

# PRESENTATION STANDARDS

## WHY ARE PRESENTATION STANDARDS IMPORTANT?

Presentation standards are crucial for any company, as they reflect the organisation's professionalism and attention to detail, creating a positive impression on customers and enhancing the company's overall image.

Presentation standards are an opportunity to create a consistent, positive brand image. Clients are more likely to partner and recommend a company that presents a cohesive, polished image, both in terms of products and services, and in the appearance of its employees.

Duty Manager are to wear the corporate attire, however are permitted to wear the polo option if they are going to be supporting in the operations.

## HYGENIE STANDARDS

We know our employees work hard, often carrying out very physical work. That's why it is essential that employees apply a sufficient amount of deodorant to prevent excessive body odour.



Hygiene stations are available at Star Offices if necessary. It is important to note that perfume does not provide the same protection or function of deodorant.

## WHAT HAPPENS IF I AM NOT WEARING CORRECT UNIFORM?

Any employees that do not adhere to Uniform Presentation Standards may be sent home from their shift and face disciplinary action unless they are awaiting a pending uniform order or received pre-approval from their manager to not be in uniform.



# STAR'S UNIFORM ORDERING PROCESS

Star employees have access to a online portal where you can order and receive your uniform directly to your home!

To access the portal directly,  
please scan or click the QR code.



## HOW TO ORDER ONLINE



### ACCESS YOUR ACCOUNT

Scan the QR code Uniform website and which includes your login and password to order your uniform. Once you have received your login and password, sign the uniform declaration and start ordering.



### PLACING AN ORDER

Once logged in, you will have access to order your uniform. Simply select the item, size and quantity and add to cart. Items will be sent directly to your postal address.



### MAKING A RETURN

If you wish to make a return, there is a return form on the portal, simply follow the return prompts. Alternatively please send items to your local port and notify your Airport Manager via email.

# FAQS

## HOW DO I KNOW MY SIZE?

Joseph Dahdah online portal has a detailed size guide with each item listed. Please ensure you carefully measure yourself and read the guide to avoid having to process any returns.

## HOW DO I PROCESS MY RETURN?

Please pack up your items and either directly drop them off at your local Star Office or send them via post to 11/20 Ricketty Street Mascot, 2020 NSW.

## WHAT QUANTITY OF UNIFORM AM I ALLOWED?

Part-time employees are entitled to 4 shirts, 3 pairs of bottoms (pants/shorts/skirt) and 1 blazer/jacket per year. Casual employees are entitled to 2 shirts, 2 bottoms (pants/shorts/skirt) and 1 blazer/jacket per year.

## I WANT AN ITEM THAT ISNT AVAILABLE ONLINE?

If you have a specific item you'd like to request please contact your Airport Manager and they may be able to order the item for you.

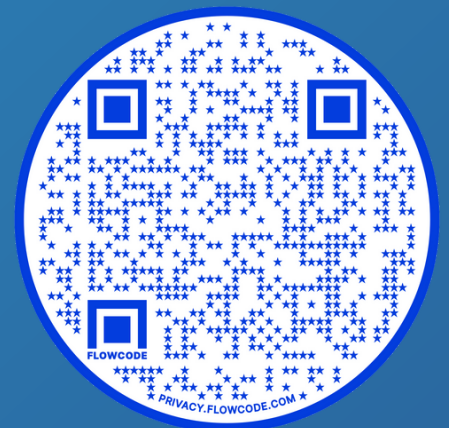
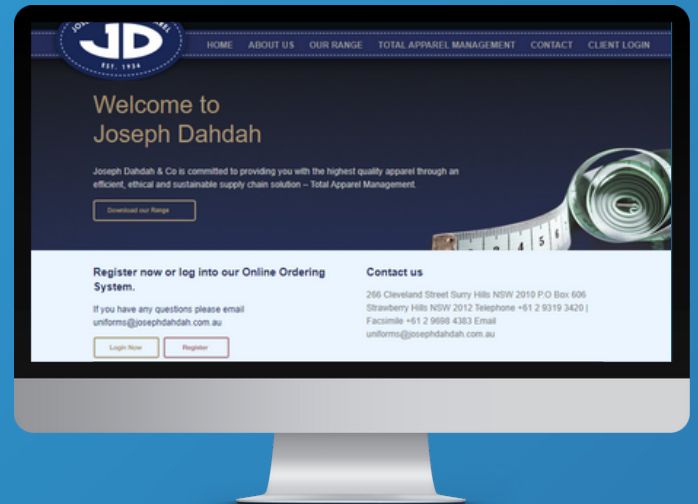
## HOW DO I TRACK MY ORDER?

Once you have submitted your uniform order, an order confirmation will email be sent to your nominated email address. To track orders, login in to the portal and click on 'order history'. Here you will find all the details of your order, including dispatch information and its last known location. Orders are generally delivered within seven business days.

## HOW DO I UPDATE MY ADDRESS IN MY PROFILE?

Please email HR who will update this for you at [hr@staraviationservices.com.au](mailto:hr@staraviationservices.com.au)

To access the portal directly, please scan or click the QR code.



Need further assistance? Please email:  
[hr@staraviationservices.com.au](mailto:hr@staraviationservices.com.au)





# UNIFORM

Highlighted items must be worn when working in ops, otherwise Duty Managers should be wearing the corporate uniform.



Employees are required to wear plain, black, closed-toe dress shoes.

**Need further assistance? Please email:**  
[hr@staraviationservices.com.au](mailto:hr@staraviationservices.com.au)

