

UNIFORM STYLE GUIDE

Establishing consistent grooming and presentation standards to enhance the service experience of our customers.

We create welcoming experiences and safe places, every day.

GLAD GROUP®



“It is an honour to put on a Glad Group uniform and service the needs of our customers and local communities.”

Arslan Muhammad, Integrated Services Manager

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Glad Group acknowledges the Traditional Owners of the land and pays respect to their Elders, past, present, future, and emerging.

INTRODUCTION



Dear Team,

Our service experience is delivered through the daily actions of our people. Some of us work face to face with customers while others work in the background. Together, we each have an important role to play in delivering service excellence and building positive partnerships with our valued customers.

Our uniforms are the most visible identity for the services we provide. They distinguish the important role we play in creating welcome experiences and safe places, every day. Whether the uniform you wear is emblazed with a customer logo or a Glad Group of Companies logo, we should all take pride in our appearance.

Every staff member wearing a Glad Group issued uniform is an ambassador for the Glad Group brand. Our appearance influences the way our customers and their guests view us, both personally and as a business. This means that adopting high standards of grooming and presentation are essential to our customer service experience.

This Uniform Style Guide has been developed to assist all Glad Group staff to understand the expected grooming and presentation standards when at work. Consistent colours and accessories are used across our different service specialties so that our customers and guests can easily identify who can assist them.

We hope you find this guide useful in outlining Glad Group's uniform standards and that you wear your uniform with pride.

Sincerely
Steve Iloski
Chief Executive Officer

ABOUT OUR UNIFORM STYLE GUIDE

This Uniform Style Guide showcases the uniform collections for each business entity that make up the Glad Group of Companies: Glad Group Services (Cleaning, Security, and Guest Services), Glad Maintenance, Auxus, and Unifyd Technology.

There are several variations within each collection to allow our teams to determine the uniform style that is right for their particular work environment.

We also recognise that many of our people wear uniforms that align with the brand personality of our customers, and may wear uniforms that are different to what is shown in this style guide.

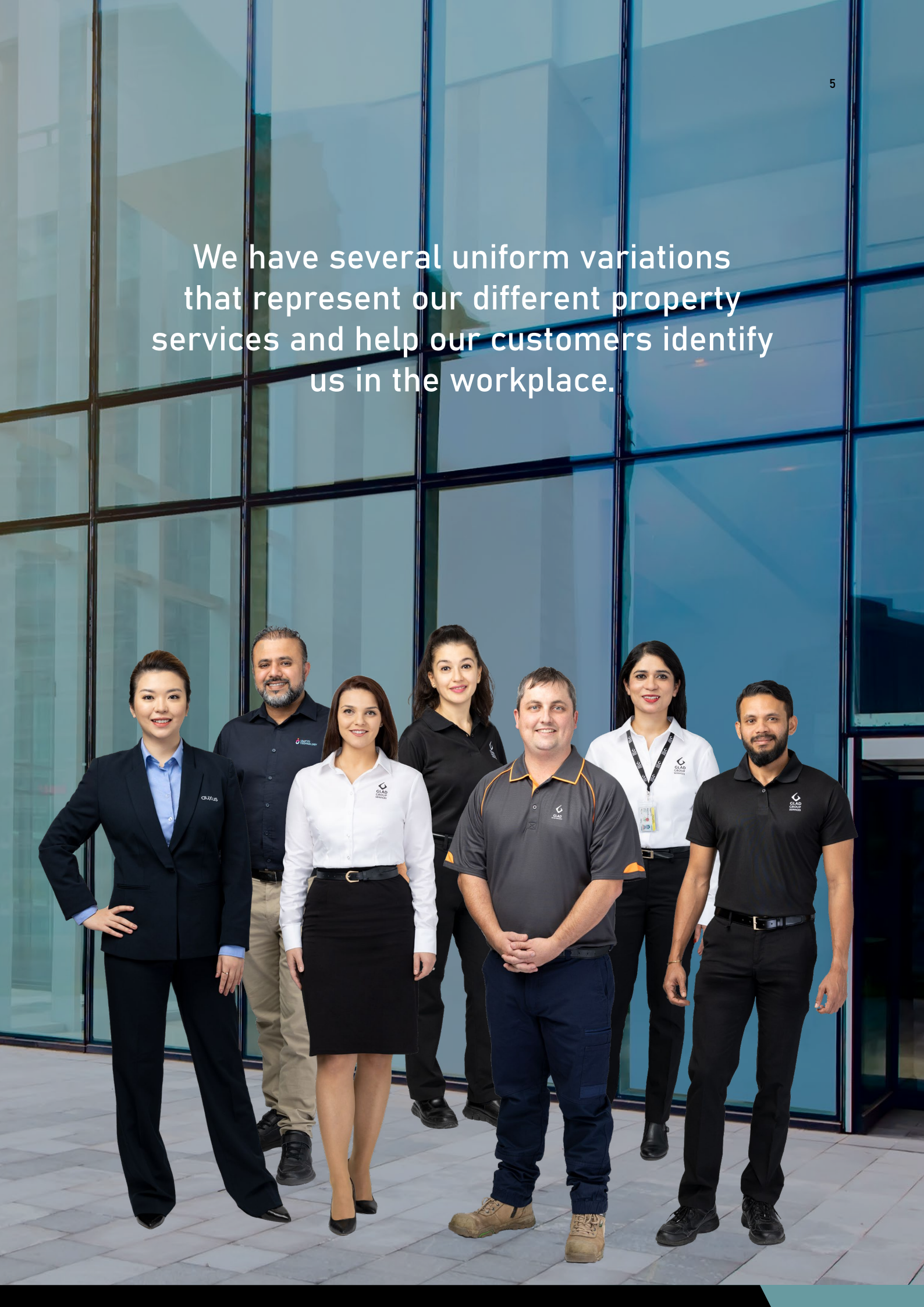
The purpose of Glad Group's Uniform Style Guide is to outline the presentation and grooming standards for all Glad Group staff to ensure a high standard of appearance across our workforce, and to enhance the service experience of our customers.

All Glad Group staff are expected to follow our grooming and presentation standards regardless of the type of uniform worn each day. This means ensuring we all come to work neatly presented with our uniforms void of any wrinkles, rips, tears, seam damage or stains.

When in uniform we embody the Glad Group values of Trust, Respect, Integrity and Innovation - so wear your uniform with pride.



We have several uniform variations that represent our different property services and help our customers identify us in the workplace.



GLAD GROUP SERVICES

Cleaning

At Glad Group our frontline teams wear a variety of uniforms which include customer designed and issued uniforms - and our own Glad Group uniforms. The standards for wearing any uniform are consistent in that your uniform should always be neat and tidy, clean, pressed and well-presented.

Our Glad Group Services cleaning uniform consists of a range of different style shirts complemented with **black pants, black belt, and black comfortable shoes**. This allows our cleaning teams to select the uniform style that is most suitable to their work environment. For example, a cleaner working in a corporate setting would be dressed more formally than a cleaner working in a shopping centre.

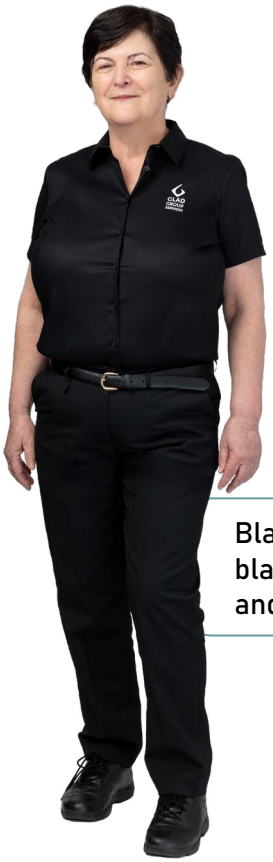


Black long sleeve shirt, black pants, black belt, and black shoes.

STYLE TIP

When on shift shirts must always be tucked in.

Your shoes must always be clean and polished. Sneakers or joggers are never to be worn with any uniform.



Black short sleeve shirt, black pants, black belt, and black shoes.

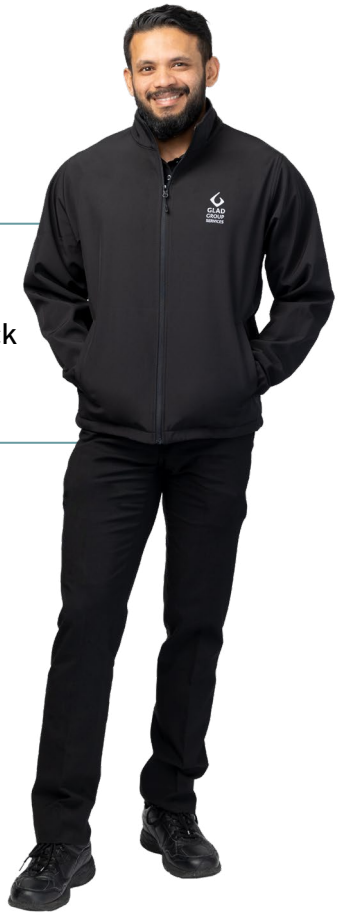
Black short sleeve polo shirt, black pants, black belt, and black shoes.





Grey apron tied at the back and worn with black short sleeve shirt or black short sleeve polo shirt.

Black winter jacket worn over all shown shirt styles with black pants, black belt, and black shoes.



GLAD GROUP SERVICES

Security

At Glad Group our frontline teams wear a variety of uniforms which include customer designed and issued uniforms - and our own Glad Group uniforms. The standards for wearing any uniform are consistent in that your uniform should always be neat and tidy, clean, pressed and well-presented.

Our Glad Group Services security uniform collection has been designed with versatility to accommodate different workplace environments. For example, our commercial security teams may wear formal business attire while our retail security teams may have a more casual style. There is a selection of shirts available, and must be worn tucked in, which are complemented with **black pants, black belt, and polished black shoes.**



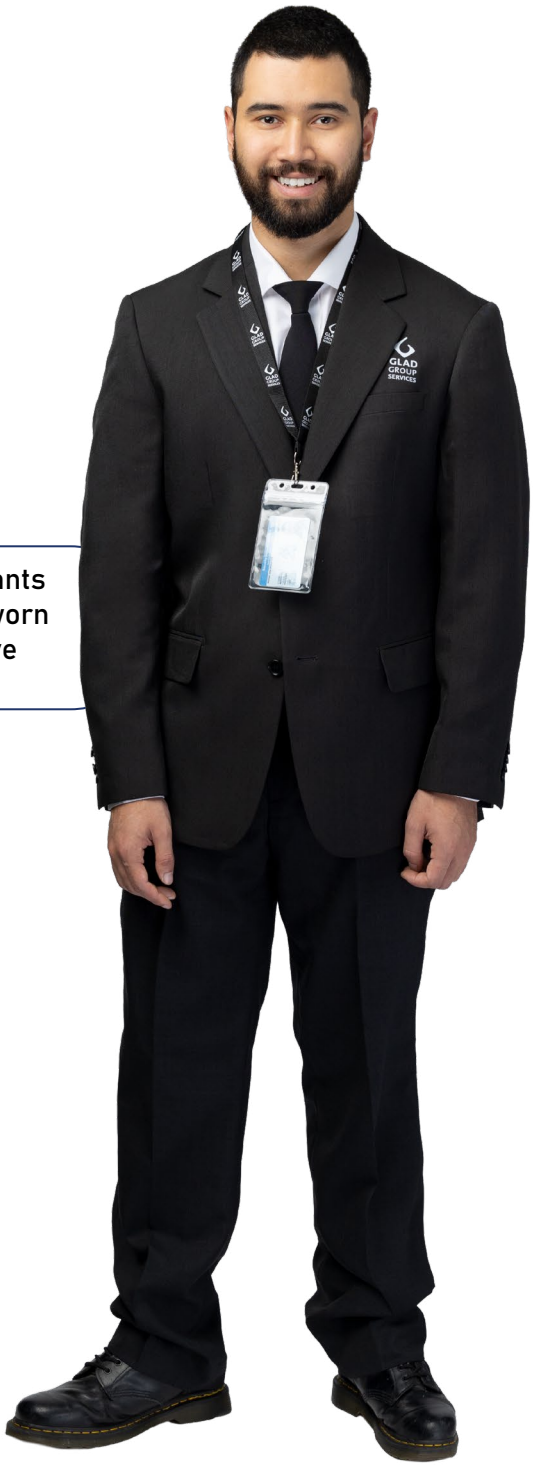
White long sleeve shirt, black pants, black belt, and black shoes.

Black short sleeve polo shirt black pants, black belt, and black shoes.

STYLE TIP

Security licenses must always be displayed above waist level. For example on the arm, belt or around the neck on a lanyard.

Your shoes must always be clean and polished. Sneakers or joggers are never to be worn with any uniform.



Black business suit (pants and matching jacket) worn with a white long sleeve shirt and black tie.



Black winter jacket worn over all shown shirt styles with black pants, black belt, and black shoes.

GLAD GROUP SERVICES

Guest services

At Glad Group our frontline teams wear a variety of uniforms which include customer designed and issued uniforms - and our own Glad Group uniforms. The standards for wearing any uniform are consistent in that your uniform should always be neat and tidy, clean, pressed and well-presented.

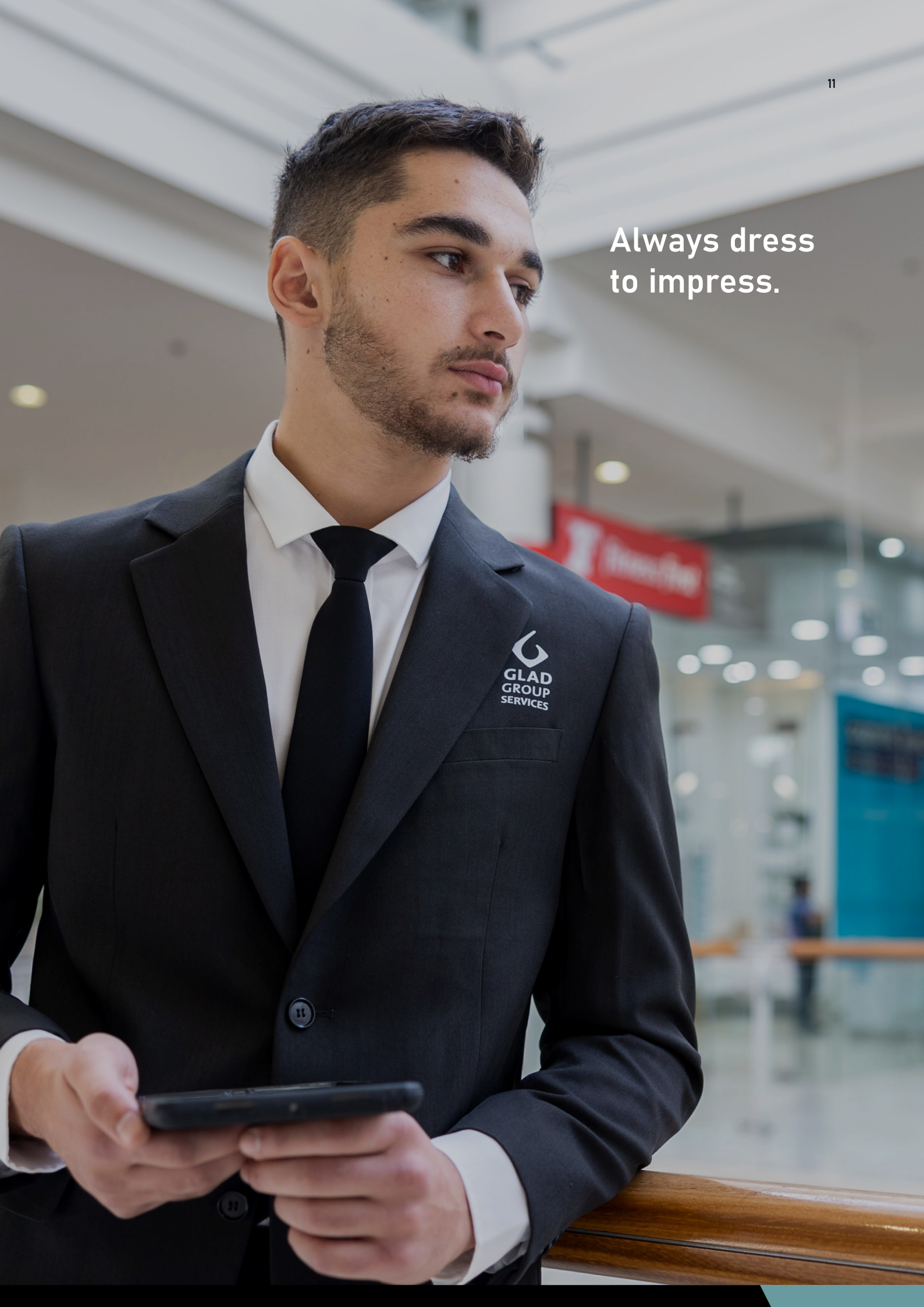
Our Glad Group Services guest services teams are often located in corporate settings and have daily interaction with our customers, building tenants and guests. This uniform collection is styled to suit corporate environments, consisting of a **white long sleeve shirt, worn tucked in, black pants, black belt, and black polished shoes**. A knee length black skirt is also an available option for female team members.



STYLE TIP

Hair should be brushed and styled neatly.

Your shoes must always be clean and polished. Sneakers or joggers are never to be worn with any uniform.



Always dress to impress.

GLAD MAINTENANCE

Maintenance and electrical



Glad Group's Glad Maintenance electrical and maintenance teams are comprised of managers and tradespeople that are either on site, in the office or meeting with customers. The uniform collection provides a selection of comfortable work wear with style options for all role types.

Every day on-site work wear consists of a **grey polo shirt or grey long sleeve shirt, navy shorts or navy pants, paired with steel capped boots.** For managers there is an alternative option available.

Managers: Black short sleeve polo, black pants, black belt with comfortable polished black shoes.

STYLE TIP

When on the work site dress right with a high vis vest.

Your shoes must always be clean. Sneakers or joggers are never to be worn with any uniform.



On-site: Winter hoodie worn over grey polo shirt or long sleeve grey shirt.



On-site: Grey long sleeve shirt with long navy pants.





On-site: Grey polo shirt with either navy shorts or navy pants.

UNIFYD TECHNOLOGY

National Operations Centre and IT support

Our Glad Group Unifyd Technology teams work in various workplace settings. The uniform collection has been designed to provide comfort when performing desk based and on-site duties.

The uniform collection consists of the following: **desert chino pants must be paired with the correct navy shirt, worn tucked in, black belt, and black comfortable shoes.**



Managers and National Operations staff: Long sleeve navy shirt, desert chino pants with black belt and black shoes (Monday - Thursday).



Managers: Long sleeve navy shirt, desert chino pants with black belt, and comfortable black shoes. Worn with a navy blazer to complete the look.

STYLE TIP

If any item of your uniform is showing signs of damage speak with your manager about arranging a replacement.

Your shoes must always be clean and polished. Sneakers or joggers are never to be worn with any uniform.



IT Support and National Operations Centre staff: Navy polo shirt, desert chino pants, black belt, and black shoes (Friday only for National Operations Centre staff).



IT Support and National Operations Centre staff: Navy jacket to complement uniform options.

AUXUS

Workplace services and concierge

Our Glad Group Auxus teams provide professional customer care within a range of different corporate settings. Managing the workplace services function the uniform collection has been collated to accommodate discreet positive customer connections, and alignment to customer workplace culture.



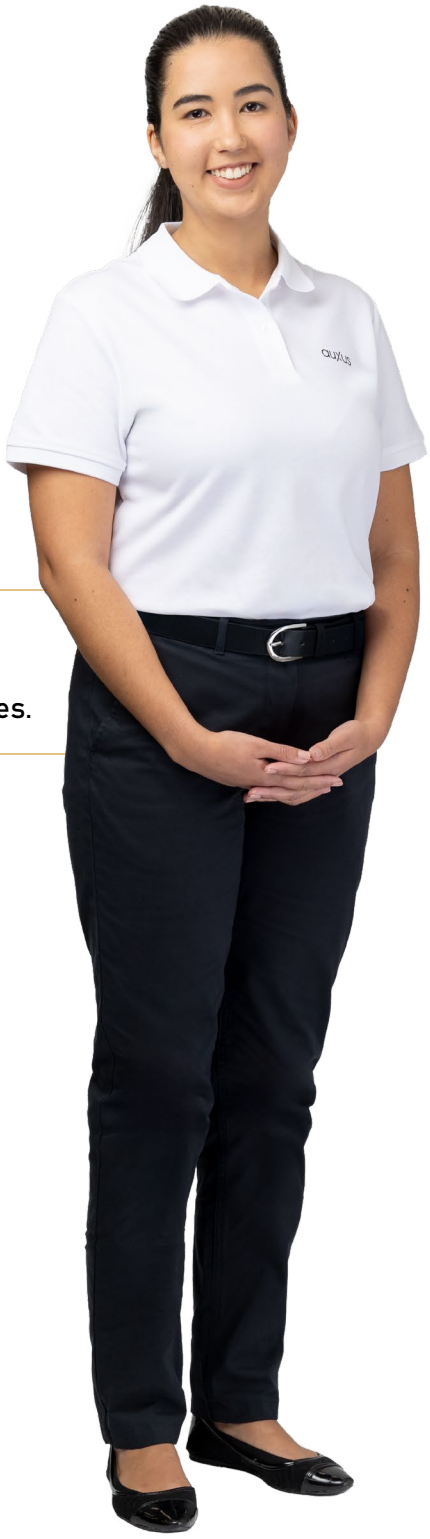
Light blue blouse worn with a navy suit consisting of a blazer and a knee length skirt. Accessorised with stockings and polished black shoes.

Long sleeve light blue shirt worn with navy suit consisting of a blazer and pants. Accessorised with black belt and polished black shoes.

STYLE TIP

Always keep your uniform maintained and well presented by hanging and folding your garments.

Your shoes must always be clean and polished. Sneakers or joggers are never to be worn with any uniform.



White polo shirt, navy chino pants, black belt, and black polished shoes.



Light blue long sleeve shirt, navy chino pants, black belt, and black polished shoes.

SUPPORT OFFICE

Dressing according to your day

Employees who are not provided with a uniform, including office staff and leadership teams, are expected to dress according to their day.

If attending site visits, meeting with employees or customers then you must be professionally presented in business casual or business formal clothes. The general rule is, if you know how your customer is going to be dressed, you should match your attire accordingly.



Example 1:

You have a few site visits organised for the day, including a commercial security customer. You know that this customer is always in a suit. You should wear formal business attire to match the expectations of the customer.



Example 2:

You are spending the day at a retail cleaning site and will be doing a lot of walking around. You know that the customer will usually wear a polo shirt and pants and so it is appropriate for you to dress more casually and comfortably for the day you have planned.



Office based staff (non-customer facing)

While our office environment maintains a professional but casual atmosphere, we expect employees to take care in presenting a neat and clean appearance while at work. Business casual attire is acceptable.

There are several things you must not wear in a business casual environment:

- Well-worn athletic sneakers or tennis shoes.
- Flip-flops.
- Stained or wrinkled clothing.
- Clothing with holes, such as distressed jeans.
- Clothing that is too tight or short.
- Clothing that is oversized or too loose.
- Shorts.
- Tank tops or strapless shirts unless paired with a blazer, jacket or cardigan.
- Backless or low-cut tops.
- Crop tops.
- Clothing with inappropriate logos or text.
- Active wear.

ACCESSORIES

General



Black belt



Black tie



Grey apron (Cleaning)



High vis vest



Team lanyard



Name badge

Optional



Progress Pride Pin

Retail & commercial workplaces



Black shoes (Cleaning)

Maintenance & electrical workplaces



Steel capped boots

Corporate workplaces





Ladies black shoes



Mens black shoes

Make a statement and present at your best

- Shirt cuffs should not be turned back or rolled up.
- Trousers should be well pressed.
- Shoes should be black and polished with toes fully enclosed.
- Name badge should be worn on the right breast pocket, should one be provided.

GROOMING FOR WOMEN

When you wear your uniform in the course of your duties, customers will associate your presentation with your conduct and performance. The following grooming guidelines are the minimum standards for presentation when you are at work.



Hair care
Hair must always be clean, neat and conservatively styled – no dramatic or bold colors in the workplace. Longer hair should always be pulled back away from the face and neatly tied.

Personal hygiene
You must present to work with a high standard of personal hygiene. Use deodorant, and keep your hands neat and clean. Avoid wearing too much perfume and maintain your dental health.

Jewellery
Jewellery must look professional, and kept to a minimum to suit staff attire. Face and visible body piercings are not permitted.

Cosmetics
Makeup must be professional and conservative. Visible body tattoos must be covered up as far as reasonably practicable. Glad Group will however take into consideration tattoos representative of a staff members culture and race or other diversity factors.

Shoes
Shoes must be black, closed toe and either flat or low healed. Shoes must be kept clean and in good condition. Shoes that can be polished are preferable. Where appropriate to role, black safety shoes must be worn.

Presentation
Uniform must be ironed, clean and fitted correctly. If provided with a name tag or lanyard this must be worn in line with customer requirements.

General
Chewing gum is not permitted during work hours.

GROOMING FOR MEN



Hair care
Hair must always be clean, neat and conservatively styled – no dramatic or bold colors in the workplace. Longer hair should always be pulled back away from the face and neatly tied.

Facial hair - mustaches and beards
Mustaches and beards must be clean and neatly trimmed. Being unshaven is not permitted.

Personal hygiene
You must present to work with a high standard of personal hygiene. Use deodorant, and keep your hands neat and clean. Avoid wearing too much cologne and maintain your dental health.

Cosmetics
Visible tattoos must be covered up as far as reasonably practicable. Glad Group will however take into consideration tattoos representative of a staff members culture and race or other diversity factors. Earrings, face and visible body piercings, are not permitted.

Shoes
Shoes must be black, kept clean and in good condition. Shoes that can be polished are preferable. Where appropriate to role, black safety shoes must be worn.

Presentation
Uniform must be ironed, clean and fitted correctly. If provided with a name tag or lanyard this must be worn in line with customer requirements.

General
Chewing gum is not permitted during work hours.

UNIFORM BRANDING (Procurement Guidelines)

Our logo is the most visible element of our identity and it represents a brand that people recognise. With multiple clothing options for our uniforms it is important that we maintain brand consistency. This is achieved by ensuring our uniforms display the correct logo for the corresponding business entity.

Our company logos should always appear on the left side of the upper body at chest height (or just above the pocket). Should a garment be co-branded with a customer logo the Glad Group logo should appear on the right side.

Logo dimensions are outlined and must be adhered to when placing uniform orders with our preferred suppliers.

Logo Guidelines

Glad Group company logos must appear in white on all uniform garments unless otherwise specified. Logo sizes have been set and should be adhered to when placing a uniform order.

All logos must be reproduced in proportion to the width sizes shown below and must appear with clear space around them.

Glad Group logo:
The logo size is 3.5cm (35mm) wide.

Glad Group Services logo:
The logo size is 3.5cm (35mm) wide.

Glad Maintenance logo:
The logo size is 3.5cm 35mm) wide.

Auxus logo:
The logo size is 5cm (50mm) wide.

Unifyd Technology logo:
The logo size is 7cm (70mm) wide.

Glad Group logo



3.5cm at the widest point.

Glad Group Services logo



3.5cm at the widest point.

Glad Maintenance logo



3.5cm at the widest point.

Glad Group logos can only be replicated on garments using a specific vinyl transfer. This method has been selected due to the high quality finish.

Auxus logo



5cm at the widest point.

Unifyd Technology logo



7cm at the widest point.



Contacts

Uniform order enquiries:

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