POLICY
It is the policy of the Organization to facilitate an appearance of professionalism to its members and customers. As such, the Organization has outlined dress styles that are acceptable and unacceptable. It is our expectation that every associate will adhere to the dress code for his/her business unit. This policy shall be administered in accordance with any and all applicable laws.

PURPOSE
Every aspect of AAA Mid-Atlantic is a reflection on its public image and of its "brand." Each associate’s appearance at work plays an important role in maintaining and enhancing the stature of the organization as a professional service organization. Personal appearance guidelines are not an attempt to discourage individual tastes and preferences, but rather a business-like approach to encourage the professionalism required for member service work. This includes respect for the work environment, and the customers and co-workers involved in it.

PROCEDURE
At this time, AAA Mid-Atlantic abides by four dress codes, dependent upon the associate’s assigned work.
♦ First, a “Business Casual” dress code is maintained throughout the majority of the organization, as outlined below.
♦ Second, some selected departments require "Uniforms" for their associates in keeping with normal industry practices, as outlined below.
♦ Third, our associates who routinely work in a Retail Office are expected to wear either "Brand Apparel" or "Business Attire," as outlined below.
♦ And fourth, our associates in Territory Manager and Damage Assessor positions within Automotive Services who routinely visit contractors and meet with members are expected to wear AAA oxford style dress shirts along with dress pants/slacks when meeting with members and contractors (i.e.; days “on the road”).

All associates are expected to maintain a positive, professional image to outside customers, members, agents, guests, and co-workers at all times, regardless of work performed.

When making decisions regarding appropriate appearance, associates must use good judgment based on AAA Mid-Atlantic member service and quality goals. Since it is impossible for any policy to encompass every style, fabric, situation, or question that might arise regarding professional appearance on the job, the appropriateness of items not specifically listed in the guidelines below will be left to the discretion of the department manager.
If a supervisor or manager determines an associate is inappropriately attired, he/she may require the associate to return home to change then report back to work. On the first occurrence the associate may receive performance management counseling, and if deemed necessary, may have time lost from work charged to available Paid Time Off (PTO). Subsequent occurrences of inappropriate attire for non-exempt associates will result in lost time charged as leave-without-pay, and further performance management counseling. (Note: Leave-without-pay may not be applied to exempt staff except as permitted by the Fair Labor Standards Act. However, dress code violations may result in disciplinary action. Discuss with Human Resources.)

**Basic Attire Standards**

- All clothing must be well fitted, not wrinkled, neat, clean, in good repair, appropriate in color, pattern and style, and suitable for an office or customer service environment.
- Acceptable slacks/pants are full length and cut, and of professional style. Acceptable skirts and dresses are of modest length and style, and do not pose a safety risk.
- Jewelry, hair accessories, and make-up, if worn, must complement attire and not be extreme in color or style.
- Appropriate undergarments must be worn with all styles. The wearing of hosiery is optional for female associates.
- Shoes should be safe, professional in appearance, and in good repair. Where required, work boots must be worn. (NOTE: Some associates, due to the nature of their job, may be issued mandatory protective gear.)
- Fabrics must be those traditional for an office environment, such as cotton, linen, wool, polyester blends, etc.
- A high standard of personal hygiene is required at all times. Hair (including facial) and fingernails must be neat and well groomed, and not interfere in the performance of duties.
- A smile is a required accessory for all associates.

"Uniform" Attire

Where uniforms are required, they are to be worn in accordance with departmental policy. Uniforms should not be altered or changed from the manner in which they are intended to be worn. Uniforms may include name tag, shoes, hosiery, headwear, and clothing as designated by departmental policy. Associates required to wear uniforms may not be eligible to participate in approved jeans days or other special dress code occasions.
"Business Casual" Attire

Examples of appropriate business casual attire include the following:
- AAA Mid-Atlantic logo apparel
- Business casual pants/khakis
- Blazer/jacket
- Dress pants
- Dress shirts (with or without a tie)
- Dresses (of modest length)
- Polo/golf-style shirts
- Skirts (of modest length)
- Sweaters
- Sport coats
- Sweater sets
- Suits

"Brand Apparel" Attire

- AAA Mid-Atlantic logo apparel (as outlined on the AAA Mid-Atlantic Apparel Online Intranet site):
  - Polo/golf-style shirts (short or long-sleeved) with AAA logo
  - Oxford or twill shirts with AAA logo
  - Sweaters with AAA logo
  - Sweater sets with AAA logo
- Plain navy, khaki (tan), white, or black colored pants with plain or pleated front of full length
- Plain navy, khaki (tan), white, or black colored skirts of modest length
- Associates who choose to wear a plain navy, khaki (tan), white, or black colored blazer/jacket are required to also wear the AAA logo pin (provided free of charge to all new hires and available on AAA Mid-Atlantic’s Apparel Online Intranet site for a nominal fee).

NOTES:

- Rear patch pockets on pants/slacks/skirts and cargo/capri/gaucho style pants are not acceptable.
- Acceptable Brand Apparel items for Retail Office locations are only those offered on AAA Mid-Atlantic’s Apparel Online Intranet site. Logo apparel items offered through the AAA National website are not acceptable for AAA Mid-Atlantic’s Retail Office locations.

(OR)
"Business" Attire

- Suits for men and women (including slacks or skirts for women) with AAA logo pin (provided free of charge to all new hires and available on AAA Mid-Atlantic’s Apparel Online Intranet site for a nominal fee)
- Dresses of modest length including coordinated jacket for women with AAA logo pin;
- Blazers/jackets or sport coats with the AAA logo pin for both men and women with
  - full-length dress pants/slacks for both men and women or skirts of modest length for
  - women;
  - a dress shirt with tie for men or business-like blouse, shirt or sweater for women.
- Appropriate hosiery/socks are required of both men and women.

Territory Manager and Damage Assessor Positions’ Attire

- Long or short sleeve “Oxford” style dress shirt in white, light blue, dark blue, black, tan, red or dark green only with the AAA logo or AAA logo with Mid-Atlantic or Automotive Services lettering.
- Dress pants/slacks or dress “Docker” style in black, dark blue, green or tan.
- Dress or upscale casual shoes in black, brown or burgundy.

Please refer to the department’s Dress Code document for additional specific requirements.

ADDITIONAL GUIDANCE/GUIDELINES

Associates who typically do not work in a Retail Office are required to abide by the Brand Apparel or Business Attire dress code when visiting a Retail Office location.

Special Jeans Days

On occasion, associates may be permitted to wear jeans to work based on the following conditions:

- Emergency personnel may wear jeans when they come to work on days when the site is closed due to emergency weather conditions.
- Jeans days, on special occasions, may be approved by the respective Officer and coordinated with other leaders in the same physical site. Where multiple business units are located in a common facility, information on anticipated jeans days must be shared in advance with other management teams within the facility so they may consider whether it is appropriate to take similar action during the same time period.
Jeans days may only be approved for, clean-up days, moving and/or packing days, and charitable events. Business units may not authorize jeans days on a frequently recurring basis.

**Inappropriate Attire**
Examples of inappropriate clothing, fabrics, and/or appearance include, but are not limited, to the following:

- Shorts (any style)
- Athletic/running wear
- Sweat shirts, pants, suits
- Jumpsuits
- T-shirts
- Athletic shoes
- Sneakers**
- Casual sandals & flip flops
- Work boots
- Sundresses without a jacket
- Tank or tube tops
- Halter
- Capri/cargo pants
- Hats
- Visible tattoos *
- “Crocs” shoes
- Leggings of any type
- Clothing that is immodest
- Entire garments made of leather
- Spandex
- Clothing that is too tight or too loose
- Jeans of any color**
- Bare midriffs
- Wide knits that disclose undergarments
- Pants banded at ankles
- Formal eveningwear (velvet, sequins, satin, etc.)
- Extreme or obtrusive make-up or accessories
- Clothing that is worn inappropriately
- Clothing that is torn, excessively worn out, dirty or wrinkled
- Noticeable lack of appropriate undergarments
- Hair and/or body glitter
- Inappropriate/extravagant/excessive jewelry and/or piercings*
- Unkempt hair, nails or appearance and/or inadequate personal hygiene

*Visible Tattoos/Inappropriate/Excessive Jewelry or Piercings*
Factors used to determine whether tattoos/jewelry/piercings pose a conflict with the job or work environment will include, but are not limited to:

- The nature of the job (member facing or non-member facing)
- Safety of self or others
- Productivity or performance of tasks
- Perceived offense on the basis of race, sex, religion, etc.
- Customer complaints
Associates who work in member-facing jobs are asked to cover their tattoo(s). If a potential conflict is identified, and the associate works in a member or non-member facing position, the associate will be encouraged to identify appropriate solutions such as covering of tattoos, posting for an alternative position, etc. Supervisors and managers will be responsible for answering questions and resolving issues related to this policy on a case-by-case basis to ensure unique circumstances are appropriately considered. An environment of mutual cooperation and professionalism is the company’s goal.

**Jeans and Sneaker Attire**
Jeans and sneakers may be worn in non-member contact locations:
- on casual dress Fridays
- from 5:00 p.m. to 7:00 a.m. during the remainder of the week
- on weekends;
- on the six company-observed holidays when the building is closed for other business.

Associates who choose to participate in casual dress (including the wearing of jeans and sneakers) are expected to exercise sensibility in the choice of garments worn; as each associate represents the AAA brand.