



Personal Appearance Guidelines

Purpose

UPS's personal appearance standards have always been important to our image and brand management. But it's also important that our appearance policy and guidelines meet diverse customer, employee and applicant expectations around the globe.

Policy

1. Introduction

"We Expect Our People to Be Professional in Appearance. A professional appearance greatly impacts the way our customers view us and how our employees interact on the job. We require all employees – those who wear UPS-issued uniforms or those who wear their own personal clothing – to maintain a professional appearance that is appropriate for their work environment."

UPS Policy Book

2. Policy Guidelines

Applicability and Scope:

- UPS Personal Appearance Guidelines apply to all employees (including external partners).
- There are General Guidelines that must be adhered to by every employee.
- Certain employees 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. All employees will fall in one of two categories:

Non-customer facing – employees who work in office, virtual office or operational settings where their job responsibilities DO NOT require visual interaction with external customers. Such positions include:

- Inside operations non-management (union and non-union)
- Inside Sales
- Call Center employees
- Non-Sales management and specialist positions NOT interacting with external customers in person, virtual meetings or video conferencing

Customer facing – employees who work in office, virtual office or operational settings and their job responsibilities require visual interaction with external customers. Such positions include:

- All positions that require employees to wear uniforms (see related file "UPS Uniform and Personal Appearance Policy") such as:
 - Drivers
 - Customer Counter Clerks or Associates
 - Part- and full-time inside operations employees who may also deliver packages
- Personal Vehicle Drivers
- Sales management and specialists

- Non-Sales management and specialist positions interacting with external customers in person, virtual meetings or video conferencing

General Appearance Guidelines

- The Company expects employees to maintain a neat, clean and businesslike appearance appropriate for the workplace setting and for the work being performed.
- Employees are required to maintain good hygiene.
- Employees are expected to present themselves in a professional manner that results in a favorable impression by internal and external customers.
- All clothing, including protective gear, a UPS-issued uniform or personal clothing, should be in good condition, clean and neat in appearance. Clothing should not be worn that is ripped, torn, frayed, stained or disheveled.
- Athletic wear such as T-shirts, sweat pants, shorts, pull-over hoodies and sweatshirts may be appropriate for non-customer facing inside operations positions. However, this attire is not appropriate for management or specialists in operations or any other position at UPS.
- Tight, revealing or otherwise workplace-inappropriate attire is not permitted.
- Business casual attire is appropriate for management and specialists. Denim is acceptable.
- Dress shorts that are clean and free of tears, rips, frays or stains, may be worn by part-time supervisors in operational warehouses. The length of shorts must be down to minimally the middle of the thigh and preferably 3" above the knee. Athletic shorts are not appropriate.
- Employees should wear footwear appropriate for their work environment. Professionalism, comfort and safety should be taken into consideration. Regardless of the work environment, shoes must be sturdy, slip resistant, clean or polished and in good condition. For safety reasons, open toe shoes should not be worn in operational warehouses and flip flops are not an acceptable form of footwear for any UPS work location.
- The length of hair must not create a safety concern. Hair may be worn up, in a style such as a twist or a knot.
- Colored hair should resemble natural tones and maintain a businesslike appearance.
- Neatly groomed facial hair is acceptable, should be worn in a businesslike manner and not create a safety concern.
- Tattoos can be displayed except on your head, neck, face, or hands. You are free to display personal body art/tattoos, except for words or images that violate Professional Conduct and Anti-Harassment Policy, and tattoos on your head, neck, face, or hands.
- Body and facial piercings must be businesslike in appearance (limited to ear and small facial piercings). The type of piercings worn must not create a safety concern.
- Some work locations may require employees to display their identification badge at all times while at work for safety and/or compliance reasons. Refer to your direct management team for direction to determine if this is required in your work location.
- All visible clothing, piercings and grooming must be in compliance with UPS's Professional Conduct and Anti-Harassment Policy.
- Employees working remotely (permanently, temporarily or on an ad-hoc basis) are expected to adhere to these guidelines whether they are in a customer/stakeholder-facing position or not.

- Employees attending virtual meetings and calls must ensure their visible backgrounds are in compliance with UPS's Professional Conduct and Anti-Harassment Policy.

UPS does not discriminate against applicants or employees on the basis of religion, and we work hard to accommodate applicants or employees whose religious beliefs or practices conflict with a work rule or requirement. An applicant or employee may request an exception or change to, or an accommodation of, the UPS Uniform and Personal Appearance Guidelines because of a sincerely-held religious belief or practice. In addition, an applicant or employee may request an exception or change to, or an accommodation of, the UPS Uniform and Personal Appearance Guidelines because of a qualified disability. For more information on the accommodation process, visit UPSers.com.

Responsibilities:

- Employees are responsible for understanding and adhering to the Personal Appearance Guidelines.
- Employees should consult with their direct management if they have questions to ensure accurate understanding and compliance with requirements.
- Management should validate that all new-hires or newly transferred employees understand the Personal Appearance Guidelines. Management should reinforce the employee's responsibility to comply during periodic evaluation periods.
- Management should regularly communicate the Personal Appearance Guidelines to all employees and immediately address any exceptions in their work areas.
- Management should inform employees of UPS's accommodation processes, for medical-related conditions or sincerely-held religious beliefs or practices, when addressing exceptions in their work areas.
- Hiring managers and recruiters should not review UPS's Personal Appearance Guidelines with potential recruits and or applicants (external or internal) completing the interviewing process until after a conditional job offer has been made.
- Employees and applicants (after a conditional job offer has been made) who may have a conflict complying with UPS's Personal Appearance Guidelines, due to a medical condition or a sincerely-held religious belief or practice, must complete an accommodation request and receive approval for any variations to the policy.

3. Policy Violations and Raising Concerns

Violations of the policy can include, but are not limited to, inappropriate workplace clothing, messages visible on clothing, piercings and grooming, and body odor offensive to others. If an employee comes to work non-compliant with UPS's Personal Appearance Policy, he or she will be required to go home, change into conforming attire and/or be properly groomed prior to returning to work.

When management identifies an employee is non-compliant with the policy, the supervisor should discuss and educate the employee on the specific corrective action they need to take in order to resolve the exception. If the problem persists, supervisors should follow the normal corrective action process.

Violations of this policy may lead to disciplinary action (up to, and including, termination of employment). While UPS retains discretion as to how to respond to any violation of this policy, any disciplinary process will be undertaken in accordance with all Collective Bargaining Agreements and/or applicable local laws and other legal requirements.

If you have a concern about any issue that you believe (or suspect) may violate any law, UPS policy, or our legal and ethical responsibilities, you have a right to speak up and we want you to speak up. Please see our Open-Door Policy or contact the UPS Ethics Line. The UPS Ethics Line can be accessed at www.UPSEthicshotline.com.

Definitions

In this policy, **"UPS"** mean United Parcel Service, Inc., UPS Supply Chain Solutions, Inc. and their subsidiaries and affiliates.

The words **"includes"** or **"including"** are not meant to imply that the list of examples given is exhaustive.

"Personal appearance" means the outward appearance of any person, irrespective of sex, with regard to bodily condition or characteristics, manner or style of dress, personal grooming, including, but not limited to, hair style and facial hair.

"Natural tones" means hair colors that occur in nature, e.g. brown, blonde, black, etc.

"Athletic wear" means attire worn for sport or casual wear.

"Hair" refers to the hair growing on a person's head.

"Facial hair" refers to hair growth on the chin, cheeks or upper lip.

"Business casual" denotes a style of clothing that is less formal than traditional business wear, but is still intended to give a professional and business-like impression.

The word **"employee"** refers to a person hired and receives wages or salary from UPS.

An **"applicant"** is a person who makes a formal application for a job with UPS.

"External Partner" includes third-party vendors, including but not limited to, Agent companies acting on behalf of the company, Business Process Owners that provide outsourced work for UPS.

"Tattoo" is a mark, figure, design or word intentionally fixed or placed on the skin.

"Piercing" is a small hole in a part of the body, typically made to insert a ring, stud, or other piece of jewelry.

"Hiring manager" refers to the person from a department or function primarily involved in the selection process of applicants.

"Conditional job offer" refers to an offer of employment contingent upon the completion of all hiring conditions or requirements (e.g., waiting for background check results).

