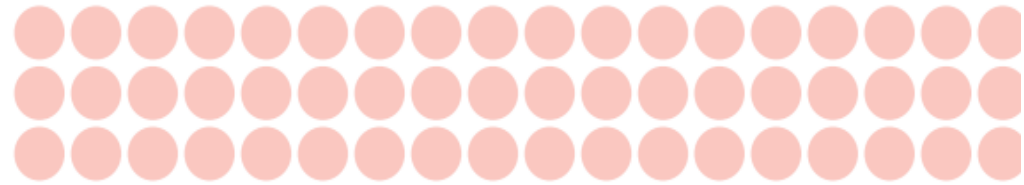


STANDARDS FOR ALL TEAM MEMBERS



HYGIENE

Have good hygiene. Keep hands and nails clean, practice good dental care and use fragrances sparingly.

CLOTHING

Clean, neat, pressed and in good repair with appropriate under garments. Fit of clothing must be appropriate. Outerwear is prohibited while on duty, unless specifically issued as part of the Team Member's uniform. Shirts should be tucked in, unless otherwise directed by management. Hats prohibited while on duty unless issued as part of a uniform.

DENTAL WEAR

Decorative ornaments such as grills/gold plates prohibited.

JEWELRY

Tasteful, not excessive in style or size, not defamatory or offensive to others. Earrings may be worn in ear lobes only, but no more than two in each ear. Post earrings must be smaller than the size of a dime; hanging earrings must be thin, non-distracting, and less than 1.5 inches in length. All other visible piercings are prohibited (tongue included). Plastic spacers and/or gauges are prohibited. Necklaces, rings and bracelets in moderation.

FINGERNAILS

Clean, well-maintained, tasteful and trimmed no longer than 1/2 inch from fingertip; if polished, Team Members may wear a solid color without chips or other adornments. Understated, tasteful designs may be acceptable.

ID BADGES

SugarHouse-issued name tags, ID badges and PGCB credentials, if applicable, must be worn at all times without any personal attachments to badge or holders unless otherwise directed by PGCB. Name tags and ID badges must be worn above the waist.

EYEWEAR

Lenses that enable viewing of the eye by the public. Dark lenses prohibited, unless you work outside.

MAKEUP

Tasteful makeup, not excessive in nature. Extreme colors and styles prohibited.

TATTOOS

Front of the House standard:

Covered and not visible to the public.

Heart of the House standard:

Non-offensive tattoos are permitted.

Management reserves the right to request the coverage of certain designs.

GUM

Team Members may chew gum in Heart of House areas only; not in Front of House.

HAIR

All hairstyles must be well maintained, neat and add to a well-groomed appearance. Clean, styled, of natural colors, and away from face/eyes. Braids and/or dreadlocks should be smooth and straight. Avoid extreme color and styles (e.g., shaved and spiked designs). If a person cannot be naturally born with a certain hair color, SugarHouse considers that hair color "extreme".

Men: No more than one inch below top of collar and/or restrained and tastefully pulled back. Sideburns must be kept neat and not violate another provision of the grooming standards (e.g., purple or spiked).

Women: Length of hair cannot interfere with job duties in job description and cannot cover the name badge at any time.

FACIAL HAIR

Front of the House standard:

Existing, neatly trimmed beards (no longer than one inch in length), goatees and neatly trimmed mustaches (horizontal width and downward drop may not extend more than 1/2 inch beyond corner of mouth). Beards should be grown during extended time off; partially grown-in beards are not permitted. Handle bar, Fu Manchu or waxed mustaches are prohibited. Extreme facial hairstyles are not permitted.

Heart of the House standard:

Extreme facial hairstyles are not permitted.

UNIFORMED TEAM MEMBERS

Uniforms are carefully selected to portray certain images and/or to enhance the entertainment experience for guests. Uniform and/or image guidelines may vary by department. Team Members are required to be in complete, wrinkle and soil-free uniforms during their entire shift or when in view of the public. To comply, please clean and press clothes before each shift. Long sleeves should be worn rolled down, as designed.

Further, Team Members are required to wear all black, leather (or leather-like) closed-toe, closed-heel shoes, with no visible or obvious logos. Management reserves the right to prohibit Team Members from working if uniforms do not meet standards or if they are over worn, ripped, soiled or otherwise not in keeping with the desired image.

Team Members are to maintain issued uniforms in good repair and may not make unapproved alterations to them. Team Members are prohibited from wearing their uniforms or a piece of their uniform as personal clothing unless working at or traveling to and from SugarHouse Casino.

NON-UNIFORMED TEAM MEMBERS

All non-uniformed Team Members are required to wear business-appropriate attire as described in the classifications below. The level and type of attire required to be worn will be determined by the General Manager and may differ by department or job classification. As a general rule, the levels of business-appropriate attire include:

Business Dress: Full business suit (pants and slacks, skirt or dress) and dress shoes, with collared buttoned shirt and coordinating tie for men, blouse or collared shirt for women; or dress slacks, tucked in collared dress shirt, buttoned at all times, with sports jacket, coordinating tie and business casual or dress shoes.

Business Casual Dress: Dress slacks, tucked collared dress shirt (no more than 2 buttons unbuttoned), with business casual or dress shoes; professional slacks paired with appropriate top (blouse, knit, turtleneck, etc.); dress shirts designed to be worn untucked, polo shirt and business casual shoes or other attire deemed necessary to maintain the SugarHouse brand identity.

IN ALL CASES

- Dress suitable for office environments
- Clothes should not be too tight, baggy or of extreme design
- Coordinating appropriate accessories (belts, socks, etc.)
- Denim allowed if in good repair (i.e. no rips, paint, studs, etc.)
- Coordinating blouse, knit top or sweater tucked in or that falls below the waist line, providing full coverage of the stomach and not too revealing at the bust line
- Skirt/dress length no shorter than 3" above knee
- Athletic wear is prohibited
- Unless specifically authorized by Management, sheer fabric, shorts, spaghetti straps, flip-flops, athletic shoes, crocs, casual T-shirts, hiking/work boots are prohibited

ATTENTION ALL TEAM MEMBERS

Modifications or temporary alterations to this policy must be approved in writing by the General Manager prior to the occurrence. The nature of some appearance standards may vary by position. For example, Sweeties and Bartenders may have different appearance standards. Such variances may add to the image of the position and will be communicated to applicable Team Members.

Because it is difficult to define every aspect of image standards and because standards can be subjective, management in its sole discretion reserves the right to make the final determination of the style of attire required throughout the casino.

Management also reserves the right to determine if a Team Member is meeting the standards of hygiene and attire that are in keeping with SugarHouse Casino's desired image. If you have a sincere religious belief and/or practice that conflicts with this policy, SugarHouse will work with you in an attempt to find a resolution that accommodates those religious beliefs and/or practices without placing an undue hardship upon the Casino.

Further, if you have a medical condition that requires a variance to this policy, SugarHouse will work with you in an attempt to find a resolution that accommodates that medical condition without placing an undue hardship upon the Casino.

APPEARANCE STANDARDS



WE MAKE SUGARHOUSE LOOK GOOD



SUGAR
HOUSE
CASINO | PHILADELPHIA
PENNSYLVANIA

SEPTEMBER 2014