

Motor Vehicle Division Administrative Memo # 18-01

Dress Code for Customer-Facing Employees

DATE: August 13, 2018

FROM: Darcy Doty, Director DIS and Angel Robinson, Director OVMCS

TO: DIS and OVMCS Customer-Facing Employees

SUBJECT

This administrative memo establishes guidelines regarding the Motor Vehicle Division dress code that applies to all employees who **are required to wear a uniform**. Uniformed staff include all employees who work in our customer-facing service areas as well as other staff who represent the DOT at public events.

EXPLANATION

The purpose of this policy is to establish dress code guidelines for Motor Vehicle Division employees who are required to wear a uniform. This policy serves to provide clarification, and establish general guidelines and expectations that will help consistently guide our individual clothing choices.

POLICY STATEMENT

The goal of this dress code is to allow employees to work and dress comfortably; give employees reasonable flexibility, affordability, and personal choice in fashion and clothing choices; maintain safety in all that we do; and maintain a professional image for customers and visitors.

GENERAL PRINCIPLES

There are too many clothing choices and types to list everything that's acceptable or unacceptable, and we won't attempt to do that in this dress code policy. Instead, it's our intent to institute general procedures and expectations that will help consistently guide our individual clothing choices (for those items that are not provided as part of your uniform). As you consider this dress code, follow these basic principles:

- Exercise reasonable, adult judgment when making professional clothing choices.
- Whatever choices we make, our clothes should always be clean and in good repair. Good repair doesn't preclude clothes that are "distressed" according to the style of the day, but does preclude clothes that have fallen into poor condition and need repair, or clothing that doesn't professionally represent the division.
- Images or messages on our clothes should not be offensive or disparaging. Much like we require for license plate images, images or messages on our clothes should not be vulgar, prejudiced, hostile, insulting, or racially, ethnically, or sexually degrading, and should not include profanity or references to alcohol, tobacco, or illegal substances or acts.

- Our clothes should not impair our ability to do our jobs safely. We should not wear clothes that will be unsafe for the surfaces, conditions, elements, and devices or machines we will be using, and all employees will require with Iowa DOT Policy No. 230.05, Personal Protective Equipment when performing work that requires personal protective equipment. You can review this policy at: http://portal/OperationsFinance/PolicyLegislative/DOT%20Policies%20and%20Procedures/230_05.pdf

HELPFUL QUESTION AND ANSWERS

The following questions and answers provide additional information that will be helpful to you.

WHAT ARE THE DRESS AND UNIFORM STANDARDS WE WILL FOLLOW?

Our primary uniform standard is a standard logo DOT shirt, business casual slacks/jeans, business casual shoes or proper athletic shoes. The following describes the standard. Uniform wear:

- **Shirts/Tops.** A minimum number of DOT logo shirts will be provided to employees upon hire and should be worn each work day unless there is a special event or you have received supervisory approval for an alternative shirt/top. Shirts will be replaced as needed. Employees will be able to purchase and wear additional approved DOT wear if they choose from the DOT wear site.
- **Slacks/Bottoms.** Slacks/bottoms will not be provided. Please follow the appropriate wear for Business Casual as defined below.
- **Shoes.** Shoes will not be provided. There are so many variations of shoe types that it would be difficult to categorize and authorize all types in this memo. Shoes need to have the additional quality of aiding our ability to walk and stand and to do so comfortably, which may require special shoes or choices for some people. In general, shoes should adhere to the basic standards that they be clean and in good repair, and be safe for the job we are doing. Beyond that, your shoes should go with the clothes you're wearing and the professional standard you are adhering to. Anyone who performs drive tests (including CDL) will not be permitted to wear open-toe shoes for safety reasons and shoes will need to be secured to your foot to prevent slippage with a solid sole. There is no general guidance against flip flops or any other type of sandal (whether rubber or leather, "bedazzled" or not "bedazzled,") other than again, they should be clean and in good repair and be safe for the job being performed.
- **Additional accessories.** Employees who are outside in the elements will have additional clothing items and accessories available to them. These items will be provided to the employees as needed.

There will be rare times when modified business casual or business standards apply. The following describes each of these standards. Employees will be informed before these rare occasions.

- **Business.** Business is the most formal standard. Business generally means at least a collared shirt, tie, and slacks for men, and according to the expectations and practice of the setting may also include a coat/blazer or suit. For women, business means a blouse or nicer top and a skirt or slacks, or a nice dress, and again according to the expectations and practice of the setting may include a jacket or sweater.
- **Business Casual.** Business casual is an intermediary standard, and our interpretation of it might best be described as "relaxed" business casual. For men, business casual means a collared shirt that is tucked in and slacks, khakis, or nicer jeans. For women, business casual means a top (other than a t-shirt), skirt, slacks, khakis, capris, nicer jeans or a dress. Business casual includes sweaters, sweater

vests, fleece jackets and vests, and similar wear appropriate for colder weather. Nicer jeans just means jeans that are in good repair and not well-worn.

HOW WILL THE DRESS POLICY BE ENFORCED?

Because choice of clothing and dress is very broad and personal, choices that stray from the guidelines set forth above will generally be addressed by privately discussing the matter with the employee in question to explain where and how their choices have strayed from the guidelines and asking them to make choices within the guidelines in the future to ensure a professional atmosphere. However, in those hopefully rare instances in which an employee's clothing or wear is unacceptably dirty, violates standards of decency, is offensive or disparaging, or violates health or safety standards or creates a health or safety risk for the employee or others, the employee may be required to return home to change into acceptable clothing or wear and may be required to take vacation or personal leave without pay to do so. Employees need to have the required items to perform the responsibilities of their job at anytime. For example, if the employee isn't planning to conduct car drives, he or she still needs to have the appropriate footwear with them in case they are needed to perform this responsibility.

An employee may wear DOT logo items on non-work hours. In doing so, the employee must maintain professional conduct as if they are in paid status and represent the DOT in a professional manner. Failure to do so may result in violation of this policy.