

EMPLOYEE APPEARANCE GUIDELINES

Version_12117

PERSONAL APPEARANCE:

- No site-level employee may stand out from other employees in regards to uniforms and/or appearance.
**All RM's, RDM's, and DM's adhere to a separate uniform standard.*
- Nothing may be worn bodily that will draw attention to and/or take away from the standards and uniformity of Mister Car Wash.
- Nothing can be worn bodily that may be harmful or damaging to any vehicle.
- Nothing can be worn bodily that is offensive or derogatory to any other employee and/or people / group.

PERSONAL HYGIENE

At Mister Car Wash, we represent CLEAN, so it is important that we all work to present and maintain this image. Mister Car Wash employees are in close contact with guests and fellow team members while at work and are expected to practice good hygiene. Please follow all reasonable personal grooming standards which include but are not limited to:

- Showering daily.
- Brushing teeth daily.
- Using deodorant or antiperspirant regularly.
- Cologne, after shave, or perfume is acceptable if applied lightly.
- Excessive or highly fragrant grooming products cannot be worn, as the smell can affect the finished product of a clean car.
- While on the clock, employees should not use or consume any substance that has strong odors and/or negatively impacts the customer experience (i.e. cigarettes, chewing tobacco, vapor cigarettes, garlic, onions, etc.)
- Consuming or using anything with a strong odor during scheduled breaks is allowed; all odors must be removed prior to returning to work.

UNIFORM:

All employees are required to wear the appropriate uniform while performing their jobs. The standard uniform requirement for Mister Car Wash is:

- Solid black non-denim slacks or pants with belt loops must be worn. (Elastic or spandex pants are not permitted)
- A company-issued solid black non-scratch belt.
- A company-issued uniform shirt (all shirts must be tucked in).
- Shorts may be worn depending on the season. MCW makes approved shorts available for purchase. Other non-MCW shorts must be black, no longer than the knee, and no shorter than a 5" inseam. "Capri" style pants are not permitted.
- Company-issued sweater or jackets must be worn with pants; shorts are not allowed.
- In cold weather, company shirts may be worn over **black or white** long sleeve compression undergarments.
- Any jackets worn must be company-issued.
- Employees may wear company-issued hats only. A company-issued stocking cap/beanie can only be worn with pants and a company-issued sweater or jacket.

ALLOWED:



Male black chino



Female black chino



All black, lace up,
structured shoe



All black, lace up,
structured shoe



CCR approved shoe
(indoor only)



Production/Driver shirt



CSA/CCR polo



Approved company-
issued belt

SAFETY ATTIRE:

The following safety precautions are in place to ensure a safe working environment for all employees and MCW guests:

- Solid black, closed toed, structured shoes must be worn (can be laced or Velcro closing).
- No canvas/cotton slip-on shoes are permitted (i.e. Tom's® or Vans®)
- All visible socks must be no higher than the mid-calf and must be solid black (no logos, patterns, etc.) Non-visible socks may be white.
- Open-toed shoes are not permitted to be worn.
- MCW does not require slip-resistant soles, but we strongly encourage you to wear them.
- Slip-resistant shoes are mandatory for all Lube employees.
- Chains, keys, lanyards, large buckles, cell phones, pagers, and any electronic devices on the outside of your clothing are not permitted.
- Safety glasses are required to be worn by any employee using equipment with compressed air or water. All other employees are encouraged to wear safety glasses for their own safety.
- Pants must be worn at the employee's natural waist line. Pant legs should not drag on the ground.
- No ripped or torn pants are allowed.

NOT ALLOWED:



Spandex/elastic pants



Torn/ripped pants



Not all black shoe



Canvas slip-on shoe



Not all black shoe

OP-182 (12/17)



No "Capri" style pants



Length of pant too long/Too baggy



Logo/pattern sock

JEWELRY

- Mister Car wash prefers for no jewelry to be worn.
- For the safety of all employees, no bracelets are permitted to be worn.
- Watches and fitness devices must be made of rubber. Only one watch/device is allowed to be worn.
- Necklaces must be tucked in underneath your shirt (lanyards are not permitted).
- Employees may have only two ear piercings per ear. Dangling or hoop earrings are not permitted.
- One stud nostril piercing is permitted. No other facial or tongue piercings are permitted.
- Gauged ears are permitted, given the gauge is smaller than one inch in diameter and worn with a solid white, black, or natural skin color plug.
- Rings are not permitted with the exception of one wedding band/ring set.

ALLOWED: _____



Acceptable nose piercing



All-rubber fitness device



Acceptable ear piercing/ear rings

NOT ALLOWED: _____



Un-acceptable piercing



Un-acceptable piercing



Un-acceptable piercing

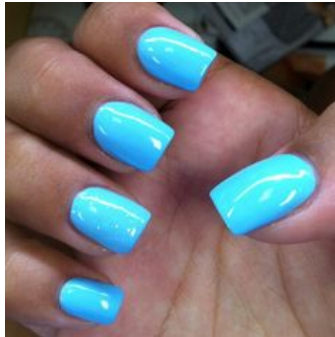
NAILS/HANDS:

- Fingernails must be clean and well maintained.
- Fingernails must not exceed a quarter of an inch beyond the fingertip.
- Unnatural shapes or ornamentation of the fingernails are not permitted.

ALLOWED:



Acceptable nail pattern/shape/length



Acceptable nail color/shape



Design does not impede ability to work

NOT ALLOWED:



Unnatural nail shape/ornamentation



Unnatural nail shape/too long



Inappropriate ornamentation

TATTOOS:

- Tattoos are permitted so long as they don't contain obscene, profane, racist, sexual, or otherwise inflammatory words or imagery.
- Any non-compliant tattoos must be covered with clothing compliant with the dress code or concealing makeup.
- Tattoos are not allowed to be visible from the shirt/polo collar up.

HAIR:

- Hair must be clean, neat, and if colored, must be in a natural hair tone.
 - No green, purple, blue, pink, red, yellow, etc.
- A neat, natural haircut and hairstyle is important. Extreme styles such as shaving or sculpting a design in the hair or allowing hair to fall into your eyes are not permitted.
- Wearing artificial hair is acceptable as long as it appears natural.
- Hair that would otherwise touch the shirt collar must be pulled back and secured.
- **Certain job functions may require hair to be secured entirely up and out of the face.*
- Conservative braided hairstyles without beads or ornamentation are also permitted.
- Sideburns must be neatly trimmed and no longer than the middle of the ear.

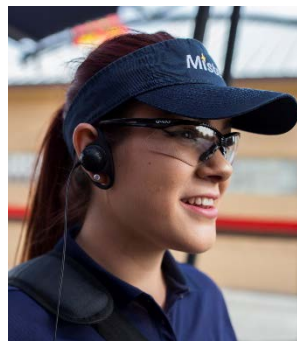
ALLOWED:



Natural hair color/neatly groomed



Neatly styled/out of face



Visor/Hat



Secured out of face

NOT ALLOWED:



Not secured out of face/unnatural tone



Not styled/ not secured out of face



Shaving/sculpting design in hair



Touches shirt collar/not secured out of face

FACIAL HAIR:

Mister Car Wash does not permit any facial hair other than a neatly trimmed mustache, not extending below the upper lip or the corners of the mouth. Otherwise, all employees are expected to be clean shaven daily. Any exceptions or requests for accommodations must be coordinated through Human Resources and Regional Management.

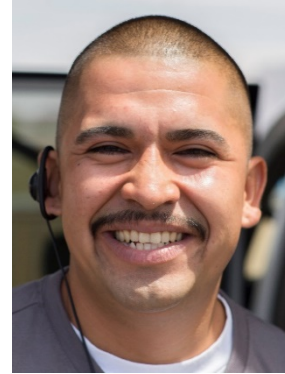
ALLOWED:



Clean Shaven



Clean Shaven



Appropriate
length/style
mustache

IN CLOSING

You are expected to follow these standards during the workday. If you come to work inappropriately dressed or with an unacceptable appearance, you may not be permitted to start your shift. Failure to adhere to these appearance guidelines may result in corrective action up to & including separation from employment.

Should you have any questions regarding the standards laid out in this book, please talk to your General Manager, or contact Human Resources at 1-844-529-7392.