

Southwest Airlines

Uniform Appearance Standards

Version updated November 16, 2023

Inflight Operations
Ground Operations
Cargo
Technical Operations

Above the Wing (ATW) and Below the Wing (BTW) Employees

Table of Contents

Uniform Overview/Uniform Accommodations.....	4
Above the Wing (ATW)	
General Appearance.....	5
Hair Accessories, Hair, Facial Hair, Makeup	
General Appearance	6
Fingernails, Perfumes/Colognes, Jewelry, Lanyards	
General Appearance.....	7
Pins, Tattoos	
General Appearance.....	8
Undergarments, Socks/Hosiery, Shoes	
Uniform Pieces	9
Dresses/Skirts/Shorts, Shirts/Tops	
Uniform Pieces.....	10
Bottoms, Layering Pieces, Outwear (including winter accessories)	
Uniform Pieces.....	11
Maternity	
Uniform Accessories (scarves, ties, belts, aprons).....	11
PPE (Ground Ops & Cargo only)	11
Wings (Inflight only).....	11
Name Tags (Ground Operations ATW only).....	12
Luggage (Inflight only)	12

Table of Contents

Holiday Accessories 12

Hawaiian Accessories (Inflight only)..... 13

Skycaps, Customer Service and Duty Supervisors..... 13

Below the Wing (BTW)

General Appearance..... 14
Hair, Facial Hair, Makeup, Hands, Fingernails

General Appearance 15
Deodorant, Perfumes/Colognes, Jewelry, Lanyards, Pins, Tattoos

General Appearance 16
Undergarments, Shoes, Socks

Uniform Pieces 16
Tops/Bottoms, Base Layering Pieces

Uniform Pieces 17
Outerwear, Uniform Accessories, Hats, Embroidery, Maternity, Holiday & Special Event

PPE 17
Outerwear, Uniform Accessories, Hats, Embroidery, Maternity, Holiday & Special Event

Ramp and Provisioning Supervisors 18

Above the Wing (ATW) and Below the Wing (BTW)

Cargo, Freight Agents, Supervisors 18

UNIFORM OVERVIEW

Uniforms are not just what you wear; it's how you wear them. Employees are an integral part of the Southwest Airlines brand. Wearing our uniforms according to our guidelines strengthens our brand and shows that we are One Team to our Customers. Thank you for taking pride in wearing your uniform in a professional, confident way!

- Safety is a primary concern. Neither appearance nor any uniform piece should interfere with the safe performance of essential job functions.
- These standards are not exhaustive of all looks and styles. Employees should present themselves in a well-groomed and professional manner at all times.
- When we refer to the male uniform collection or the female uniform collection, we are specifically referring to the name of the collection and not an Employee's gender. As a default, the uniform collection offered to an Employee by Cintas corresponds with the gender listed in the Employee's profile. For information about obtaining access to an Employee's non-default uniform collection, see the Uniform Accommodation section below. Nevertheless, Employees are not permitted to mix pieces between collections and may only wear pieces within a collection.

Company Leaders will have the final say on decisions regarding appearance standards.

Above the Wing (ATW) and Below the Wing (BTW) References:
<ul style="list-style-type: none">• Above the Wing (ATW) includes the following work groups: Inflight Operations, Ground Operations—Ops Agents, Customer Service Agents, Supervisors, and Skycaps
<ul style="list-style-type: none">• Below the Wing (BTW) includes the following work groups: Ground Operations— Ramp Agents, Provisioning Agents, Supervisors, and GSE Employees; uniformed Technical Operations Employees; Facilities Maintenance Employees
<ul style="list-style-type: none">• Cargo Agents and Supervisors can choose to wear the ATW or BTW uniforms. They cannot mix the ATW and the BTW uniforms. See specifics in the Appearance Standards.

UNIFORM ACCOMMODATIONS

Requests for uniform accommodations based on a medical condition/restriction, religious belief, gender identity, gender expression, or other legally protected categories should be directed to Southwest's Accommodations & Career Transition Team in the People Department. The Accommodations Team can be reached by phone through the Employee Service center at 214-792-6943, by email at Accommodations.Team@wnco.com, or by fax at 214-932-1453.

Ground Operations & Cargo ATW & BTW Working Near Moving Conveyors

Types of Moving Conveyors

The following types of moving conveyors:

- Ticket counter bag belt
- Skycap bag belt
- BSO bag carousels
- T-Point bag belts and carousels
- Beltloaders and Power Stows
- Cargo X-Ray machine belts

GENERAL APPEARANCE – Above the Wing (ATW) Employees

Hair Accessories

- Headbands, barrettes, and ponytail holders in neutral colors such as black, brown, beige, navy, white, silver, and gold are acceptable. Accessories must be simple in style and any included color must be subtle.

Hair

- Hair should be neat and groomed and enhance a professional appearance.
- Hair cannot interfere with safely performing any job duties.
- While in the male uniform collection, hair longer than the top of the collar should be pulled back into a ponytail or braid. For example, “man buns” are allowed.
- Hair should appear natural in color and be well-maintained. Examples of natural hair colors are shades of brown, blonde, brunette, red, black, or grey.
- Ground Operations & Cargo:
 - Hair that extends beyond an Employee’s shoulders must be secured to avoid getting caught in moving conveyances.
 - Scarves and other hair ribbons, of any kind, are not allowed to be worn in the hair when working around moving conveyances.

Facial Hair

- While in the male uniform collection, Employees should be clean shaven; however, they may wear a beard, goatee, mustache, soul patch, and/or sideburns that are clean, short, combed, and neatly trimmed.
- Length should be even and not extend beyond ½ inch from the face.
- Sideburns cannot be longer than the bottom of the earlobe and must be even width throughout.
- Facial hair, such as a beard, goatee, mustache, soul patch, or sideburns is not allowed while wearing the female uniform collection.

Makeup

- Makeup should be professional and complement the uniform.
- Eccentric and exaggerated cosmetic styles and colors are prohibited (e.g., glitter, excessively bright colors, stage makeup, etc.).

Fingernails

- Fingernails must be kept clean, neat, well-manicured, and should not be more than ¼ inch past your fingertips. They should also all be the same length and shape.
- Nail polish may be worn, but the enamel or polish should be complementary in color to the uniform and free of chips, cracks, streaks, or otherwise poorly maintained.
 - Allowed
 - Up to two colors
 - Glitter or nail art if kept simple and classic
 - Not Allowed
 - Decals and letters on fingernails
 - Vibrant colors like orange, yellow, or neon shades

Perfumes/Colognes

- Lightly applied scents are permissible. Be mindful of others who might be sensitive or allergic to fragrant products.

Jewelry

- Jewelry should be professional, conservative, and simple in style.
- All jewelry must be complementary to the uniform colors and not detract from the uniform.
- One short necklace/chain may be worn.
 - One pendant, no larger than 1 inch in diameter may be worn.
 - One necklace consisting of multiple strands is allowed.
 - No hemp, rope, or braided-style necklaces may be worn.
- Two small bracelets per arm may be worn.
 - No hemp, rope, or braided-style necklaces may be worn.
- No more than two pairs of earrings are permitted, and if worn, must be placed in the earlobe and may not exceed 1 inch in diameter (size of a quarter). Earrings may not dangle more than two inches past the earlobe.
 - Visible body and facial piercings such as eyebrows, nose, earlobe plugs/gauges, lips, and tongue piercings may not be worn while on duty.
 - A single nose stud piercing that's 2mm or smaller is allowed.
 - Septum piercings are not allowed.
- Large or elaborate jewelry is not allowed.

Lanyards

- A lanyard or badge holder may be used to display your Company ID; armbands may be worn by Ground Operations and Cargo Employees only.
- Lanyards/badge holders cannot be potentially offensive, unkind, political, overtly religious, or inappropriate in any nature.

- Inflight only:
 - During service, to protect your identity as well as prevent badge holders from getting tangled or caught, we recommend that the lanyard/badge holder not display your Company ID.
 - Armband ID holders may not be worn with the uniform.
- Ground Operations & Cargo: Lanyards must be equipped with a break-away safety feature. Lanyards that do not have the safety break-away feature are not allowed to be worn when working around moving conveyances.

Pins

- Pins, buttons, ribbons, or other symbols in support of any political, religious, or other group are prohibited from being worn when an Employee is working and/or traveling on Southwest Airlines, unless they are provided, supported, agreed to, or sponsored by the Company.
- Pins may only be worn on shirt collars, lapels, as a tie tack, or above name tag or wings.
- Pins should not exceed 1 inch diameter; ribbons not to exceed 2 inches diameter
- The number of pins worn on uniform pieces should not exceed two (2).
 - For Inflight, additional pins may be worn on the apron.

Tattoos

It is important that visible tattoos are not offensive. Offensive tattoos include violent, obscene, sexual, racist or objectionable content and imagery (e.g., weapons). If a tattoo is potentially offensive, it must be covered by your uniform or makeup.

- Inflight Only:
 - You are allowed to have visible tattoos on your hands, arms, wrists, legs and feet. Visible tattoos are not permitted on your face, neck, or chest. While in uniform, all chest and neck tattoos must be completely covered using the uniform, your hair (neck tattoos only), makeup, or a scarf.
 - You can have one adjacent area of tattoos visible per limb (hand/arm/wrist or leg/foot).
 - Tattoos on the arm, leg, wrist, or foot can be no larger than your Southwest Employee badge. If the visible portion of your tattoos are part of a larger piece like a sleeve, please ensure your uniform covers any part larger than your Southwest badge.
 - One tattoo the size of a quarter or smaller is allowed per hand. Additional hand tattoos may not be covered by makeup due to hygiene requirements.

Undergarments

- Employees must wear appropriate undergarments. Undergarments must not be visible in any manner.
- Black, nude, or white camisoles, turtlenecks, undershirts, or other base layers may be worn underneath uniform shirts. This includes the Performance Unisex T-shirt sold on Cintas website. With these exceptions:
 - Turtlenecks are allowed as undergarments only. They are not a substitute for a uniform shirt.
 - Long-sleeve turtlenecks, undershirts, and base layer shirts may not be worn under short-sleeve shirts.

Socks/Hosiery

- Socks and/or hosiery are required in all uniform combinations.
- All socks must be black or charcoal grey in color, and all hosiery must be solid black or flesh-toned in color.
- Prints, patterns, fishnets, or thigh-high hosiery are not permitted.
 - Skirt or dress – full-length hosiery is required.
 - Shorts – hosiery is not required, but if worn, must be full length. Socks must not rise higher than the ankle when wearing shorts.

SHOES

Shoes must have closed toes, closed heels, and be kept clean, polished, and in good repair. Lug soles are not permitted, if visible. Shoes with holes are not permitted. Heels, wedges, and boots that align with the standards are only allowed while wearing the female uniform collection.

Athletic Shoes

- Athletic shoes may only be worn with shorts or pants.
- The shoe must be black or charcoal grey in color, with no bright or neon color accents.
- Visible edge of sole may be white, black or grey. If the sole is a different color from the shoe, the sole cannot exceed 1.5 inches in height.

Dress Shoes

- All dress shoes must be black, including the visible edge of the sole and any accents, logos, shoelaces, etc.
- Must be leather, patent leather, or leather-like material (suede, animal texture and brand logos are not permitted).
 - Heels
 - Must be black or warm red in color, including visible edge of sole.
 - Employees may wear warm red heels with all uniform pieces except the Signature dress.
 - The warm red color must match the red in the uniform. Only

flesh-toned hosiery may be worn with warm red footwear.

- May have laces or one small, metal buckle.
- Heels must be 1 inch minimum and not exceed 3 inches in height (measured from the inside of the heel).
- Wedges are permitted, provided they meet the heel height, stability, and are black in color.
- May have a platform not to exceed 1 inch.
- The heel cannot impede any work function. It must be thick enough to provide solid footing (no stiletto heels).
- Flats/Loafers
 - Flats/loafers may only be worn with pants or shorts.
 - Ballerina flats are not permitted.
 - Must be black in color.
- Boots
 - Must be black in color, including the visible edge of the sole.
 - Must be leather, patent leather, or leather-like material (animal texture, suede, and brand logos are not permitted).
 - May have one small, metal buckle.
 - May not be worn with shorts.
 - Ankle boots/booties (as measured from 1 inch above the top of the ankle or below) may be worn with all uniform pieces except shorts.
 - Cowboy boots, hiking boots, lace up, mid-calf, or over-the-knee boots are not permitted. For example: no UGGs, combat boots, or Dr. Martens.

UNIFORM PIECES

All pieces must be properly fitted and sized to convey a professional, conservative style and complement our brand. No structural changes that alter the identity of the garments can be made to any uniform piece unless there are specific guidelines on approved changes. Clothing must be worn in the way that the manufacturer intended.

Dresses/Skirts/Shorts

- The Signature dress may be worn with the front zipper either zipped or unzipped.
- Length of any dress, skirt, or shorts cannot exceed 2 inches above or 2 inches below the middle of the kneecap when in movement.
- Flats or loafers may not be worn with any of the dresses.
- Warm red heels may not be worn with the Signature dress (see shoe guidelines above).

Shirts/Tops

- All tops are permitted with all bottoms.
 - While in the male uniform collection, all shirts must be tucked in.
- While in the female uniform collection, all tops may be worn untucked.
 - The female polo may be worn untucked unless worn with the skirt, then it

must be tucked in.

Bottoms

- Pants, shorts, and skirts (with added belt loops) must be worn with a belt.
- While in the female uniform collection, if the top is worn untucked, the belt is not required.
- Shorts may not be worn with the tailored vest, blazer, or tie.

Layering Pieces

- While in the male uniform collection, the tailored vest may be worn with any uniform combination, except the polo and/or shorts.
- The female and male zip cardigan may be worn with any uniform collection combination.
- While in the female uniform collection, the rebel jacket may be worn with any uniform collection combination, except for the red blouse and red polo.
- While in the male uniform collection, the rebel jacket may only be worn with a button-down shirt and pants.
- Shorts cannot be worn with the blazer or vest.
- The polo cannot be worn with the blazer or vest.
- Base layers may be worn with any long-sleeve/long pant uniform pieces.
- The cardigan sweater and middleweight jackets can be worn with any top.

Outerwear

Only coats offered in the Southwest Airlines Uniform Program may be worn while in uniform.

- All coats can be worn with all uniform combinations.
 - Coats may not fully cover shorts.
- The softshell jacket may be worn in the aircraft cabin once the doors are closed with the sleeves removed and worn as a vest.
 - If worn in this manner, wings must be on the outermost garment.
- Coats cannot be worn indoors except when weather conditions dictate otherwise.
 - The wool coat may not be worn with shorts.
 - Coats may not be worn in the aircraft cabin once the doors are closed.
- Winter Accessories
 - Solid black or charcoal scarves, hats, and gloves may be worn with all outerwear.
 - All winter accessories must match and be of the same color if worn together.
 - Hats must be designed specifically for warmth (no ball caps), and may not be worn onboard the aircraft or in the airport.
 - All other winter items may be worn on the aircraft during boarding until the aircraft doors are closed.

Maternity

- Either of the two available maternity tops may be worn either tucked in or untucked.
- Employees may wear their own charcoal grey or black dress pants, as long as they are professional, neat, clean, and complement the brand.

Uniform Accessories

- Only Company-issued ties and scarves may be worn with the uniform.
- The red and patriotic scarf may be worn with any piece of the female uniform collection.
- Scarves may not be worn as accessories in the hair.
- The red and patriotic tie may be worn with any piece of the male uniform collection, except the polos and unless it is paired with shorts.
- Bow ties are not allowed.
- Only Company-issued aprons may be worn in the cabin and only during service.
 - Additional pins may be worn on the apron.
 - Inflight aprons may be personalized and decorated; however, the Southwest logo should never be altered in any way.
- The reversible belt may be worn with the skirt (with either color showing).
- While wearing a dress, you may not wear a belt.
- Ground Operations & Cargo: Accessories must be worn in such a way to avoid creating a safety hazard around moving conveyances.
 - Ties must be tucked into the shirt
 - Scarves may be worn around the neck and must not exceed past the shoulders.

PPE- Ground Operations & Cargo

- PPE must fit properly and be worn in the way that the manufacturer intended.
- PPE must be ordered through Ariba, and no other items are allowed unless approved to do so by the Supply Chain Management led SEAT/Safety Program Governance. This ensures Employees are wearing the approved PPE for their Safety.

Wings – Inflight Operations

- Wings should be worn on the outermost garment.
- They must be worn on the left side of the outermost piece of the uniform as indicated by pre-sown eyelets (or where eyelets would normally be placed), excluding on outerwear pieces.
 - Name must be visible with no distractions.
 - Replacement wings must be purchased at personal expense from approved provider.
- Only Southwest-recognized names are approved.

Name Tags – Ground Operations ATW only

- Name tags should be worn on the outermost garment.
- They must be worn on the left side of the outermost piece of the uniform as indicated by the pre-sown eyelets (or where eyelets would normally be placed), excluding outerwear pieces.
 - Name must be visible with no distractions.
 - Replacement name tags must be purchased at personal expense from approved provider (through Ariba).
- Only Southwest-recognized names are approved.

Luggage – Inflight only

- All luggage pieces and food bags must be solid black, including brief/tote bags and backpacks.
 - A total of 3 carryon pieces are allowed for Flight Attendants while in uniform.
- Suitcases may not exceed 10x16x24 inches. Backpacks may not exceed 10x12x17 inches.
- Purses and messenger bags must be solid black or solid warm red (including straps). Both items may be no larger than 6x12x15 inches.
- Luggage may be embroidered with initials and last name and/or Employee number.
- Only Company-provided/approved pins, logo, stickers may be placed on luggage.

Holiday Accessories

Full regulation uniform is required while wearing holiday accessories.

Holiday accessories (including ties, aprons, nail art/color, scarves, socks, jewelry, headbands, barrettes, and clips) are permitted as follows:

- Valentine's Day (February 1-14)
- St. Patrick's Day (March 15-17)
- Easter (accessories allowed the Monday before through Easter Sunday)
- Memorial Day (accessories allowed the Friday before through Memorial Day)
- Southwest Airlines' Birthday (June 18)
- Independence Day (July 1-4)
- Halloween (October 15-31)
- Veterans Day (November 11)
- Thanksgiving (November 15-30)
- Winter holidays (December 1-January 6)

Additional dates that accessories may be worn are communicated prior to each holiday

where not listed above.

Hawaiian Accessories – Inflight only

On flights arriving to or departing from Hawaii, we invite you to celebrate the Hawaiian culture with our Customers by wearing an approved lei, a flower in your hair, or a Hawaiian Island pin from *Southwest: The Store* with your full, regulation uniform.

Approved Hawaiian Accessories:

- Fresh flower, silk, or nut lei draped half in front and half down the back.
 - KuKui Nut Lei may be purchased from *Southwest: The Store* or online.
- Natural colored flower for hair.
 - *Note:* This one accessory may be worn at any time or on any flight, not just Hawaiian flights.
- Hawaiian Island pins available for purchase at *Southwest: The Store* and online now.

Skycaps

- Skycaps are considered ATW Employees and will adhere to the ATW Uniform Appearance Standards.
- Skycaps are allowed to wear the following items from the BTW Uniform:
 - Ramp pants
 - Ramp shorts
 - Ramp polos
 - Sweaters
 - Jackets
- No other BTW uniform pieces are allowed.
- Skycaps are not permitted to wear any BTW high-visibility uniform pieces.

Customer Service and Duty Supervisors

- Full uniform attire is required.
- Supervisors must adhere to the same Uniform Appearance Standards as the Agents in their classification.
- Exceptions to this policy are permitted only with approval from the appropriate Station Manager/Director.

GENERAL APPEARANCE – Below the Wing (BTW) Employees

Hair

- Hair must be clean, groomed and neatly styled.
- No extreme, eccentric, or exaggerated hair styles are permitted.
- Hair cannot interfere with safely performing any job duties of the Employee.
- While in the female uniform collection, hair longer than shoulder length must be tied back when working around equipment.
- While in the male uniform collection, hair longer than the top of the collar must be pulled back into a ponytail or braid.
- Hair should appear natural in color and be well-maintained. Examples of natural hair colors are shades of brown, blonde, brunette, red, black, or grey.
- Ground Operations & Cargo
 - Hair that extends beyond an Employee's shoulders must be secured so it does not get caught in moving conveyances.
 - Scarves and other hair ribbons, of any kind, are not allowed to be worn in the hair while working around moving conveyances.

Facial Hair

- While in the male uniform collection, Employees should be clean shaven; however, they may wear a beard, goatee, mustache, sideburns, and/or soul patch that is clean, short, combed, and neatly trimmed. Eccentric, exaggerated, or trendy styles and colors are prohibited.
- Facial hair cannot interfere with the safe performance of essential job functions.
- Ground Operations & Cargo: Facial hair that extends beyond an Employee's shoulders must be secured so it does not get caught in moving conveyances.

Makeup

- Makeup should be professional and complement the uniform.
- Eccentric and exaggerated cosmetic styles and colors are prohibited (e.g., glitter, excessively bright colors, stage makeup, etc.).

Hands

- Hands must be washed and have a clean appearance.

Fingernails

- Fingernails must be kept clean, neat, well-manicured, and should not be more than ¼ inch past your fingertips. They should also all be the same length and shape.
- Nail polish may be worn, but the enamel or polish should be complementary in color to the uniform and free of chips, cracks, streaks, or otherwise poorly maintained.
 - Allowed
 - Up to two colors
 - Glitter or nail art if kept simple and classic

- Not Allowed
 - Decals and letters on fingernails
 - Vibrant colors like orange, yellow, or neon shades

Deodorant

- Deodorant must be applied daily.

Perfumes/Colognes

- Lightly scented and lightly applied scents are permissible. Be mindful of others who might be sensitive or allergic to fragrant products.

Jewelry

- Jewelry should be professional, inoffensive, and simple in style.
- All jewelry must be complementary to the uniform colors.
- Large or elaborate jewelry is not allowed and must not interfere with the safe performance of essential job functions.
- No more than two pairs of earrings are permitted, and if worn, must be placed in the earlobe and may not exceed 1 inch in diameter (size of a quarter).
- Visible body and facial piercings such as eyebrows, nose, earlobe plugs/gauges, lips, and tongue piercings may not be worn while on duty.
 - A single nose stud piercing that's 2mm or smaller is allowed. Septum piercings are not allowed.

Lanyards

- A lanyard/badge or arm badge holder may be used to display your Company ID.
- The lanyard/badge or arm band holder cannot be potentially offensive, unkind, political, overtly religious, or inappropriate in any nature.
- Ground Operations & Cargo: Lanyards must be equipped with a break-away safety feature. Lanyards that do not have the safety break-away feature are not allowed to be worn.

Pins

- Pins, ribbons, or other symbols in support of any political, religious, or other group are prohibited from being worn when an Employee is working and/or traveling on Southwest Airlines, unless they are provided, supported, agreed to, or sponsored by the Company.
- Pins must only be worn on shirt collar, lapels, as a tie tack, or above name tag.
- Pins should not exceed 1 inch in diameter.
- The number of pins worn on uniform pieces should not exceed two.

Tattoos

It is important that visible tattoos are not offensive. Offensive tattoos include violent, obscene, sexual, racist or objectionable content and imagery (e.g., weapons). If a tattoo is potentially offensive, it must be covered by your uniform or makeup.

Undergarments

- Employees must wear appropriate undergarments.
- Undergarments must not be visible in any manner.

Shoes

Shoes must have closed toes, closed heels, and be kept clean, and in good repair. Shoes with holes are not permitted.

- Athletic shoes
 - The shoe must be black, grey, or white in color, including the visible edge of the sole, any accents, logos, shoelaces, etc., with no bright or neon color accents.
 - Animal print/texture is not permitted.
- Work boots
 - The boot must be black, grey, or brown in color, including the visible edge of the sole, and any accents, logos, shoelaces, etc., with no bright or neon color accents.
 - Animal print/texture is not permitted.
- Safety shoes/boots
 - The shoe/boot must be black, grey, or brown in color, including the visible edge of the sole, any accents, logos, shoelaces, etc.
 - Must have skid resistant soles.
 - Must have steel or composite toes.
 - Animal print/texture is not permitted.

Socks

- Socks are required in all uniform combinations and must be black, charcoal grey, brown, or white in color.

UNIFORM PIECES

All pieces must be properly fitted and sized and convey a professional, conservative style and complement our brand. No structural changes that alter the identity of the garments can be made to any uniform piece unless there are specific guidelines on approved changes. Clothing must be worn in the way that the manufacturer intended.

Tops/Bottoms

- All tops are permitted with all bottoms.
- Button-down shirts (both long and short sleeve) must be worn tucked in.
 - Belts must be worn with shirts that are tucked in.

Base Layering Pieces

- All layering pieces can be worn with all uniform combinations.
- Base layers and turtlenecks may be worn with any long sleeve/long pant uniform piece.
- Long-sleeve turtlenecks, undershirts, and base layer shirts may not be worn alone or under short-sleeve shirts.

Outerwear

Only coats offered in the Southwest Airlines Uniform Program may be worn while in uniform and on duty.

- All coats can be worn with all uniform combinations.

Uniform Accessories

- All accessories are optional.
- Belts must be worn if the top is tucked in.
- Belts are permitted with all bottoms, except for the speed suit.
- Winter gloves and hats are permitted and must be black or charcoal grey in color.
- Ground Operations & Cargo: Accessories must be worn in such a way to avoid creating a safety hazard around moving conveyances.
 - Scarves may be worn around the neck and must not exceed past the shoulders when working around moving conveyances.

Hats

- Southwest will make available select hats for Employees to order through normal uniform accounts.
- All headwear must be clean, in good repair, inoffensive, appropriate, and promote a professional appearance.
- When in the public's eye, Employees must wear caps forward-facing.
- Bandanas/do-rags are only allowed to be worn draped over the head and not across the forehead and must be worn under an approved hat. They cannot be worn as stand-alone head coverings.
- Any headwear that is potentially offensive, unkind, political, overtly religious, or inappropriate in any nature is prohibited.
- Cowboy hats are not permitted.

Embroidery

- Only Southwest-recognized names are approved to be embroidered on uniform pieces.

Maternity

- The maternity polo may be worn tucked in or untucked.
- Employees may wear their own black or charcoal grey pants/shorts, as long as they are neat, clean, and complement the brand.

Holiday and Special Event Appearance and Uniform Standards

- Holiday and special event attire guidelines are set by local Leadership in compliance with Southwest Airlines Uniform Appearance Standards.

PPE- Ground Operations & Cargo

- PPE must fit properly and worn in the way that the manufacturer intended. PPE must be ordered through Ariba and no other items are allowed unless approved to do so by the Supply Chain Management led SEAT/Safety Program Governance. This ensures Employees are wearing the approved PPE for their Safety.

Ramp and Provisioning Supervisors

- Full uniform attire is required.
- Supervisors must adhere to the same Uniform Appearance Standards as the Agents in their classification.
- Exceptions to this policy are permitted only with approval from the appropriate Station Manager/Director.

CARGO – ATW and BTW

Freight Agents

- Freight Agents working in the Air Freight/Cargo facilities may choose to wear the Above the Wing (ATW) or the Below the Wing (BTW) uniforms.
- Employees cannot combine ATW and BTW uniform pieces.
- While in the ATW uniform, Employees must adhere to the ATW Uniform Appearance Standards.
- While in BTW uniform, Employees must adhere to the BTW Uniform Appearance Standards.

Cargo Supervisors

- Full uniform attire is required.
- Supervisors must adhere to the same Uniform Appearance Standards as the Agents in their classification.
- Exceptions to this policy are permitted only with approval from the appropriate Station Manager/Director.