



Flight Operations

Impressions of Excellence



The US Airways Image

Contents



THE US AIRWAYS IMAGE FOR FLIGHT OPERATIONS

- 2.0 Your Uniform—It Says “US Airways!”
- 2.1 Coat or Outerwear
- 2.2 Dress
- 2.3 Jacket
- 2.4 Maternity
- 2.5 Pants
- 2.6 Shirt or Blouse
- 2.7 Shoes or Boots
- 2.8 Sweater or Vest
- 2.9 Uniform Care
- 2.10 Uniform Replacement
- 3.0 Accessories—The Finishing Touches
- 3.1 Belt or Suspenders
- 3.2 Glasses or Sunglasses
- 3.3 Gloves
- 3.4 Handbag, Purse, Luggage,
or Flightkit
- 3.5 Hat
- 3.6 Hosiery or Socks
- 3.7 Identification Tags or Badges (I.D.)
- 3.8 Jewelry
- 3.9 Pins
- 3.10 Safety Reflective Vest
- 3.11 Serving Garment
- 3.12 Tie
- 3.13 Umbrella
- 3.14 Undergarments
- 3.15 Wings
- 3.16 Winter Scarf
- 3.17 Wristwatch
- 4.0 Personal Appearance—
Neatness Counts
- 4.1 Cosmetics
- 4.2 Facial Hair
- 4.3 Hair
- 4.4 Nails
- 5.0 Compliance

As a US Airways pilot, you project an image that creates a public perception about our capability as an airline. Therefore, you need to present a crisp, clean, and orderly appearance when in the public view, even if not on duty. For the sake of consistency, you'll also need to purchase your uniforms and accessories from company-approved vendors.

It's also important to keep in mind the way you sound to customers. Your announcements from the cockpit and your tone of voice must project confidence and professionalism at all times.

These guidelines describe the specific US Airways image for Flight Operations. Be sure to review the US Airways image general policies for guidelines that apply to all US Airways uniformed employees.

2.0 YOUR UNIFORM

It Says "US Airways!"

GENERAL

The regulation uniform and accessories described in this section are the only ones authorized. Your uniform must always be kept clean, neat, and pressed. If part of it becomes worn and starts to look unprofessional, it must be replaced.

The type of uniform you wear (Captain, First Officer) is determined by your flight status. But if a Check Airman is flying in First Officer status, he or she may wear the Captain's uniform. If a First Officer has been qualified as a Captain, he or she may wear the coat with four stripes. In that case, First Officer epaulette, hat, and wings must be worn.

WHILE IN PUBLIC

Wear your uniform while on duty, on special occasions requiring a uniform, and en route to and from duty assignments. Any time you're out in public, be sure no parts of your uniform are missing and that

you're wearing it properly. It's particularly important to wear your complete uniform, including hat, when entering the cabin to handle a passenger situation.

In other situations when entering the cabin, use good judgment.

If you're assigned to line flying before you've received your uniform, wear a conservative dark suit, white shirt, and optional items which conform to the uniform guidelines that follow.

2.1 YOUR COAT OR OUTERWEAR

- The official US Airways dark blue all-weather coat (liner optional) is the standard. There's also an official US Airways dark blue winter wool coat.
- If you wear a topcoat or raincoat, keep it buttoned.

2.2 YOUR DRESS

- Dresses are not authorized for pilots.

2.3 YOUR JACKET

- Wear your official company jacket buttoned at all times (buttoned jackets are optional for female pilots) with appropriate company wings and stripes when appearing in public and in front of passengers. There are certain situations when it is acceptable to remove your jacket. For example:

—When you are seated in a restaurant.

—When you are deadheading.

—When you are en route to an onboard restroom.

- There are two generally accepted ways to wear your dark blue uniform. One is referred to as the "traditional" uniform and the other, as the "warm weather" uniform. You are encouraged to wear the traditional uniform throughout the year.

It's a significant part of projecting a consistent image. It's particularly important for you to exercise good judgment in your decision to utilize the "warm weather" uniform without a jacket.

- The "warm weather" option is appropriate only from May 1 to September 30. Only the white, short-sleeved pilot shirt with epaulette may be worn as the "warm weather" uniform.

2.4 MATERNITY

- If you wear maternity clothes, you must follow the same color and style guidelines that apply to the standard uniform.

2.5 YOUR PANTS

- Be sure the material and shade are the same as your jacket.
- Your pants must be long enough to touch the top of your shoes without a break or fold in the front. The hemline may be slanted, but don't change the style of the pants in any way (such as having them pegged, tapered, or cuffed).

2.6 YOUR SHIRT OR BLOUSE

- The official uniform includes a white, long- or short-sleeved pilot uniform-type shirt, with appropriate company silver on blue epaulette ranks, stripes attached.
- Women may wear an optional company-authorized white blouse with a white ascot.
- Maternity blouses are also available.

2.7 YOUR SHOES OR BOOTS

- Your shoes must be black leather. Appropriate styles include plain, tasteful, military-type, low-cut oxfords or black, smooth leather, rounded toe loafers. Penny loafers are okay as well. So are black, smooth leather, Wellington-type, low heel boots.



- Some examples of shoes that must not be worn are:

- Shoes with tassels.
- Kilties.
- Designs, such as wing tips.
- Athletic shoes.

- Women must wear tasteful black heels (maximum: 2 inches) with sides, smooth leather, and closed toe. When operating an aircraft, flat shoes are required.

2.8 YOUR SWEATER OR VEST

- You may choose to wear either the company-authorized sleeveless or long-sleeved sweater.
- Don't wear a company sweater in public view without your uniform jacket.

2.9 UNIFORM CARE

- Follow all manufacturers' guidelines for uniform care and cleaning.
- You have the responsibility to maintain a properly fitted uniform. This means having alterations or tailoring to maintain it appropriately.

2.10 UNIFORM REPLACEMENT REPLACEMENT OR ORDERING

Uniforms may be purchased by phone or mail. You'll need to use a credit card if you purchase by phone. If you order by mail, you'll need to specify check, credit card, or payroll deduction on the order form.

To order by phone:

Call 1-800-543-9698. You may use MasterCard®, VISA®, or Discover Card® to make the purchase.

To order by mail:

Pick up a form at your Chief Pilot's office. Complete the form, indicate your method of payment, and mail the order to:

Lion Apparel
6450 Poe Avenue
P.O. Box 131270
Dayton, OH 45413-1270

To order by fax:

Call 1-800-424-2086

To return merchandise:

You must call 1-800-543-9698 first for a return authorization number.

Lion Apparel
Woodlands Industrial Park
140 Clarence Drive
Mount Sterling, KY 40353
Attention: Dave Herring

If you're a US Airways Express or US Airways Shuttle employee, you'll need to check your individual policy for the terms of uniform replacement.

3.0 ACCESSORIES

The Finishing Touches

3.1 YOUR BELT OR SUSPENDERS

- Wear the official company belt and buckle or a plain black belt with a small buckle.
- No belt is required if your pants are made to be worn beltless.
- Suspenders are not authorized.

3.2 YOUR GLASSES OR SUNGLASSES

See General Policies

3.3 YOUR GLOVES

- Gloves must be plain black dress.

3.4 YOUR HANDBAG, PURSE, LUGGAGE, OR FLIGHTKIT

- Women may carry a conservative black handbag. Be sure the handbag is fastened or zipped.
- Use only a dark blue or black overnight suitcase.
- Luggage sold at the US Airways Gift Shop is inappropriate. The same is true for backpacks. Uniform and personal items must be concealed inside luggage at all times.
- Your pilot flightkit must be plain black with no shoulder straps. Be sure to identify your flightkit with an attachable name tag.

3.5 YOUR HAT

- Wear the official company pilot hat, with the appropriate emblem, chin strap, and fasteners. You must wear it—not carry it—at all times when wearing your uniform jacket. This includes whenever you're outside the aircraft in public view and on the ramp.
- Your hat must be worn appropriately with the warm weather uniform.
- All approved company pilot hats contain a reinforcing device to ensure a rigid, round appearance. Don't remove it.
- Wear the hat squarely on the head, bottom edge horizontal.
- If you're a Captain, you'll have a silver filigree on the visor. First Officers wear a plain visor.

3.6 YOUR HOSIERY OR SOCKS

- Wear plain, dark blue, or black socks or stockings only.
- For safety, consider wearing cotton-based socks.

3.7 YOUR IDENTIFICATION TAGS OR BADGES (I.D.)

- Wear your company/airport identification badge(s) and supplemental pilot I.D. at all times.
- If you lose your company I.D. card, notify your Chief Pilot immediately. Request a replacement I.D., using Form PE-133, US Airways Photo I.D./Travel Card Request for Replacement, from your Chief Pilot. Complete the form and fax it to the Employee Travel Office (the fax number is on the form). The cost to you for the replacement is \$25.00.

3.8 YOUR JEWELRY

See General Policies

3.9 YOUR PINS

- You may wear company-authorized pins, such as your service pin and/or ALPA gold or silver membership pin on your jacket.
- Company promotional pins (such as the US Airways pin) may be worn according to instructions provided with the promotional materials.

3.10 YOUR SAFETY REFLECTIVE VEST

Does Not Apply

3.11 YOUR SERVING GARMENT

Does Not Apply

3.12 YOUR TIE

- Your company-authorized dark blue tie must be knotted conservatively and adjusted snugly against a buttoned collar. If you prefer, you may substitute a company-authorized dark blue clip-on tie.
- Women may also wear the new dark blue tie tab.
- Tie tacks are authorized.

3.13 YOUR UMBRELLA

See General Policies

3.14 YOUR UNDERGARMENTS

- You must wear suitable undergarments while on duty. For safety, consider wearing



cotton-based materials. Men need to wear a white V-neck or crew neck T-shirt, and women, a white bra.

3.15 YOUR WINGS

- You may wear company-approved wings on your jacket. Wing insignias are plain for First Officers and Captains have a wreathed star.
- Your first set of wings is furnished by US Airways. You must purchase replacements.

3.16 YOUR WINTER SCARF

See General Policies

3.17 YOUR WRISTWATCH

- It's required that you wear a wristwatch while on duty.
- It must be of a conservative size, style, and color. US Airways wristwatches are permitted.

4.0 YOUR PERSONAL APPEARANCE

Neatness Counts

GENERAL

- While in uniform, conceal any tattoos.

4.1 YOUR COSMETICS

For Men—See General Policies

For Women

- Your makeup should be tasteful and professional—consistent with the US Airways image. Be sure your makeup complements your skin tone and facial features, and always appears fresh and natural.
- Make certain you do not apply or adjust makeup in view of customers.

4.2 YOUR FACIAL HAIR

- You need to maintain a clean-shaven appearance.

BEARD

- A beard or goatee is not considered appropriate.

MUSTACHE

- If you are growing a mustache, it must be grown-in while you're off duty and be fully grown-in when you're in uniform. It must be a traditional, full mustache—no pencil-thin, handlebar, waxed, twisted, or extreme styles.
- If you have a mustache, you'll need to keep it trimmed neatly. It must not extend beyond 1/4 inch below the corners of your mouth and may not be of an unusual nature or size.

SIDEBURNS

- Maintain your sideburns at or above the mid-earlobe. Keep them trimmed neatly and tapered. The base of the sideburn must be a clean-shaven horizontal line, not flared.

4.3 YOUR HAIR

- Keep your hair neat and trimmed above your shirt collar. Maintain a conservative style.
- Don't let your hair extend below the top of the opening of the inner ear, and don't let your hairstyle interfere with vision while performing your duties. Similarly, don't let your hair interfere with the wearing of a hat.
- Women with shoulder-length (or longer) hair must pin it up or control it at the nape of the neck. Loose, untidy ends should be tended to as they give you an unkempt appearance.

4.4 YOUR NAILS

For Men

- Keep nails clean and clear of dirt.
- Nail polish is not authorized.

For Women

- You may use clear nail polish only.

- Natural nails or nail extensions may be a maximum of 1/2 inch from the tip of the finger.

5.0 COMPLIANCE

The standards and guidelines developed and described in this handbook aren't intended to be unreasonable or overly restrictive. Nor are they designed to isolate US Airways Pilots from society. They've been created to maintain and reinforce a favorable, confidence-building image to our customers.

Customers know the tremendous responsibility you shoulder as a Pilot.

They read a great deal into not only your appearance, but also your mannerisms and demeanor.

Management and Supervisory Pilots will let you know when you are successfully making the right US Airways impression, as well as when you need to make adjustments.

Documentation will be kept, so a number of acceptable reports are a great asset. Likewise, one or more reports with unacceptable standards may result in disciplinary action.



These guidelines were created to help you reinforce the crisp, consistent, and proficient image that reflects the US Airways standards of excellence. We are confident that you will support these standards as important contributors to our success in making US Airways the carrier of choice.

IF YOU'RE A US AIRWAYS EXPRESS OR US AIRWAYS SHUTTLE PILOT, YOU'LL NEED TO CHECK YOUR INDIVIDUAL POLICY FOR ADDITIONAL INFORMATION.

