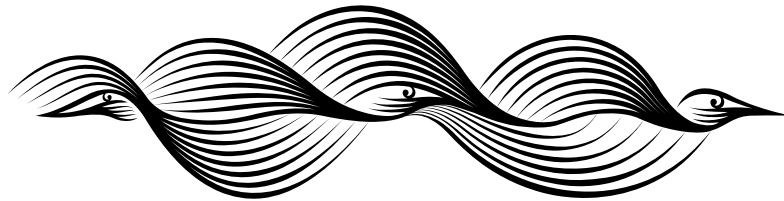


GREAT JOURNEYS NEW ZEALAND

Uniform & Grooming Guide



GREAT JOURNEYS NEW ZEALAND

Crew and Staff: Grooming, Uniform and Personal Hygiene Guide

At Great Journeys New Zealand we're all about making the journey exceptional for our guests and that starts with presenting ourselves in the best possible way. This guide is here to help you complete that polished look while keeping things comfortable and hygienic.



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& UNIFORM DRESS CODE

Wear the approved uniform assigned to you as provided by Great Journeys New Zealand.

Uniforms must be clean, properly fitted, and in good condition. Accessories, including the Great Journeys New Zealand scarves, ties and pocket squares should be worn as shown in this guide.



**Onboard Service Manager
& Maitre d'**



Train Managers



Train Attendants



MIX & MATCH





Kaikoura Long Sleeve Shirt



Waistcoat



Monaco Short Sleeve Shirt



Classic Flat Front Pant



Slim Fit Pant





Classic Jacket



Milano Vest



Pocket Square



Tie



Mens Corporate Belt



Name Badge





Haast Long Sleeve Shirt



Marlborough $\frac{3}{4}$ Sleeve Shirt



Paris Dress





Sydney Blouse



Bianca Jacket



Short Jacket with Reverse Lapel



Stella Perfect Pant



Eve Perfect Pant



Kate's Perfect Pant





Pleated Skirt



Neck Scarf



Milano Vest



Leather Slimline Belt



Name Badge

WEARING OF THE UNIFORM

- When on duty or in the passenger areas the current issue of correct company uniform must be worn at all times. This is all items listed on the current uniform order form or ordering app. All other historic uniform items are to be returned and not to be worn.
- All garments must be clean, properly pressed with no visible tears, other damage or stains and must be worn in the correct manner.
- All shirts to be tucked into trousers or skirts.
- If desired only the top button of shirts/blouses to be undone.
- Uniform should not be worn whilst off duty, unless travelling to work or representing the company.
- Great Journeys New Zealand crew must adhere to all uniform policy requirements during disembarkation and embarkation of the train unless approved by the Onboard Service Manager.
- Skirt hems must meet the wearers knee when standing and not be any higher or lower.



GROOMING & PERSONAL PRESENTATION

When you look and feel your best, your confidence shines through. Putting effort into your grooming routine and wearing the uniform with pride boosts your confidence and adds to the overall Great Journeys New Zealand guest experience.

Makeup:

- Keep makeup tasteful and in line with a natural look.
- Avoid bold and extravagant makeup styles.

Face:

- Maintain a clean-shaven appearance.
- For facial hair, ensure it's well-groomed and trimmed.
- Beards should be neatly maintained and kept tidy.



HAIR

Acceptable:

- Conservative colouration for hair.
- Discreet and modest hair accessories in both style and colour.
- If your hair is not touching your collar, it should be a neat and tidy style.
If it is falling over your face you can use a single hairclip that is the colour of your hair.
- Hair tied back or in a bun or French roll if it's below collar length.

Not Acceptable:

- Non-natural hair colours that stand out.
- Bright, overt, overly large, or attention-grabbing hair accessories.
- Hair can be worn in a bun, only a single bun can be worn.
- A doughnut may be used or the hair plaited before twisting into a bun.
- Bun must be neat and no stray hairs. A hair net matching your hair colour can be used if needed to keep bun neat.
- Hair nets must be plain and have no adornments.
- A single twist may be worn on one side of the head to secure a fringe.
Twists can not exceed two centimetres in diameter.
- Hair must be smooth with no fly aways.
- Ensure your hair is presentable by making use of the onboard mirrors, particularly after working outside or after visiting the viewing carriage.
- If you are unsure about accessories or your hair style talk with your manager.

Hair Don'ts:

- Must not be loose or fall in the eyes.
- Must not be worn with clamps/crocodile clips.
- Must not be dyed to extreme colours or have extreme colour differences.
- Scarves or bow are not permitted.
- Rubber bands must not be worn.
- Limit use of hair product to avoid giving the appearance of wet or greasy look.
- Regrowth must be maintained, no more than 4cm of regrowth permitted.



TATTOOS, & PIERCINGS

Cultural Heritage

At Great Journeys New Zealand, we value and respect the cultural significance of moko (tattoo) as part of many New Zealanders' heritage.

Visible Tattoos

If your tattoos might be visible to the public, they should not depict violence, offensive language, or gang-related symbols. When in doubt, don't hesitate to discuss your tattoos with your direct manager.

We encourage self-expression while maintaining a professional appearance. Your appearance contributes to the welcoming and respectful atmosphere we provide to our guests. If you have any questions or concerns about your grooming choices, please feel free to talk to your direct manager.



NAILS

- Must be kept clean and well-manicured at all times.
- Must be regularly maintained if professionally sculpted.
- Must be short to medium in length.
- Must not have an ornamentation to the nail. No nail art or glitter.
- Nail polish must be all the same colour.



JEWELLERY

When it comes to jewellery, safety and appropriateness are our top priorities. We want you to express yourself while ensuring a safe and professional environment.

Acceptable:

- Wristwatch.
- Stud earrings – only one piercing per ear. Gold, silver, greenstone, coloured gem or pearl.
- Nose Stud – only one small nose stud permitted.
- Only one ring per hand (excluding wedding and engagement rings worn together)
- Taonga (single solid-form bracelet with breakaway functionality)
- Approved badges or pins.
- Necklace - One gold, silver, greenstone, pearl or cultural necklace permitted under uniform layers only.

Not Acceptable:

- Comedy or novelty watches, overly bulky or colourful watches.
- Drop or hoop earrings.
- Multiple rings on one hand.
- Bracelets that could pose a risk to your health and safety (except for single solid-form bracelets with breakaway functionality)
- Non-approved badges or pins.
- Facial piercings (except one small nose stud – permitted)
- Bulky, brightly coloured or novelty necklaces.

Exceptions:

- Medic-Alert bracelets are permitted due to their medical nature.
- Bracelets, bulky rings that interfere with gloves, and necklaces not permitted for Culinary Specialists (This requirement does not apply to Medic-Alert bracelets)
- If there is any cultural or religious considerations regarding piercings that are not permitted under the Grooming Guide, this may be considered on a case-by-case basis.

Remember, your safety and the professional atmosphere of the environment you are in is paramount. Feel free to show your style while adhering to these guidelines.

NAME BADGES

- Always wear your Great Journeys New Zealand name badge during work hours.
- Attach the name badge to the top left of the outer wear of your uniform for easy identification by both fellow employees and our guests.
- Your pronoun badge may be worn alongside your name badge.



MOBILE PHONES

- The use of mobile devices for personal use should be restricted to when staff/crew are on designated breaks or at the end of a shift during rest periods and not in the view of guests.
- If staff are required to use phones for work purposes, this is to be done, where practical, out of the view of guests.



FOOTWEAR

- Wear Great Journeys New Zealand approved closed toe black footwear that is clean, polished, and well-maintained.
- Ensure footwear is comfortable and appropriate for your role.
- Cabin shoes to be worn with Dress or Skirt on-board.

PERSONAL HYGIENE

Body Odor:

- Use a good-quality antiperspirant or deodorant to maintain freshness.
- Maintain personal cleanliness by showering regularly and practicing good hygiene habits.

Oral Care:

- Brush your teeth regularly to ensure fresh breath.
- Use mouthwash or breath fresheners as needed.

Fragrances:

- Use perfumes or colognes sparingly to avoid overwhelming guests with strong scents.
- Be mindful of guests who may have sensitivities to fragrances.

Hygiene Accessories:

Keep hand sanitizers and tissues handy for personal use and to maintain cleanliness.

General Health:

If feeling unwell or displaying symptoms of illness, it's important to notify your supervisor and seek medical attention if necessary.

Smoking

- Is not permitted whilst walking. You must be standing /sitting in designated smoking area.
- Personal hygiene must be maintained after smoking.
- Smoking is only allowed during breaks in designated smoking areas off the train.

Tips

- Always be mindful of cultural and religious considerations when it comes to grooming and appearance.
- Regularly review and adhere to the company's grooming and uniform policies.
- Present yourself with confidence and pride, as you are a vital part of creating an outstanding guest experience.



Remember, we're in this together

If you're unsure about anything related to grooming, uniform, or hygiene, don't hesitate to ask your supervisor or manager.

THE FINER DETAILS

Ties:

- Always make sure your tie is securely fastened.
- Avoid wearing your tie loosely.
- Ensure the back of the tie is not visible; keep it even.
- Ensure your collar is down at all times.



Shirts:

- When wearing a tie, always button your shirt fully.
- Roll up your cuffs evenly.
- Never leave more than two buttons unfastened on your shirt.



Cardigans:

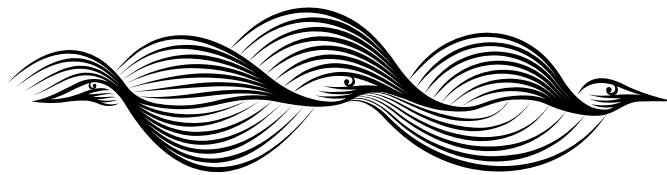
- Never fasten your cardigan with a tie.
- Always wear your cardigan in a loose manner.
- Knitwear is not to be worn in the Scenic Plus cabin during service.



Name Badges:

- Please keep your name badge visible at all times.
- Ensure that your name badge is positioned straight.
- When wearing your uniform, always place your name badge on the left-hand side.

- If you have pockets in your uniform, your keys should be stored there. Whenever possible, lanyards are not to be worn in the cabin.



GREAT JOURNEYS NEW ZEALAND

Our Promise

At Great Journeys New Zealand, we're committed to excellence in every aspect. By following this guide, you're not just representing yourself but embodying our brand values and commitment to exceptional service.



A big thank you for being a part of the Great Journeys New Zealand team!

Your dedication and commitment to maintaining a high standard of grooming and personal hygiene contributes to the exceptional journey we provide to our guests.