

## 1. Scope

This Policy applies to all employees, contractors, business partners or agents (collectively referred to as "personnel" for the sole and limited purpose of the administration of this Policy) of Cygnus Home Service, LLC (collectively the "Company").

## 2. Policy Statement

The employees of the Company should maintain a positive and professional appearance appropriate to their job at all times. Professional appearance includes dress, grooming, jewelry, and visible body art.

## 3. Intent

The Company offers employees the opportunity to dress in business casual attire, attire appropriate for customer and business interactions, and attire appropriate for general manufacturing and safety.

The business casual dress code is intended to allow employees to work comfortably. Attire as outlined is intended to present the best image to customers, allow employees to work comfortably, and to work safely.

Employees are responsible for ensuring that their dress and grooming project a positive and professional image to the Company customers and the public at all times.

## 4. Policy

The Company requires all employees to present a professional image to its customers, potential customers, business customers, and the public. Accordingly, each employee is required to wear attire appropriate to their job while working in a Company facility and/or conducting Company business, regardless of the day of the week and/or shift. The Company business casual dress code is the minimum standard to which employees need to adhere.

- Employees should consider each day's activities when determining what to wear.

Specifics about grooming, jewelry, and visible body art include, but are not limited to, the following:

- Both male and female employees are to have clean hair that is neatly trimmed and combed;
- Facial hair should be neatly trimmed and groomed. Facial hair can include neatly trimmed and groomed mustaches, goatees, and beards;
- Only Company issued or approved accessories (e.g. hats, buttons, jackets etc.) may be worn as part of the field sales uniform;
- Ear piercing is allowed within reason. No other body piercing is allowed when conducting business;
- Body art (i.e., tattoos) that is deemed by the Company to be profane, obscene, or morally offensive must not be visible.

## 5. Definitions

All employees are expected to wear business casual attire or attire appropriate for customer sales, including uniforms issued or approved by management. For the purpose of this policy, both business casual attire as well as attire appropriate for sales, should project a positive and professional image to the Company customers and the public, regardless of location.

## 6. Responsibilities

### Employee:

- Understanding and adhering to all Company Policies.
- Understanding and adhering specifically to the Professional Appearance Policy. Should you have questions about this Policy or what attire is appropriate, please contact your Supervisor or your Human Resources Representative.
- You should use good judgment in determining what attire is appropriate to wear to work so as to present a positive and professional image to the Company customers and the public at all times.
- You should consider the type of work you perform, the level of customer and public contact, and/or the types of meetings you are scheduled to attend in determining the type of attire that is appropriate on any given day.
- Dress code violations that are exceptionally unprofessional and/or unsafe can result in you being sent home without pay. Repeated violations of the dress code will result in disciplinary action, up to and including termination.

### Manager:

- Understanding and adhering to all Company Policies.
- Understanding and adhering specifically to the Professional Appearance Policy.
- Enforcing this Policy in a consistent and equitable manner.

### Human Resources:

- Understanding and adhering to this Policy.
- Communicating this Policy to supervisors, managers, and/or personnel as required.
- Ensuring that this Policy is enforced in a consistent and equitable manner.

### Other:

- If any dispute arises over the interpretation of anything contained within this policy, final interpretation of its meaning will be the responsibility of the Chief Human Resources Officer and the General Counsel.

## 7. Supporting Documentation

N/A