



Approved:

**City of Riverside, California  
Human Resources Policy and Procedure Manual**

*Alonda Hines*  
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Human Resources Director

*[Signature]*  
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City Manager

*Number IV-2 Effective Date 08/06*

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

**PURPOSE:**

To define the City of Riverside's acceptable standard of dress.

The City of Riverside is a professional organization. All employees will present a professional appearance by wearing attire appropriate to 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 attire as seen by the general public has a bearing on how other agencies and departments view employee professionalism and ultimately working relationships.

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 apply when an employee has officially reported to work.

**POLICY:**

Except for City issued uniforms the follow policy applies:

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, attire matters will be managed at the department level.

Office Attire	Appropriate	Inappropriate
Suit	X	
Dresses (with or without nylons)	X	

Pantsuits	X	
Shirts (with or without ties)	X	
Sport coats	X	
Dress slacks	X	
Other coordinated outfits	X	
T-shirts		X
Sweat shirts or jogging outfits		X
Jeans (denim or colored) *		X
Capri style suits	X	
Shorts *		X
Halter tops or tank tops		X
Sheer, see-through or revealing clothing		X
Polo-type shirts	X	
Skirts of moderate length	X	
Collared shirts open at the collar	X	
Short-sleeved or sleeveless dresses, shirts or tops	X	
Dresses/tops with spaghetti straps		X
Low back dresses, blouses or shirts		X
Khaki or "Dockers" type slacks	X	
Skorts or culottes		X
Gym or sweat pants or workout wear		X
Leggings		X
Clothing with sports logos/messages/celebrity logos etc.		X
Footwear		
Dress Loafers	X	
Dress Sandals	X	
Athletic shoes (sneakers/tennis shoes) *		X
Casual Sandals (thongs or flip-flops) *		X
Dress Shoes	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.

\*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.

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

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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**ACKNOWLEDGMENT/ RECEIPT FORM**

I hereby acknowledge that I have received a copy of the City of Riverside's Customer Service Standards For Dress And Appearance Policy.

I have read and understand the provisions outlined in the City of Riverside's Customer Service Standards For Dress And Appearance Policy and agree to comply with all of the requirements contained therein. I understand that disciplinary action may be taken if I am found in violation of the policy.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness