

# Customer Service Agents New Hire Packet

*Updated: December 12, 2023*

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For more information on any of these topics, talk to your manager or visit [myenvoyair.com](https://myenvoyair.com).

## Attendance Policy

*Updated: November 29, 2023*

To consistently deliver quality service to our customers, all of us must be at work, on time, and doing our jobs every day. It is up to each employee to maintain a good attendance record.

To simplify and standardize our procedures, we introduced an Attendance Management Policy (AMP) for Customer Services and Maintenance employees, effective 02/20/2023.

This policy applies to all Classifications under the Transport Workers Union Maintenance & Related and Fleet Service Collective Bargaining Agreements and the Communications Workers of America Collective Bargaining Agreement, where applicable by law. (This policy does *not* apply to Crewmembers, Canada, Management or Support Staff employees.)

While employed at Envoy, you make your own personal record of attendance, and it is your responsibility to maintain a good record. All employees are expected to strive for perfect attendance by:

- Maintaining reasonable health standards and taking precautions against illness.
- Not permitting minor indispositions or inconveniences to keep you away from work.
- Making every effort to live and work safely, observing safety rules, and practicing safety both on and off the job.
- Allowing for variations in weather, traffic or public transportation when commuting.
- Attending to personal business at times outside of your scheduled working hours.

You are expected to report on time for every assignment unless you are truly unable to work due to illness or injury. If you will not be reporting to work as scheduled, you are obligated to notify your supervisor as far in advance of your scheduled shift as possible.

### **NOTIFICATION OF ABSENCE IS A JOB REQUIREMENT.**

Failure to notify the Company of your anticipated absence is also a violation of Envoy's Guiding Principles and may result in corrective action under either the Attendance or the Performance policies of the Company.

When you realize you will be unable to report on time for your scheduled shift, advise your supervisor you will be late before the start of your shift whenever possible or by the timeframe outlined in your collective bargaining agreement. Continue working at your job until your shift ends unless you are authorized to leave early.

The Company provides a sick Leave Benefit for your use when you are unable to work due to your illness or injury. It is a benefit to be used when you are truly too ill to work and your absence is unavoidable. Use of this benefit for any other reason is not allowed. Example:

- You may not use sick leave for the illness of others, such as your spouse or child (except where allowed by state law).
- You may not use sick leave for routine doctor's visits or check-ups.
- You may not use sick leave to take care of personal business.

Fraudulent use of the sick leave benefit is considered to be dishonest and will result in termination of employment.

## How it works

The policy is "points based," with each unpaid absence or late arrival assigned a point value. The most common attendance codes with assigned point values are:

- **RL (report late)** = 0.5 point for each occurrence. (You must arrive for your shift within two hours of start time to be coded RL. Arrival after two hours will be coded UA for the lost time.)
  - RL 1-15 minutes = 0.25 points per occurrence.
  - RL 16-119 minutes = 0.5 points per occurrence.
  - RL 120+ minutes will be coded as UA.
- **SKU (unpaid sick no Doctors note)** = 1.0 point for each occurrence
- **SKU\* (Unpaid sick w/Doctors note)** = 1.0 point for each continuous occurrence up to 5 days
- **UA (unpaid absence)** = 1.0 point for each occurrence
- **NC (no call/no show)** = 2.0 points per day
- **EBO (unapproved early badge out)** = Handled as a performance issue

**\* If an employee calls in sick for a shift, but cannot cover the entire shift with available sick leave, the employee will be paid the amount of sick leave they have available, and will be coded SKU (incurring maximum of 1.0 point for the remainder of the work day) for the portion of the shift(s) that could not be covered by sick leave.**

**\*\*Days of absences coded all SKUO which are continuous and not broken by a return to work will be treated as one occurrence.**

Employees must arrive for their shift within two hours of the start time to be coded RL. Arrival more than two hours after start time will result in a UA for the lost time. The Company expects each employee will maintain a satisfactory attendance record of 2.0 or less in a rolling 12-month period. Employees with 2.0 points or less are on "Self-Managed Status".

An employee is deemed to have an unsatisfactory attendance record if they accrue 2.5 or more points within a rolling 12-month period. After 2.5 points, the employee is on "Non-Self-Managed Status."

An employee may receive a Warning Letter after accruing 2.5 points reminding them they will be terminated at 9 attendance points in a 12-month rolling period. Additionally, an "Attendance

Information Conference” (AIC) may be conducted at 2.5 points with the employee and their manager and documented in the [Attendance and Performance System](#) (APS).

An employee may receive only one Warning Letter and one AIC within the 12-month rolling period. If the employee moves to Non-Self-Managed Status multiple times within the 12-month period, the previously issued Warning Letter and AIC remain in effect. A Termination Letter notifying the employee of termination should be issued after receiving 9 points

Employees will be able to view their current points balance via [RosterApps](#). To access, employees should go to the Reports tab and select the “Dependability History” report. This will show the date of occurrence, amount of points received for that occurrence, what step they are on, and total points accrued at present time. Because employees can view their accrued attendance points, the Company can terminate any employee who accrues 9 attendance points in a 12-month rolling period regardless of whether it issues a Warning Letter, conducts an AIC or issues a Termination Letter.

### **Doctor’s slip requirements**

While it is not the policy of the Company to require a medical confirmation of illness the Company reserves the right to require such medical confirmation whenever circumstances indicate abuse of sick leave or excessive absenteeism.

### **Probationary Employees**

- A probationary employee who accumulates 3.5 or more points will be released from the Company for not meeting Envoy’s minimum standards while on probation.
- A Probationary Warning Letter may be issued when a probationary employee accumulates 2.5 points.
- A probationary employee’s attendance and performance will be continuously evaluated during the probationary period. Managers have the discretion to release probationary employees for attendance prior to reaching 3.5 points.
- Once a probationary employee passes the probationary period, the Probationary Warning Letter will convert to a Warning Letter.

# Change of Shift (CS) Policy For CWA Agents & TWU Fleet Service

Updated: January 10, 2023

In this business, we know that things can change in an instant – so we need to stay flexible and ready to adapt, in order to keep the operation running smoothly for our customers. Life outside of work can be equally challenging, so we have programs in place to allow you to modify your schedule to achieve the work/life balance you need.

One of the options we offer Customer Services employees is the Change of Shift (CS) Policy. The CS Policy allows you to drop or trade scheduled hours with another employee or to volunteer to pick up additional hours from a colleague who needs time off. You may pick up additional hours (CSW – CS Worked) as soon as you are trained and qualified. After reaching 60 days seniority, you may CS Off (CSO) up to 50% of your assigned schedule.

CS is a privilege that provides employees enhanced flexibility and allows the Company to attract and retain valuable employee. Whether an employee chooses to CSO or CSW is entirely voluntary.

Changing shifts has always been a privilege, not a right. In fairness to everyone, shift changes may not be used as a means of circumventing the regular shift bid process.

This policy may be adjusted for compliance with or in consideration of governmental regulations pertaining to pay and hours worked or at the sole discretion of the company.

All employees are responsible to familiarize themselves with the applicable CS Policy rules. Refer to the information below to ensure you understand your responsibilities under this policy.

Seniority	Privilege
0-60 days	CSW when trained and qualified
60 days +	May CSO up to 50% of schedule (work at least 50% of bid hours)

- Hours are measured from the first day to the last day of the current bid
- Check with your supervisor, manager on duty (MOD) or department manager if you have any questions about your percentage of CSO
- For example, an employee with 60 days or greater of seniority who is scheduled to work 800 hours during for the current bid must work a minimum of 400 hours. The hours worked can be a combination of REG and CSW, as long as the total is 400 or more hours. No CS request which drops an employee below the minimum will be approved

# General

- The ability to CS is a privilege, not a right – so you must be current on required training and maintain satisfactory attendance and performance in order to CS. The company reserves the right to suspend this privilege.
- Adequate staffing must always be maintained in order to properly serve our customers and ensure the operation runs smoothly.
- CSO or CSW will be awarded to employees only if they are qualified and proficient in the same job duties as the employee, they CS with or without reasonable accommodations.
  - **EX:** Lead Agent may only CSO with another Lead Agent or an employee who is qualified to perform all responsibilities as a Lead Agent. The same example applies to Crew Chiefs.
- You must have a minimum of 7.5 hours off from work between workdays
- Work may not exceed more than 16 hours in a single day or two consecutive days as a result of CS.
- Due to some state laws, we either limit the number of CS hours an employee can accept in a workweek or have a separate CS policy for these locations.
  - Employees in Kansas and New York may only trade up to 16 hours above the standard 40-hour workweek
  - We have a separate policy for California

# Employee Responsibilities

- Both employees requesting and accepting CS requests must be current with all required training before submitting a CS request.
  - Regulatory training must be completed no later than 14 days prior to the due date.
  - Special attention should be paid to training that is required to be completed when an employee expects to be out of the workplace due to an approved CSO
  - All training including any local requirements must be completed by the applicable deadline
  - CS cannot conflict with any type of scheduled training (e.g., classroom, hands on, meetings, etc.)
- In order to drop a portion of your scheduled hours, another employee must be willing to CS to work (CSW) those hours – and vice versa.
- In locations where an automated CS program does not exist, you must properly submit all CS requests in writing to your supervisor 24 hours prior to the beginning of the shift in order for it to be honored.
  - It is your responsibility to ensure that a CS has been approved
  - Verbal agreements to CS or cancel a CS are not permitted
  - In a non-automated environment, both employees must agree before a CS can be canceled. Both employees must sign a CS cancellation form

# Suspension of CS privileges

- Failure to complete training prior to the deadline or follow the CS guidelines may lead to disciplinary action, as outlined in Envoy's Performance Policy and will also result in suspension of CS privileges as outlined below:
  - 1st occurrence: 30-day suspension of privileges
  - 2nd occurrence: 60-day suspension of privileges

- 3rd occurrence: 90-day suspension of privileges
- 4th occurrence: 6-month suspension
- An employee's CS privilege will be suspended for regulatory training not completed 14 days prior to the due date until complete. If completed after the due date, the above guidelines apply
- Employees who call in sick when scheduled to work on a CS will have the occurrence recorded as CSK.
  - Two occurrences within 12 months, without a doctor's note, will result in CS suspension for 30 days.
  - Additional CSK occurrences within 12 months will result in increased length of suspension
  - Attendance will be reviewed, and corrective action administered for late reporting (RL) and no calls (NC)

## **CS Approvals**

- All CS requests must be approved by a member of Management (Lead Agents may be designated as approvers in non-hub locations) or through an approved automated system.
  - Crew Chiefs and Acting Supervisors are not permitted to approve CS requests.
- If an approved automated program such as RosterApps is in place, an email notification will be generated.
- Management reserves the right to decline a CS and offer UTO.

## **Guidelines**

- A CS may not overlap with your regular schedule by more than 30 minutes.
- A CS that has been previously approved may be traded again in its entirety provided it meets all CS guidelines
- Employee's CS privilege's on transitional or modified duty will be determined by the employee's supervisor.
- Partial CS (in addition to regular CS guidelines):
  - Both shifts resulting from the split must be a minimum of 2 hours
  - Any overlap is limited to 30 minutes
  - For a partial CS, if a lunch period exists, it will be assigned to the employee with the greater shift duration. If both shifts are of equal duration, the meal period will be assigned to the original shift owner
- It is strictly prohibited for employees to exchange gifts of any kind (cash, cash equivalent, etc.) to cover or pick up shifts of any type.

## **CS following time off**

- Employees returning from a Leave of Absence (LOA) must complete all regulatory training before CS privileges are restored.
- CS requests will be honored for 5 days from the date of absence for employees who are off work (example: off work due to an illness, injury, suspended, LOA, etc.).
- The Company will cancel all CSWs beginning the 6th day; CSOs will continue to be honored. The employee is responsible to notify all employees involved that a CS has been canceled.

# **Same Day CS Exception**

- In the event of an unusual or unforeseen circumstance, a same-day CS (request made within 24 hours) may be approved on an exception basis, but no less than one hour prior to shift start.
  - The request must be made in writing and signed by a Manager or Supervisor (Lead Agents may be designated as approvers in non-hub locations) and only used to mitigate unusual or unforeseen circumstances
- Frequent use of this exception policy may result in denied CS requests.
- CS requests made over the phone will only be approved if a call is made in the presence of a Manager/Supervisor and the other employee. Following such a call, the individual initiating the CS request must ensure that the CS form is filled out immediately and marked as an over-the- phone CS, which the employee will sign upon return to work. This is the only time a CS will be approved without both parties signing the CS document before the CS goes into effect.

Our goal is to create a positive work environment at Envoy – we appreciate the flexibility our people show on the job and wish to afford you that same flexibility in your personal life.

**NOTE: A separate policy for California employees has been published on [My.EnvoyAir.com](https://my.envoyair.com)**

# Guiding Principles

*Updated: June 14, 2023*

We represent Envoy in all that we do and in every interaction with our customers and coworkers. In addition to our values, we are all responsible for living up to the following expectations:

- Safety is our top priority and part of our culture. We work carefully at all times and observe posted or published safety and security guidelines in order to avoid injury to ourselves and our customers, or damage to property. We use the appropriate safety equipment, ensure that we are properly trained and immediately report any accidents or injuries to our supervisor, or one of [Envoy's safety reporting systems](#). We also comply and participate with all safety investigations and reviews to improve the safety of our work environment.
- We always use good judgment and common sense to make sound decisions that are in the best interest of Envoy and our customers. We work as a team to deliver the best service to our customers.
- Our customers depend on us. Therefore, we report to work on time, prepared to perform our duties to the established standards. If we expect to be late or absent, we strive to call as far in advance of our scheduled shift as practicable. Failure to report to work or notify a supervisor may result in corrective action, including dismissal.
- We actively work during our assigned shifts and comply with all work rules and instructions. Giving less than our best effort, [sleeping on the job](#) or intentionally restricting output is not acceptable at any time. When our shifts end, we do not remain on property without a valid reason, or interfere with the orderly work of our colleagues who are on duty.
- We take pride in our appearance and properly wear our uniforms, clothing or safety equipment that is suited to our job. Depending on our role, we may be prohibited from wearing certain types of jewelry or accessories if they are inappropriate or pose a safety hazard.
- We conduct ourselves with the highest standards of honesty, integrity and fairness – obeying all the laws of the communities in which we work or do business. We must all understand and comply with our [Business Ethics](#) policies.
- We maintain an alcohol-free and drug-free workplace. Reporting to work or performing our jobs under the influence of intoxicants – or allowing another person to do so – jeopardizes safety and is prohibited. Possessing or using intoxicants on company premises or in public while wearing a company uniform is unacceptable. Refer to our [Drug and Alcohol](#) policy for full details.
- We read and understand Envoy's policies, procedures, training materials, work rules and other communications in order to stay up-to-date with the requirements of our jobs.
- We always consider the welfare of Envoy, our colleagues and our customers.

- We do not tolerate any form of harassment or hate-based behavior. Envoy seeks to appreciate the diversity of our people and reflect the culture of our communities. We do not act in any way that violates our [Culture of Respect](#) policy – even if it is intended as a joke.
- We are honest in all of our actions. We do not misrepresent facts, falsify records, steal or misuse company property. We do not abuse our travel privileges or provide waivers and favors related to travel. Except when prohibited by law, anyone who is charged with a criminal offense while on or off duty must report the offense to his or her supervisor.
- We do not possess firearms, explosives or other weapons on company property – or knowingly allow anyone else to do so.

# A Culture of Respect

*Updated: May 2, 2022*

At Envoy, we strive to foster a safe work environment that is second to none – one that celebrates diversity, offers equal opportunities and where all employees feel secure, involved, valued, and respected. We comply with all federal, state and local laws and do not tolerate discrimination, unlawful harassment, hate-related behavior, threats of workplace violence, or other inappropriate behavior. This policy prohibiting discrimination and harassment also applies to treatment of customers, contractors, vendors and other individuals outside our company.

Respecting one another and valuing our differences is a core value of our culture. Each of us must make a personal commitment to these principles every day – whenever we interact with our fellow employees and our customers.

## *Equal Employment Opportunity*

Envoy is committed to ensuring equal opportunity in all business activities without regard to an individual's race, color, religion, sex, sexual orientation, genetic information, gender, gender identity or expression, age, national or ethnic origin, citizenship status, disability, protected veteran status, pregnancy, or other category protected by law.

Envoy takes affirmative action to ensure that this policy is practiced in all personnel actions and conditions that include, but are not limited to recruitment, hiring, promotion, training and development, compensation, benefits, transfers, and all other conditions and privileges of employment and business relationships.

## *Reasonable Accommodation for Disabilities*

Envoy is committed to complying with the Americans with Disabilities Act (ADA), which prohibits discrimination against qualified individuals on the basis of disability. The term "qualified individual with a disability," as defined by the ADA, means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

The ADA requires covered employers to make reasonable accommodations for qualified individuals with disabilities. To request an accommodation, speak to your manager or contact your HR Specialist. Access the appropriate forms to [request an accommodation](#) and for your [healthcare provider to complete](#).

Envoy will not tolerate discrimination against qualified individuals with disabilities. If you feel that you have been discriminated against in the employment or accommodation process with respect to a disability, promptly report the matter to your HR Specialist, the Vice President of

Legal & Employee Relations, or your manager. All complaints will be thoroughly investigated. Retaliation against an employee or other party for reporting discrimination or other prohibited conduct in good faith will not be tolerated.

### *Modified Duty*

To assist employees who may not qualify for an accommodation under the ADA or transitional duty (see below), but nevertheless are restricted from performing their duties, Envoy may, at its discretion, offer these employees Modified Duty for a reasonable period of time.

Modified Duty may be appropriate for employees who are limited from performing some of their job duties. Availability will be based on your restrictions, job duties, and location where you work. For example, Modified Duty may be appropriate for employees who break their arm or twist their ankle and need temporary assistance. Please see your HR Specialist to determine whether you are eligible for Modified Duty.

### *Transitional Duty*

Transitional duty may be available to employees who are injured on the job, up to a period of 13 weeks. After your transitional duty expires, you may be eligible for an accommodation under the ADA. See your HR Specialist for details.

### *Religious Accommodation*

Envoy has a diverse workforce that reflects our increasingly diverse customer base. In keeping with our internal focus on building an inclusive culture, we want to be as responsive as possible to the religious beliefs of our people. It is our policy to reasonably accommodate the religious practices or observances of our employees, unless doing so would create an undue hardship on our business operation.

There may be times when your religious beliefs or practices conflict with your job responsibilities. If you need an accommodation, complete the [Religious Accommodation Request Form](#) and speak with your Manager. For additional assistance you may also contact your HR Specialist.

### *Accommodations for Transgender Employees*

We encourage a work environment where our employees can be honest about whom they are so that they can put their full energy into their job and are able to perform at their maximum productivity. As a result, we prohibit discrimination against or the harassment of employees based on their sexual orientation or gender identity or gender characteristics.

For employee and manager guidelines, please visit [myenvoyair.com](https://myenvoyair.com) or contact your HR Specialist for assistance.

### *Unlawful Harassment*

Envoy is committed to providing a work environment for all employees free of unlawful harassment, including sexual harassment, and will not tolerate unlawful harassment or discrimination.

Envoy strictly prohibits speech, actions or conduct concerning the race, sex, gender, gender identity, religion, color, national or ethnic origin, ancestry, mental or physical disability, medical condition, union or non-union affiliation, marital status, age, sexual orientation, or any other protected basis, that creates or contributes toward a hostile work environment (the “Protected Characteristics”).

This policy applies to all persons involved in the operations of the Company, including all employees, applicants for employment, vendors, interns, whether paid or unpaid, and contractors and prohibits harassment by any employee of the Company, as well as by any person doing business with or for the Company.

A hostile work environment can be created through speech, actions or conduct of any form, and is not based on the intentions of the individual(s) involved. A hostile work environment can occur through a wide variety of actions including (but not limited to) verbal, written, physical contact, visual contact, threats, abusive behavior and demands. Accordingly, prohibited conduct includes, but is not limited to:

- Any slur epithet, joke or derogatory comment of any kind concerning a Protected Characteristic – without regard to the intent of the individual making such comment. This means an employee can violate this policy even if they were not acting with hatred or animosity towards another individual.
- Unwelcome advances, invitations or comments related to the appearance to others not related to legitimate operational issues.
- Displaying, posting, creating or distributing visual content such as derogatory or otherwise offensive images, memes, posters, cards, calendars, photographs, cartoons, graffiti, drawings, texts, emails or gestures; this includes comments or postings on any Company property as well as on any social media channels such as Twitter, Facebook, Instagram, TikTok, YouTube (or any other social media or digital platform) when there is any potential connection to Envoy or our employees – regardless of how remote such connection may be. Examples of images which violate this policy include (but are not limited to), nooses, swastika’s, racial cartoons, racist memes, etc.)
- physical conduct such as assault, unwelcomed touching, blocking normal movement, or interfering with work when such conduct is based in any way to a Protected Characteristic.
- threats and demands to submit to sexual requests in order for an employee to keep his or her job or avoid some other loss, or offers job benefits or privileges in return for sexual favors;

- any action or statement that suggests hatred or hostility because of race, national origin, sex, sexual orientation, gender identity, religion, or other protected characteristic.
- retaliation for having resisted or reported or threatened to report harassment or retaliation towards anyone involved as a witness or otherwise in an investigation.

An employee may have a claim of harassment even if there is no job loss or other economic benefit. The law prohibits any form of protected-basis harassment that impairs an employee's working ability or creates an intimidating, hostile, or offensive work environment.

### *Sexual Harassment*

Sexual harassment is defined as any unsolicited or unwelcome sexual advance, or other verbal or physical conduct of a sexual nature towards another individual, when submission to the conduct is made explicitly or implicitly a term or condition for employment or interferes with an individual's performance or creates a hostile or offensive work environment. Sexual harassment includes, but is not limited to:

- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, flirting, suggestive comments, noises, remarks, jokes, or comments about a person's sexuality or sexual experience, whether communicated verbally or visually, including texts and emails
- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward
- Intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body, and physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex
- Threats and demands to submit to sexual requests in order to keep your job or avoid some other loss
- Retaliation for sexual harassment complaints
- Harassment by a third party providing services for, or doing business with, the Company

Reports of such conduct will be investigated immediately and if the investigation confirms that any employee has engaged in unlawful or prohibited sexual harassment, such employee will be subject to immediate termination of employment, regardless of length of service or prior employment record.

### *Hate-Related Behavior*

Hate-related behavior includes speech, texting or other behaviors which create an abusive, intimidating, hostile or offensive working environment by suggesting hatred for or hostility toward a person or group because of their race, sex, sexual orientation, religion, or other protected characteristic. This includes, but is in no way limited to epithets, bigoted slurs, threats, stereotyping, drawings and symbols such as a hangman's noose, a swastika, or graffiti.

Such behavior will result in immediate termination of employment, regardless of length of service and prior employment record.

### *Reporting Harassment*

If you believe you are a victim of a violation of our Harassment Policy, you should not tolerate the conduct – report it immediately so that complaints can be quickly and fairly resolved.

Contact:

- Your Manager or anyone to whom your boss reports
- Online at [EthicsPoint Helpline](#) or call (877) 422-3844
- Your HR Specialist or the Vice President Legal & Employee Relations
- Envoy Employee Services (844-ENVOY-HR or 844-368-6947)

You will be asked to describe what happened and provide the names of individuals involved, dates on which the incident(s) occurred, and names of witnesses.

You may make the complaint verbally or in writing. The Company will vigorously investigate any complaint and take corrective action swiftly to prevent further incidents from occurring. You may have a peer witness (who is not a family member) present with you at investigation meetings.

Envoy adheres to the statute of limitation applicable to the state in which you are employed when bringing a claim of discrimination or unlawful harassment.

### *Once a Complaint is Filed*

The Legal department and management will review all the facts and interview the parties involved. Information pertaining to a complaint of harassment will be kept confidential. Confidentiality protects the person filing the complaint, encourages reporting an incident of harassment, and protects the reputation of any employee who may be wrongfully accused. HR and management will review the findings and act accordingly. If there is not enough evidence to support the allegation, the complaint will be considered closed. If findings support the accusation, HR and management will determine the appropriate action to be taken, which may include termination of the person charged and anyone else found to have participated in the wrongdoing.

## *Employee Responsibility*

If you feel that harassment is taking place, speak to that person, tell him or her how you feel about their actions, and ask that he or she cease the behavior immediately. Often this action will solve the problem. If it doesn't, or if you are fearful of speaking to the person, please report the conduct immediately through one of the resources noted above.

## *As a Manager*

We must ensure this is a workplace free of harassment and Managers have a unique responsibility for upholding this policy. Every member of management is responsible for ensuring that no discrimination or harassment occurs within his or her area. Failure to take appropriate action, tolerance of and or participation in discrimination or harassment may result in disciplinary action up to and including termination. If you receive a complaint, or have reason to believe such conduct is occurring:

- Assure the employee that there will be an immediate investigation and that the Company will not retaliate against the employee for resisting harassment or making a complaint of discrimination or harassment.
- Report the complaint immediately to your HR Specialist, who will assist you in the proper procedures for obtaining the information necessary to conduct a proper and thorough investigation.
- Offer the employee the opportunity to bring a peer witness to any investigation meetings, according to the applicable collective bargaining agreement or Company policy.

As a member of management you have a responsibility to take appropriate action against offensive behavior, even if the employee does not wish to complain.

## *Workplace Threats and Violence*

Envoy's goal is to maintain a workplace free from threats and violence and to effectively respond, if anything should occur.

- A threat is any conduct that tends to suggest intent to harm, intimidate, or coerce another person, or to damage or destroy the Company's property or the property of others.
- Violence is any conduct that harms or tends to harm any other person, the Company's property, or the property of others.

The Company prohibits all manners of workplace violence, including:

- Physically or verbally threatening or intimidating another individual;
- the intentional destruction or threat of destruction of Company or another's property;
- harassing or threatening phone calls, texts, emails or other written communications;
- stalking;
- advocating illegal use of firearms, bombs, or weapons; and

- threats or attempts to commit suicide.

This applies to everyone working on behalf of the Company, including Envoy employees, contract and temporary employees, and non-employees on Envoy's property.

You should report any violent or potentially violent conduct to your local management immediately. Local management will be responsible for making an initial assessment of the situation and contacting the Legal Department and People Services.

#### *Retaliation*

Envoy prohibits any retaliation against an employee because the employee, in good faith, has asserted or assisted with a complaint of unlawful discrimination or harassment.

If you feel you have been retaliated against, you should notify the Company immediately. Allegations of retaliation can be reported to local management, Envoy Employee Services (844-ENVOY-HR or 844-368-6947) or the **EthicsPoint** hotline at (877) 422-3844.

# **Uniform Appearance Standards**

*Updated: December 12, 2023*



# Customer Service Uniform Guide

Appearance Standards, Uniform Care & Policies

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Customer Service Agents, Cross-functional Agents and  
Customer Assistance Representatives

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# HOW TO LOOK **Your Best**

Work, act and communicate as sharp as you're dressed.

- | **General Uniform Expectations**
- | **Personal Behavior**
- | **Alterations and Care**

The Envoy Uniform and Appearance Standards are designed to help you proudly represent the professional and consistent public appearance aligned with the American Airlines brand. As frontline employees, you represent American to the traveling public, and the standard of excellence you convey through your actions, appearance, and professionalism will impact customers' perceptions of you, your role in their journey, and our company. By looking, acting and being your best, you make Envoy the best.

## **General Uniform Expectations**

- Only Envoy uniform garments are approved for wear in the operation. Items from previous vendors and collections are prohibited.
- Uniform and grooming items not specifically mentioned are considered to be unauthorized.
- We're committed to creating an inclusive culture with uniform and appearance standards that better permit freedom of gender expression. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed.
- When reporting for duty, your uniform must be clean, freshly pressed, and in good repair.

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## General Uniform Expectations, continued

- Uniformed team members must be in full compliance with uniform and image standard when wearing the uniform, including time spent in airport terminals or when otherwise in public view.
- While in the break room, uniform and image standards may be relaxed for the purpose of comfort.
- Avoid overstuffed pockets to the point that they bulge or distort the shape of the uniform garment.
- Uniforms must fit in a professional manner. Garments that do not fit properly must be replaced with the appropriate size.
- The uniform must not be worn for personal use. Your uniform and company accessories may only be worn while on duty or when commuting to and from work.
- Ramp access requires a Safety Vest to be worn. Safety Vest should never be worn inside the terminal.
- Employees may encounter experiences that require a uniform change request or accommodation that differs from those identified in this guide. Those experiences will be handled on a case-by-case basis by the Uniform Program Manager.
- Any employee that requires a reasonable accommodation for reasons based on religion, disability, or other grounds protected by federal, state, or local laws should contact their Human Resources Business Partner. Envoy grants reasonable accommodations unless the accommodation would cause an undue hardship, and prohibits any form of discipline, reprisal, intimidation, or retaliation for requesting a reasonable accommodation for grounds protected by federal, state, or local law.

## Uniform Alterations and Care

Approved alterations include the following:

- Only the garments below and items listed are approved for alterations:
  - Blazer- Sleeve Hem Blazer
  - Side Seam Female Blazer
  - Side Seam with Vents Short Sleeve Jacket
  - Sleeves Outerwear
  - Sleeves Shirting
  - Side Seam or Sleeve Dress, Hem- 1 inch (2.54 cm) above or below the crease at the back of the knee
  - Vest- Side Seam
  - Pant- Hem
  - Pant- Waist, Seat and Inseam
  - Skirt- Hem- 1 inch (2.54 cm) above or below the crease at the back of the knee
  - Skirt- Waist
  - Dress - Waist

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## Uniform Alterations and Care, continued

- Pants may not be cuffed, tapered or pegged.
- Alterations must not change the basic design or deface the garment.
- Alterations must comply with all the uniform and appearance standards.

Costs/expenses for any/all approved alterations, as provided above, will be employee expense.

**How to Care for Your Garments:** It is essential to follow the specific care instructions provided on each garment to ensure garments stay in excellent condition.

## Personal Behavior

Your individual demeanor while in uniform should consistently reflect the highest standards of professionalism. General guidelines for personal behavior include:

- Avoid loud or controversial conversations of any kind in public areas. Be aware of your surroundings and how your voice may carry to customers/guests nearby.
- While in uniform, on or off duty, you may not purchase or consume alcoholic beverages, gamble, or sit at a bar; including for the purpose of consuming food.
- Avoid using any form of tobacco products, including electronic or vapor/water-based cigarettes, in any area other than designated airport smoking areas.
- When in customer/guest view, refrain from inappropriate body language, and always be alert and ready to greet and assist.
- Refrain from sitting on baggage belts, bag wells, and in wheelchairs and/or electric carts used for transporting customers that are in public areas or jet bridges.
- While on duty at your workstations and visible to customers/guests, refrain from the use of personal electronic devices (cellphones, smart watches, headphones, etc.).
- Avoid use of chewing gum while in uniform and in customer/guest view.
- Eating at workstations is not allowed. Please see Web Reference for permitted closed beverage containers at workstations.
- Uniformed team members with an Admirals Club membership are not allowed to access an Admirals Club or Flagship Lounge before, during, or after work hours. Access is only allowed when traveling outbound as a passenger on American or a partner airline, and all American Airlines branding is required to be removed. Please see the Travel Guide for more information.



## Uniform Accessories

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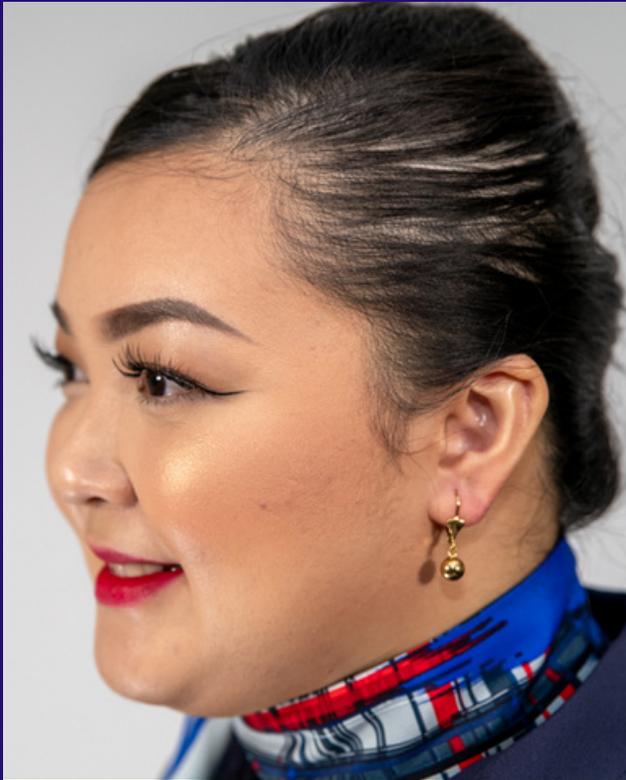
## Eyewear

- Prescription eyeglasses and reading glasses are permitted and must be professional and complementary to the uniform in style, size, and frame color.
- An eyeglass cord in black or navy may be used.
- An eyeglass label holder in black, gold, or silver may be used.
- Sunglasses may be worn outdoors only.

## Unacceptable Eyewear

All eyewear and eyewear holders must be free of ornaments, adornments, insignia/logos, or advertising of any kind.



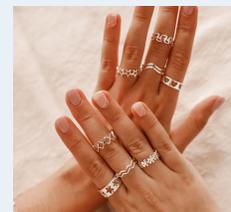


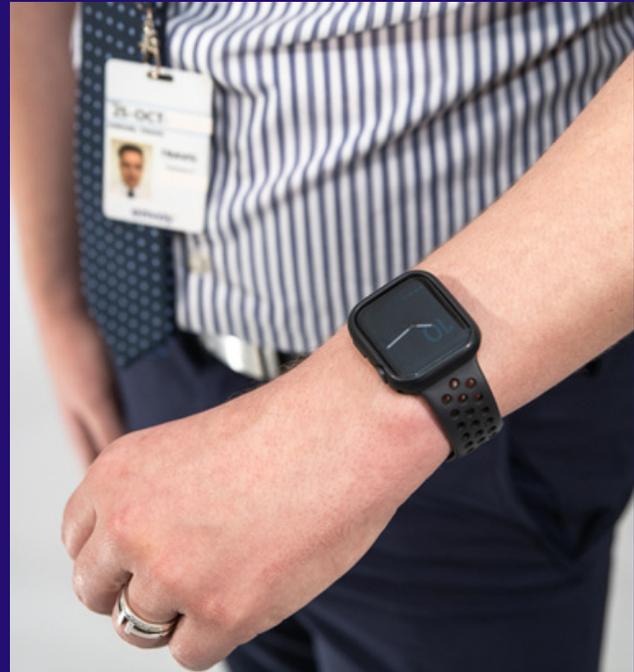
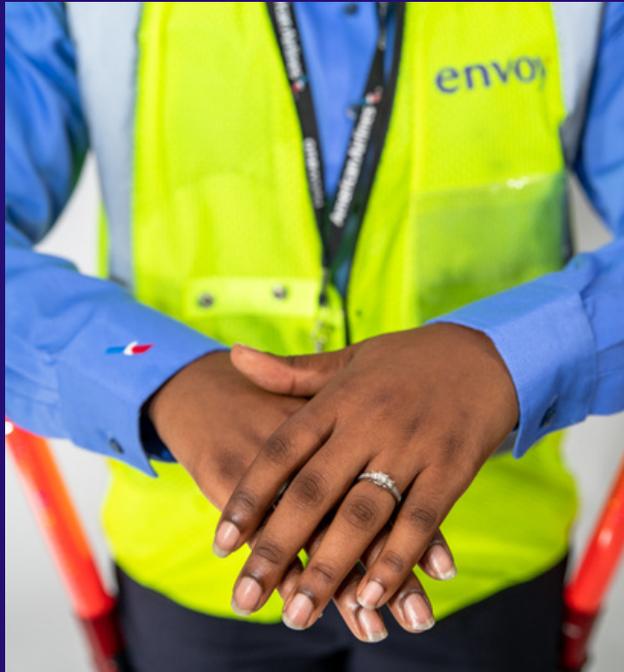
## Jewelry and Watches

- Only jewelry and accessories outlined in the uniform and image standards may be worn.
- All jewelry and accessories must be conservative and appropriate in size.
- A professional style, simple and unadorned wristwatch is recommended to be worn.
- The watch face may be no larger than 2.73 inches (or 44 mm).
- Watchband colors must be in professional shades and complementary to the uniform.
- A fitness tracker may be worn.
- A total of two rings, complementary to the uniform, may be worn per hand.

## Unacceptable Jewelry and Watches

Extreme colors on watches are not permitted; including but not limited to: green, orange, yellow and neon shades. Only clock functionality should be used on smart watches/fitness trackers while on duty. Rings should not be worn on thumbs or knuckles.





## Jewelry and Watches, continued

- Engagement and wedding rings, when worn together on the same finger, count as one.
- Gold, silver, pearl, or mixed metal bracelets may be worn up to 1 inch in total combined width.
- Medical Alert bracelets are an exception to the standards.
- A single strand necklace in gold, silver, pearls, or mixed metal may be worn inside the shirt or dress collar not to exceed 1 inch in width.
- Gold, silver, pearl, mixed metals, or gemstone, earrings may be worn.
- Either a single earring in one lobe or a pair of matching earrings, one per lobe, are allowed.

## Unacceptable Jewelry and Watches

Each ring may not exceed a 1/2 inch (1.27 cm) in total width. Dangling objects or charms on bracelets, of any size, are not permitted. Dangling objects, adornments, or charms on necklaces more than 1 inch (2.54 cm) are not allowed. Choker style necklaces are not permitted. Ear gauges and cuffs are not allowed. Earrings must not be larger than 1 inch (2.54 cm).



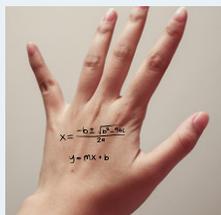


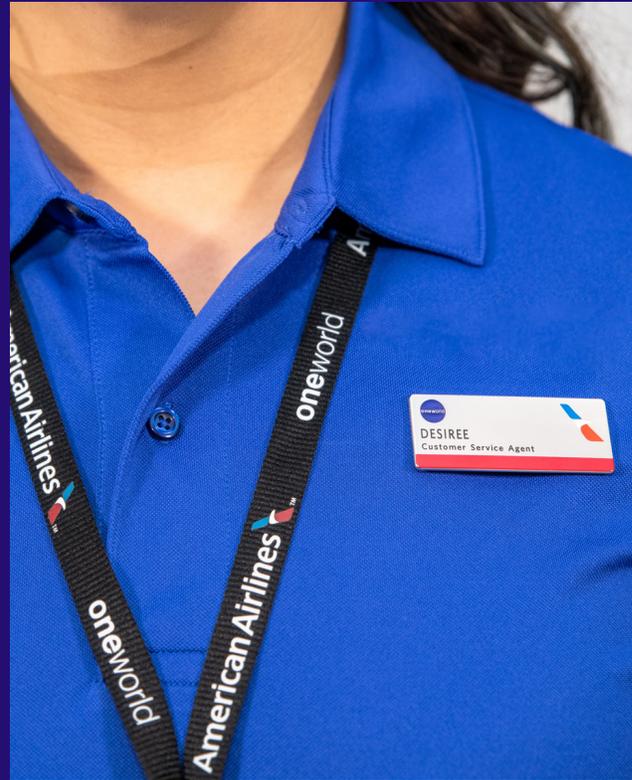
## Body Piercings and Body Art

- Body art (e.g. tattoos of any kind) and body piercings must not be visible at any time while in uniform.
- Acceptable body piercing and art coverage includes makeup or use of uniform items, for example, long sleeved shirts and pants.

## Unacceptable Body Piercings and Body Art

All forms of body piercing, except ears as indicated in the uniform and image standards, must not be visible at any time while in uniform. Tongue, nose, eyebrow, or any facial piercings are not allowed and must be removed while in uniform. Bandages and piercing retainers are not acceptable piercing coverage. Coverage sleeves or bandages are not acceptable body art coverage.



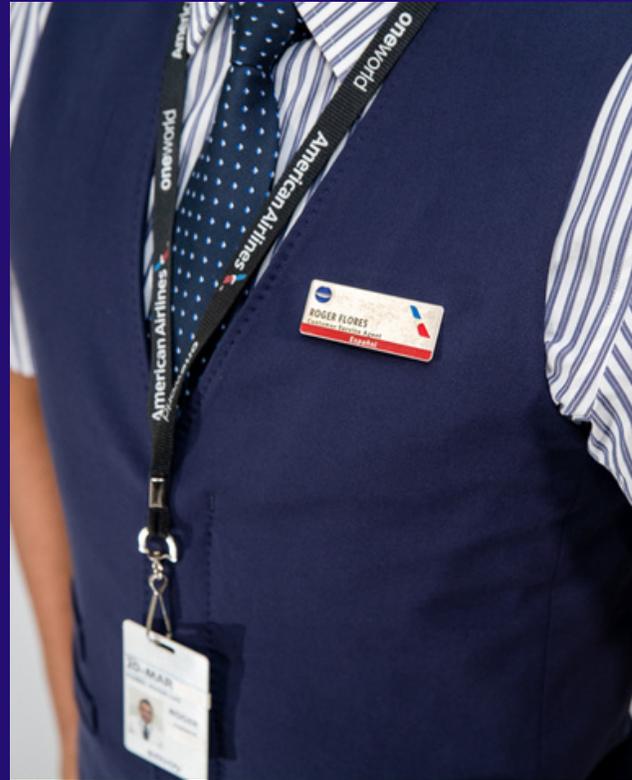


## Lanyards, Name Bars and Pins

- Company ID should be secured visibly on the outermost garment, above the waist, using either plain black, or the approved American Airlines lanyard, clip, or retractable badge reel when in areas not authorized to the general public.
- Legacy carrier name bars are not to be worn at any time.
- Only current company- issued name bar may be worn.
- The name bar must be worn visibly at all times on the upper left side of the outermost garment items, for example, long sleeved shirts and pants.
- Up to three foreign languages may be displayed on the name bar.

## Unacceptable Lanyards, Name Bars and Pins

ID securing device shall be free of ornaments, pins, adornments, insignia/logos, slogans or advertising of any kind. Name bars are not meant to be worn on outerwear. Name bars with chipped paint should be replaced immediately. Nicknames not derived from the employee's legal name are not allowed without pre-approval from a Manager.



## Lanyards, Name Bars and Pins, continued

- Approved name combinations:
  - First name
  - Appropriate nickname (ex., Thomas may go by "Tom")
  - The approved nickname must be the name known by coworkers and management.
- The company will provide up to two replacements per year for worn, broken or lost name bars.
- If optional pocket square is worn, pins should be a 1/2 inch (1.27 cm) above pocket square.
- Choice of one company-sponsored (e.g. EBRG pin, American Flag pin)
- Must be placed a 1/2 inch above the name bar
- Length of service pins
- Company awarded pins
- Promotional company pins
- Standard CWA or TWU lapel pin

## Unacceptable Lanyards, Name Bars and Pins, continued

Pins not specifically mentioned are to be considered unauthorized and should not be worn. Pins are not allowed to be worn on lanyards. Buttons are not permitted at any time.



## Grooming & Hygiene

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## Grooming and Hygiene

- Hair must be clean, well groomed, and kept neat throughout the day.
- Hair should be styled appropriately for business wear and appear professional.
- Conservatively-sized hair accessories are approved in gold, silver, pearl, black, navy, brown, or mixed metals.
- When wearing the men’s collection, facial hair must be at least 1/4 inches (6.35 mm), but no more than 1 inch (2.54 cm) in length and must be clean, neat, and well-groomed.
- When wearing the men’s collection, sideburns should be kept trimmed and not extend below the earlobe.

## Unacceptable Grooming and Hygiene

Hairstyles must not interfere with safety. Hair that falls forward in the face, and/or is long enough to cover the name bar, must be pulled back and secured at the sides or worn in a ponytail, bun or braid for safety. Unnatural colors are not permitted. When wearing the female collection, facial hair is not permitted.





## Grooming and Hygiene, continued

- Facial hair must comply with the uniform collection guidelines of the uniform the employee wears and is not interchangeable. Team members must present themselves in a clean, well-groomed, neat and professional manner.
- A lightly scented perfume, cologne, or aftershave may be used sparingly.
- Efforts shall be made to maintain appropriate personal hygiene at all times.
- If makeup is worn, it should be tasteful, complementary to the uniform, and in accordance with a professional image.
- Makeup should be refreshed as necessary but never within the view of customers/guests.
- A fresh appearance should be maintained at all times while in uniform.

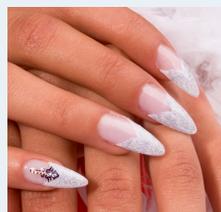


## Grooming and Hygiene, continued

- When wearing the male uniform collection, nails must be clean and well-groomed, free of dirt and grease, and be no longer than the tip of the finger. Nails may be buffed or a clear polish may be worn.
- When wearing the female uniform collection, nails must be clean and well-groomed, free of dirt and grease, and be 1/4 inches (6.35 mm) from fingertip or shorter.
- When wearing the female collection, all polished nails must match in color and be free of glitter, artwork, adornments or decals.
- When wearing the female collection, nail polish colors must be in professional shades and complementary to the uniform.

## Unacceptable Grooming and Hygiene

Extreme polish shades are not permitted. Extreme polish shades include, but are not limited to: green, orange, yellow and neon shades. When wearing either collection, if chipped, all polish must be removed.





# Customer Service Agents

## Uniform Collection Standards

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# Female Collection Standards

## Customer Service Agents

- | **General Uniform Standards**
- | **Tops, Bottoms and Accessories**
- | **Outerwear**

Uniform and grooming items not specifically mentioned are to be considered unauthorized. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed. Please note the name of this collection does not necessarily indicate the gender identity of those who are wearing it.

### General Uniform Standards

- Only Envoy uniform garments are approved for wear in the operation. Items from previous vendors and collections are prohibited.
- Articles from different uniform collections should not be worn together. (i.e., garments from the Modesty collection should not be mixed with the standard collection).
- An approved outermost garment is recommended to be worn at all times.
- Approved outermost garments are considered to be the blazer, sweater or vest.
- The dress and short sleeve jacket do not require an outermost garment.
- When sitting at guest registration, the blazer or sweater may be hung neatly over the back of the chair.
- Name bar should always be displayed on the outermost garment.
- If outermost garment is removed, name bar should be transferred.

## Tops, Bottoms and Accessories



### Blazer

- Blazer may be worn over the blouse, dress, sweater and vest.
- The blazer is considered an approved outermost garment.

### Sweater

- Sweater may be worn over the blouse, vest, dress, or short sleeved jacket.
- The sweater will be worn with a collared uniform piece.
- The sweater is not to be draped around the neck or tied around the waist.
- The sweater is considered an approved outermost garment.
- Sweater must not be zipped to cover collar and scarf or tie.

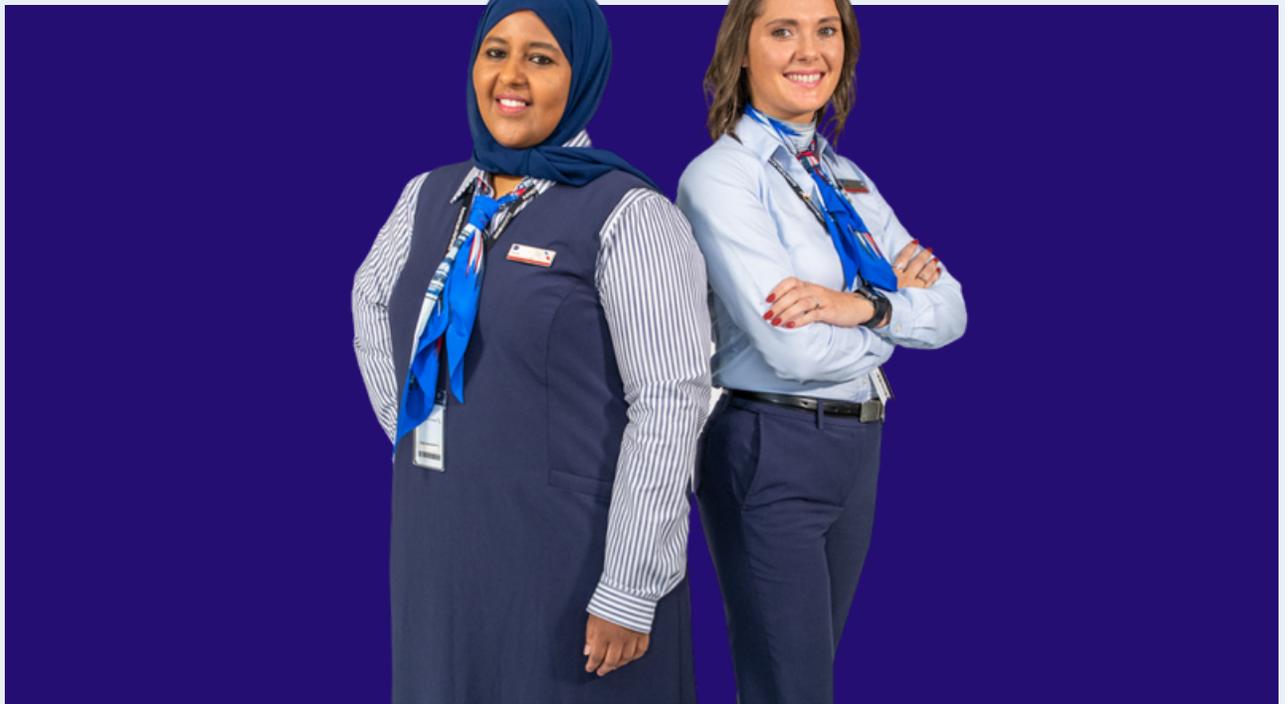
### Vest

- Vest will always be worn with the blouse underneath.
- Vest must be fully buttoned at all times.
- The vest is considered an approved outermost garment.

### Short Sleeved Jacket

- Short sleeved jacket is a standalone top and will not be worn over any other item.
- May be worn with any of the bottoms.
- Must be worn fully buttoned at all times with the collar down.
- The short-sleeved jacket is considered an approved outermost garment.

## Tops, Bottoms and Accessories, continued



### Dress

- Dress must be buttoned up completely and worn without a belt.
- The length may not exceed 1 inch (2.54 cm) above or below the crease at the back of the knee.
- Collar may be worn up or down.
- The dress is considered an approved outermost garment.

### Blouses

- Blouses may be worn with any of the bottoms.
- Must be worn tucked in and fully buttoned at all times with the collar down.
- The long-sleeved blouse may not be rolled or pushed up and must be buttoned at wrist.

### Pants

- Pants will be worn with the company-issued uniform belt at all times.
- May be worn with either the short-sleeved jacket or the blouse.
- Pants may not be cuffed, tapered or pegged, tucked in socks, or rolled/folded up.

### Skirts

- Skirts will be worn without a belt.
- The length of skirts may not exceed 1 inch (2.54 cm) above or below the crease at the back of the knee.

## Tops, Bottoms and Accessories, continued



### Scarf

- Scarf must be visibly worn at all times while in uniform.
- Only the current company-issued scarf may be worn and must belong to your workgroup.
- No jewelry or adornments may be added to the scarf.
- A plain, unadorned silver scarf ring may be worn.
- Scarf is to be tied in a professional manner around the neck or around the collar of the blouse, dress, or short sleeved jacket.
- No alterations to the basic design of the scarf are allowed.

### Belt

- Belt must be worn at all times with the pants.
- Only the current company-issued belt may be worn.
- Belt is not to be worn with the skirt or dress.

### Hosiery/Undergarments

- Hosiery in sheer opaque or skin tones that is seamless and without pattern and texture may be worn but is not required.
- Hosiery must extend past the ankle and be footed. Leggings are not permitted.
- Socks must be worn with pants.
- Solid or pattern socks in neutral colors that match the uniform in good taste are permitted.

## Tops, Bottoms and Accessories, continued



### Shoes

- A plain black, unadorned professional style shoe with a closed toes, sides and backs are preferred. A subtle pattern is acceptable (e.g. crocodile).
- Acceptable styles include: pumps, loafers, clogs or oxfords.
- Black tassels or a small buckle in black or silver tones may be worn.
- Zippers, buttons, and laces should be black.
- Shoes must be made of solid black leather, patent leather, or leather-like material, kept clean, polished and in good repair.
- The entire heel of the shoe, including the inside sole portion, stitching and all edges must be black. Heel height maximum is 3 inches.
- Dress half-boots/booties are only permitted while wearing pants.
- Fur trimmed, lace up, booties, cowboy and/or over the knee boots are not permitted.
- Mary Jane style shoes are permitted with only one strap, fastened with a buckle closure or button. Buckle closure or button may not be larger than 1 inch and must be black, or silver tone.
- Plain black leather or leather-like knee high boots may be worn to and from the terminal during inclement weather only (heavy rain, slush/sleet, snow), and/or when your duties require you to go outside during inclement weather.
- Once inside the terminal, boots should not be worn with the dress or skirts.
- An athletic style all-black leather or leather like material may be worn with pants only.
- The entire athletic style shoe must be black including straps/shoe ties, logos, laces and the sole of the shoe.
- Examples of the approved all black leather or leather like athletic shoe are provided after the revisions section of this guide.

## Weather Gear and Misc.



### **All-Season Coat**

- Only the current Lands' End all-season coat may be worn with the uniform.
- The coat is not company provided per the CWA contract, but employees may use company-issued allotment to purchase it.
- With station management approval, a plain black or navy coat with black or neutral color buttons and zippers and no logos or patterns of any kind may be worn until the Lands' End coat can be purchased.
- Coat can be worn over any of the uniform items.
- The coat hood should not be worn up while inside of the terminal.
- While on duty, the all-season coat may only be worn during extreme cold or inclement weather while on the jetbridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and when your duties and responsibilities take you outside the terminal in the elements.
- With station management approval, during extreme cold, the all-season coat may be worn at the ticket counter if the counter is exposed to the cold.
- Name bars are not meant to go on the coat, however, company/airport ID should be visible when wearing outerwear on duty.

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### **Inclement Weather Gear**

- Inclement weather is defined as cold and wet weather; i.e. heavy rain, slush/sleet, snow.
- The optional uniform program winter scarf, a plain black scarf, or a plain navy scarf may be worn.
- Solid black or navy gloves, ear muffs, knit winter hats and umbrellas may be used.
- All items must be devoid of all logos, unless otherwise specified or approved by the company.
- Inclement weather gear should only be worn during extreme cold or inclement weather while on the jetbridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and/or when your duties and responsibilities take you outside the terminal in the elements (for example, boarding via the ramp or assisting customer Ramp Transfer).

### **Maternity Collection**

The employee may use the uniform allowance provided by the company to purchase maternity items. In the event that the allowance was used to purchase the regular uniform, the employee will be responsible for 100% of the cost of the uniform.

### **Modesty Collection**

If a team member would like to make an accommodation request relating to uniforms, please let your Manager know. These requests will be handled on a case by case basis.

### **Personal Bag**

- Approved color for purses, bags or totes carried throughout the day is solid black (excluding lunch totes carried to/from breakroom for storage).
- Purses, bags or totes should be properly stored out of customer view while performing duties.
- Your Cole Haan Tote from the previous uniform program may still be used.



# Male Collection Standards

## Customer Service Agents

- | **General Uniform Standards**
- | **Tops, Bottoms and Accessories**
- | **Outerwear**

Uniform and grooming items not specifically mentioned are to be considered unauthorized. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed. Please note the name of this collection does not necessarily indicate the gender identity of those who are wearing it.

### General Uniform Standards

- Only Envoy uniform garments are approved for wear in the operation. Items from previous vendors and collections are prohibited.
- Articles from different uniform collections will not be worn together (i.e., garments from the Modesty collection should not be mixed with the standard collection).
- An approved outermost garment is recommended to be worn at all times.
- Approved outermost garments are considered to be the blazer, sweater or vest.
- When sitting at guest registration, the blazer or sweater may be hung neatly over the back of the chair.
- Name bar should always be displayed on the outermost garment.
- If outermost garment is removed, name bar should be transferred.

## Tops, Bottoms and Accessories



### Blazer

- Blazer may be worn over the blouse, dress, sweater and vest.
- The blazer is considered an approved outermost garment.

### Sweater

- Sweater may be worn over the vest.
- The sweater will be worn with a collared uniform piece.
- The sweater may not to be draped around the neck or tied around the waist.
- The sweater is considered an approved outermost garment.
- Sweater must not be zipped to cover collar and scarf or tie.

### Vest

- Vest will always be worn with the blouse underneath.
- Vest must be fully buttoned at all times.
- The vest is considered an approved outermost garment.

### Shirts

- Shirts must be worn tucked in and fully buttoned at all times with the collar down.
- Long-sleeved shirts may not be rolled or pushed up. Must be buttoned at wrist.

## Tops, Bottoms and Accessories, continued



### Pants

- Pants will be worn with the company-issued uniform belt at all times.
- Pants may not be cuffed, tapered or pegged, tucked in, or rolled/folded up.

### Tie

- Tie must always be visibly worn while in uniform.
- Only the current company-issued tie may be worn.
- The tie is to be worn tightened at the collar and tied in a professional manner.
- No alterations to the basic design of the tie are allowed.
- A plain unadorned silver tie bar may be worn.

### Pocket Square

- The pocket square is optional. If worn, only the current company-issued pocket square may be used.
- Pocket square must be folded in a professional manner and tucked into the chest pocket of the blazer.

### Belt

- Belt must be worn at all times with the pants.
- Only the current company-issued belt may be worn.

## Weather Gear and Misc.



### All-Season Coat

- Only the current Lands' End all-season Coat may be worn with the uniform.
- The coat is not company provided per the CWA contract, but employees may use company-issued allotment to purchase it.
- With station management approval, a plain black or navy coat with black or neutral color buttons and zippers and no logos or patterns of any kind may be worn until the Lands' End coat can be purchased.
- Coat can be worn over any of the uniform items.
- The coat hood should not be worn up while inside of the terminal.
- While on duty, the all season coat may only be worn during extreme cold or inclement weather while on the jetbridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and when your duties and responsibilities take you outside the terminal in the elements.
- With station management approval, during extreme cold (outdoor temperatures below freezing), the all season coat may be worn at the ticket counter if the counter is exposed to the cold.
- Name bars are not meant to go on the coat, however, company/airport ID should be visible when wearing outerwear on duty.

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### **Inclement Weather Gear**

- Inclement weather is defined as cold and wet weather; i.e. heavy rain, slush/sleet, snow.
- The optional uniform program winter scarf, a plain black scarf, or a plain navy scarf may be worn.
- Solid black or navy gloves, ear muffs, knit winter hats and umbrellas may be used.
- All items must be devoid of all logos, unless otherwise specified or approved by the company.
- Inclement weather gear should only be worn during extreme cold or inclement weather while on the jetbridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and when your duties and responsibilities take you outside the terminal in the elements.

### **Personal Bag**

- Approved color for bags carried throughout the day is solid black (excluding lunch totes carried to/from breakroom for storage).
- Bags or totes should be properly stored out of customer view while performing duties.
- Your Cole Haan Tote from the previous uniform program may still be used.



# Cross-functional Agents

## Uniform Collection Standards

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# Uniform Collection Standards

## Cross-functional Agents

- | **Tops, Bottoms and Accessories**
- | **Outerwear**
- | **Special Occasions and Misc.**

Uniform and grooming items not specifically mentioned are to be considered unauthorized. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed. Please note the name of the collections does not necessarily indicate the gender identity of those who are wearing it.

### **Tops, Bottoms and Accessories**

#### **Shirt**

- Long and short sleeve styles are available.
- Long and short-sleeve styles must be worn buttoned at wrist.
- Shirts must be tucked in at all times with the belt visible.
- Collar may not be worn up or pressed open.
- Uniform shirts may not be monogrammed.

#### **Pants and Shorts**

- Uniform pants and shorts must be worn with the belt.
- Pants may not be cuffed, tapered or pegged.
- Shorts are accepted in customer facing areas but not preferred.



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### **Cardigan or Sweater**

- Only company offered uniform cardigan or sweaters may be worn.
- Only one cardigan or sweater may be worn at a time.
- Cardigan or sweaters must be worn with the shirt.
- May not be worn with sleeves draped or tied around shoulders.
- May not be worn tied around the waist.
- May not be tucked into pants.
- May not be worn with your uniform belt on the outside of the sweater.
- Sweater must not be zipped to cover collar.

### **Belt**

- The company offered belt is the only belt to be worn with the Cross-Functional uniform.
- The belt must be worn at all times with uniform pieces designed to be worn with a belt.

### **Maternity**

The employee can use the uniform allowance provided by the company to purchase maternity items. In the event that the allowance was used to purchase the regular uniform, the employee will be responsible for 100% of the cost of the uniform.

### **Socks and Undergarments**

- Solid or pattern socks in neutral colors that match the uniform in good taste are permitted.
- Shirts that are white or a similar color to the uniform are recommended and must be devoid of any decoration.
- The undershirt should not be a darker color that is visible through the uniform shirt.

### **Shoes**

- Solid black business-like shoes are preferred for customer facing work. The shoes must be a full grained or leather-like material that must be kept clean and in good repair.
- Employees are recommended to wear an ASTM rated athletic style shoe or work shoe in solid black or brown.
- Work boots are permitted in solid black or brown.
- Two tone shoes and boots are not permitted.
- Shoes must be of a style that complements the business casual uniform.
- Non-ASTM rated hiking style shoes/boots, athletic shoes and cowboy boots are not acceptable.
- The sole of the shoe must not be more than 1/2 inches thick and the heel must not be higher than 2 inches.
- No open toe or heel types allowed and no open or partially opened-heel clogs.

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### **Shoes, continued**

- Shoes or boots with laces must be properly laced and secured. The laces must be the same color as the shoe.
- Employees with medical needs must select a shoe which meets their medical needs.

### **Personal Bag**

- Approved color for purses, bags or totes carried throughout the day is solid black. (excluding lunch totes carried to/from breakroom for storage).
- Purses, bags or totes should be properly stored out of customer view while performing duties.

### **Company Approved Hats**

- Only company-approved hats are acceptable. Hats may not be worn backwards or sideways.
- With station management approval, a plain black or navy ball cap or beanie with no logos may be worn until a company-approved hat can be purchased.
- Hats must be in good shape void of showing any signs of wear and tear, stains, tattered, or dirty.
- Hats must be removed when entering all customer-facing areas including, but not limited to, the airport terminal and while performing gate and ticket counter duties.

## **Outerwear**

### **Outerwear**

- Only company-approved outerwear from the current uniform collection may be worn.
- During extreme or inclement weather, the company-approved outerwear items may be worn in boarding bridges, at the gate podium before, during and after boarding, and in baggage service areas. Coveralls are not permitted in customer-facing areas.

### **Inclement Weather Gear**

- Gloves, ear muffs, knit winter hat, umbrellas, winter scarf, and winter/rain boots
- Approved color is solid black for the above items.
- Company-approved outerwear items are authorized for employees during inclement weather must be devoid of all logos other than company-approved, current, American Airlines or Envoy logos.
- May only be worn or used outdoors or in boarding bridge.
- Gloves may be smooth leather, simulated leather, or knit.
- May only be worn or used outdoors or in boarding bridge.
- Winter/rain boots must be solid black. Two tone boots are not permitted.
- Boots should never be worn with pant leg tucked in.
- Fur trimmed, lace up, booties, cowboy and/or over the knee boots are not permitted.



# Customer Assistance Representatives

## Uniform Collection Standards

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# Female Collection Standards

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Customer Assistance  
Representatives

- | **General Uniform Standards**
- | **Tops, Bottoms and Accessories**
- | **Outerwear and Misc.**

Uniform and grooming items not specifically mentioned are to be considered unauthorized. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed. Please note the name of this collection does not necessarily indicate the gender identity of those who are wearing it.

## General Uniform Standards

- Only Envoy uniform garments are approved for wear in the operation. Items from previous vendors and collections are prohibited.
- Articles from different uniform collections will not be worn together (i.e., garments from the Modesty collection should not be mixed with the standard collection).
- An approved outermost garment is recommended to be worn at all times. Approved outermost garments are considered to be the blazer, sweater or vest.
- Name bar should always be displayed on the outermost garment.
- If outermost garment is removed, name bar should be transferred.

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## **Tops, Bottoms and Accessories**

### **Blouses**

- Blouses may be worn with any of the bottoms.
- Blouses must be worn tucked in and fully buttoned at all times with the collar down.

### **Pants**

- Will be worn with the company-issued uniform belt at all times.
- Pants may not be cuffed, tapered or pegged, tucked in socks, or rolled/folded up.

### **Scarf**

- Scarf must be visibly worn at all times while in uniform.
- Only the current company-issued scarf may be worn and must belong to your workgroup.
- No jewelry or adornments may be added to the scarf.
- A plain, unadorned silver scarf ring may be worn.
- Scarf is to be tied in a professional manner around the neck or around the collar of the blouse.
- No alterations to the basic design of the scarf are allowed.

### **Belt**

- Belt must be worn at all times with the pants.
- Only the current company-issued belt may be worn.

### **Socks/Undergarments**

- Socks and appropriate undergarments must be worn at all times while in uniform.
- Solid or patterned socks in neutral colors that match the uniform in good taste are permitted.
- Shirts that are white or a similar color to the uniform are recommended and must be devoid of any decoration.
- The undershirt should not be a darker color that is visible through the uniform shirt.

### **Shoes**

- A plain black, unadorned professional style shoe with a closed toe, side and back is preferred.
- Acceptable styles include: pumps, loafers, flats, derby, clogs or oxfords.
- A subtle pattern is acceptable (e.g. crocodile).
- Black tassels or a small buckle in black or silver tones may be worn.
- Zippers, buttons, and laces should be black.

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### **Shoes, continued**

- Shoes must be made of solid black leather, patent leather, or leather-like material, kept clean, polished and in good repair.
- The entire heel of the shoe, including the inside sole portion, stitching and all edges must be black.
- Heel height maximum is 3 inches (7.62 cm).
- Dress half-boots/booties are only permitted while wearing pants.
- Mary Jane style shoes are permitted with only one strap, fastened with a buckle closure or button. Buckle closure or button may not be larger than 1 inch (2.54 cm) and must be black, or silver tone.
- Once inside the terminal, boots should not be worn.
- Boots should never be worn with pant leg tucked in.
- Fur trimmed, lace up, booties, cowboy and/or over the knee boots are not permitted.
- An athletic style all-black leather or leather like material may be worn with pants only.
- The entire athletic style shoe must be black including straps/shoe ties, logos, laces and the sole of the shoe.
- Examples of the approved all black leather or leather like athletic shoe are provided after the revisions section of this guide.
- Other athletic/tennis style shoes, suede, or cowboy boots of any type are never permitted.

### **Outerwear**

#### **Inclement Weather Gear**

- Inclement weather is defined as cold and wet weather; i.e. heavy rain, slush/sleet, snow.
- A plain black scarf, or a plain navy scarf may be worn.
- Solid black or navy gloves, ear muffs, knit winter hats and umbrellas may be used.
- All items must be devoid of all logos, unless otherwise specified or approved by the company.
- Only worn during extreme cold or inclement weather while on the jetbridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and/or when your duties and responsibilities take you outside the terminal in the elements.
- Plain black leather or leather-like knee high boots may be worn to and from the terminal during inclement weather only (heavy rain, slush/sleet, snow), and/or when your duties require you to go outside during inclement weather. All other shoe standards must be met.

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### **Outerwear Jacket**

- WearGuard® Performance Jacket may be worn over the blouse.
- Jacket is considered an approved outermost garment.

### **Maternity**

The employee can use the uniform allowance provided by the company to purchase maternity items. In the event that the allowance was used to purchase the regular uniform, the employee will be responsible for 100% of the cost of the uniform beyond annual allotment given. If a team member would like to make an accommodation request relating to uniforms, please let your Manager know. These requests will be handled on a case by case basis.

### **Modesty Collection**

If a team member would like to make an accommodation request relating to uniforms, please let your Manager or HR Business Partner know. These requests will be handled on a case by case basis.

### **Personal Bag**

- Approved color for purses, bags or totes carried throughout the day is solid black (excluding lunch totes carried to/from breakroom for storage).
- Purses, bags or totes should be properly stored out of customer view while performing duties.



# Male Collection Standards

## Customer Assistance Representatives

- | **General Uniform Standards**
- | **Tops, Bottoms and Accessories**
- | **Outerwear and Misc.**

Uniform and grooming items not specifically mentioned are to be considered unauthorized. Wear the uniform collection for the gender with which you identify. Gender collections cannot be mixed. Please note the name of this collection does not necessarily indicate the gender identity of those who are wearing it.

### General Uniform Standards

- Only Envoy uniform garments are approved for wear in the operation. Items from previous vendors and collections are prohibited.
- Articles from different uniform collections will not be worn together. (i.e., garments from the Modesty collection should not be mixed with the standard collection)
- An approved outermost garment is recommended to be worn at all times. Approved outermost garments are considered to be the blazer, sweater or vest.
- When sitting at guest registration, the blazer or sweater may be hung neatly over the back of the chair.
- Name bar should always be displayed on the outermost garment.
- If outermost garment is removed, name bar should be transferred.

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## **Tops, Bottoms and Accessories**

### **Shirts**

- Shirts must be worn tucked in and fully buttoned at all times with the collar down.
- The long-sleeved shirt may not be rolled or pushed up and must be buttoned at wrist.

### **Pants**

- Pants will be worn with the company-issued uniform belt at all times.
- Pants may not be cuffed, tapered or pegged, tucked in socks, or rolled/folded up.

### **Tie**

- Tie must be visibly worn at all times while in uniform.
- Only the current company-issued tie may be worn.
- The tie is to be worn tightened at the collar and tied in a professional manner.
- No alterations to the basic design of the tie are allowed.
- A plain unadorned silver tie bar may be worn.

### **Belt**

- Belt must be worn at all times with the pants.
- Only the current company-issued belt may be worn.

### **Socks/Undergarments**

- Socks and appropriate undergarments must be worn at all times while in uniform.
- Solid or patterned socks in neutral colors that match the uniform in good taste are permitted.
- Shirts that are white or a similar color to the uniform are recommended and must be devoid of any decoration.
- The undershirt should not be a darker color that is visible through the uniform shirt.

### **Shoes**

- A plain black, professional style shoe made of solid black leather, or leather-like material is preferred and should be kept clean and in good repair.
- Buckles are allowed to be no larger than 1 inch and must be black, pewter or silver tone.
- The heel, stitching, laces, and visible portion of the sole must be black.
- The heel maximum height is 1 1/2 inches.
- Non-slip soles are preferred.
- An athletic style all-black leather or leather like material may be worn with pants only.
- The entire athletic style shoe must be black including straps/shoe ties, logos, laces and the sole of the shoe.
- Examples of the approved all black leather or leather like athletic shoe are provided after the revisions section of this guide.
- Other athletic/tennis style shoes, suede, or cowboy boots of any type are never permitted.

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## **Outerwear and Misc.**

### **Jacket**

- WearGuard® Performance Jacket may be worn over the shirt.
- Jacket is considered an approved outermost garment.

### **Inclement Weather Gear**

- Inclement weather is defined as cold and wet weather; i.e. heavy rain, slush/sleet, snow.
- The optional uniform program Winter Scarf, a plain black scarf, or a plain navy scarf may be worn.
- Solid black or navy gloves, ear muffs, knit winter hats and umbrellas may be used.
- All items must be devoid of all logos, unless otherwise specified or approved by the company.
- Inclement weather gear should only be worn during extreme cold or inclement weather while on the jet bridge meeting or dispatching a flight, working at a gate podium exposed to freezing temperatures, and when your duties and responsibilities take you outside the terminal in the elements.
- Plain black leather boots may be worn to and from the terminal during inclement weather only, and/or when your duties require you to go outside during inclement weather.
- Boots should never be worn with pant leg tucked in.
- Fur trimmed, lace up, booties and cowboy boots are not permitted.
- All other shoe standards must be met.

### **Personal Bag**

- Approved color for bags or totes carried throughout the day is solid black (excluding lunch totes carried to/from breakroom for storage).
- Bags or totes should be properly stored out of customer view while performing duties.

## Holidays & Special Occasions

### All Customer Service Agents

#### Holiday Accessories

All holiday accessories must meet current Uniform and Image Standards and must be in keeping with a professional business style. Holiday accessories are limited to the below ad items not mentioned are considered unauthorized.

- A holiday pin which complies with the pin regulations
- Earrings which comply with the earring regulations
- A holiday hat or festive headband (hats or headbands should not be worn in customer-facing areas)
- Holiday socks
- Employees may wear holiday accessories on the dates specified below:
  - Valentine’s Day, February 14
  - St. Patrick’s Day, March 17
  - Independence Day, July 4
  - Halloween, October 31
  - Veteran’s Day, November 11
  - Thanksgiving Holiday Weekend (Wednesday prior to Thanksgiving Day to the following Sunday)
- Winter Holiday Season runs December 5th through January 1

#### Sporting Events

Employees in stations whose home team participates in the actual championship game (no playoff games) of a sporting event such as The World Series, Superbowl, Stanley Cup, etc. are welcome to show hometown spirit by wearing:

- Collared team shirts and jerseys.
- Shirts must be tucked in, clean, and in good condition.
- Uniform pants/skirt and uniform shoes must be worn.

#### Halloween Accessories

Employees are invited to wear costumes on October 31. All costumes must be in good taste, modest, and non-threatening. For safety and security reasons, make sure your costume fits. Excess fabric could cause accidents or injury. Capes are not allowed since they could get caught in the bag belt, jetbridge or airplane door. Wear shoes that fit properly. No masks or face painting that covers the entire face. No radical costumes and/or weapon accessories.



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## Revisions

Date	Topic	Page
5/30/23	Cross Functional Shoes	32
10/31/2023	Cross Functional Polo- Envoy logo not included on polo	11,30-31
12/04/2023	Customer Service Agent and CAR Shoes	22, 36, 27, 40
12/5/02023	Holiday Accessories- Holiday ties and scarves are not approved items, wear time frame	42
12/12/2023	Cross Functional Shoes- clarified verbiage around acceptable footwear	32-33

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Customer Service Agents, Customer Assistance Representatives, and Premium Guest Service Agents Approved Athletic Shoe Examples



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Please refer to page 22 of this guide for further information regarding the Customer Service Agent acceptable shoes.



## Customer Service

**Uniform Guide** | Standards, Care & Policies  
Customer Service Agents, Cross-functional Agents and  
Customer Assistance Representatives

## More Info

[myenvoyair.com/cs-uniforms](https://myenvoyair.com/cs-uniforms)

Oct 2023

Any employee that requires a reasonable accommodation for reasons based on religion, disability, or other grounds protected by federal, state, or local laws should contact their Human Resources Business Partner. Envoy grants reasonable accommodations unless the accommodation would cause an undue hardship, and prohibits any form of discipline, reprisal, intimidation, or retaliation for requesting a reasonable accommodation for grounds protected by federal, state, or local law.