

**PURPOSE**

As representatives of Hamilton Island, our team members’ personal presentation is very important. Our guests enjoy being served by employees who are clean, professionally presented and take pride in their role. The HIE Grooming Policy outlines the required standards for Resort, Non-Resort and Off-Island employees.

Failure to adhere to these standards may result in formal disciplinary action.

**POLICY**

**Resort Employees:**

Employees that work in the resort area or have guest contact, including:

- Food and Beverage outlets
- Hotels Division
- Yacht Club and Golf Course
- Activities, Retail and Marina
- Airport and Transport
- Public Facilities and Island Safety
- Resort Maintenance & Resort Presentation
- Administration & Corporate Office

<b>Uniform</b>	<ul style="list-style-type: none"> <li>• Employees are required to be in full uniform including footwear when going to and from work</li> <li>• Your uniform needs to be well-pressed and clean, without holes, tears or stains</li> <li>• If required, your shirts are to be tucked in and no visible midriiffs</li> <li>• No visible or coloured underwear, such as singlets, bras and underwear</li> <li>• Only Hamilton Island uniform hats are to be worn</li> <li>• Food and Beverage employees are required to adhere to the industry food and hygiene standards, such as hairnets and protective clothing</li> <li>• Sunglasses may be worn if working outdoors, but must be a conservative style</li> <li>• Name badges must be worn at all times</li> </ul>
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<b>Footwear</b>	<ul style="list-style-type: none"> <li>• Conservative, professional shoes and correct footwear is required as per health and safety requirements.</li> <li>• Food &amp; Beverage and Housekeeping employees must wear appropriate non-slip shoes</li> <li>• Shoes are to be clean and in good condition</li> <li>• Socks and shoes need to be appropriately coloured to match your uniform</li> </ul>
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<b>Personal Presentation</b>	<ul style="list-style-type: none"> <li>• Hands and nails must be clean, neat, free of any nail polish and conservatively manicured</li> <li>• Hair should be clean, dry, neat and not ‘unnatural’ in colour</li> <li>• Dreadlocks are not permitted</li> <li>• Hair below collar length should be tied back off the face in a neat pony tail or bun, fringes must be worn in a manner that does not cover the face</li> <li>• Beard/facial hair must be neatly trimmed/shaved prior to commencement of each shift</li> <li>• Simple hair ornaments, such as flowers or hair clips are permissible</li> <li>• Make up must be professional and conservative</li> <li>• Tattoos will not be permitted on hands, face or neck unless covered by permitted jewellery or standard uniform</li> <li>• Tattoos or body art which is offensive or detracts from a professional image (at the sole discretion of HIE) must be covered by the standard uniform. Bandages, tattoo make-up or other temporary covers are not permitted</li> <li>• Always check your breath- smokers need to be particularly careful to ensure that smoke cannot be detected</li> <li>• Fragrances including perfume and cologne should be subtle and not overpowering</li> </ul>
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<b>Jewellery</b>	<ul style="list-style-type: none"> <li>• All jewellery must be conservatively styled:             <ul style="list-style-type: none"> <li>• Two dress rings may be worn, no thumb rings; one ring per hand</li> <li>• A simple watch may be worn</li> <li>• Two sets of small discreet earrings- no dangly earrings</li> <li>• One simple gold or silver necklace may be worn</li> <li>• No bangles or armbands are permitted</li> <li>• No visible anklets or bands around the ankle</li> </ul> </li> <li>• Body/facial piercings must be removed, clear earrings are not acceptable replacements</li> </ul>
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**Non-Resort Employees:**

Employees that do not work in guest areas, including:

- Engineering and Services (all departments except Resort Maintenance and Resort Presentation)
- Logistics (including Shute Harbour)

**Please Note:** If employees multi-hire in the Resort area, the “Resort Employee” grooming standards apply.

<b>Uniform</b>	<ul style="list-style-type: none"> <li>• Employees are required to be in full uniform when going to and from work</li> <li>• Your uniform needs to be well-pressed and clean, without holes, tears or stains</li> <li>• If required, your shirts are to be tucked in and no visible midribs</li> <li>• No visible or coloured underwear, such as singlets, bras and underpants</li> <li>• Only Hamilton Island uniform hats are to be worn</li> <li>• Name badges must be worn whilst on duty by those in roles who can do so safely.</li> <li>• Sunglasses may be worn if working outdoors, but must be a conservative style</li> </ul>
<b>Footwear</b>	<ul style="list-style-type: none"> <li>• Correct footwear is required as per health and safety requirements- please check with your manager</li> <li>• Socks need to be appropriately coloured to match your uniform</li> </ul>
<b>Personal Presentation</b>	<ul style="list-style-type: none"> <li>• Hands and nails must be clean, neat and free of any nail polish</li> <li>• Hair should be clean, dry, neat, not ‘unnatural’ in colour and off your face</li> <li>• Dreadlocks are not permitted.</li> <li>• Hair below collar length should be tied back off the face in a neat pony tail or bun, fringes must be worn in a manner that does not cover the face</li> <li>• Simple hair ornaments, such as flowers or hair clips are permissible</li> <li>• Make up must be professional and conservative</li> <li>• Tattoos will not be permitted on hands, face or neck unless covered by permitted jewellery or standard uniform</li> <li>• Tattoos and body art is not to be offensive or obscene (at the sole discretion of HIE), otherwise it must be covered</li> <li>• Always check your breath- smokers need to be particularly careful and ensure that smoke cannot be detected</li> <li>• Fragrances including perfume and cologne should be subtle and not overpowering</li> </ul>
<b>Jewellery</b>	<ul style="list-style-type: none"> <li>• All jewellery must be conservatively styled:             <ul style="list-style-type: none"> <li>• Two dress rings per hand may be worn, no thumb rings</li> <li>• A simple watch may be worn</li> <li>• Two sets of small discreet earrings- no dangly earrings</li> <li>• One simple gold or silver necklace may be worn</li> <li>• No bangles or armbands are permitted</li> <li>• No visible anklets or bands around the ankle</li> </ul> </li> <li>• Body/facial piercings must be removed, clear earrings are not acceptable replacements</li> </ul>

**Off-Island Employees:**

Employees that work in the Sydney office, other locations or travel for work must adhere to the following:

- Smart professional business attire. For example: tank tops, singlets, shorts, cargo pants, denim jeans, short skirts, low cut tops, backless tops or midribs are not permitted.
- No visible or coloured underwear, such as singlets, bras and underwear
- Clothes are required to be well-pressed and clean without holes, tears or stains
- Hair and nails should be clean and well presented
- All jewellery must be conservative and suited to business attire
- Body/facial piercing needs to be discreet and suited to business attire
- Professional shoes- no thongs or casual sandals

Requests for an exception to any of the items included in this policy due to medical reasons or on the basis of cultural or religious beliefs must be directed to the Employee Relations Manager or GM PCD for consideration.

**APPROVAL**

General Manager – People, Culture and Development

Updated: March 2018