



City of Riverside, California
Human Resources Policy and Procedure Manual

Approved:

Human Resources Director

City Manager

Number IV-2 Effective Date 12/14/2014

SUBJECT: **CUSTOMER SERVICE STANDARDS FOR DRESS AND APPEARANCE POLICY**

PURPOSE:

To ~~define~~ establish standards for employee dress and appearance ~~the City of Riverside's acceptable standard of dress.~~

The City of Riverside is a professional organization. ~~As a City employees, you are expected to present a clean and professional appearance by wearing appropriate attire as dictated by your work assignment in order to promote a positive image to customers, visitors, colleagues and the general public. All employees will present a professional appearance by wearing appropriate attire for their job classification in order to promote a positive image to customers. The general public frequently forms its initial impression of professional credibility solely on employee appearance. The appropriateness of City employee's attire as seen by the general public has a bearing on how the general public, colleagues in other departments, customers, visitors, and other agencies and departments view employee professionalism and ultimately working relationships the organization's reputation. City employees are expected to use good judgment and common sense when selecting attire for the workplace. The guidelines standards below shall serve as a tool to help you City employees gauge what may or may not be considered appropriate.~~

~~This policy is intended to provide standards on dress and appearance and is not meant to address all situations. There may be differences in some departments' or divisions' dress standards depending on the nature of the work environment, nature of work performed, involvement with the public, required uniforms or other circumstances as defined by the department head. The standards in this policy and shall apply when an City employees has officially reported to work.~~

POLICY STANDARD:

Except for City issued uniforms the following ~~policy standard~~ applies.

Business Professional Attire -- The general standard from Monday to Thursday is "Business Professional" attire. This standard generally includes collared shirts, ties, suits, dress pants, dress skirts, blouses, suit dresses and professional footwear. This standard will also apply at all times when representing the City in an official capacity unless otherwise directed by the Department Head.

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Business Casual Attire -- "Business Casual" attire is permitted on Fridays. Business Professional Attire is also permitted on Fridays.

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Business Casual attire includes pants, jackets, collared shirts without a tie, blouses, skirts and dresses that, while not formal, are appropriate for a business environment. Dress sandals or athletic shoes are permitted. Jeans either blue or colored are acceptable as business casual if they are appropriately fitting and not worn, distressed, frayed, ripped or with holes. Employees are prohibited from wearing clothing that is too revealing, tight, short, baggy or oversized. Employees who report to work dressed in an unacceptable manner shall be sent home and directed to return to work in proper attire within a reasonable time-frame. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with the City of Riverside. As departments are familiar with their customers' expectations as well as the business climate, matters of employee attire will be managed at the department level.

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To maintain the standard of dress for the City, the following attire is not acceptable at any time:

- Clothing that portrays a negative image or has inappropriate advertising;
- T-shirts;
- Shorts;
- Sheer or revealing clothing including backless clothing;
- Gym or athletic gear including leggings;
- Clothing with messages or logos;
- Casual and sandals (except for casual days and summer attire standards) (flip-flops and thongs) sandals

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Office Attire	Appropriate	Inappropriate
Athletic shoes (sneakers/tennis shoes)*		X
Capri style suits	X	
Casual Sandals (thongs or flip-flops)		X
Clothing with sports logos/ messages/celebrity logos etc.		X
Collared shirts	X	
Dress Loafers	X	

Dress Sandals	X	
Dress Shoes	X	
Dress slacks	X	
Dresses (with or without nylons and leggings)	X	
Dresses/tops with spaghetti straps		X
Gym or sweat pants or workout wear		X
Halter Tops or Tank tops		X
Jeans (denim or colored)*		X
Khaki or "Dockers" type slacks	X	
Leggings (except with dresses)		X
Low back dresses, Blouses or Shirts		X
Short-sleeved or sleeveless dresses, shirts or tops	X	
Other coordinated outfits	X	
Pantsuits	X	
Polo type Shirts	X	
Sheer, see-through or revealing clothing		X
Shirts (with or without ties)	X	
Shorts*		X
Short-sleeved or Sleeveless Dresses, Shirts or Tops	X	
Skirts of moderate length	X	
Skorts or Culottes		X
Sport Coats	X	
Suit	X	
Sweat Shirts or Jogging Outfits		X
T-shirts		X

~~*Jeans: While jeans (blue or colored) are not considered appropriate in any business setting, it is acknowledged that some field employees (by the nature of their assignments) may wear jeans along with a shirt, if the shirt identifies them as an employee of a particular City Department or Division. Jeans must be worn in good taste and in good condition with no rips, holes or tears. Faded and "worn look" jeans are to be avoided.~~

~~*Shorts: While shorts are not considered appropriate in any business setting, it is acknowledged that some field employees (by the nature of their assignments) may wear shorts along with a shirt, if the shirt identifies them as an employee of a particular City Department or Division.~~

~~*Athletic Shoes: While athletic shoes (sneakers/tennis shoes) are not considered appropriate in any business setting, it is acknowledged that some field employees (by the nature of their assignments) may wear athletic shoes.~~

Periodically, the City may designate special casual days, other than Fridays, when the dress code may be relaxed for a specific reason. These special days will be announced in advance. Special projects/assignments may also, at the discretion of the Department Head, require more flexibility in dress requirements.

Summer/Hot Weather Standards: During periods of extreme heat, generally from June 1 through September 30, dress standards will be modified to Business Casual Attire standards. Employees who are required to attend or present at a formal meeting, including City Council or Board/Commission –Meetings are expected to convey a professional image by wearing appropriate business attire such as suits/jackets/blazers.

The City of Riverside respects diversity and will reasonably accommodate religious dress and grooming practices as part of an individual's religious observance or belief unless the accommodation would be an undue hardship on the conduct of business of the City. "Religious dress practice" will be construed broadly to include wearing or carrying of religious clothing, head or face covering, jewelry, artifacts, and any other item that is part of the observance by an individual of his or her religious creed. Religious grooming practice includes all forms of head, facial, and body hair that is likewise part of observing an individual's religious creed.

Casual Sandals: Sandals of any material which are commonly referred to as flip-flops or thongs are prohibited for all employees.

Religious Dress and Grooming: In compliance with the California fair Employment and housing Act, the City will reasonably accommodate the religious beliefs or observances of employees regarding their religious dress practices and religious grooming practices in the workplace. The City is not obligated to provide a reasonable accommodation if it causes an undue hardship or if such accommodation would violate other laws that prohibit discrimination. Religious dress practice includes wearing or carrying of religious clothing, as well as head or face coverings, jewelry, artifacts and any other items that is part of an individual's observance of his or her religious creed.

Religious grooming practice includes all forms of head, facial and body hair that are part of an individual's observance of his or her religious creed.

Gender identity and expression:

Gender identity and expression attire must follow the guidelines outlined in this policy.

Gender expression is defined as meaning a person's gender related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth.

Exceptions:

Special occasions: Periodically, the City may designate special casual days when the dress code may be relaxed for a specific reason. These special days will be announced in advance. Special projects/assignments may also, at the discretion of the Department Head, require more flexibility in dress requirements.

~~Summer wear: During the summer period, June 1 through September 30, dress standards may be relaxed given weather conditions.~~

Tattoos and Jewelry:

~~Except as noted or approved by the Department Head, employees hired after July 2006 must adhere to the following:~~

- ~~1. Tattoos must be covered.~~
- ~~2. All jewelry worn by employees must be appropriate so it does not detract from a professional appearance. All facial piercing jewelry such as nose piercing, tongue piercing, eyebrow piercing, lip piercing, or any other facial piercing jewelry is prohibited.~~
- ~~3. Employees hired prior to July 1, 2006 shall not add visible facial piercings or tattoos.~~

Personal Hygiene:

- ~~1. Personal hygiene is essential. Therefore it is necessary that all employees maintain a clean, presentable appearance. Personal hygiene includes a regular bath/shower, use of deodorant, and appropriate oral hygiene.~~
- ~~2. Strong odors caused by perfumes, scented hair sprays, and aftershave lotions can be offensive and are to be used in moderation out of concern for the comfort of others.~~
- ~~3. Employees are expected to maintain appropriate and professional hairstyles. Beards, sideburns and mustaches must be clean and neatly groomed. Hair must be properly restrained for its length and job assignment. Hair coloring should be within the range of natural hair colors.~~

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