

Appearance, Uniforms, and Grooming Guidelines

Customer service and professionalism are what separate Lorenz from the competition. We are in a very competitive industry, and the leadership team understands that drivers are the public face of our Company. That is why we ask that a driver's appearance reflect an appropriate professional image that is consistent with professional duties. The following dress, grooming, and hygiene guidelines are appropriate given the nature of an employee's work, the degree of customer contact, expected business standards, and the need to maintain job safety. If you have special needs, questions or concerns regarding the following sections, please contact Human Resources.

Employees with Public Contact

Employees who frequently interact with the public are expected to dress professionally to convey a positive image of our Company.

Employees without Public Contact

For those employees that have limited contact with the public or our customers, you must dress appropriately for your position. All clothing must be clean and in good condition.

Driver Uniforms and Grooming

The drivers at Lorenz Bus Service are the public face of our Company. That is why we place such importance on the appearance of our drivers; we want to make sure they give the public and our customers the most professional image of our Company. The following are guidelines on how we would like the different types of drivers to dress:

Uniform for Coach Drivers

- **Top Options:** A Lorenz button-down shirt and tie, either long sleeve or short sleeve; drivers may wear a shirt that is similar in style and color to the Lorenz shirt with pre-approval from the Charter department
- **Tie Options:** A tie (or the female equivalent) of your choice so long as there aren't any characters, brands, objects, logos or text on the tie
- **Bottom Options:** Dark-colored slacks (either navy-blue or black in color)
- **Shoes:** Dark-colored, closed-toe shoes
- **Name Tag:** Drivers will be provided with Lorenz name-tags

Uniform for School Bus Drivers, Scheduled Services Drivers, and State Fair Drivers

- **Top Options:** A Lorenz polo or a light blue polo similar in style and color to the Lorenz polo.
- **Bottom Options:** Dark-colored pants (navy-blue or black in color) or Bermuda shorts (knee-length shorts)
- **Shoes:** Dark-colored, closed-toe shoes
- **Name Tag:** Photo-ID with first name, last initial only, plastic-laminated or equivalent and Lorenz logo

Notes about the Uniform Guidelines

Given the public nature of a driver's work, drivers are to report to work in uniform given the guidelines above. Drivers who are not dressed according to the guidelines stated above will be subject to corrective action. Please remember that drivers are the public image of Lorenz, and we strive to give the best impression possible. **Please note that jeans, sweatpants, and pants that are not in accordance with our uniform guidelines are not acceptable, even if they are black.**

Depending on the weather, drivers may wish to make additions to their uniform. These may include sweaters, vests, blazers, windbreakers, hats, (caps with the Company logo are preferred) and light or heavy jackets (jacket with a Lorenz logo are available for purchase) and coats. These additions should be professional, clean and in good repair (jackets should be clean, and free from tears/holes). They should represent the Company's branded colors as much as possible. Managers and members of the leadership team reserve the right to decide whether the additions to the uniform are appropriate – remember, our goal is put the best face forward for Lorenz.