

## Uniforms Program

### Overview

The In-Flight Service Uniforms program provides parameters and procedures for the selection, ordering and proper wearing of In-Flight Service public contact uniforms. The IFS Uniforms Program also oversees all aspects of flight attendants appearance standards while on-duty and in uniform.

Introduced in 2006, the Richard Tyler Uniform Collection is the required uniform of all Delta uniformed employees. The Richard Tyler Uniform Collection is administered and manufactured by Lion Uniform Group.

### Richard Tyler

Richard Tyler is a successful fashion designer selected by Delta Air Lines to design a stylish, new uniform collection. The following is a personal statement from Mr. Tyler which reflects his intention for the Delta collection and his appreciation for the support received during the creation process:

My hope is to give you a uniform that you will love to wear and that gives authority to help you introduce a new era for Delta.

I designed the uniform to have timeless elegance that reminds us of the classic age of travel. For men and for women it is a collection of looks that should support you as you perform your responsibilities and will take you through all aspects of your professional life. Along with the effortless style I hope you enjoy, you may notice the many elements drawn from employee focus groups with their invaluable input to give these clothes the functional edge that your uniform needs.

My thanks for all the great support from everyone on the various Delta teams—the devoted Uniform Team for the tireless determination to deliver the highest quality in design, fabric, cut and tailoring—that makes me very proud to have designed the new Delta uniform.

Richard Tyler

### Uniform Points

Uniformed employees are provided an annual allotment of uniform points redeemable for uniform garments and accessories from designated companies. One point is equal to one dollar of the purchase price listed for uniform items. 150 points are provided each year on Sep. 1 and are valid for one year. Points expire on Aug. 21.

### Ordering Instructions

Uniform orders may be placed “on-demand” at any time. Orders may be sent to Lion Uniform Group by Internet, by phone or by faxing paper order forms. Links to the Lion Uniform Group Internet Store and all men and women paper order forms can be found on the IFS Portal under “Forms, evaluations & more.”

The Lion Internet Uniform Store uses a User ID and Password to identify employees and permit access. The User ID is the 9-digit PPR number. The initial password is the date of hire (YYYY/MM/DD). A new password must be created and will be unique to the Lion site. Use the “Log On Help” button on the Lion site for complete details.

A special paper form must be used to order garments made from alternate, non-wool fabrics. These forms must be approved and signed by a Field Service Manager before faxing to Lion.

### **Lion Customer Service**

Lion Uniform Group Customer Service may be reached as follows:

- By telephone at (800) 921-1317. A Lion Fashion Consultant is available Monday–Friday from 8 AM until 7 PM ET.
- By email at [fashionconsultant@lionuniformgroup.com](mailto:fashionconsultant@lionuniformgroup.com).
- By fax at (800) 424-2086.
- By mail at Lion Uniform Group, 1202 Dayton-Yellow Springs Rd., Fairborn, OH 45324.

### **Returns and Exchanges**

Any garment that does not meet quality, fit or performance expectations may be returned to Lion. Returns and exchanges must be made within 45 days. Pre-authorization is required and may be obtained by contacting a Lion Fashion Consultant.

The following items are non-returnable:

- Garments with any tags removed
- Worn, washed or altered garments
- Custom manufactured special orders

### **Defective Items**

When a defective issue is identified with a uniform item, the following process should be followed.

- Contact Lion Customer Service at 1-800-921-1317.
- Inform them of your item and suspected defect.
- Request a Return Authorization (RA) number and shipping label.
- Ship the item using the shipping label provided by Lion.
- Lion will verify whether item shipped is defective.
- If defect is confirmed, Lion will replace the item and ship a replacement at no additional charge. If defect is not confirmed, the original item will be returned to the employee.

### **Fit Line**

Crew Outfitters at Atlanta Hartsfield-Jackson Airport beneath A Concourse and in Hapeville, Georgia near the Delta Atlanta Training Center has a fit line available to try items on for size and style. All Crew Outfitters stores have accessories, but not garments, for sale.

**Appearance Standards**

All appearance standards are subject to change as styles change and will be reviewed periodically. A professional image and presentation must be maintained at all times while on-duty or in uniform. The following appearance standards apply to all uniformed In-Flight Service employees while on-duty or in uniform.

Failure to comply with appearance standards may result in administrative action. Any accessory, garment, item or appearance standard not specifically approved should be assumed to be unapproved. If there's any question as to whether an item or appearance standard is approved, please ask before wearing.

**General appearance standards**

- Personal cleanliness and hygiene must be maintained at all times.
- Aftershave, cologne and perfume may be used if applied lightly.
- Proper undergarments must be worn, but not visible.
- Chewing gum isn't permitted.
- Visible tattoos or visible body piercings aren't permitted.
- Dental retainers must be gum tone or clear. Braces should be clear or silver.
- Cell phones and pagers may not be visible and must be set to silent settings.
- Eyeglasses and sunglasses must be plain, contemporary or business-like. Sunglasses or dark-tinted eyeglasses may only be worn outdoors. Contact lens must be a natural color.

**Make-up**

- Women: Make-up and lipstick should be compatible with skin tone and hair color.
- Men: If used, make-up must be compatible with skin tone in order to achieve a natural appearance.

**Fingernails**

- Women: Fingernails must be clean, buffed, polished, trimmed and chip-free. They may not exceed 1/2" from the fingertip. Nails may not include decals, airbrushed designs, multiple colors, extreme colors, glitter or gold.
- Men: Fingernails must be clean and neatly manicured. They may not exceed the fingertip. Nails may be buffed and have clear polish.

**Jewelry for women**

- No more than two pairs of earrings are permitted and, if used, must be placed in the earlobe. Earrings may not exceed 1" in diameter.
- Visible body piercings, including earlobe plugs, are not permitted.
- No more than two plain bracelets or one charm bracelet is permitted. Bracelets may not exceed 1/2" in width.
- One pearl, gold or silver stranded necklace, not to exceed 24", is permitted.
- An anklet may be worn, but not visible.
- Three rings are permitted, but may not exceed two rings per hand.
- Watch bands must be black, clear, gold, navy blue, red or silver.

**Jewelry for men**

- No more than one earring is permitted and, if used, must be placed in the earlobe. An earring may be a stud or a small hoop which hugs the earlobe. It must not exceed 1/4" in diameter.
- Visible body piercings, including earlobe plugs, are not permitted.
- One bracelet, not to exceed 1/4" in width, is permitted.
- One ring per hand is permitted.
- A necklace may worn, but not visible.
- Collar bars aren't permitted; however, a tie bar or tie tack is permitted. A tie bar or tie tack must be silver, gold, diamond or have a Delta logo.
- Watch bands must be black, clear, gold or silver.

### **Hair**

- Hair must be clean, neat and dry, in good condition and styled in a professional manner. Hair color should be natural looking. Matching synthetic hair is permitted.
- Extreme spikes, extreme volume, frizzing and crimping aren't permitted.
- When leaning forward, hair should be off the face.
- Women: Hair longer than shoulder-length must be pulled back when serving beverages or food. If hair extends beyond the waist, it should be worn up or in a ponytail.
- Women: Approved hair accessories include black, silver or gold barrettes, headbands, scrunches, and black, clear or red clips that don't exceed 1" in length.
- Men: Hair must be trimmed above the collar and may not use hair restraints. Sideburns must be trimmed horizontally and be no longer than the bottom of the ear.
- Men: Mustaches which are neatly-trimmed, fully-grown and don't extend over the top of the lip are permitted. Beards must be neatly-trimmed and fully-grown.

### **IDs and Lanyards**

- A valid Delta Air Lines identification card must be worn at all times on the outermost garment at or above waist level when in secure, SIDA areas. The ID must be worn in a readable and upright position. When on the aircraft, IDs, lanyards and keys must be kept out-of-view of customers.
- Lanyards may not hang below waist level. They must be made from a solid black or red fabric or break-away silver chain. Any graphics or words must be related to a Delta event or promotion.

### **Uniform wearing standards**

All uniform wearing standards are subject to change as styles change and will be reviewed periodically. A professional image and presentation must be maintained at all times while on-duty or in uniform. The following appearance standards apply to all uniformed In-Flight Service employees while in uniform.

Failure to comply with uniform wearing standards may result in administrative action. Any accessory, garment, item or uniform wearing standard not specifically approved should be assumed to be unapproved. Except for gloves, luggage, shoes and socks, only items purchased directly from Lion Uniform Group or Crew Outfitters as part of the Richard Tyler Uniform Collection may be worn; however, not all accessories, luggage and shoes available for purchase at Crew

Outfitters is approved. If there's any question as to whether an item or wearing standard is approved, please ask before wearing.

**General uniform wearing standards**

- Uniforms and uniform garments may only be worn while on-duty, attending Delta-sponsored events or work-related commutes. When in public view and in uniform, the uniform must be in full compliance and professional in appearance.
- Garments worn while in uniform must be from the Richard Tyler Uniform Collection (no other uniform collections), must be approved for In-Flight Service (flight attendants may not wear accessories or garments approved for other divisions), and must be gender-appropriate (women may not wear men's accessories or garments and vice versa).
- Alterations are permitted at the employee's expense but must not alter the basic design or deface the garment. Altered garments must meet all uniform wearing standards.
- Uniform accessories or garments may not be sold. Outdated items from previous programs no longer permitted to be worn may be donated to charity after all Delta logos or references have been removed.
- If a uniform item is lost or stolen, it should be reported immediately to a Field Service Manager.
- Red is the official accent color for the In-Flight Service division. A red garment or red accent must always be visible while in uniform.

**Blazers**

- A blazer may be worn as an outer garment with pants or a skirt; a blazer may not be worn with a dress.
- A red pocket puff is required.
- A double-breasted blazer must be buttoned at all times.
- Women: If a 3/4-length blazer is worn with a skirt, the bottom of the blazer shouldn't extend below the bottom of the skirt.
- Men: Single-breasted blazers are recommended to button only the top two buttons.

**Pants and skirts**

- Pants must be hemmed and touch the top of the shoe. Pegged or tapered pant legs aren't permitted.
- Pleated pants must be fitted to fall smoothly. Cuffs may not exceed 1 1/4"
- Cuffs aren't permitted on flat-front pants.
- Women: Skirts may not exceed 2" above or below the middle of the kneecap.

**Vests**

- A vest may be worn as an outer garment with pants or a skirt. If worn as an outer garment, a red pocket puff is required.
- A vest may be worn with a blouse, shirt or turtleneck. It can be worn underneath a blazer except for women's double-breasted blazers.
- Vests must always be fully buttoned.

**Blouses and shirts**

- Women: A blouse can be worn as an outer garment with pants or a skirt. A scarf is optional.
- Women: A blouse can be worn under a blazer or a vest and may not be tucked-in. The red trim on the bottom of the blouse should be visible beneath the double-breasted blazer.
- Women: Long sleeves should be buttoned except when serving beverages or food. When serving beverages or food, the blouse sleeves may be flipped-up to the red trim mark.
- Men: A shirt can be worn as an outer garment and must be tucked-in.
- Men: Long sleeve shirt cuffs must be buttoned at the wrists.

**Dresses**

- A dress may not exceed 2" above or below the middle of the kneecap.
- A blouse or turtleneck may not be worn underneath a dress.
- A red pocket puff is required except with red shirt dress.
- The navy ribbon on the navy shirt dress must be tied and located on the left side of the left belt loop.

**Turtlenecks**

- A turtleneck may be worn year-round and must be tucked-in.
- A turtleneck may not be worn as an outer garment and must be worn with a blazer or vest. If a blazer or vest is removed during onboard service (except in BusinessElite), an apron or warming sweater for women must be worn.

**Sweaters**

- A sweater may not be tied around the waist or draped over or across the shoulders.
- Women: A warming sweater may only be worn onboard the plane and with any garment, but it may not serve as an outer garment during boarding and deplaning.
- Men: A crew neck sweater may be worn as an outer garment with a shirt and tie underneath. It may also be worn beneath a blazer.

**Maternity garments**

- A maternity blouse, trousers or shirt dress may only be worn while pregnant.
- A maternity blouse may be worn as an outer garment with a red scarf.

**Aprons**

- Aprons may only be worn during the onboard service in all cabins except BusinessElite.
- Wings must be worn on the apron.
- Initials may not be embroidered on the outside of aprons.
- Men: The butcher block apron may be folded and worn around the waist.

**Scarves, gloves and ties**

- Scarves and ties must be red; however, promotional or seasonal scarves and ties may be permitted during designated times.
- Black winter scarves may be worn in wintry weather. Women may also wear a red winter scarf.

- Black leather or leather-like gloves may be worn outdoors in wintry weather. Women may also wear red gloves.
- Women: Scarves may be worn around the neck or in the hair.
- Men: A tie must be tied in a traditional-style knot and worn with a shirt.

**Outer coats**

- An all-weather coat may be worn without the hood.

**Belts and hats**

- Women: A red or navy hat may be worn with any uniform combination and may only be worn outdoors, on the concourse or during boarding and deplaning. The Delta logo hat pin may be worn in the hat.
- Men: A belt must be worn with pants; suspenders aren't permitted.
- Men: A hat may only be worn outdoors.

**Hosiery and shoes for women**

- Hosiery must be worn and must be black, nude, off-black or sheer-black. Stockings or opaque hose aren't permitted.
- Black socks can be worn with pants.
- Boots and shoes must be black and have smooth black soles. They must be cleaned, polished and in good condition.
- Shoes must be made of smooth leather, leather-like material or micro-fiber or a combination of these materials. Embossed leather, animal texture, patent leather and suede aren't permitted.
- Boots and shoes with bows, buckles, straps or tassels aren't permitted.
- Heels, toes and sides must be closed. No mules, spectator styles or clogs are permitted; however, penny loafer styles are permitted if they meet all other requirements. Wedge heel shoes may be worn with pants, but they must have a 1/2" heel.
- Aubrey, Professional, Raphael and Remy or similar styles of Dasko brand shoes are permitted.
- Shoes must have a minimum heel of 1/2" and a maximum heel of 3" from the back of the heel.
- When wearing a dress or skirt, onboard shoes may be worn at designated times; otherwise, a pump with a defined heel of at least 1 1/2" is required. Onboard shoes must meet shoe standards and may only be worn on the plane.
- Orthopedics lace-up shoes must be certified as necessary by a doctor and approved by a Field Service Manager. A doctor's note should be provided and carried at all times while wearing orthopedic shoes. Orthopedic shoes may only be worn with pants.

**Boots for women**

- Boots may not be worn with the red shirt dress.
- Boots must be made of leather or leather-like material. Boots must fit to the calf.
- Cowboy and combat-style boots aren't permitted. Wedge-style or chunky heels and thick-sole boots aren't permitted. Lace-up boots aren't permitted and zippers must be concealed or on the inside of the leg.
- Knee-high dress boots may be worn. A dressy mid-calf boot or shorter boots may only be worn with pants.

**Shoes and socks for men**

- Socks must be worn and must be black.
- Shoes must be black and have smooth black soles. They must be cleaned, polished and in good condition.
- Shoes must be made of smooth leather or leather-like material. Embossed leather, animal texture, patent leather and suede aren't permitted.
- Shoes must be a business style such as eyelet wingtips and penny or kiltie loafers. Heel height may not exceed 1".
- Boots and shoes with buckles or tassels aren't permitted.
- Orthopedics shoes must be certified as necessary by a doctor and approved by a Field Service Manager. A doctor's note should be provided and carried at all times while wearing orthopedic shoes.

**Luggage and bags**

- All luggage, luggage wheels and lunch totes must be solid black and may not have flashing lights. The size and quantity of luggage must comply with published Delta carry-on baggage guidelines. Personal luggage may be purchased and used.
- Backpacks or backpack-style purses aren't permitted.
- All women's' purses must be black or red.

**Pins and wings**

- Wings must be silver and must always be visible on the outermost garment. They should be worn at the grommet hole area.
- Wings must include the first name and first initial or full last name of the wearer.
- Flight Leader or Language of Destination designator bars must be worn when flying in the respective onboard position.
- Two pins may be worn and must be approved or issued by Delta. US flag pins are permitted.
- Pins may not be worn in hats except women may wear the approved widget hat pin.

**Differences for BusinessElite markets**

- Women: A blazer, dress or vest must be worn during boarding, the on-ground service and deplaning.
- Men: A blazer or vest must be worn during boarding, the on-ground service and deplaning.

**Differences for chartered flights**

- Women: Requirements for non-military chartered flights vary; however, it's recommended to have a blazer, dress or vest available. Military charters require a blazer, dress or vest to be worn during all phases of flight; however, for safety, pants are strongly recommended instead of a dress or skirt.
- Men: Requirements for non-military chartered flights vary; however, it's recommended to have a blazer or vest available. Military charters require a blazer or vest to be worn during all phases of flight.

**Differences for Delta Shuttle markets**

- Women: A blazer, dress or vest must be worn during boarding and deplaning.
- Men: A blazer or vest must be worn during boarding and deplaning.

**End of section**