



## COOPER APPEARANCE POLICY

In accordance with Cooper standards and values, we believe a professional appearance and image are important to our guest experience and reflect positively on our organization. While we encourage and support a casual atmosphere, we need for everyone to comply with the guidelines below in order to maintain this very important core concept.

Please note: The following are minimum general guidelines and certain departments will have additional requirements, which must be no less restrictive, based on business, health or safety reasons. Please contact your department management for further clarification and details.

### GENERAL

All employees must maintain a clean, well dressed, and neatly groomed appearance at all times while on duty. As there are many variations in personal appearance, the final decision on what does and does not constitute an appropriate appearance rests in all cases with management.

#### Tattoos

- Non-offensive visible tattoos, in moderation, are permitted.
- Offensive visible tattoos, and tattoos on the neck and/or face are not permitted.
- Management has the discretion to require certain tattoos that are deemed to be offensive or otherwise inappropriate or excessive, including in terms of body coverage, be covered while employee is on duty. For example, if an employee has a tattoo that is visible over a large area of the arm, a long sleeve shirt would be required.

#### Hair

- A neat, well-groomed hairstyle is required.
- Excessive or fad hair styles (e.g., exotic hair coloring, or partially shaven head, Mohawks, large spikes, etc.) will not be permitted.
- Dreadlocks are not permitted.
- Hair below shoulder length must be tied back for safety reasons.
- Hair of an otherwise unacceptable style may not be hidden underneath a hat to avoid this policy.

#### Jewelry

- Jewelry of an excessive or fad nature may not be worn.
- With the exception of no more than three (non-dangling) earrings per ear, other visible body piercings are not permitted.
- Lip, eyebrow, nose, or other facial jewelry items must be removed while working.
- Tongue piercing jewelry is not permitted.

#### Clothing

- For off-snow positions, slacks (to include well-maintained jeans, **if approved for your Department**) are acceptable, as long as they are in good taste and reflect a professional standard. No sweat pants, track suits, shorts, or similar pants.
- No frayed clothing **or clothing with holes**.
- Baja ponchos are not permitted while on duty.
- T-shirts/tops with non-Cooper logos or slogans, cartoons, etc. are not permitted.
- The observable lack of undergarments or exposed undergarments is not permitted.
- Slacks must be worn above the hip in a non-revealing manner at all times.

### Name Tags

All employees should be proud of the level of guest service Cooper provides, and a proper name tag is an indicator of that pride and in taking ownership of your work.

- All employees must wear a name tag on the right side of uniform or attire while on duty.
- Employees may not wear someone else's name tag.
- New name tags should include first name, and department. Nicknames are not permitted on name tags.

Please report a loss of your nametag to your supervisor immediately. A replacement will be made as soon as possible.

The Company reserves the right to charge a fee not to exceed \$1.00 for each nametag made after one replacement.

### **FEMALE STAFF MEMBERS**

#### Cosmetics:

- Excessive make-up is not permitted. Extreme make-up colors/designs are not permitted.

#### Clothing:

- Dresses and skirts, as long as they are in good taste, of reasonable length, and help to promote a professional standard, are acceptable depending on job duties. "Spaghetti strap" style tanks, strapless, midriff style, or halter-tops are not permitted during work hours.

### **MALE STAFF MEMBERS**

#### Sideburns:

- Sideburns will be neatly trimmed and may be permitted to the bottom of the earlobe following their natural contour.

#### Mustaches, Goatees, and Beards:

- Full beards, mustaches, full goatees or "soul patch" (a small patch of facial hair just below the lower lip and above the chin) are permitted if fully grown at the time an individual is hired and cannot be started during the active season (i.e., December 1st through April 15th).
- All beards, mustaches, soul patches, and goatees must be neatly trimmed daily and of a conservative nature. Beards may not extend onto the neck area. Beards, soul patches, and goatees may not be more than three inches in fullness. Male employees without a full beard, mustache, soul patch, or goatee must be clean-shaven; unusual, partial or other "ornamental" type facial hair features of any kind are not permitted.

#### Clothing:

- Other than shirts designed to be worn untucked, shirts must be tucked in at all times.
- Tank shirts are not permitted during work hours.