A man and a woman are posing on a large, textured rock formation. The man is shirtless and wearing dark swim trunks with a white drawstring. The woman is wearing a black one-piece swimsuit. They are both looking towards the camera. In the background, there are some green cacti and a clear blue sky.

**SALES ASSOCIATE TRAINING AND GUIDELINES**







**KAMPOS**  
RESPONSIBLE BY CHOICE. POWERFUL BY NATURE.

- KAMPOS redefines luxury. We transform plastic bottles, abandoned fishing nets and organic fibers into exceptional swimwear and ready-to-wear apparel. All products are designed with passion and handcrafted with care in Italy. We promote a circular economy by offering products that last over time and can be recycled infinitely;
- KAMPOS is committed to protect sea life, reduce plastic waste in the sea, and raise awareness of overfishing and marine pollution;
- KAMPOS supports the Coral Conservation Project in the Maldives launched a few years ago the Planhotel Hospitality Group (more information can be found on our official website);
- In August 2020, KAMPOS officially joined the Positive Luxury brand community and earned the influential Butterfly Mark. The accreditation enables the brand to verify its journey towards guaranteed transparency, confirming its position as a brand to trust;
- KAMPOS values are integrity, respect, humanity, transparency, and sustainability.

## ATTITUDE

- Maintain a friendly and polite behavior at all time;
- Have elegant manners;
- Be confident, dynamic and kind;
- Share the brand's values and mission;
- Always wear your very best smile (even behind your mask).







## GROOMING

### For women:

- Make-up must be light and natural. A touch of blush can be used to enlighten the skin tone;
- Eyes may be enhanced with eyeliner, mascara and neutral eyeshadow;
- Lipstick can be nude, red, pink mat or slightly moisturized;
- Chignon hairstyle can be done but without using large hair clips;
- Shoulder long hair can be left loose or down without covering eyes and/or face;
- Hands must be well-cared. Neutral colors nail polish are accepted;
- You must wear simple jewelry to reflect the company style and avoid pulling threads of the products;
- Fragrance should be the KAMPOS' Eau de Parfum Mediterranean Myrtle.

### For men:

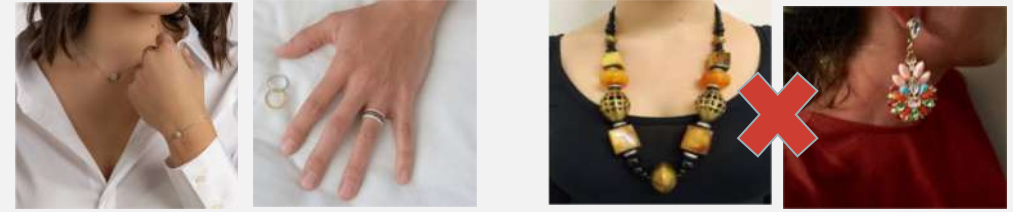
- Beard must be always clean and shaved. Minimal facial hair is accepted;
- Hair should be short with a classic and minimal cut;
- Fragrance should be the KAMPOS' Eau de Parfum Mediterranean Myrtle.

# GROOMING: DOS & DON'TS

## Women's Manicure & Make-up



## Women's Jewelry



## Women's Make-up



## Men's Hair & Beard



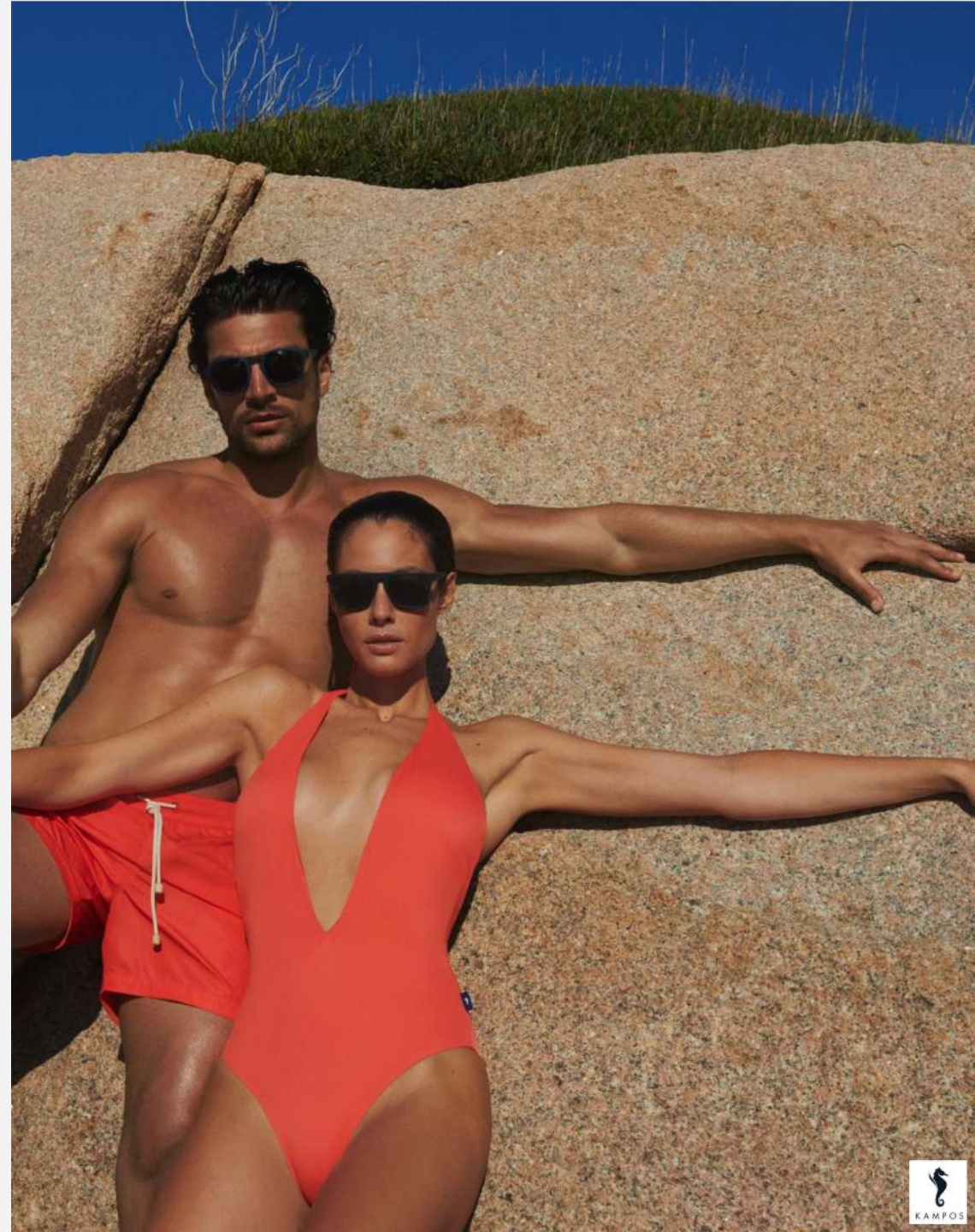
## Women's Hair





## DRESS CODE

- The staff and the Boutique always need to be tidy, clean and neat;
- KAMPOS' uniform is natural, simple and elegant. You must always wear it with an impeccable fit;
- Shoes must be kept neat and in good conditions (no branded and preferred white sneakers);
- Socks should not be visible when wearing sneakers;
- You must always wear your mask inside the store (no branded masks);
- Piercings and tattoos should preferably be not visible or be discreet.





## WELCOME

- Always greet every customer with a warm smile when they enter the store;
- Always smile or greet customers who are lingering on the external window
- Do not be pushy and always leave the customer a while to look around;
- Avoid asking 'what can I do for you?' or 'do you need any help?'
- Ask open questions to start a conversation:
  - Do you know our Brand?
  - Do you like this model?
  - Are you browsing for yourself or are you looking for a gift?



## SERVICE

- Treat products with delicacy to maintain their integrity;
- Talk with enthusiasm and passion about the KAMPOS brand;
- Understand the KAMPOS vision and products to share with customers;
- Show the customer their high-end finishing;
- Assist the customer by being helpful and moderate;
- Listen to your customer with attention and propose accordingly;
- Pack products appropriately;
- Be elegant and clear in the payment;
- Issue the fiscal receipt after the payment is completed;
- Ask foreign customers if they need a tax free receipt before issuing the fiscal receipt.







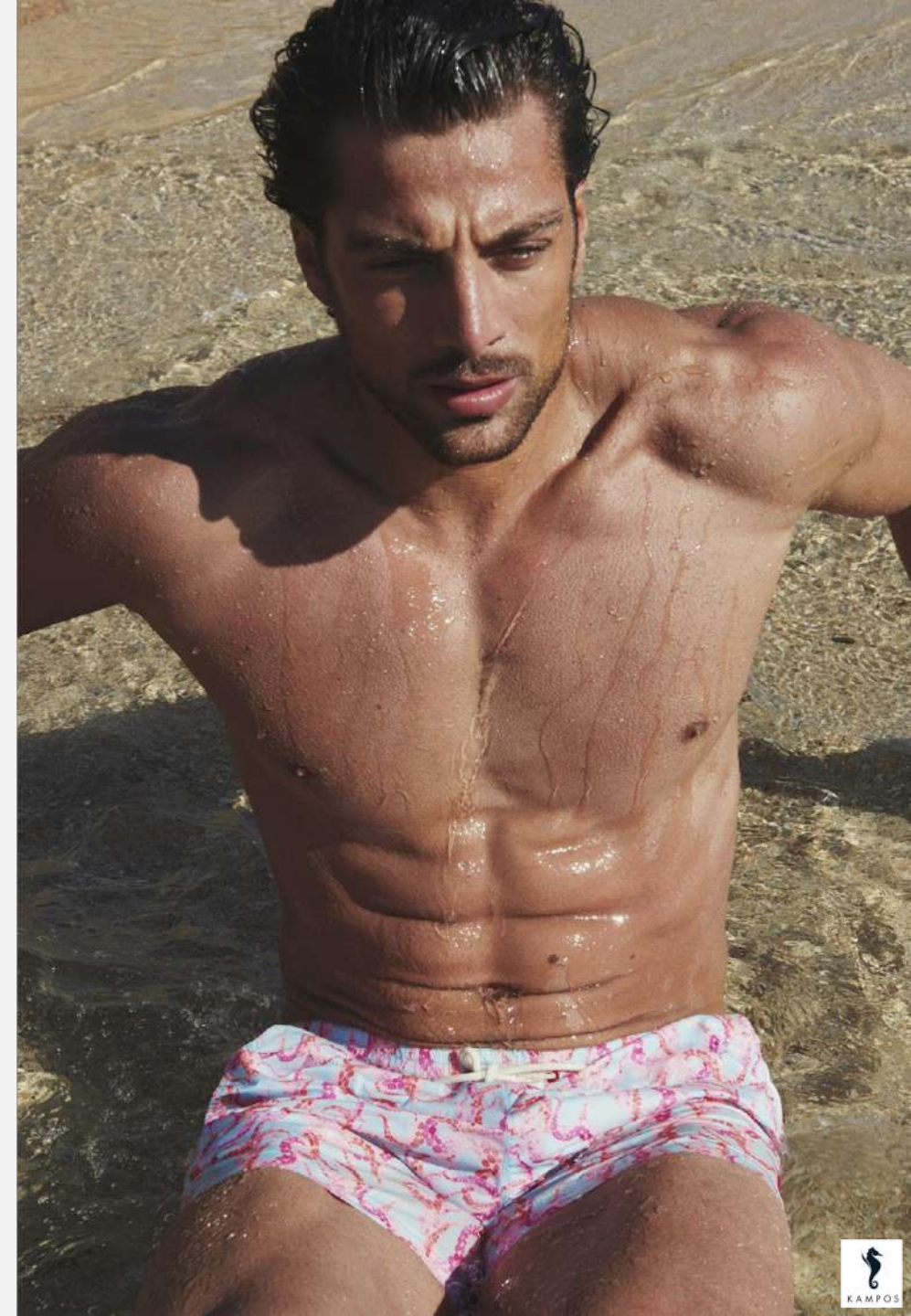
## TAX FREE

- KAMPOS is using Global Blue's solution for tax free shopping - without the waste of paper to provide a tax free service.
- The tax free receipt can only be issued the day of the purchase;
- Every staff member will be trained to use the system;
- You should suggest the service to extra EU citizens;
- E-mail and passport are mandatory in order to issue the invoice.



## MARKETING

- As ambassadors for our business, we encourage our staff to be curious and actively engage with our brand, particularly on social media;
- We ask you to help us collect customers' email address by kindly asking them at the moment of the payment if they want to join [KAMPOS Reef](#) and support us in our mission to protect our seas (together, we will make a difference and save our planet). You will just need to enter their email address on our website ([www.kampos.com](http://www.kampos.com));
- Escalate any relevant feedback/concerns to your supervisor or send an email to Melanie Hiernard ([melanie.hiernard@kampos.com](mailto:melanie.hiernard@kampos.com)).







## CLEANING

- Main cleaning tasks will be carried out by a cleaning company with which precise instructions will be agreed;
- The staff will be, however, responsible for supervising the cleaning job and help when necessary in order to maintain a perfect exposition of the products that might be moved;
- The staff will be regularly required to clean throughout the day;
- If the cleaning company does not operate daily, the staff will ensure cleanliness, tidiness and order in the Boutique.



## COVID PROTOCOL

- Wear your mask inside the store at all time;
- Regularly wash your hands or use a hand sanitizer;
- Regularly and discreetly clean surfaces (preferably when no one is inside);
- Ensure the maximum number of customers within the store is respected, to allow personal distancing of at least one meter and avoid crowds;
- Customers are required to wear their mask inside the store at all time, use the hand sanitizer when entering and respect social distancing;
- Customers only remain inside the store for the time strictly necessary to purchase items;
- If you feel unwell, please immediately inform your supervisor.







## SAFETY AND ACCURACY

- Staff members should always be engaged in the store (or close to the entrance only if the Boutique is empty) to monitor customer traffic and always be ready for service;
- Products in exposition should be periodically checked in order to maintain the inventory under control;
- Payments and fiscal receipts must be issued with attention in order to avoid mistakes;
- Handle cash with accuracy and always check that credit card transaction are accepted.



## STANDING AND COOPERATION

- Avoid standing in the store with arms crossed and prefer an elegant attitude;
- Be engaged in maintaining order in the Boutique;
- Use spare time to refresh training and procedures;
- Never hesitate to ask clarifications;
- Be nice to neighbors and never lose your smile with people approaching the store;
- Do not eat and drink inside the store and/or in front of customers. Please choose the stock room or ask for a break. Please avoid eating and drinking just outside the store;
- Drinking alcohol during working hours is prohibited;
- Smoking inside the store is prohibited. Please avoid smoking just outside the store;
- Always pass information to your colleagues after every shift;
- Check daily stock and all other items before running out of them.







## SUSTAINABLE BEHAVIOUR

- We strongly encourage our employees to have a responsible and sustainable behaviour;
- Avoid the use of plastic bottles or non-recyclable coffee cups;
- Dispose waste adequately;
- Use recyclable bids;
- Switch off lights and equipment when they're not being used and disable screen savers —computers screens should go to sleep when they're not in use;
- Avoid using papers when unnecessary.



## OTHER GENERAL INDICATIONS

- Discounts are not allowed. Specific exceptions will be agreed with the Direction as for Employees, Friends & Family and VIP clients;
- Returns are accepted within 14 days upon presentation of the receipt and for items of equal and higher value. Returned items need to be visibly intact and not used;
- Total refunds are possible only via bank transfer;
- If you find yourself in any difficult situation contact your Responsible and always care about giving the customer an excellent service;
- We wish to sell a lot but most of all we want all our customers to be happy and willing to come back to us;
- ***SMILE-SMILE-BE PATIENT and again SMILE***





