

# Uniform and appearance standards Ramp Service employees (RSE) and uniformed leaders

*Last updated: January 25, 2023*

## General guidelines

- The uniform and appearance standards outlined in this guidebook apply to all Ramp Service Employees (RSE) and uniformed Ramp leaders regardless of your work area.
- Only current and approved uniform garments may be worn while at work.
- Your uniform should be clean at all times, and you are expected to replace uniform garments that are no longer in good condition.
- Defacing the uniform or safety vest is not permitted.
- Personalization is permitted on the inside of the uniform garments only.



## Quick reference guide: Appearance standards

This quick reference guide outlines the most important standards. Full details and guidelines are covered in subsequent sections.

| Appearance standards  |  |                                   |
|-----------------------|--|-----------------------------------|
| Category              | Overview of standard   | For more information, visit page: |
| Pins                  | Up to two company-approved pins may be worn.   | <a href="#">6</a>                 |
| Patches               | Up to two patches may be worn.   | <a href="#">6</a>                 |
| Tattoos               | Visible tattoos are allowed, but the content should not be offensive to customers or fellow employees. | <a href="#">7</a>                 |
| Necklaces             | Should be worn under the shirt for safety purposes.  | <a href="#">8</a>                 |
| Earrings              | Should be studs or hoops that are tight to the ear.  | <a href="#">8</a>                 |
| Bracelets and watches | Should be worn snugly to the wrist.  | <a href="#">8</a>                 |
| Rings                 | Should be worn snugly to the finger and be free of large gems.   | <a href="#">8</a>                 |
| Nose piercings        | A single stud piercing in your nostril that's 2 mm or smaller is allowed.                              | <a href="#">8</a>                 |
| Hair                  | Long hair should be pulled up at all times.  | <a href="#">9</a>                 |
| Nails                 | Should be clean and trimmed.   | <a href="#">9</a>                 |

## Quick reference guide: Uniform standards

In general, only company-issued uniform garments can be worn while on duty unless specifically outlined (i.e., UV sleeves).

| Uniform standards             |   |                                   |
|-------------------------------|---|-----------------------------------|
| Category                      | Overview of standard  | For more information, visit page: |
| Safety vests                  | An ANSI II safety vest must always be worn over a non-hi-vis outermost garment when on the ramp.                              | <a href="#">11</a>                |
| Airport identification badges | Must be worn on your outermost garment at or above the waist and must always be visible.                                      | <a href="#">12</a>                |
| Shoes                         | Must be neutral in color and meet OSHA criteria. International employees should check with their station for local standards. | <a href="#">13</a>                |
| Socks                         | Must be worn with shoes and neutral colors are preferred.   | <a href="#">13</a>                |
| Long sleeve Ridgefield shirt  | Must be tucked into your pants or shorts and fully buttoned (except the collar and top button).                               | <a href="#">14</a>                |
| Short sleeve polo             | Can be worn either tucked-in or untucked, except for leaders who should always wear it tucked.                                | <a href="#">14</a>                |
| Hi-vis shirts                 | Can be worn either tucked-in or untucked.   | <a href="#">14</a>                |
| Performance shirt             | Company-issued or solid navy, black or charcoal performance shirts can be worn under your company-issued uniform top.         | <a href="#">14</a>                |
| Pants and shorts              | Must be worn at the waist.  | <a href="#">15</a>                |
| Outerwear                     | Hoods must not be worn while driving.   | <a href="#">16</a>                |
| Belts                         | Belts are optional, but if worn it should be the company-issued belt.   | <a href="#">17</a>                |
| UV sleeves                    | Company-issued or solid navy or black UV sleeves can be worn with short sleeve shirts.  | <a href="#">17</a>                |
| Compression tights            | Solid navy or black compression tights may be worn under your company-issued uniform bottoms.                                 | <a href="#">17</a>                |
| Caps and hats                 | Baseball caps and sun hats must be company-issued caps available on the uniform portal.                                       | <a href="#">18</a>                |

# Appearance standards

*All Ramp Service employees and uniformed leaders*

## Accessories

### Pins

- Employees can wear up to two pins on their uniform top, but they must be [pins that are currently approved](#) by the company.
- When wearing pins, be sure to tightly affix each pin to your uniform garment and maintain ramp safety awareness.

### Patches

- Up to two patches may be worn on your uniform garments.
- If you choose to wear a union patch, it should be displayed on your right sleeve.
- Make sure that the patches you choose to wear are not offensive to customers and your fellow employees. This includes violent, obscene, sexual, racist or objectionable content and any imagery that includes weapons.

*Examples of company-approved pins:*



## Tattoos

- Visible tattoos are permitted, but it's important to make sure that your visible tattoos are not offensive to customers and your fellow employees. This includes violent, obscene, sexual, racist or objectionable content and any imagery that includes weapons.
- If your tattoos include any of this imagery, please keep them covered by your uniform garments or approved accessories, such as UV sleeves.

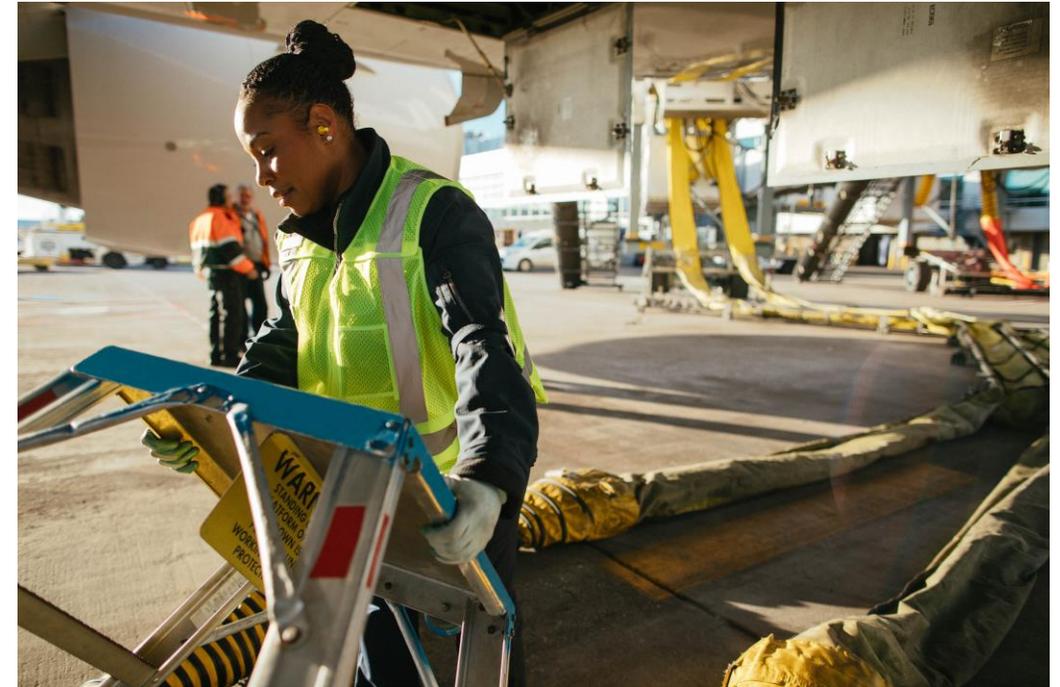
## Jewelry

**Please keep safety in mind when wearing any jewelry on duty.**

- Necklaces
  - Necklaces should be worn under your shirt for safety purposes.
- Earrings
  - You can wear stud earrings that are smaller than a quarter and small hoops that are tight to your ear.
  - Large hoops, as well as dangling or drop earrings, aren't allowed.
  - If you have holes in your ears from gauges, they must be plugged.
- Bracelets and watches
  - Be sure to wear your bracelets and watches snugly against your wrist to avoid them getting caught.
- Rings
  - Since safety is always our top priority, please make sure the gems or decorations on your rings aren't large enough to catch or snag on anything.
- Facial piercings
  - Nose piercings are allowed. You can have a single stud piercing in your nostril that's 2 mm or smaller.
  - Septum piercings and other facial piercings aren't allowed.

## Hair

- If your hair is longer than shoulder length, you'll need to wear it completely pulled up with a soft rubber band, ponytail holder or scrunchie.
- If your hair is shoulder length or shorter, you can wear it either up or down. Please make sure you consider ramp safety standards when styling your hair.
- You shouldn't wear scarves in your hair due to safety concerns.



## Hand and nail care

- Your nails should be clean and trimmed. Nails shouldn't be more than a ¼ inch past your fingertips.

# Uniform standards

*All Ramp Service employees and uniformed leaders*



## Safety vests

- A company-issued, ANSI II safety vest must always be worn over your outermost garment\* while working on the ramp.
- The vest is to be worn zipped/closed to comply with ANSI II safety compliance requirements.
- Safety vests must be maintained and in good condition; when a safety vest becomes torn, overly worn, soiled or loses ANSI II (or above) quality, it must be replaced. Additional safety vests can be ordered on the [uniform portal](#).
- Please wear the appropriately labeled safety vest based on your role.

\*Please note: Safety vests may not be required over ANSI II (or higher) rated garments such as hi-vis shirts or company rain gear. However, local station, city and/or port authority codes/rules will supersede this policy and dictate whether safety vests are required in addition to the hi-vis/ANSI II (or higher) rated garments.



**Ramp Service Employee**



**Ramp Lead**



**Ramp Supervisor**



**Ramp SSE or New Hire**



**Visitor**

**You can find information about Personal Protective Equipment in the Ramp Service Manual.**

## Airport identification badges, holders and lanyards

- Airport identification badges must be worn on your outermost garment at or above the waist and must always be visible.
- If you use a lanyard, it must meet the following guidelines:
  - Cord is not to exceed ¼ inch in diameter, ¾ inch in width or 20 inches in length.
  - Breakaway styles are mandatory for safety.
- You can also use an ID holder, which must have a clear plastic window for displaying your ID badge.
- Acceptable patterns for lanyards and ID holders include:
  - Plain with no visible writing or slogans, with the exception of the word “United” and/or the United logo in solid blue, white, clear, gray or black
  - Approved station-specific “We are” lanyard
  - Union
  - Sports teams
  - United-sponsored initiatives such as breast cancer awareness
  - Approved BRG or department lanyards



# Footwear

## Shoes

- **Shoe criteria**

- Safety shoes with toe protection and slip-resistant tread are required for all domestic and international frontline Ramp Service employees and their direct supervisors working on the ramp to reduce the risk of slips, trips and falls in the workplace.
- Your shoes should be neutral in color (i.e., black or brown).
- For additional details, please visit our [Global Safety Standards, Section H – Foot Protection](#).

- **Safety Shoe Credit**

- You will receive an annual credit to use toward safety shoes. The safety shoe credit will be allocated on January 1 of each year and will expire on December 31 of that year. Credits cannot be carried over year to year.
- US and Guam based employees should order their safety shoes through Grainger. The credit will be automatically applied at check-out.
- For additional information, please visit the [Safety Shoe Program page on Flying Together](#).

## Socks

- Socks should be worn with your shoes and a neutral color or pattern is preferred.



## Shirts

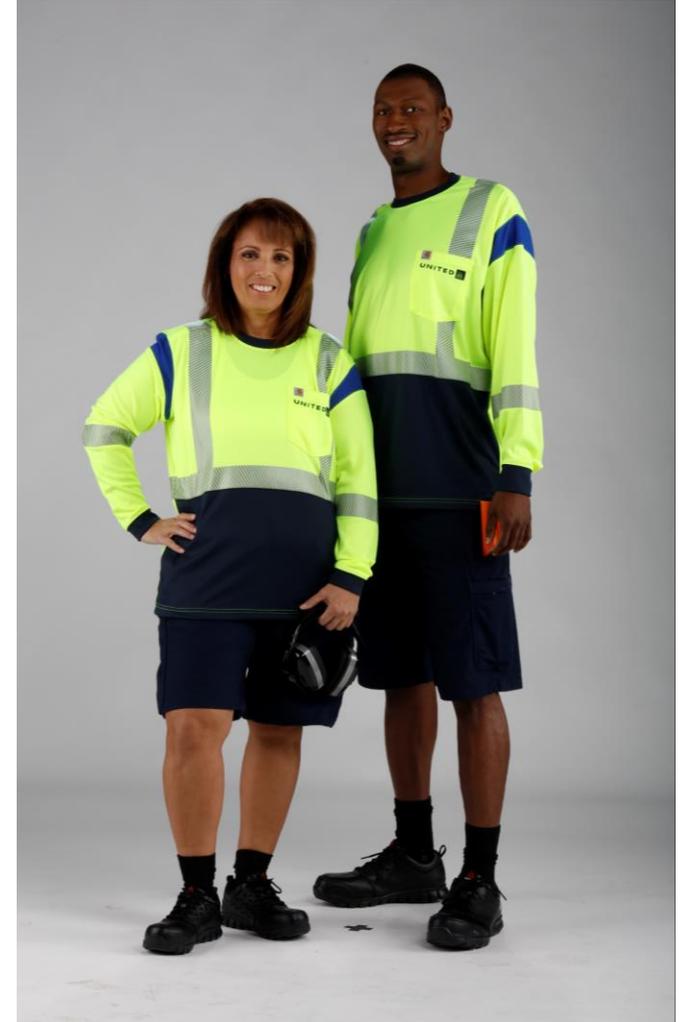
The following company-issued uniform shirts must be worn while on duty:

- **Long sleeve Ridgefield:** Must be tucked into your pants or shorts and buttoned at all times except for the collar button and top button.
- **Short sleeve polo:** Can be worn either tucked-in or untucked, except for uniformed Ramp leaders who should always wear it tucked.
- **Short sleeve or long sleeve hi-vis tee:** Can be worn either tucked-in or untucked.

*When a hi-vis tee is worn as the outermost garment, safety vests are not required unless local station, city and/or port authority codes/rules dictate otherwise. Once the shirt loses its high visibility/ ANSI II (or above) quality, it must be replaced or a safety vest must be worn.*

### Optional performance shirts

- Performance shirts may be worn underneath any company-issued uniform shirt but may not be worn by themselves.
- Non-company-issued performance shirts are permitted, but they must be solid navy, black or charcoal in color and free from visible logos.



## Pants, shorts and coveralls

- Company-issued pants, coveralls or shorts must be worn while on duty
- Extreme pegging and/or cuffing is not permitted
- **Shorts**
  - Should be worn at the waist and must be no shorter than 3 inches above the top of the knee
  - The shorts are not to be cuffed or rolled up
- **Pants**
  - Should be worn at the waist
  - Pants cannot be cut off to create shorts
- **Coveralls**
  - Must be zipped up to the top of the zipper
  - Coveralls cannot be cut off to create shorts

## Outerwear and winter accessories

- Only the following company-issued outerwear may be worn while on duty
  - Navy or hi-vis insulated jacket\*
  - Navy roughcut jacket
  - Mock-neck sweatshirt
  - Winter vest
- An approved safety vest must be worn over all non-hi-vis outerwear pieces while on the ramp.
- All outerwear must be worn over a uniform shirt and may not be worn by itself.
- Solid black, solid navy or solid brown/tan gloves may be worn.
- Company-issued rain gear may be worn in inclement weather.
  - When company-issued rain gear is worn as the outermost garment, safety vests are not required unless local station, city and/or port authority codes/rules dictate otherwise.
  - Once rain gear loses its high visibility/ANSI II (or above) quality, a safety vest must be worn.



***\*Please note: If you're wearing outerwear with an attached hood, the hood may not be worn while driving.***

## Accessories

### Belts

- Belts are optional but should be the company-issued belt if worn.
- Back-support belts can be worn with the uniform; support belts must either be black or not visible.

### UV sleeves

- UV sleeves can be worn with short sleeve and long sleeve shirts.
- Company-issued UV sleeves are available for purchase on the [uniform portal](#). Non-company-issued UV sleeves are allowed, but they must be solid navy or black in color without any visible logos.

### Compression tights

- Compression tights may be worn underneath the uniform shorts or pants. They should not be worn as a standalone piece.
- Non-company-issued compression tights are allowed, but they must be solid navy or solid black and free from visible logos.

## Accessories (cont.)

### Caps and hats

The following caps and hats may be worn when in uniform:

- **Baseball caps**
  - Only company-issued baseball caps with the United logo may be worn.
  - The visor must be positioned in front of the face, not off to the side or facing the back of the head.
- **Winter hats**
  - Company-issued navy knit caps in a watch or facemask style.
  - Non-company-issued, black or navy balaclavas, headbands and earmuffs can also be worn.
- **Sun hats:** only company-issued sun hats may be worn.
- **Sweatbands:** navy, black or white wrist sweatbands and headbands may be worn.
- **Rain hats:** may be worn during inclement conditions.
- **Miscellaneous headwear:** bandannas and durags may not be worn on your head while in uniform.



*Mesh back cap*



*Velcro back cap*



*Knit cap*



*Sun hat*

## Maternity wear

- A maternity-style uniform is available for maternity wear and is to be worn only by pregnant employees.
- The maternity uniform consists of maternity pants in combination with any of the company-issued work shirts.

# **Additional uniform standards**

*Ramp Service leaders (supervisors and assistant managers)*



## General guidelines

- All uniform and appearance standards outlined for frontline Ramp Service employees are applicable to uniformed Ramp leaders.
- The following section provides guidance on the additional shirts available for uniformed Ramp leaders.



## Uniformed Ramp leader shirts

Uniformed ramp leaders may wear the following company-issued shirts:

- **Short sleeve hi-vis t-shirt**
  - May be worn either tucked-in or untucked
  - When the hi-vis t-shirt is worn as the outermost garment, safety vests are not required unless local station, city and/or port authority codes/rules dictate otherwise. Once the shirt loses its high visibility/ ANSI II (or above) quality, it must be replaced or a safety vest must be worn.
- **Gray rugged long sleeve supervisor shirt**
  - This shirt is only available to uniformed Ramp leaders
  - Must be tucked into your pants or shorts and buttoned at all times except for the collar button and top button
  - Sleeves may not be rolled up or cuffed
  - The shirt collar must be worn outside the garment
  - Long sleeve shirting is not to be combined under short sleeve shirting
- **Gray short sleeve contractor polo**
  - This shirt is only available to uniformed Ramp leaders
  - Must be tucked in at all times