

DRESS CODE AND APPEARANCE POLICY

PART 1 POLICY

Objectives of this policy

H&R Block values our professional reputation and brand image, and dress, grooming and appearance standards contribute to these.

While we want our Associates to be comfortable in the workplace, we are required to project a standard for clients, potential associates, and the community in general.

This policy endeavours to enhance the corporate image of H&R Block and its employees and policy details the minimum acceptable standards for H&R Block associates. The policy applies to all employees in all departments, including permanent and casual employees.

It is the responsibility of every company Associate to be familiar with and comply with this policy.

Minimum standards

Client-facing Associates

Client-facing Associates have a particular responsibility to present our image to professional standards. H&R Block has an optional corporate uniform that has the advantages of being claimable for tax purposes and taking away any uncertainty of acceptable dress.

Men are required to wear conventional business attire including tailored slacks, and collared shirt. Tie is optional, but should be conservative. Shoes worn should be appropriate to match garments worn.

Dress standards for women can be as considered appropriate for a client business environment.

Tight slacks, jeans or clothing items of a sporting nature, and clothing that is torn, frayed or contains offensive words, graphics or logos are not acceptable attire.

The wearing of Name Badges improves visibility with the public and friendliness within the work environment. Employees should wear their name badge during office hours.

Associate name badges are available through your District Manager/Franchise Director.

*These badges use heavy duty magnets and are **not suitable for those with pacemakers**. If you require a non-magnetic fixture please indicate this in your email.*

Non-client-facing Associates

Associates in back-room roles and in the National Office are expected to dress in “business casual” attire, which means men are not required to wear ties and the corporate uniform is not a recommended standard, however professional standards still apply.

Grooming and appearance

Grooming and general appearance are important. Wherever possible we prefer that body piercing and body art should be minimal or covered when dealing with the public, and that profane, obscene or threatening art should not be displayed at any time. Associates need also to be sensitive to the effect of perfumes and make-up on fellow workers and clients who may have allergies to certain chemicals.

While we respect social and religious observances of our Associates, hair should always be clean and tidy.

Exceptions

There may be exceptions to these guidelines that prevent employees from complying. Allowable exceptions may include:

- Maternity Wear;
- Clothing or adjustments required as a result of illness or accident;
- Religious restrictions or requirements (in these cases it is required that needs are discussed in advance with the relevant District Manager).

Corporate Uniform

A non-compulsory Corporate Uniform, registration number CW 1682, includes a variety of colours and garments that may be worn.

Approved garments are available to all associates and can be purchased through the uniform store at <https://hillsuniforms.com/hrblock/>

All garments supplied as a component of the uniform will bear the H&R Block logo (e.g. scarfs and ties available to order on the Blue Star portal).

Embroidery of H&R Block logo can be organised through a local supplier with approval from your District Manager. No department, branch or names including personal identification on uniforms are to be displayed on any garment, unless approved by your District Manager. All logos available on the Blue Star portal are approved logos for use on garments.

Tax Deductibility

To meet ATO guidelines, the following applies to work uniforms:

- a) You can claim for a uniform, either compulsory or non-compulsory, that is unique and distinctive to the organisation you work for.
- b) Clothing is unique if it has been designed and made only for the employer. Clothing is distinctive if it has the employer's logo permanently attached and the clothing is not available to the public.

Work Events

With regard to the standard of dress required for **meetings, seminars and conferences**, appropriate dress codes will need to be advised for each occurrence. Invitations to these events will need to include dress requirements.

PART 2 RESPONSIBILITIES

Associates Sign-Off/policy familiarity

All Associates are responsible for knowing and understanding the policy, and being aware of changes as they occur.

Policy ownership

This policy is controlled by the Human Resources Manager, and must be reviewed for currency every 24 months.

The HR Manager will notify all associates whenever the policy changes.

Policy compliance

Recruiting Managers are responsible for ensuring Associates are made aware of the policy at the time of joining, and that they understand the consequences of not complying.

Manager responsibility

If the clothing or grooming of an Associate fails to meet the minimum standard as determined by their supervising Manager the Associate should be asked to not present for work again in an inappropriate manner.

If the problem persists or the Associate presents an immediate risk to the H&R Block brand, they may be asked to change clothes immediately. If there is no improvement or attempt to correct the situation disciplinary measures may be taken.