

# OMV & OMV VIVA

# UNIFORM

## HANDBOOK



WE CARE MORE



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# DRESS FOR SUCCESS

## THE IDEA BEHIND UNIFORMS



FILLING STATIONS PARTNERS AND THEIR EMPLOYEES REPRESENT NOT ONLY THE OWN BUSINESS BUT ALSO THE IMAGE OF OMV. FOR THE DAILY CUSTOMER CONTACT WE WANT TO EMPHASIZE THE FILLING STATION COMPETENCE AND CREDIBILITY WITH THE OMV UNIFORM.



### Identification with the brand

- ▶ OMV filling station employees are a direct link between customer and OMV. Therefore they represent a strong brand signal on a daily basis.
- ▶ The picture of the OMV and VIVA brand in the customers view will be identified through appearance and behavior.
- ▶ A uniform symbolises commitment to OMV.
- ▶ Uniforms guarantee a consistent image of the company.

### Motivation

- ▶ OMV and VIVA clothing has been developed for a comfortable and secure work at the filling station.

### Responsibility

- ▶ With a uniform comes responsibility. By wearing a proper and clean uniform the attributes such as quality, competence and reliability are reinforced. Therefore the appearance in shabby or damaged cloth can harm the OMV and VIVA brand.

### Which outfit to choose?

- ▶ There are different outfits available depending on the area on the filling station. It is extremely important that all participants keep to prescribed standards and wear the appropriate uniform according to environment and task.

**Only outdoor uniform fulfill the safety requirements for working at the forecourt such as antistatic and oil resistance.**

A female employee in a red cap and grey shirt is smiling and operating a coffee machine. She is holding a red cup under the machine's spout. The background is a blurred service area.

## VIVA SHOP/GASTRO

THE APPEARANCE AND BEHAVIOUR OF THE FILLING STATION EMPLOYEES CHARACTERIZE THE CUSTOMER BRAND EXPERIENCE.

### For men

- ▶ VIVA softshell jacket with zip-off sleeves
- ▶ VIVA shirt
- ▶ VIVA polo with long sleeves
- ▶ VIVA polo with short sleeves
- ▶ Jeans

### For ladies

- ▶ VIVA softshell jacket with zip-off sleeves
- ▶ VIVA blouse
- ▶ VIVA polo with long sleeves
- ▶ VIVA polo with short sleeves
- ▶ VIVA scarf
- ▶ Jeans

### Unisex

- ▶ VIVA apron
- ▶ VIVA cap or visor
- ▶ Name tag
- ▶ Belt





## OMV SHOP

THE APPEARANCE AND BEHAVIOUR OF THE FILLING STATION EMPLOYEES CHARACTERIZE THE CUSTOMER BRAND EXPERIENCE.

**For men**

- ▶ OMV softshell jacket with zip-off sleeves
- ▶ OMV polo with long sleeves
- ▶ OMV polo with short sleeves
- ▶ Jeans

**For ladies**

- ▶ OMV softshell jacket with zip-off sleeves
- ▶ OMV polo with long sleeves
- ▶ OMV polo with short sleeves
- ▶ Jeans

**Unisex**

- ▶ OMV cap or visor
- ▶ Name tag
- ▶ Belt



A young man in a white chef's uniform and hat is smiling at the camera while working in a kitchen. He is holding a large knife with a purple handle and is in the process of chopping a purple eggplant on a yellow cutting board. The cutting board is filled with various chopped vegetables, including red and yellow bell peppers, green beans, and tomatoes. The background shows a professional kitchen environment with stainless steel countertops, a sink, and a range hood.

## VIVA KITCHEN

THE UNIFORM FOR THE WORK  
IN THE KITCHEN HAS TO FUL-  
FILL HYGIENIC REQUIREMENTS  
AND FUNCTIONALITY.



**For men**

- ▶ Cooking trousers
- ▶ Cooking jacket

**For ladies**

- ▶ Cooking trousers
- ▶ Cooking jacket

**Unisex**

- ▶ Kitchen cap
- ▶ Kitchen apron



Please wear appropriate working shoes for the kitchen.



# OMV FORECOURT

THE UNIFORM IS THUS A FURTHER INSTRUMENT FOR CONVEYING OMV'S CLAIM TO BE A PREMIUM BRAND AND MAKING THIS APPARENT VISUALLY.

**For men**

- ▶ OMV summer jacket
- ▶ OMV summer bib overall
- ▶ OMV winter jacket – available in September 2017
- ▶ OMV winter bib overall – available in September 2017
- ▶ OMV polo with long sleeves
- ▶ OMV polo with short sleeves
- ▶ OMV cap
- ▶ Name tag

Please wear appropriate working shoes for the forecourt with steel bars and acid and oil resistant.



# CLOTHING PRINCIPLES

## DOS & DON'TS

### 1 Hair

Always keep your face free of hair.

- ▶ Pull your hair together and use clips if your hair is not long enough.

### 2 Nails

Make sure your finger nails are always in a clean and well maintained condition:

- ▶ Keep your finger nails short.  
Recommendation: max. 3 mm from the finger tip
- ▶ Avoid using nail polish. In the kitchen (midsize gastro) it is forbidden to wear nail polish.
- ▶ No artificial finger nails recommended.

### 3 Beard

- ▶ Facial hair is not recommended, therefore always make sure you are shaved properly.
- ▶ Keep your beard short and cultivated.

### 4 Jewellery

Due to hygienic reasons, we advise you not to wear jewellery.

- ▶ Please avoid visible piercings in combination with your uniform.

In the kitchen (midsize gastro) it is mandatory to stick to the following regulations:

- ▶ No rings except of wedding rings
- ▶ No necklaces – except if it is under your clothes
- ▶ No hanging ear jewellery
- ▶ No bracelets
- ▶ No watches

### 5 Make-up and Parfum

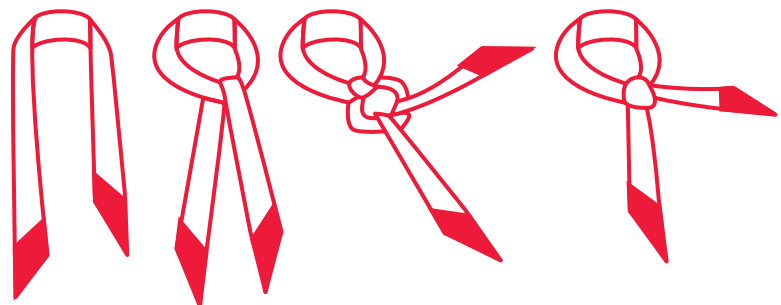
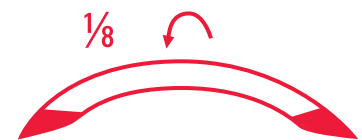
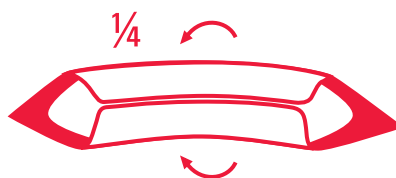
- ▶ Keep make-up discreet and natural.
- ▶ Don't use strong perfums.



### How to tie a scarf?

Please check by yourself:

- ▶ Is my scarf clean and ironed?
- ▶ Is the wrap firm enough?



EVERY WORKING TASK HAS SPECIAL PRINCIPLES, BASED ON SAFETY AND SANITARY REQUIREMENTS. FOLLOW THE STANDARDS REGARDING HEALTH AND HYGIENE WHEN MOVING BETWEEN FORECOURT AND OUTDOOR AREA.



### 6 Caps

- ▶ The VIVA cap is mandatory for the shop and gastro area.
- ▶ The OMV cap is mandatory in case there is a gastro area available.
- ▶ The cap can be removed for cleaning tasks in the shop and toilet.
- ▶ Due to hygienic reasons managers are not excluded from wearing a cap in VIVA shop and gastro area if handling open food (sandwiches, ...).
- ▶ Do not wear caps backwards.

### 7 Name tag

Always wear your name tag visible and attached to your uniform.

- ▶ On your jacket, shirt or polo
- ▶ On the right side
- ▶ Horizontally with the OMV/VIVA logo
- ▶ Name tags must be printed and not hand written.

- ▶ Name and surname
- ▶ Max. 14 letters
- ▶ In case of a very long name the first name will be reduced to the initial (M. Mustermann).
- ▶ Optional: job title after name in a second line
- ▶ Specification: font Univers bold in 16pt font size

### 8 Additional button

Please note that we also do have an "in-training" button as well as other buttons in use.

- ▶ Buttons will be placed above the name tag.

### 9 Shoes

With your uniform it is mandatory to wear black shoes, which you obtain privately. Please make sure by yourself, that you clean your shoes regularly and keep it in impeccable condition.

- ▶ closed
- ▶ nonslip
- ▶ comfortable
- ▶ low heels

### Forecourt shoes

- ▶ warm (in winter)
- ▶ closed
- ▶ nonslip
- ▶ comfortable
- ▶ no heels
- ▶ anti static
- ▶ oil and acid resistant
- ▶ steel bars

### 10 Socks/Tights

- ▶ Please wear single-colored black socks or stockings with your uniform.

# CLOTHING PRINCIPLES

## DOS & DON'TS



### 1 Promotion clothing

Promotion clothing will be placed at your disposal by OMV.

- ▶ Promotion shirts will only be produced and provided by OMV.

### 2 Apron

- ▶ The apron is only to wear in the Gastro area.
- ▶ No apron for employees who only work in the shop division.
- ▶ If one employee is responsible for gastro and shop, he/she can wear the apron exceptionally both, in the gastro area and in the shop area.
- ▶ The apron has to be removed for cleaning tasks in the shop and toilet.



### 3 Forecourt and security

- ▶ Always wash your hands when you re-enter the shop.
- ▶ Please remove the apron when accessing the forecourt.
- ▶ Forecourt employee must wear forecourt uniform. The indoor uniform does not fulfill the safety requirements (antistatic, oil resistant).



### 4 Don'ts

- ▶ Never smoke or chew gum in uniform.
- ▶ Never wear long sleeved shirts underneath shortsleeved uniform polo or shirts.

# CLOTHING PRINCIPLES

## MAINTENANCE



### 1 Important washing information

- ▶ Consider the textile identification as well as the maintenance indices that are sewed into the clothes.
- ▶ Wash same materials with similar colours. Wash white garments always separate.
- ▶ Wash all clothes inside out.
- ▶ Do not iron embroideries.
- ▶ Use the delicate cycle of your washing machine in order to preserve your clothes as long as possible.
- ▶ Use detergent without optical brightener.
- ▶ Close zippers and clasps, as they can damage the fabric otherwise.
- ▶ Use detergent without optical brightener.

### 2 Condition/Cleaning

- ▶ Make sure your uniform is always in a clean and perfect condition:
  - no holes
  - no cuts
  - no frays
  - no missing buttons
  - no faded color
  - no missing logo tag
- ▶ Make sure your uniform is in a non-smelling condition.
- ▶ Please replace worn-out items.

### 3 Some tips for removing spots

- ▶ The treatment of the spots should happen before washing and ironing.
- ▶ Never rub strongly, only dab to prevent the fabric from damage.
- ▶ The colour of the cleaning tissue should preferably be the same as the colour of the fabric, don't use man-made fabrics.
- ▶ Always make a colour test with coloured clothes: Dab the inside border with spot remover and check with a white fabric if the garment loses colour. If this is the case, do not treat it yourself.
- ▶ When using chemical matters, always open the window (harmful vapours). Don't smoke alongside.
- ▶ Always store the spot remover inaccessible to kids.
- ▶ Fuel verges: Removal with turpentine oil.
- ▶ Rust: Initially treat with warm, diluted lemon juice.
- ▶ Fat: pre-treat with liquid pre-detergent if required, mostly removable with washing.
- ▶ Ball pen: dissolve with alcohol, wash out.
- ▶ Tar: batch with butter, after-treat with fuel or trichloroethylene.
- ▶ Cart grease: brush with butter or dish detergent, dab off carefully and after-treat with fuel or trichloroethylene and wash out.
- ▶ Gloss paint / oil paint: scrape off the paint, soak in turpentine.
- ▶ Blood: treatment with cold water
- ▶ Coffee: treat carefully with an ethyl alcohol or turpentine soaked handkerchief.

# CLOTHING PRINCIPLES

## MEASURE AND SIZING

### Chest girth

Measure horizontally around the widest/fullest part of your breast

### Waist measurement/abdominal girth

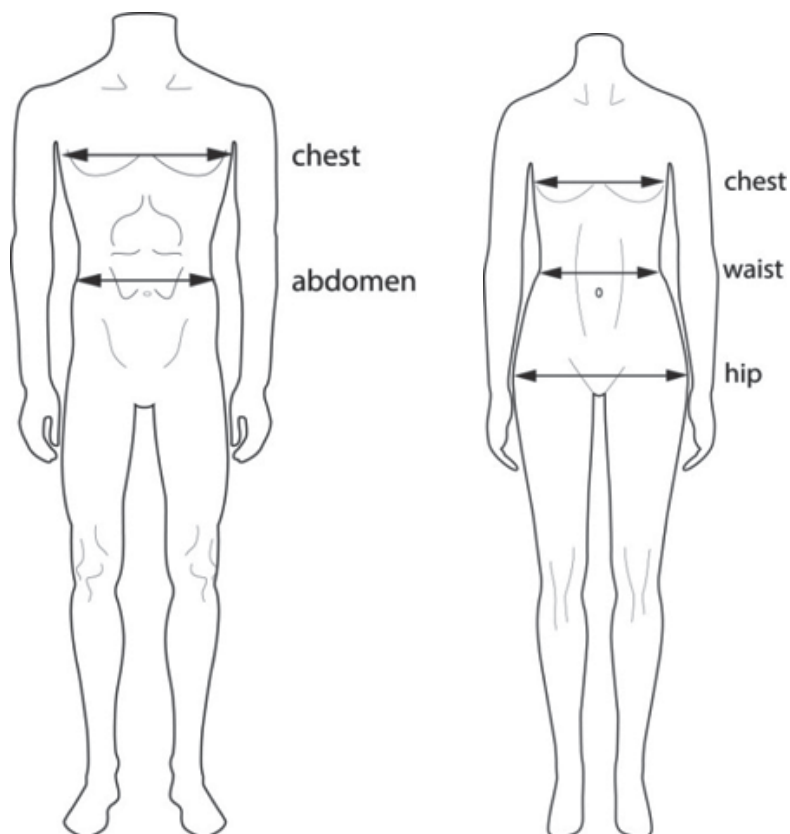
Loose measurement round your waist. If your waist measurement respectively your abdominal girth is bigger than your chest girth, please take the waist measurement respectively your abdominal girth as basis for identifying your size.

### Hip measurement

Measure horizontally around the widest/fullest part of your hips. If your hip measurement is bigger, please take your hip measurement as basis for identifying your size.

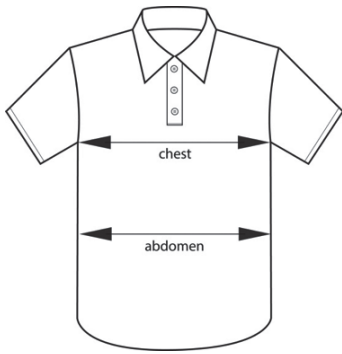
All measure tables are measurements of the garments.

In case you are in between two sizes, please select the larger size.

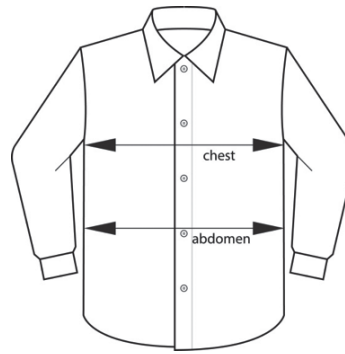




# INDOOR

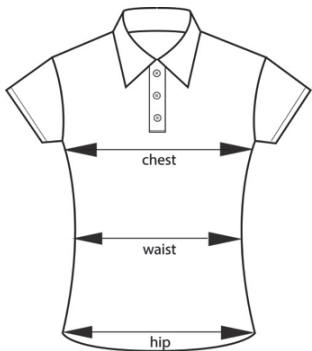


Polo Men								
cm	S	M	L	XL	2XL	3XL	4XL	5XL
chest = abdomen	98	106	114	122	130	138	146	154

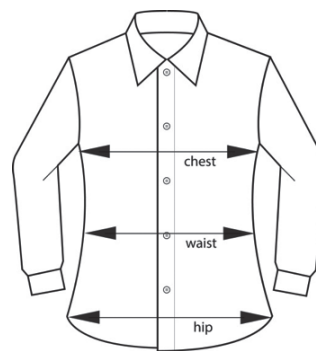


Shirt Men								
cm	S	M	L	XL	2XL	3XL	4XL	5XL
chest	104	112	120	128	136	144	152	160
abdomen	98	106	114	126	136	144	152	160

The chest girth of the shirt and blouse has to be 5-8 cm bigger than your measured chest girth.

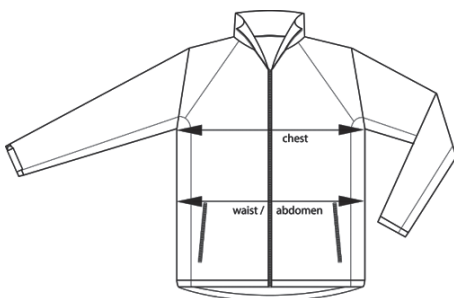


Polo Ladies									
cm	XS	S	M	L	XL	2XL	3XL	4XL	5XL
chest	82	90	98	106	118	130	142	154	166
waist	77	85	93	101	115	127	142	154	166
hip	87	95	103	111	123	135	147	159	171

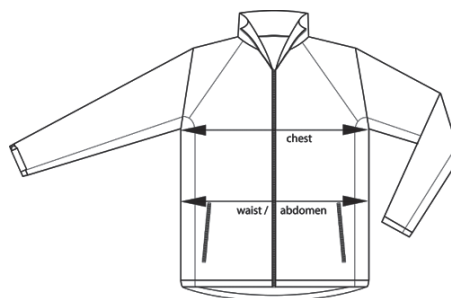


Blouse Ladies									
cm	XS	S	M	L	XL	2XL	3XL	4XL	5XL
chest	90	98	106	114	126	138	150	162	174
waist	83	90	98	108	118	129	140	160	172
hip	92	100	108	114	126	138	150	164	176

The chest girth of the shirt and blouse has to be 5-8 cm bigger than your measured chest girth.

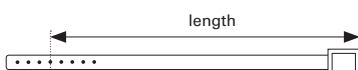


Softshell Jacket Indoor Men								
cm	S	M	L	XL	2XL	3XL	4XL	5XL
chest = abdomen	106	112	120	128	136	144	152	160



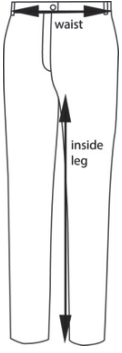
Softshell Jacket Indoor Ladies									
cm	XS	S	M	L	XL	2XL	3XL	4XL	5XL
chest	93	99	105	113	124	136	148	160	172
waist	87	93	99	107	119	131	143	160	172

The chest girth of the jacket has to be 5-8 cm bigger than your measured chest girth.

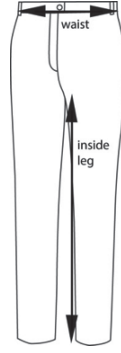


Belt								
size	S	M	L	XL	2XL	3XL	4XL	5XL
length at middle whole	80	85	90	95	100	105	110	115

# INDOOR

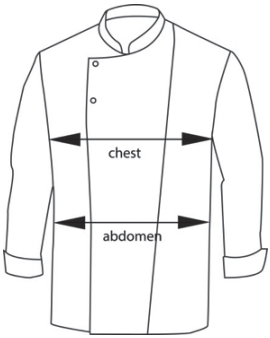


Jeans Men										
cm	30	31	32	33	34	36	38	40	42	44
waist	80	82	85	88	92	97	101	106	112	118
length	inside leg 32"= 81 cm, 34"= 86 cm, 36"= 91 cm									

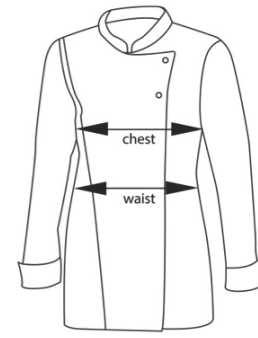


Jeans Ladies												
cm	27	28	29	30	31	32	33	34	36	38	40	42
waist	76	79	82	85	88	91	94	97	100	105	110	116
length	inside leg 30"= 75 cm, 32"= 80 cm, 34"= 85 cm											

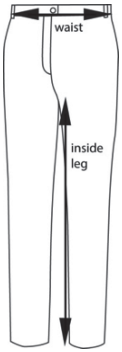
# KITCHEN



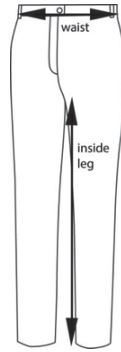
Cooking Jacket Men									
cm	S	M	L	XL	2XL	3XL	4XL	5XL	
chest = abdomen	109	117	125	133	141	149	157	165	



Cooking Jacket Ladies										
cm	XS	S	M	L	XL	2XL	3XL	4XL	5XL	
chest	96	100	108	116	124	132	140	152	164	
waist	86	94	102	110	118	126	134	152	164	

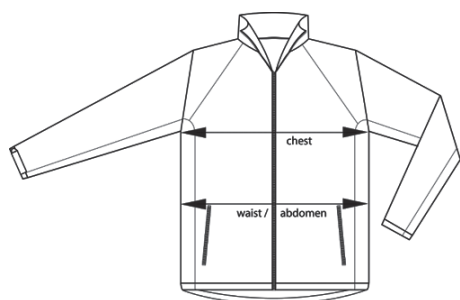


Cooking Trousers Men									
cm	48	50	52	54	56	58	60	62	
	S	M	L	XL	2XL	3XL	4XL	5XL	
waist	84	92	96	100	106	112	118	124	



Cooking Trousers Ladies										
cm	34	36	38	40	42	44	46	48	50	
	XS	S	M	L	XL	2XL	3XL	4XL	5XL	
waist	78	82	88	94	100	105	110	116	122	

# OUTDOOR – SUMMER





















































































Forecourt Jacket Summer Men								
cm	S	M	L	XL	2XL	3XL	4XL	5XL
chest = abdomen	108	114	122	130	138	146	154	162
















The chest girth of the jacket has to be 5-8 cm bigger than your measured chest girth.














Forecourt BIP Overall Summer Men								
cm	48	50	52	54	56	58	60	62
	S	M	L	XL	2XL	3XL	4XL	5XL
waist (relax fit)	80	96	104	112	120	128	136	144

	Type	Item	Material	Color	Maintenance	Size
<b>INDOOR</b>						
<b>Polo Shirts</b>						
	Men	Polo, short sleeved	80% cotton / 20% polyester			S – 5XL
	Men	Polo, long sleeved	80% cotton / 20% polyester			S – 5XL
	Ladies	Polo, short sleeved	80% cotton / 20% polyester			XS – 5XL
	Ladies	Polo, long sleeved	80% cotton / 20% polyester			XS – 5XL
	Men	Polo, short sleeved	80% cotton / 20% polyester			S – 5XL
	Men	Polo, long sleeved	80% cotton / 20% polyester			S – 5XL
	Ladies	Polo, short sleeved	80% cotton / 20% polyester			XS – 5XL
	Ladies	Polo, long sleeved	80% cotton / 20% polyester			XS – 5XL
<b>Shirts and Blouses</b>						
	Men	Shirt, long sleeved	60% cotton / 40% polyester		 40° C recommended	S – 5XL
	Ladies	Blouse, long sleeved	60% cotton / 40% polyester		 40° C recommended	XS – 5XL
<b>Jackets</b>						
	Men	Softshell jacket with zip-off sleeves	95% polyester / 5% elastane			S – 5XL
	Ladies	Softshell jacket with zip-off sleeves	95% polyester / 5% elastane			XS – 5XL
	Men	Softshell jacket with zip-off sleeves	95% polyester / 5% elastane			S – 5XL
	Ladies	Softshell jacket with zip-off sleeves	95% polyester / 5% elastane			XS – 5XL
<b>Trousers</b>						
	Men	Jeans	98% cotton / 2% elastane		 40° C recommended	Size 30 – 44 Length: 32" – 36"
	Ladies	Jeans	98% cotton / 2% elastane		 40° C recommended	Size 27 – 42 Length: 30" – 34"
<b>Belt</b>						
	Unisex	Leather belt	Leather			80 – 115 cm
<b>Caps</b>						
	Unisex	Cap, sunvisor	100% cotton			one size
	Unisex	Cap, sunvisor	100% cotton			one size
<b>Scarf</b>						

	Type	Item	Material	Color	Maintenance	Size
	Unisex	Scarf	100% polyester			one size
		Apron				
	Unisex	Apron red	65% polyester, 35% cotton			XS – XL 2XL – 5XL
		Name tag				
	Unisex	Name tag	Metal			one size
		Kitchen				
	Men	Cooking trousers	100% cotton			S – 5XL
	Ladies	Cooking trousers	100% cotton			XS – 5XL
	Men	Cooking jacket	100% cotton		 60° C recommended	S/48 – 5XL/62
	Ladies	Cooking jacket	100% cotton		 60° C recommended	XS/34 – 5XL/50
	Unisex	Kitchen apron	100% cotton		 60° C recommended	one size
	Unisex	Kitchen cap	100% cotton			one size

OUTDOOR						
	Type	Item	Material	Color	Maintenance	Size
		Forecourt Jacket				
	Men	Forecourt jacket, SUMMER	75% cotton, 24% polyester, 1% antistatic EN 1149 (antistatic), EN14419 (oil repellancy)			S – 5XL
		Forecourt BIB				
	Men	Forecourt bib overall, SUMMER	75% cotton, 24% polyester, 1% antistatic EN 1149 (antistatic), EN14419 (oil repellancy)			S – 5XL Length: 170, 176, 182
		Forecourt Polos				
	Men	Polo, short sleeved	64% polyester, 34% cotton, 2% antistatic, 210 GSM, EN 1149 (antistatic)			S – 5XL
	Men	Polo, long sleeved	64% polyester, 34% cotton, 2% antistatic, 210 GSM, EN 1149 (antistatic)			S – 5XL
		Cap				
	Unisex	Forecourt cap	100% cotton			one size

### WASHING SYMBOL EXPLANATIONS

-  Use the delicate cycle at specified temperature 90°.
-  Use the delicate cycle at specified temperature 60°.
-  Use the delicate cycle at specified temperature 30°.
-  Use the delicate cycle at specified temperature 40°.
-  Do not tumble dry.
-  Hand wash.
-  Garment should be professionally cleaned.
-  Iron at moderate temperature.
-  Do not iron at hot temperature.
-  Do not use bleach.
-  Do not have your garment dry cleaned.





