos and Body Art – General Managers and MAVPs will determine if visible tattoos and body art are allowed for a particular position. It is permissible for visible tattoos and body art to only be allowed for specific Dealership positions. Any visible tattoos and body art that would be considered obscene, vulgar, or offensive in nature must be covered whenever the team member is in the workplace.
5. Jewelry – Jewelry should be professional and conservative.
 - a. Facial jewelry, such as eyebrow rings, nose rings/studs, lip rings, and tongue studs may not be worn during business hours. Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing also may not be worn during business hours. The use of bandages or other coverings

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- to conceal jewelry that should not be worn at work is not permitted.
- b. Jewelry may not prohibit the use of required personal protective equipment in any role and should not be worn if it presents a safety hazard in any role.
 - c. Earrings should be professional and conservative in style and color.
6. Personal Hygiene – Due to the close contact with customers and coworkers, the use of an antiperspirant or deodorant is required. The use of strong, heavy scents and fragrances is not permitted. If you choose to wear a scent or fragrance product, please be considerate of others and select a light, mild scent.

In general, any questions related to accommodation for disability or religious needs should be directed to the dealership's General Manager or Regional Human Resources Manager.

TeamMates who refuse to conform to the dealership's appearance guidelines should be counseled and, if necessary, subjected to disciplinary action up to and including discharge for failing to adhere to the Apparel and Appearance Policy.