

TEAM MEMBER ATTIRE POLICY
FOR
ON-SITE SERVICE AND OFFICE
TEAM MEMBERS

Effective May 2013

Policy

Greystar's goal is to lead the industry in the **quality and professional image** of its team members. Creating an excellent first impression for everyone who visits or lives at our community is important, as people form opinions about our company, the community, and our services based on their impressions of and interactions with our representatives.

For on-site team members, Greystar has designated **four levels of business attire**, based on the owner's requirements and team member's position. Policies have been established to help you to create and maintain a favorable and professional image that reflects Greystar and the community that you represent. Some owners may have additional requirements.

1. **Professional Business Attire** is a suited look appropriate for some leasing offices (as determined by client/owner).
2. **Office Business Attire** is a professional look, without suit jackets and ties, appropriate for some leasing offices (as determined by client/owner).
3. **Relaxed Business Attire** is a less formal, but professional look, that incorporates a more relaxed style. It is appropriate for some leasing offices (as determined by client/owner).
4. **Service Team Attire** is specific to team members in maintenance and housekeeping positions, and takes into account safety and motion requirements of those performing various maintenance tasks.

If you are unsure of the attire required for your community or position, ask your immediate supervisor.

1. **Hair** should be clean and groomed in a business-like style at all times, and hair color should be natural in appearance.
2. **Facial hair** should be closely trimmed, clean, and professionally groomed.
3. **Clothing** should be selected within the appropriate guidelines [see samples in this document], well-pressed, clean (dry-cleaned, if necessary), and in good condition. Clothing should be sized and fit appropriately, and alterations made as necessary.
4. **Name badges/nametags** should be ordered for each on-site office team member, and worn at all times on the team member's left side above the heart.
5. **Good personal hygiene** should be maintained at all times. Perfume, aftershave or cologne may be used in moderation, breath must be fresh at all times, and the use of antiperspirant or deodorant is required. Appropriate undergarments are required at all times.
6. **Jewelry** should be conservative in style and quantity. No body/facial/tongue piercing jewelry shall be worn, except that up to two sets of earrings may be worn in each earlobe.

7. **Ear gauges** are not acceptable.
8. **Gum chewing** is prohibited when working with customers and/or team members, either in person or on the phone.
9. **Fingernails** should be well-manicured, at a conservative length, and trendy colors such as black, blue, green, and nail art are prohibited.
10. **Accessories and make-up** must be professional, not overly casual or dramatic, and enhance the team member's appearance. Bright, unnatural styles and colors must be avoided.
11. **Tattoos**, if any, must not be visible.
12. **Casual dress is prohibited**, except where local management has designated a "casual dress day" for charity, bonus programs, or inclement weather reasons. Good taste, common sense, and the manager's guidelines shall determine acceptable attire.

Service Team Attire is specific to team members in maintenance and housekeeping positions, and takes into account safety and motion requirements of those performing various maintenance tasks.

Service team members must wear:

- Grey Greystar-branded polo shirt with pocket
- Navy pants/shorts
- Belt/suspenders
- Socks
- Close-toed, slip-resistant shoes
- Photo ID Badge
- Navy Greystar-branded jacket (if a jacket is worn)
- Navy Greystar-branded coveralls (if coveralls are worn)
- Greystar-branded hat (see Midwest for options)

Service team members who work for an owner that requires **property-specific branding** should follow the above attire guidelines, regardless of logo requirements (no logo, Greystar logo, or property logo).

1. **Hair** should be clean and groomed in a business-like style at all times, and hair color should be natural in appearance.
2. **Facial hair** should be closely trimmed, clean, and professionally groomed.
3. **Clothing** should be selected within the appropriate guidelines [see samples in this document], well-pressed, clean (dry-cleaned, if necessary), and in good condition. Clothing should be sized and fit appropriately, and alterations made as necessary.
4. **Greystar photo ID's** must be worn by service team members during work hours and when on-site for emergency or after-hours service requests.
5. **Good personal hygiene** should be maintained at all times. Perfume, aftershave or cologne may be used in moderation, breath must be fresh at all times, and the use of antiperspirant or deodorant is required. Appropriate undergarments are required at all times.
6. **Jewelry** should be conservative in style and quantity. No body/facial/tongue piercing jewelry shall be worn, except that up to two sets of earrings may be worn in each earlobe.

7. **Ear gauges** are not acceptable.
8. **Gum chewing** is prohibited when working with customers/team members, either in person or on the phone.
9. **Fingernails** should be well-manicured, at a conservative length, and trendy colors such as black, blue, green, and nail art are prohibited.
10. **Accessories and make-up** must be professional, not overly casual or dramatic, and enhance the team member's appearance. Bright, unnatural styles and colors must be avoided.
11. **Tattoos**, if any, must not be visible.
12. **Casual dress is prohibited**, except where local management has designated a "casual dress day" for charity, bonus programs, or inclement weather reasons. Good taste, common sense, and the manager's guidelines shall determine acceptable attire.

Professional Business Attire is a **suited look** appropriate for some leasing offices (as determined by client/owner).

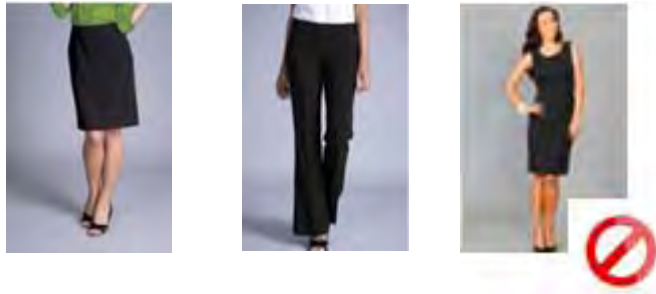


Sleeveless dresses or blouses must be worn with a jacket at all times.



Name Badge

Office Business Attire is a professional look, **without suit jackets and ties**, appropriate for some leasing offices (as determined by client/owner).



Sleeveless dresses or blouses must be worn with a jacket or cardigan at all times.



Ties are not required.



Name Badge

Relaxed Business Attire is a less formal, but professional look, that incorporates a **more relaxed style**. It is appropriate for some leasing offices (as determined by client/owner).



Sleeveless dresses or blouses must be worn with a jacket or cardigan at all times.

Dress capris are approved for student living. For conventional communities, please consult with your RPM.



Pressed khaki pants



Name Badge

Wear these:



Not these:



Wear these:



Not these:



What not to wear.

No sleeveless shirts



Do not show midriff



No denim



No casual capris



No short skirts

No un-tucked shirts



No denim

No wrinkled or causal khaki pants



No polo shirts

Service Team Attire is specific to team members in Service and housekeeping positions, and takes into account safety and motion requirements of those performing various maintenance tasks.



Short Sleeve Polo Shirt



Long Sleeve Polo Shirt



Mock Turtleneck



Ladies Short Sleeve Smock



Navy Pants



Service ID Badge



Black Slip Resistant Shoes



*NEW – Ultracool Golf Shirt



*NEW – Industrial Short Sleeve Striped Work Shirt



*NEW – Wrangler Long Sleeve Work Shirt



*NEW – Wrangler Short Sleeve Work Shirt

Service Team Attire is specific to team members in maintenance and housekeeping positions, and takes into account safety and motion requirements of those performing various maintenance tasks.



Coveralls



Jacket



Jacket



Wide Brim Hat



Ladies Long Sleeve Polo



Greystar-Branded Knit Cap



Greystar-Branded Hat



Jacket



Sweatshirt

Office Attire is ordered from ICO Uniforms.

- [Online Ordering Instructions](#)
- <http://greystar.mycostore.com/redeem>

Name Badges (office) are ordered from Benson Media.

- Either online at www.greystarmarketingstore.com , via their account team at 800-737-4434, or email Tammy Elam: tammy@yourbenson.com

Service Team Attire is ordered from Midwest Promotions.

- www.mpgstore3.com/greystar
- See web address above; Login User = property email address; Password = property zip code.
- Or email Dena: dena@midwestgrp.com

Service Team Name Badges are ordered through a designated Management Coordinator for your region.

1. Complete the Service Photo ID Badge Form located on the portal.
2. Take a digital photo of team member; must be a head shot.
3. After downloading photo to computer, right-click on the file name and re-name as service team members name. (i.e., John_Smith.jpg)
4. Email photo of team member and Service Photo ID Badge Form to your region's designated Mgmt. Coordinator.
5. Service badges will be mailed to your property within 3 business days.
6. Price is \$24 – Keep the order form as back up for the charge appearing in next month's property bill back.

Anyone not adhering to the standards that have been established by this policy may be sent home to change. Team members who habitually fail to comply may be subject to a formal written counseling statement and such failure may be grounds for termination.

It is the supervisor's responsibility to clearly communicate and explain the attire policy with team members and to ensure that all team members are in proper attire.