



**BRITISH AIRWAYS**

## Uniform Wearer Standards

Updated July 2015



# Contents

## Contents

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Julien Macdonald	4	Male uniform	
Looking the part	5	Coat	27
Brevets	6	Scarf	27
		Gloves	27
Female uniform		Jacket	28
Female hat*	9	SCCM jacket*	28
Coat	10	Trousers	28
Scarf	10	Shirt	29
Gloves	10	Customer contact tie	29
Jacket	11	In-flight gilet	29
SCCM jacket*	11	Knitwear	30
Skirt	12	Footwear	31
Trousers*	13	Socks	31
Blouse	14	Hairstyles and grooming	32
In-flight gilet	14	Facial hair	33
Customer contact cravat	15	Skincare and grooming	34
Uniform handbag*	15		
Knitwear	16	Truly international	
Maternity dress and blouse	17	Modesty uniform	36
Footwear	18	South Asia uniform Sherwani	37
Hosiery	19	Kurta	38
Hairstyles and grooming	20	Hijab	40
Hair accessories	23		
Skincare and make-up	24		



# Contents

Turnround Management/Coordination		Baggage	50
TRM/TRC	42	Uniform ordering and collections	52
Finishing the look		Uniform comittee	53
Name badges	44	General information	54
Additional badges	45	Dry cleaning information	57
Additional Items	46	Version control	62
Jewellery	47	Acknowledgement	65
Glasses	49		



Throughout this guideline you will see this icon in the bottom left corner, when selected it will lead you back to the contents page.



## Julien Macdonald

Julien Mcdonald graduated from the University of Brighton with a BA (Hons) in Fashion & Textiles and an MA from the Royal College of Art. He held positions as Head Knitwear designer for Chanel and Creative Director for Givenchy in Paris.

Julien has designed outfits for celebrities including Gwyneth Paltrow, Liv Tyler, Jennifer Lopez, Nicole Kidman, Kate Winslet, Sarah Jessica Parker, Catherine Zeta Jones, Zooey Deschanel, Juliette Lewis, and Paris Hilton.

In 2001 he was awarded the contract to design the new British Airways uniform. He says:

'I was thrilled to be asked to design a new uniform for British Airways. As a designer for some of the world's most glamorous women, it was a great challenge to design a uniform that is worn by such a large number of staff of different ages and sizes, and who work in so many different roles worldwide....

Throughout the design process many of your colleagues played an important role in the development of the uniform, from the early prototypes through to the extensive wearer trials. The result of your input is a practical and wearable design that is confident, stylish and glamorous. It is very evident there is enormous pride in working for British Airways and passion for the excellent service you deliver.



The uniform proudly signals the airline's British heritage and values, through the quality and attention to detail and in the overall professional image to the collection. As a customer facing employee and wearer of the uniform, you represent and uphold the reputation of British Airways every day.

These uniform wearer standards have been carefully written to help maintain the airline's image and ensure a consistent approach to the way in which the uniform is worn. I believe that when it is worn correctly it demonstrates to customers that you care about yourself and consequently will care about them.

It is wonderful to see the uniform being worn across the globe from London to Sydney, and I hope that you are as delighted with the uniform as I am!





## Looking the part

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People across the world have told us that they believe the best British brands have a unique, understated style to them that exudes quality without being brash and loud.

A big part of our brand is you. These guidelines are here to make you feel proud and capture the spirit that makes the people of British Airways unique.

Setting the tone with a warm welcome is an important Service Hallmark, as the first moment with us is when customers need us the most. Wearing the uniform to standard will help customers instantly recognise you, making a huge difference to them.

Our standards are the highest and these guidelines are all about you and looking the part in your uniform representing the company to leave a lasting impression on our customer.

After all we weren't voted No. 1 UK Superbrand two years running without looking fabulous!



# Brevets







## Coat of Arms : The Crest

The Crest stands on top of the Helm. Ours is made up of an 'astral crown' and a rising sun, which signifies royal authority. The 'astral crown' is so-called because it is made of wings and stars. Together with the backdrop of a rising sun, it confirms our association with aviation.



## Brevets

You've earned them so wear them with pride. Our crown must be worn centred over the name badge the correct way up and fastened securely.

### Customer service brevet

- The pin fastening on the brevet must be pinned approx. 10mm (male jacket 5mm) above the reinforced eyelet, exiting through the reinforced eyelet. This will ensure that your brevet is centred above the name badge.

### Cabin crew brevet

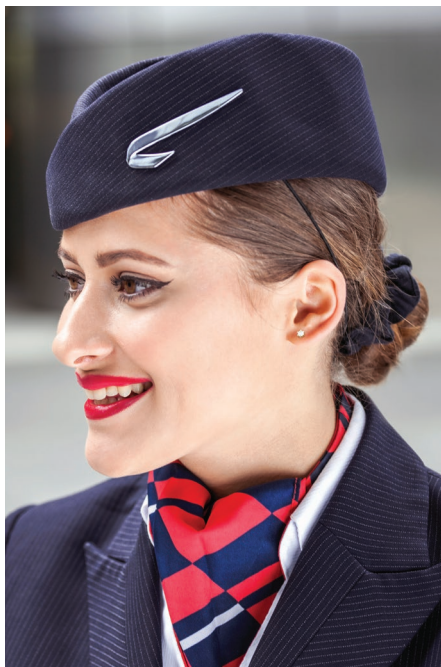
- The fastening on the brevet must firstly be pinned though the reinforced hole to ensure that the crown of the brevet is centred above the name badge.

Brevets must be removed from the jacket before it is dry cleaned to prevent damage.

# Female uniform



# Female hat



## Female hat\*

Stephen Jones designed the British Airways hat and is worn by crew, BA Ambassadors TRM/TRCs (in red) and at special events.

- To show off the sleek silver Speedmarque detail, the hat must be placed tilted slightly forward above brow line of the head. Speedmarque to be upper most.
- Elastic is used to keep the hat in place and secured at the back of the head.
- The space between the eyebrow and the corner of the hat should be the space of two fingers.
- Remove the hat when it rains and place in the hatbox to protect the hat.
- Whenever the hat is not in use, place into the hatbox to increase the durability.

### Did you know?

The symbolic Stephen Jones hat is manufactured in Britain.

\* Please refer to disclaimer notice on page 56





# Coat, scarf and gloves



## Coat

- May be worn fully buttoned or unbuttoned with the uniform.
- If you wear your coat fully buttoned, the belt must be fastened, tied in a knot to the front side of the coat, or tied at the back.
- If worn unbuttoned, the belt on the female coat must be tied at the back.
- Must not be draped over shoulders or thrown over one shoulder.
- An optional hood is available to protect your hair.
- It may be worn at aircraft external doors.

## Scarf

Keep warm and remain stylish in the cold weather by wearing the scarf with the Speedmarque illustrated as shown. The scarf must not be tied.

- Wear over the uniform coat or with the uniform suit outdoors.
- In cold weather it may be worn at airport terminal entrances and aircraft external doors.
- No winter clothing is to be worn near moving machinery/ equipment due to potential entrapment hazards.

## Gloves

- Only the gloves designed for the uniform may be worn.
- For chilly times of year, gloves may be worn by cabin crew for boarding and disembarkation.
- For an alternative style the top edge of female gloves can be worn folded over or unfolded.





## Jacket

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This smart fitted jacket is to be worn fully buttoned at all times when in public and in customer facing areas. The SCCM on the day may request crew to take off their jackets due to local temperatures.

- Following British suit etiquette, it is acceptable to unbutton your jacket whilst seated.
- Never turn the collar up or drape around the shoulders.
- You must always have your jacket with you when on duty.

## SCCM jacket\*

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In addition to the above

- If choosing to wear a jacket for in-flight service, SCCMs should have a spare for carrying out their in-flight duties.

# Skirt



## Skirt

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- Keep it professional and elegant with the hemline on the knee and the split to be worn on the back left side to reveal that flash of red lining.
- Finish the look by always wearing your belt with the Speedmarque correctly positioned and the clasp on the right side.
- The lining of the skirt should not be visible and should not show below the hem line.



# Trousers



## Trousers\*

Trousers need to be well pressed and the hemline should sit below the ankle and must not touch the ground (approx 25mm).

- Finish the look by always wearing your belt with the Speedmarque correctly positioned and the clasp on the right side.

### Did you know?

The amount of uniform fabric ordered is the equivalent to:

- 8,458 Boeing 787s

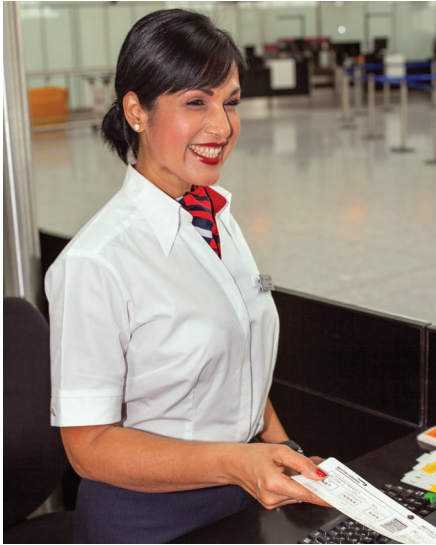
or

- 6,594 Airbus A380s



\* Please refer to disclaimer notice on page 56

# Blouse and In-flight gilet



## Blouse

- Wearing your blouse fully tucked into skirt/ trousers with all your buttons all done up and your collar worn inside the jacket will give you the perfect look.
- The long or short-sleeved blouse may be worn with the skirt/trousers at any time of year.
- Long sleeved blouses need to fasten at the wrists and should never be rolled up.
- Underwear should not be visible through the blouse.
- The blouse must have no make up stains.

### Did you know?

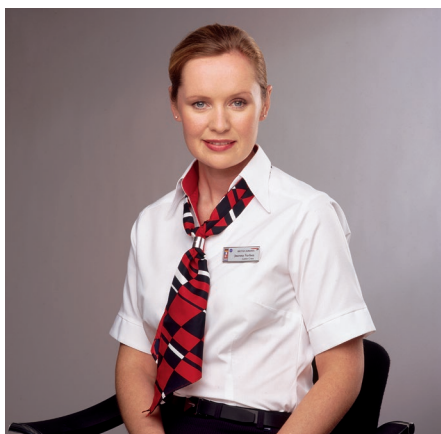
The most popular product ordered for male and female are shirts and blouses.

## In-flight gilet

- From take-off until landing preparation (20/10 minutes call) the gilet must be worn at all times fully buttoned. The only exception is if knitwear is worn in replacement of the gilet outside service routines.
- SCCM may wear the gilet instead of the jacket for inflight service.
- Do not wear under the jacket as it was not designed by Julien Macdonald as a 3 piece suit.
- If wearing the cravat outside the blouse, it must be tucked inside the gilet.



# Cravat and uniform handbag



## Customer contact cravat

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The cravat must be worn by customer contact staff at all times with the short and long sleeved blouse. This is achieved in one of three ways:

- Tucked in, the cravat is to be secured around the neck to achieve the preferred look (illustrated top).
- Tucked in, the cravat can be secured under the collar and the strap must not be visible from the back.
- Outside the blouse under the collar strap and held in place with the cravat ring. During in-flight service this must be tucked in the gilet (illustrated middle)\*

## Uniform handbag\*

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The uniform is completed with the Tanner Krolle leather handbag, specifically designed for our uniform. To maintain the shape, do not over fill and it must be fastened when not in use.

- Identification is key and an ID holder is available under the bag flap, other hanging tags or adornments are not permitted.
- To be used whilst in uniform only.

### Did you know?

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Customer contact uniform is worn by over 22,000 colleagues worldwide.

\* Please refer to disclaimer notice on page 56





## Knitwear

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### Cabin crew

- Outside the meal service routines the gilet or knitwear may be worn. Knitwear is to be removed and replaced by the gilet for all meal, bar and In-Flight Retail.
- Cardigans are only to be worn on Band 4 or above flights and must not be worn during the safety demonstration.
- Cardigans may be worn under the jacket only for boarding and disembarkation during those chilly times of year.
- Knitwear must not be worn with the in-flight gilet.

### Ground

- Cardigans can be worn without the jacket when working at a check-in, bag drop or ticket desk, and other customer facing desks.

### On duty - all

- Knitwear must not be visible when walking around in public areas, in the terminal and queue hosting.
- Sleeves on knitwear must never be rolled or pushed up the forearm.

### Traveling to work

- May be worn under the jacket to provide extra warmth in cold conditions and the jacket must be worn buttoned.



# Maternity dress and blouse



## Maternity dress and blouse

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When grounded due to maternity reasons, colleagues in customer facing roles will be issued with a maternity dress. This comfortable and elegant dress should fall 75mm below the knee.

Comfort is important, long or short sleeved blouses may be worn.

The cravat may be worn in two ways:

- The preferred look is as pictured with the cravat tucked in.
- If outside, the cravat must be held in place with the uniform cravat ring.



Loafer shoe



Court shoe

## Footwear

### Requirements

All shoes and boots must be plain black leather. Keeping them clean, polished and in a good state of repair to maintain a sophisticated look. Footwear must have a slightly squared or oval toe shape. Laces, trim, patterns, suede, patent buckles or other adornments are not acceptable.

It is recommended that footwear should have a rubber or non-slip sole whilst on duty.

If choosing to wear shoes with integrated heels, a maximum heel height of 25mm. These can be worn by cabin crew on the aircraft and for all ground based colleagues.

### On the ground

- The illustrated classic court style shoe is to be worn with the uniform skirt.
- When wearing the uniform trousers, boots, trouser shoes, loafers, flat shoes or classic court style shoes can be worn as described above. Loafers and flat shoes must have a defined heel and sole.

- Knee length boots with the skirt are acceptable to and from work and must be removed before briefing. They must meet the specifics of the female shoe guide. TRM/TRC staff may wear knee length boots with the skirt while on duty.
- Maximum heel height must not exceed 75mm on the outside of the back heel.
- A maximum sole thickness of 12.5mm is permitted on shoes.
- Orthopaedic footwear may be worn when supported by BAHS and line manager - these must only be worn with trousers.
- Stilettos, kitten heels, wedges, ballet style shoes, slippers or peep toes are not permitted.

### Cabin crew – in-flight

- Low heeled shoes must be worn when the aircraft doors are in automatic.
- For safety purposes the heel height measured on the outside of the back heel is a maximum of 25mm.
- Cabin shoes are preferred to have a defined heel and ballet shoes are not permitted.



## Hosiery

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- Tights, stockings, hold ups or support hosiery should be barely or nearly black with no patterns or seams and need to be 10 or 15 denier in appearance.
- Pop socks may only be worn with trousers.
- Always carry spare hosiery. In the event of a ladder appearing they can be changed immediately.
- Socks are not permitted when worn with trousers unless worn with ankle boots.



## Hairstyles and grooming

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Staff handling food, drink or using machinery must observe extreme care regarding the length of hair and personal care.

There are many styles and accessories to choose to look the part and be fashionable over the next pages.

### **Maintenance**

Hair must be clean, tidy, well groomed and styled away from the face. Strands of hair must be secured back from the face using permitted accessories and/or hair products. If hair products are used, these should not make the hair look greasy.

Close shaven hairstyles, excessively teased, back-combed styles are not permitted.



- **Classic and wearing it loose** – hair should be no longer than the bottom edge of the blouse collar at the back. Afro styles must not be longer than 30mm.



# Hairstyles and grooming



Hair that is longer than the bottom edge of the collar must be secured in one of the following styles:

- **Ponytail** – worn no higher than the centre of the back of the head and secured with a scrunchie or covered band. If longer than 200mm or the bottom edge of the collar, it must be secured under using an approved accessory.
- **Bun** – Neatly arrange your hair in a bun, using a doughnut to secure it. Loose hair is to be secured with hairspray and bobby pins. This is to be worn at the back of the head or slightly off centre of the back of the head.
- **Single plait** – If this is a plaited ponytail, worn no higher than the centre of the back of the head, it may be secured with up to two scrunchies or covered bands. For crew, if longer than 200mm or the bottom edge of the collar, it must be secured under using an approved accessory.
- **French pleat** – If this is a 'pineapple' style the ends must not exceed 30mm.
- **Braids** – Must be well maintained and can be secured with a scrunchie or covered band.
- **Spikey hair** – To be worn in a conventional style and neatly arranged and no longer than 30mm. Mohican or punk styles are not permitted.
- **Fringe length** – Eyebrows should not be concealed. Fringe may be rolled or plaited into one of the approved styles.
- **Dreadlocks** – can be worn as long as they are pulled back using an approved accessory, are neat and tidy and adhere to health and safety guidelines for your specific role.

# Hairstyles and grooming



## **Hair colouring**

- If hair is permanently coloured or tinted this should be regularly maintained in a natural looking colour.
- Highlights should compliment natural hair colour and not be red, blue, purple etc. Streaks, flecks and shading effects are not acceptable.

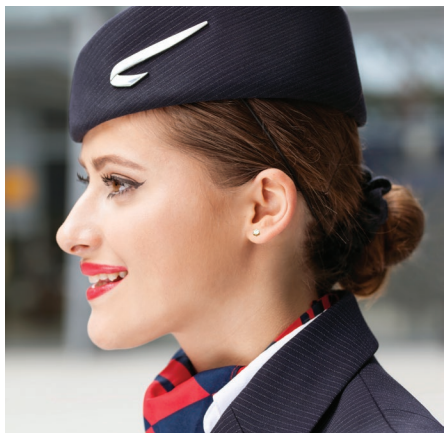
## **Wigs and hairpieces**

- Need to be well groomed and with a natural hair colour and must be indistinguishable.
- Hair piece accessories used to secure the hair in place are permitted.

## Hair accessories

Accessory	Applicable Hairstyle	Maximum Size	Colour	Colleagues	Additional Information
Scrunchie	Ponytail, Plait or bun	25mm wide	Navy blue or black.	All	Matte, plain or grosgrain only.
Banana comb	Ponytail	175mm in length	Navy blue, black, tortoiseshell or natural hair colour.	Ground colleagues only	Plain design
Bulldog clip	Ponytail to clip hair up.	80mm in length	Navy blue, black, tortoiseshell or natural hair colour.	Ground colleagues only	Plain design
Slides	All	75mm in length	Navy blue, black, tortoiseshell or natural hair colour.	All	Maximum of 2 and plain design
Bobby pins	All	55mm in length	Natural hair colour	All	Used to secure loose hair
Alice band (1 only)	All	20mm – 38mm wide	Navy blue, black, tortoiseshell or natural hair colour.	All	Alice bands with teeth are not permitted.  Plain design.
Doughnuts	Bun	Diameter of 115mm	Natural hair colour	All	
Hairnets/ Snoods	Bun and dreadlocks	Fine material	Navy blue, black, tortoiseshell or natural hair colour.	All	

# Skincare and make-up

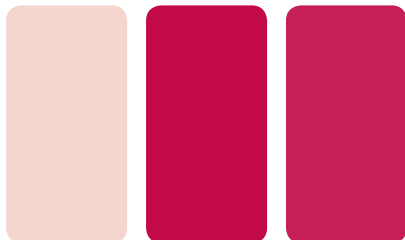


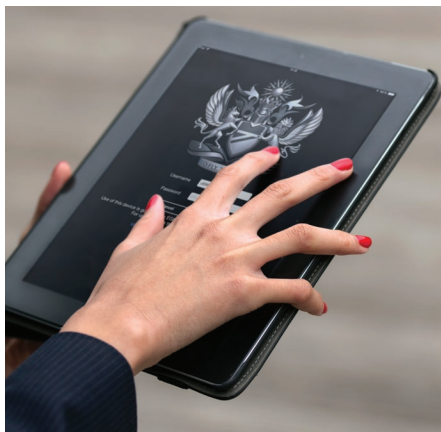
## Skincare and make-up

Good skin care is essential as your skin will be exposed to variations of temperatures, dry air conditioning and windy tarmacs. There are a variety of skin products to choose from that can adapt to your changing skin needs.

Following the guidelines in this section will support you to achieve a natural look that fits with our corporate image.

- When choosing a foundation use a base to suit your skin type and blend evenly.
- Obvious blemishes should be concealed wherever possible.
- Use a face powder to set your makeup for the day and apply a blusher.
- When choosing eye shadow use a complimentary shade. Complete the eyes with eyeliner and mascara to achieve a natural look. Heavy eyeliner is not permitted.
- As a minimum you are expected to wear lipstick and blusher.
- When choosing a lipstick or gloss use a shade to compliment the colours of the uniform. Some examples are shown below.

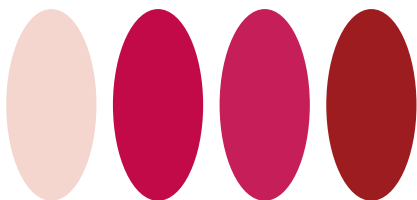




## Hands

This is where we can show our attention to detail and wear our uniform with pride.

- Keep your hands clean, well-cared for and manicured.
- Complementing the uniform with one of these colours of nail polish only:



- Clear natural shade
- French Manicure
- Shades of pink
- Shades of red (including red noir and other deep shades of red)
- No nail art



## False eyelashes

Should be a natural length and compliment the wearer's hair colour.

## Eyebrows

No shaved styles and need to be well groomed and maintained.

## Teeth

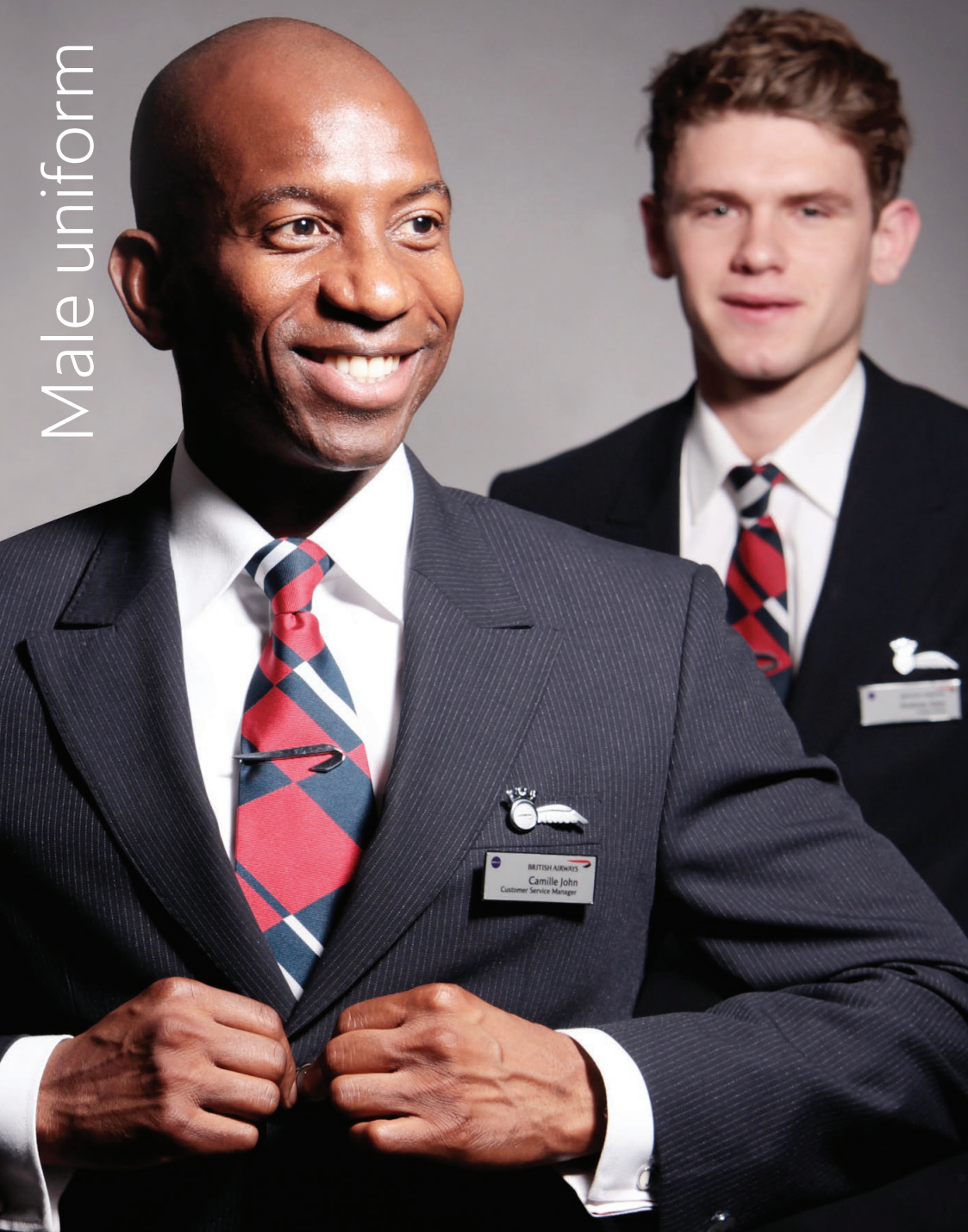
Should be cleaned, not stained and jewel inserts must not be visible.

## Tattoos

Must be covered up while wearing the uniform and not visible.



# Male uniform



# Coat, scarf and gloves

## Coat

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- May be worn fully buttoned or unbuttoned with the uniform.
- Must not be draped over shoulders or thrown over one shoulder.
- It may be worn at aircraft external doors.

## Scarf

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Keep warm and remain stylish in cold weather by wearing the scarf with the Speedmarque displayed as shown. The scarf must not be tied.

- Wear over the uniform coat or with the uniform suit outdoors.
- In cold weather conditions it may be worn at terminal entrances and aircraft external doors.
- All winter clothing must not be worn near moving machinery / equipment due to potential entrapment hazards.

## Gloves

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- Only the gloves designed for the uniform may be worn
- For chilly times of year, gloves may be worn by cabin crew for boarding and disembarkation.



# The jacket and trousers



## Jacket

This smart fitted jacket is to be worn fully buttoned at all times when in public areas and facing customers. The SCCM on the day may request crew to take off their jacket due to local temperatures.

- Following British suit etiquette it is acceptable to unbutton your jacket while seated.
- Never turn the collar up and drape around the shoulders.
- You must always have your jacket with you when on duty.



## SCCM jacket\*

In addition to the The Jacket guides:

- If choosing to wear a jacket for in-flight service SCCMs should have a spare for carrying out their in-flight duties.

## Trousers

The trouser hemline should sit below your ankle and be approximately 25mm off the ground. Trousers need to be well pressed and pockets must not distort the shape of the trousers.

- Finish the look by always wearing your belt with the Speedmarque as correctly illustrated above.



\* Please refer to disclaimer notice on page 56



## Shirt

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- Wearing your shirt fully tucked into trousers with all of your buttons done up and your collar worn inside the jacket will give you the perfect look.
- The long or short-sleeved shirt may be worn with the trousers at any time of year.
- Long sleeved shirts need to fasten at the wrists and are never rolled up.
- Shirt pockets must only contain a pen and business cards.
- Shirt collars and cuffs must have no make up stains.



## Customer contact tie

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- Following British suit etiquette the tip of the tie should touch the top of the belt buckle and is to be worn with the shirt at all times.
- The tie bar should be in line with the top of the shirt pockets.
- The tie knot must have no make up stains.

## In-flight gilet

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- From take-off until landing preparation (20/10 minute call) the gilet must be worn and fully buttoned at all times. Outside meal service routines, knitwear may be worn in replacement.
- SCCM may wear gilet instead of jacket for inflight service.
- Refrain from wearing under the jacket as it was not designed by Julien Macdonald as a 3 piece suit.





## Knitwear

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### Cabin crew

- Outside the meal service routines, the gilet or knitwear may be worn. Knitwear is to be removed and replaced by the gilet for all meal, bar and In-Flight Retail.
- Jumpers are only to be worn on Band 4 or above flights and must not be worn during the safety demonstration.
- Jumpers may be worn under the jacket only for boarding and disembarkation for those chilly times of year.
- Knitwear must not be worn with the in-flight gilet.

### Ground

- Jumpers can be worn without the jacket when working at Customer service and Reservation desks. Jumpers must not be visible when walking around in public area, when queue hosting, meeting arrivals and boarding.

### On duty - all

- Knitwear must not be visible when walking in public areas, in the terminal and queue hosting.
- Sleeves on knitwear must never be rolled or pushed up the forearm.

### Traveling to work

- May be worn under the jacket to provide extra warmth in cold conditions and the jacket must be buttoned.

## Footwear

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### Requirements

All shoes and boots must be plain black leather. Keeping them clean, polished and in a good state of repair to maintain a sophisticated look. Footwear must have a slightly squared or oval toe shape.

It is recommended that footwear should have a rubber or non-slip sole whilst on duty.

- Shoe styles should be either classic, brogue style lace ups or high fronted slip ons that do not reveal your socks. Ankle boots can be slip on or laces.
- Unacceptable shoes include trainers, pointed, suede or patent shoes. Excessively thick soles are also unacceptable.
- Orthopaedic footwear may be worn when supported by BAHS and line manager.
- Shoes with metal, contrasting trim, tassels or extra flaps need to stay at home and are not be worn with your uniform.
- Safety and heavy duty shoes may only be worn by TRM/TRC. These are to be worn while working outdoors airside.



## Socks

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Keep it plain with a choice of black or navy blue socks.



## Hairstyles and grooming

Staff handling food, drink or using machinery must observe extreme care regarding the length of hair and personal care. Hair must not fall over the face when leaning forward.

### Maintenance

Hair must be clean, tidy, well groomed and neatly styled so that it remains in place whilst working. Hair products should be used to style and not make the hair look greasy

### Hair styles

Must not touch the shirt collar at the back or sides.

- **Spikey hair and afros** - worn in a conventional style, neatly arranged and no longer than 30mm. Mohican or punk styles are not permitted.
- **Coloured hair** - must look natural, no obvious roots, streaks, flecks and shading effects.
- **Toupees** - keep your toupees secure and of a natural colour. They should suit your skin tone and be well groomed.
- **Dreadlocks** - can be worn as long as they are pulled back using an approved [accessory](#), are neat and tidy and adhere to health and safety guidelines for your specific role.
- **Ponytails** - are only permitted to secure dreadlocks, ducktails are not acceptable.

### Turban

- Only navy blue fabric supplied by Uniform Services may be used and should be worn in a traditional style.



## Facial hair

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Facial hair is acceptable as long as it is well-groomed and meets our guidelines. It needs to be regularly trimmed with distinct outlines.

To avoid designer stubble (which is not accepted), grow your beard during time off.

### Sideburns

- These are an important part of your haircut as they help balance your facial features. They should be trimmed conservatively to the middle of your ear or grown to the bottom of your earlobe and no wider than 25mm.

### Beards and goatees

- Only a short, neatly trimmed 'full goatee'/half face (e.g. upper lip and chin area) beard is permitted and should not exceed 12.5mm.
- If you are cabin crew, beards must be between 7mm and 12.5mm in length to enable the smoke hood to be fitted correctly and the neck must be clean-shaven.

### Moustache

- Must be neatly groomed and the top lip must be clearly visible and not extend past the corner of the mouth 12.5mm.



## Skincare and grooming

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A clean-shaven appearance is required and any superfluous hair i.e. neckline, should be well groomed.

- Obvious blemishes and skin conditions should be concealed wherever possible with concealer only. If wearing make up this must not be on the shirt or tie.
- Orange skin tones are not permitted.
- Hands must appear well cared for and manicured.

### **False eyelashes**

Whilst in uniform men are not permitted to wear these.

### **Eyebrows**

No shaved styles and need to be well groomed and maintained.

### **Teeth**

Should be cleaned, not stained and jewel inserts must not be visible.

### **Tattoos**

Must be covered up whilst wearing the uniform and not to be visible.



Truly international



# Modesty uniform



## Modesty uniform

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- The long sleeved blouse is worn fully buttoned to the neck, outside the trousers so it reaches the top of the thigh with the modesty jacket covering the bottom edge of the blouse.
- The cravat is clipped on the outside of the collar.
- If knitwear is worn with the modesty uniform the jacket must be worn.



## South Asia uniform Sherwani

### When to wear it

Designed by Rohit Bal this elegant uniform is to be worn as followed. All overseas based crew should be consistent by either wearing the Sherwani or not.

Location	
Travelling to and from work	✓
Airport Terminal	✓
LHR Report Centre (CRC)	✓
Customer embarkation	✓
Pre take off service (Juice/newspapers)	✓
Inflight	✗
Customer disembarkation	✓
Customs and immigration	✓
Transit to crew hotel	✓

### How to wear it

- The Sherwani must be worn fully buttoned, but when seated the bottom button may be opened.



## Kurta

- The kurta button on the collar must be looped at all times.
- If you choose to wear it open in-flight, ensure that the loop is secured to the button inside the seam of the collar.
- The length of the kurta should be just above your knees.
- The seams on the kurta allow for alterations to fit you comfortably.
- The Velcro on the kurta should never be visible and should be concealed by the dupatta, gilet, cardigan, Sherwani or coat.
- It is recommended that the kurta be hand washed inside out with a gentle fabric washing powder and ironed inside out. It is recommended that it should not be worn to sleep in bunks in flight, as it will crease.



### The stole

- The stole must be worn on the kurta supported by Velcro on the left shoulder.
- It must always be worn with the kurta for passenger boarding and when getting on and off the aircraft.
- It is optional to wear it beneath the Sherwani or uniform coat
- Must not be worn with gilet or cardigan in-flight. It must be dry cleaned only and ironed carefully. It should always be folded neatly in flight, or a hanger used, ensuring the Velcro is attached to prevent it from catching on other fabrics.



## Did you know?

We source 22 different fabric bases from eight different countries including Holland, Italy and China.

### Kurta trousers

- The trousers must be ankle length and should not crease over the hemline of the trousers. The cord on the waist is for your comfort and is to be tucked in once you have adjusted.
- The flash of red trim at the bottom should not be more than 25mm in length.
- In-flight do not wear the trousers to sleep in the bunks as they will crease.
- It is recommended that the trousers be hand washed inside out with a gentle fabric washing powder and ironed inside out.

### Cardigan

The cardigan must follow the knitwear guidelines on page 16.

Additionally the cardigan can be worn under the Sherwani to provide extra warmth with bottom button undone but must not be visible.

### In flight gilet

- Must be worn in line with general standards relating to the gilet.

## Hijab

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Only the British Airways uniform Hijab may be worn with either modesty, standard customer contact or SE Asia uniform.

### **Hijab – cabin crew**

- May only wear the uniform hijab and is to be completely secure and tied at the back so it is free from the face and neck.
- The uniform Hijab must cover all the hair so that no loose strands are visible. To comply with safety requirements, crew must ensure the corners of the scarf must be arranged neatly to form a bun shape at the nape of the neck and must not fall below the bottom edge of the jacket collar. No loose ends of scarf should be visible.

### **Hijab – Ground Staff**

- Ground staff may wear it covering the neck or the same style as cabin crew.
- Colleagues must take care to ensure loose ends are tucked out of the way to avoid being caught in moving parts

### Did you know?

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Uniform is worn and delivered to over 250 locations around the world.









## Turnround Management/ Coordination

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### **TRM/TRC hat and cap\***

- The female TRM hat is to be worn in the same manner as the [British Airways female hat](#).
- When carrying out duties the hat/cap must be worn to be easily identified.
- Cap must be placed horizontally on the head above the brow line with the Coats of Arms badge centralised at the front.

### **TRM/TRC coat with removable hi-visibility tabard**

- When coat is worn on duty the hi-visibility tabard must be worn over the coat. Tabard can be removed if travelling to work.

### **TRM/TRC hi-visibility tabard**

- Must be worn over uniform when not wearing coat at all times when on the ramp.

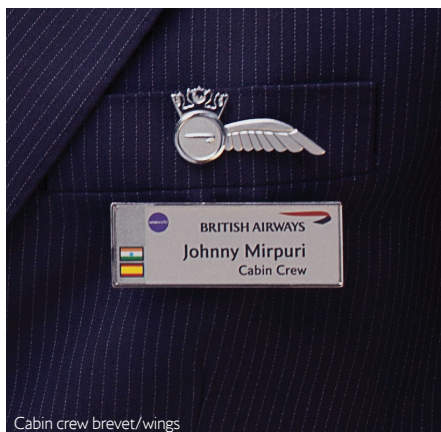
### **BA workwear ski hat**

- Although not part of the entitlement, the BA Workwear Ski Hat may be worn with the male uniform and is available for purchase from Uniform Services.
- It must only be worn to or from work and must be removed once at your place of work or when reporting for duty.

# Finishing the look



# Name badges



## Name badges

### How to wear the name badge and which side of the chest.

Uniform	Worn	Left	Right
Coat	X	X	X
Jacket	✓	✓	X
Shirt/Blouse	✓	✓	X
Gilet	✓	✓	X
Knitwear	✓	✓	X
Maternity Dress	✓	✓	X
Modesty Uniform	✓	✓	X
South Asia Uniform	✓	✓	X
Kurta	✓	X	✓

Colleague	Colour
Cabin Crew	Silver
SCCM	Silver
Ground colleagues	Silver
TRM/TRC	Silver
Premium Team	Navy Blue
IBM in uniform	Navy Blue
IBM not in uniform	Silver
Security	Red

- Easily positioned through the eyelets provided on these garments.
- Share what you know, when it helps with a language. A maximum of four flags can be displayed on your name badge.
- Keep it professional with your first known name, surname and job title that is line with peopleonline\*.  
e.g. Joseph Griffiths  
Cabin Crew
- The name badge identifies you and our brand, defacing or use of initials is not permitted.
- Carry spare badges in the event that your name badge is misplaced whilst at work.

## Additional badges

One additional badge from the following listed may be worn with the uniform and must be worn on the wearer's left jacket lapel and or above the name badge on the gilet only:

- First aid badge.
- Hard of hearing/Profoundly deaf badge.
- Sommelier.
- ICS (Institute of Customer Service) badge.
- Skyflyers badge.
- MBE or OBE.
- Badges worn for British Airways promotional reasons must only be worn for the duration of the event.

Note: Badges can not be worn under the label of the uniform.





## Faith and charity symbols

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- A list of approved symbols is maintained on the [BA intranet](#) and is governed by the Faith Symbols Policy.
- A maximum of two (one of each) approved additional badges/faith/charity symbols may be worn on the jacket or gilet lapel.



## Other items

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- War ribbons, medals or adornments of any kind are not to be worn with the uniform.
- The wearing of henna for ceremonial purposes is only permitted for special occasions and should be discreet. This must be discussed beforehand with your line manager.

## Security pass

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You must always carry your ID pass whilst on duty. British Airways provide a branded around the neck ID Lanyard with 'To Fly, To Serve'. No other lanyard must be worn.

- Alternatively clip squarely to the right lapel, opposite the name badge and brevet.
- When on board the British Airways lanyard must not be visible.
- Only BA approved stickers are allowed on ID holders. Luggage bag tags are not acceptable.
- A maximum of three small work keys are acceptable on the ID holder. These should be positioned to the rear of the holder. Keys are not allowed to be attached anywhere else on the uniform.





## Jewellery

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All jewellery you wear when in your uniform has to comply with grooming regulations and health and safety standards. If it doesn't apply, don't be surprised if you are asked to remove it.

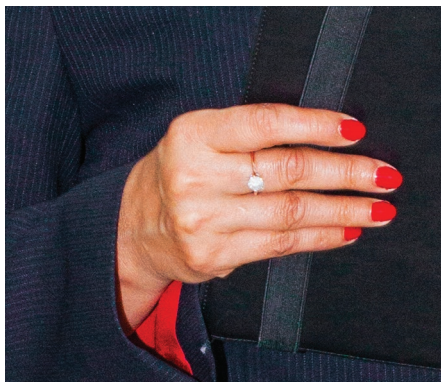
British Airways is not responsible for any loss or damaged items.

### Watches

- The style must be conservative and an unbranded metallic or leather strap with the watch face no larger than the wearers wrist.
- Silver, stainless steel or yellow gold colour are acceptable metallic straps.
- Leather straps must be navy, black or dark brown.
- Large sport style watches and diamantes are not permitted.

### Bracelets

- The medic alert bracelet may be worn with the uniform.
- A copper or magnetic bangle must only be worn for medical reasons and supported by medical documentation.
- The Sikh bangle is permitted to be worn with the uniform with long or short-sleeved shirts.
- Bands around the wrist are not permitted.



## Rings

- A maximum of three rings can be worn. Rings that make up a set may be worn on one finger. Only one ring set may be worn. If wearing a ring set of three rings then one other ring may be worn.
- Your rings must be a simple discreet design that does not extend over the width of the knuckle. The colour must be plain silver or gold and they must not be worn on your index finger or thumb.

## Earrings and Accessories

- Simple and elegant is the key, no more than 10mm in diameter, only one set of round shaped earring must be worn (illustrated). A single, clear coloured diamond/diamond look stud, round silver coloured, pearl stud are acceptable and must be matching.
- The setting must not be visible. If set in a collar, this must be silver and only visible from the side view.
- Sleepers must not be worn with the uniform.
- Earrings for men are not permitted.
- Visible body piercings are not appropriate, including tongue and nose studs.
- The wearing of henna for ceremonial purposes is only permitted for special occasions such as weddings and should be discreet. Employees must discuss this with their line manager beforehand.





## Glasses

- Sophisticated business-like appearance is acceptable i.e. a moderate size for a plain or unframed glasses design.
- Acceptable frame colours: black, brown, burgundy, tortoiseshell colour, navy blue, silver or gold metal.
- Tinted optical lenses are acceptable only if eyes are visible.
- Contact lenses, must be of the wearers natural eye colour or clear.
- Sunglasses must be of a conventional style. When not being used they must be removed and not be worn on the head. They must be removed when indoors or when addressing a customer.
- Chains are acceptable in the following colours black, navy blue or silver. No branding, text or logos are to be on the chain.



## Baggage

### Suitcases - cabin crew

- Essential for your duties and down route activities keeping in with maximum weight guidelines. All bags and cases must be dark navy blue or black and a hard shell material and kept closed when not in use
- Your bag is your responsibility and keeping it closed and secure is essential when not in use. British Airways will not be responsible for the repair and general up keep of the bag.
- When attending training, manuals and paperwork must be carried in an approved bag.
- Only a crew tag may be attached on all bags. Ornaments and stickers must not be attached to the bag.
- All shopping bags/boxes must be accommodated within personal baggage allowance.

# Baggage

Baggage Type	Allowance	Long Haul	Short Haul
Hard shell suitcase	1	✓	✗
Cabin bag wheeled or hand luggage (IATA dimensions)	1	✓	✓
BA issued handbag (females)	1	✓	✓
Hat box	1	✓	✓
Small cabin bag (trolley topper or jacket suit cover)	1	✓	✓
SCCM only additional briefcase/laptop	1	✓	✓
Rucksacks, sports bags, casual bags 1 etc.	0	✗	✗

- Crew must be able to lift their hand baggage into the overhead locker unaided. British Airways will not accept any item of baggage which exceed the maximum weight guidelines.
- When in uniform outdoor bags used for modes of transport into work e.g. bike bags, rucksacks must be secured in lockers before the start of duty.

## Cabin/Additional bags

- All additional bags have to be dark navy blue or black to maintain consistency within our uniform guidelines.
- BA liveried bag maybe used instead of small bag for crew\*

## Ground staff

- Wheelie bags are acceptable whilst on duty
- British Airways branded iPad straps and cases have to be navy blue or black to be used when in front of customers
- May carry a BA liveried, dark navy blue or black small bag.



## Uniform ordering and collections

Since February 2014 Dimensions has been the supplier of our elegant uniform.

Ordering new or replacing uniform is easy and can be accessed [here](#)

### Locations and opening hours

Location	Days	Times
Terminal 5 (LHR)	Monday - Friday	06:30 to 17:30
Vanguard House (LHR)	Tuesday, Thursday and Friday Last Friday of every month	09:00 to 16:00 21:00 to 00:00
Jubilee House (LGW)	Monday - Friday	09:00 to 16:00

### Fittings and customer service

To arrange a fitting or have a query for uniform collections please call or email:

Contact number: 01332 696742

Email: [britishairways@dimensions.co.uk](mailto:britishairways@dimensions.co.uk)

### Returning old uniform

Please be advised there has been no change to the BA policy around returning your old uniform items. You must bring back your old uniform when collecting new uniform items, unless they are shirts as part of your annual entitlement. For further details please review the policy on ESS under Uniforms.

### Collecting

Uniform needs to be collected on the day and location you have requested. This is to avoid a high number of non-collected orders.

### Non collection

The holding period for uniform orders is three days, after which time they are returned back to Dimensions central warehouse. You will have to reorder your uniform item if not collected within three days. Call Dimensions customer services on 01332 696742 to arrange a new collection date. If a new collection date is not arranged, the order will be canceled and garments placed back into stock.

### Policy

[Uniforms, workwear and accessories EG1002](#)

[Uniforms, workwear and accessories EN1002](#)

### Did you know?

Dimensions is a member of the ethical trading initiative.

## Uniform committee

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The Uniform Committee is a decision-making forum for all matters relating to British Airways uniform in order to uphold and maintain the brand image and values of the Company, to ensure global consistency across all colleagues. It is made up of staff and management representatives from all uniformed areas and meets regularly to cover all aspects of British Airways, subsidiary and franchise airline uniform standards in both the UK and overseas.

The specific objectives of the committee are to:

1. Ensure British Airways' brand image is delivered and maintained across all wearer groups
2. Champion uniform standards compliance across British Airways
3. Drive consistency in uniform-wearer standards across the airline
4. Ensure the cost of uniform is considered in decision-making
5. Review and manage the approval of formal requests to change uniform standards, add new items or remove uniform items
6. Own uniform guidelines and updates
7. Work collaboratively with the uniform supplier to manage uniform specification and the supply chain, specifically to address queries and issues raised by uniform committee representatives.

Each area of the business that are uniform wearers has a representative at the uniform committee and they are there to support colleagues. The list of current representatives are available on the BA intranet under MyBA/Uniform [here](#).

The Uniform Committee works closely with the Legal and People departments to manage individual cases of employees who feel unable to comply with any uniform standards for faith reasons. Individuals must complete a request form available on the uniform intranet site.

### Did you know?

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Approximmetly 7500 uniform items are returned each month for secure environmental disposal.



## General information

### Size converter

Millimetres (mm)	Centimetres (cm)	Inches (")
6mm	0.6cm	0.24"
7mm	0.7cm	0.28"
10mm	1cm	0.39"
12.5mm	1.25cm	0.5"
25mm	2.5cm	1"
30mm	3cm	1.18"
38mm	3.8cm	1.5"
55mm	5.5cm	2.1"
75mm	7.5cm	3"
80mm	8.0cm	3.1"
115mm	11.5cm	4.5"
175mm	17.5cm	6.9"

### Uniformed staff using public transport

Customers are everywhere and uniform standards must be adhered too.

### On duty

Uniform will be worn only when on duty. All staff are required to report for duty, dressed correctly with the uniform in good repair.

### Off duty

Uniform garments and accessories must not be worn with civilian clothing.

### Travelling to and from work

For the purpose of travelling to/from a report centre for duty, staff may wear their uniform while travelling. You must adhere to the uniform standard, as laid down in the wearer guide, at all times. This also applies to other forms of transport.

### Eating

Uniformed staff should use designated dining facilities for their meal breaks. Ideally these should be a BA restaurant/rest areas, however if these are not available or reasonably located to the staff members work area, public restaurants or agreed specified public seating areas may be used. When using public areas the following should be considered:

- Staff should act with discretion.
- If approached by a customer, they deal with the enquiry as if they are on duty and politely refer them to duty staff in required.
- It is not permissible to chew gum, eat sweets or snacks when not seated in a designated dining area.

While on meal breaks all British Airways employment policies apply including:

- [EG303 Alcohol and Drugs](#)
- [EG304 Smoking](#)

## **Drinking**

Drinking of alcoholic beverages in uniform is not permitted. When on duty, customer facing ground staff may drink water from a bottle of no more than max 750 ml, but this must not take place during a customer interaction.

## **Publicity**

Staff are not permitted to carry banners, join marches or attend any form of public demonstrations when wearing uniform. Staff must not wear British Airways uniform at any functions or exhibitions, nor should they appear on film, television, press, internet forums or make public appearances in uniform outside their normal duties without prior authority.

## **General behaviour**

- Staff in uniform will behave in a calm and responsive manner.
- A friendly or cordial greeting must be given to the public on every occasion.
- Offer assistance whenever possible.
- No hostility should ever be shown.
- Staff must not make derogatory remarks or criticise British Airways, other airlines or carriers, other members of staff, passengers or members of the public.
- Staff must not discuss company matters within hearing distance of the public.

## **Personal mobiles**

On the ground and prior to aircraft boarding colleagues may use mobile phones for work related calls. They must be used discretely in the proximity of customers. On the aircraft cabin crew must follow OMA 8.4.15.ai (Mobile Phones).

## **Dry cleaning**

Remove all badges and items from pockets.

## **Personal hygiene**

Staff must take care not to offend customers and colleagues through lack of personal hygiene. Deodorants/anti perspirants should be used to prevent body odour. Dental hygiene must always be maintained and spicy foods avoided prior to or during duty. If in doubt, a breath freshener should be used. Strong perfume and aftershave are inappropriate when on duty.

## **Personal umbrellas**

Telescopic style umbrellas are recommended in order to clear security, an unbranded business like appearance in navy blue or black compliments you in the uniform.

See page 12 for an example of an approved umbrella.

## **Smoking**

Smoking in uniform in public on or off duty is not permitted - unless in designated staff smoking areas.



## Positioning crew

Crew positioning must not wear their uniforms unless their duty requires them to do so.

If positioning in your own personal clothing we require you to adopt a more formal style of dress.

### ACCEPTABLE ATTIRE:

For travelling in First class:

- **Men** – suit or smart trousers, including cords, and jacket worn with a shirt and tie, smart collared casual shirt without a tie or a smart jumper
- **Women** – skirt, dress or trousers and top worn with a jacket or coat

For travelling in all other cabins:

- A more casual style is acceptable, which can include smart jeans and trainers

Inflight:

- On longhaul overnight flights it is acceptable to change in to more comfortable clothing once airborne

### UNACCEPTABLE ATTIRE

- Jeans with cut off/frayed hems or designer holes
- Overly revealing or sheer clothing, including bare midriffs
- Extremes of leisure/ sportswear including track/jogging/stretch wear (Lycra)
- Beach clothing including swim wear/ beach footwear
- Clothing with questionable/offensive wording or graphics

## Disclaimer notice

Consistent delivery of Uniform Standards will result in delivering our business plan goals 'Deliver our brand - all of us, all of the time. Some of the standards are only applicable to certain colleagues e.g. WW, EF, HCS, LGW, overseas colleagues. Therefore all standards (marked\*) only apply to applicable colleagues. If in doubt, please refer to your manager as to whether specific standards are applicable

## Dry cleaning information

### Coats



Water resistant cloth with windproof drop liner.  
Dry clean only, inside out.

Place coat on a good quality hanger as soon as it is removed from wear. Choose hanger type that will support shoulder area of garment.

### TRM coat & hi-visibility removable tabard



Outer garment

Wash at 40°C. Do not use biological detergents.  
Do not use fabric conditioner. Do not bleach.  
Cool iron on outside. Professional Dry Clean.  
Use clean distilled solvent. Low tumble dry.

Warm liner (detachable)



Wash at 40°C. Do not use biological detergents.  
Do not use fabric conditioners. Do not bleach.  
Do not iron. Do not dry clean. Low tumble dry.

Hi-visibility tabard (detachable)



Maximum 25 wash cycles at 40°C. Do not use biological detergents. Do not use fabric conditioners. Do not bleach. Cool iron on inside. Do not iron over ID pockets. Do not iron over badges. Do not dry clean. Low tumble dry.

### Pinstripe jackets



Wool rich cloth. Dry clean only, inside out.

Place jacket on a good quality hanger as soon as it is removed from wear. Choose hanger type that will support shoulder area of garment.

Steam garment gently (either with steam brush or by hanging in bathroom while bathing/showering).

To avoid shine particularly around collar and pocket flaps, never iron directly onto fabric.

Again, to avoid shine, do not use hair spray when wearing the jacket or ensure that the jacket collar is covered while using spray.

### Pinstripe skirt



Wool rich cloth. Dry clean only.

Place skirt on a hanger as soon as it is removed from wear. Choose hanger that will support waistband of skirt.

Steam garment gently (either with steam brush or by hanging in bathroom while bathing/showering).

To avoid shine, never iron directly onto fabric.

## Pinstripe trousers



Wool rich cloth. Dry clean only.

Place trousers on a hanger as soon as they are removed from wear. Choose hanger that will support waistband of trousers.

Steam garment gently (either with steam brush or by hanging in bathroom while bathing/showering).

To avoid shine, never iron directly onto fabric.

## Pinstripe maternity dress



Wool rich cloth. Dry clean only.

Place dress on a hanger as soon as it is removed from wear. Choose hanger that will support the shoulders of the dress.

Steam garment gently (either with steam brush or by hanging in bathroom while bathing/showering).

To avoid shine, never iron directly onto fabric.

## Blouses and shirts (long and short sleeve)



Poly/cotton mix cloth. Wash at a max temp 40°C with a short spin cycle. May be tumble dried.

Warm iron. Do not bleach.

Care must be taken when ironing the mock double cuffs on the long sleeve shirts.

## Cardigan/pullover



100% Merino wool. Dry clean or wash on wool cycle.

For best results dry clean the cardigan/pullover to maintain its shape and durability.

If washing the cardigan/pullover please follow the care instructions very carefully:

Wash at 40°C wool cycle, wash with similar colours, reshape garment after washing and dry on a flat surface. Cool iron (N.B Place a thin cotton cover on top of the cardigan and iron to avoid shine).

When the garment is dry or as soon as it is removed from wear hang on a good quality hanger.

## In-flight gilets



Wool rich cloth. Dry clean only, inside out.

Place garment on a good quality hanger as soon as it is removed from wear. Choose hanger type that will support shoulder area of garment.

Steam garment gently (either with steam brush or by hanging in bathroom while bathing/showering).

To avoid shine particularly around collar and pockets, never iron directly onto fabric.

Again, to avoid shine, do not use hair spray when wearing the garment or ensure that the garment collar is covered while using spray.

## Female cravat



Dry clean.

Hand wash at 40°C, drip dry, cool iron.

## Promotional team hat

Remove from wear if raining, place in hatbox.

Use spot cleaner to remove any marks, make up or grease from the hatband.

## TRM hats/caps

Use spot cleaner to remove any marks, make up or grease from the hatband.

## Wrap/scarves



100% wool. Dry clean only.

## Sari



Dry Clean only.

## Blouse

This can be hand washed inside out at home.

## Petticoat

May be hand washed. Ensure that it is dried inside out so that the colour does not fade.

## Sherwani coat



Dry clean only. It should be treated like a coat and hung on a good hanger when not in use, both at home and on the aircraft.

## Kurta

Must be washed and ironed inside out away from sunlight.

## Trousers

Must be washed and ironed inside out away from sunlight.

## Dupatta



Must be dry cleaned and must be hung on a tie hanger when not in use at home and on the aircraft.

## Dry cleaning

Excessive or unnecessary dry cleaning will tend to shorten the life of your uniform garments. Two main problems are stains and unpleasant odours adhering to uniform garments. Instead of automatically putting the garments into dry cleaning, try the following instead.



## Handbag

### Exterior

All leather, a natural product that needs 'feeding'. Never use a navy polish which tends to rub off, polish regularly with a neutral colour cream and on occasion 'feed' using a hide food product (widely available on the high street). This will keep the bag soft and supple and help extend its life.

### Interior

Make-up and perfume spillage can be wiped up with a damp cloth.

### Magnetic Catch

To avoid erasing data from ID cards/credit cards etc, never place items that are magnetically read in the bag directly behind the magnetic catch.

### Weight

Overfilling the bag will tend to distort its shape. Also, never force the zip shut across items that protrude out of the top of the bag.

## Fabric shining

Fabrics becoming shiny are the result of excess dry cleaning and pressing. Please do not attempt to iron the tailored garments yourself. If garments are creased please steam them gently (either with a steam brush or by hanging in the bathroom whilst bathing/showering).

## Stains

Spot cleaners are very effective at dealing with minor stains.

## Maintaining appearance of shirts

For best results please use a good quality detergent.

The red trim on the blouses and shirts are colour fast and will maintain their appearance if washed at 40°C, as specified on their washcare label.

The care of the uniform is the responsibility of the person to whom it has been issued. A high standard of appearance must be maintained at all times.

These CARE INSTRUCTIONS are taken from the manufacturer's recommendations. Please use them as a guide to maintain and prolong the life of your uniform so that you look smart and well groomed every day.

Garments will not be replaced at company expense if these cleaning instructions are not followed.

Uniform items are issued on loan and remain the property of British Airways. It is the responsibility of staff issued with British Airways uniform to:

- Comply with the regulations for wear.
- Keep and maintain the uniform in a good state of repair.
- Purchase replacements for items that have been lost or stolen.

## Unpleasant odours

Try using some of the 'odour absorbing' products that are easy to obtain in gel form from bigger supermarkets. The gel can be placed in your wardrobe to neutralise odours from shoes and garments.

## **Protecting buttons**

Please ask your dry cleaner to protect the metal buttons on your coats, jackets and inflight gilets. This can be done by using metal foil to cover the buttons or by buttoning up the garment and turning it inside out, during cleaning.

## **Alterations**

All alterations must be carried out by Uniforms Services.

## Version control

Version : July 2015

Section	Page	Update	Reason	Date
Female hat*	9	Elastic is used to keep the hat in place and secured at the back of the head	Amended Standard	Jun-15
Female hat*	9	The space between the eyebrow and the corner of the hat should be the space of two fingers	Clarify how the hat is worn.	Jun-15
Scarf	10	Added 'and at aircraft external doors'	New standard	Jun-15
Coat	10	May be worn at aircraft external doors.	New standard	Jun-15
Skirt	12	The lining of the skirt should not be visible and should not show below the hemline	Clarification	Jun-15
Knitwear	16	Sleeves on knitwear must never be rolled or pushed up the forearm	New standard	Jun-15
Footwear	18	If choosing to wear shoes with integrated heels, a maximum heel height of 25mm. These can be worn by cabin crew on the aircraft and for all ground based colleagues.	New standard	Jun-15
Footwear	18	A maximum sole thickness of 12.5mm is permitted on shoes.	New standard	Jun-15
Hairstyles and grooming	21	Bun section	New standard	Jun-15
Hairstyles and grooming	21	Dreadlocks	New standard	Jun-15
Hair accessories	23	Table format	To be consistent and clarify	Jun-15
Skincare and make-up	24	Removal of 'pencil' on eyeliner	Can be liquid or pencil	Jun-15
Skincare and make-up	25	Extra nail varnish colour added	Increase choice	Jun-15
Coat	27	May be worn at aircraft external doors.	New standard	Jun-15
Scarf	27	Added 'and at aircraft external doors'	New standard	Jun-15
Shirt	29	Shirt collar and cuffs must have no make up stains.	Clarification	Jun-15

Section	Page	Update	Reason	Date
Customer Contact Tie	29	The tie knot must have no make-up stains.	Clarification	Jun-15
Knitwear	30	Sleeves on knitwear must never be rolled or pushed up the forearm	New standard	Jun-15
Skincare and grooming	34	False eyelashes - whilst in uniform men are not permitted to wear these.	Clarification	Jun-15
Skincare and grooming	34	Orange skin tones are not permitted	Clarification	Jun-15
South Asia uniform Sherwani	37	'When to wear it'	Clarification	Jun-15
Turnround Management/co-ordination	42	Turnround Management/co-ordination	New job roles	Jun-15
Name badges	44	Table format of when to wear uniform badges and the position on the garment.	Clarification	Jun-15
Name badges	44	IBM in uniform/not in uniform name badge colour standard	New standard	Jun-15
Additional items	46	Only BA approved stickers are allowed on ID holders. Luggage bag tags are not acceptable.	New standard	Jun-15
Additional items	46	A maximum of three small work keys are acceptable on the ID holder. These should be positioned to the the rear of the holder. Keys are not allowed to be attached anywhere else on the uniform.	New standard	Jun-15
Jewellery	47	Yellow gold	Highlight colour for colour straps	Jun-15
Glasses	49	Chains are acceptable in the following colours black, navy blue or silver. No branding or logos are to be on the chain.	New standard	Jun-15
Baggage	51	BA liveried bag maybe used instead of small bag for crew*	New standard	Jun-15



Section	Page	Update	Reason	Date
Baggage	51	Wheelie bags are acceptable whilst on duty	New standard	Jun-15
Baggage	51	British Airways branded iPad straps and cases have to be navy blue or black to be used when in front of customers	New standard	Jun-15
Uniform ordering and collections	52	New section	Information for colleagues	Jun-15
Uniform committee	53	New section	Information for colleagues	Jun-15
General information	54	Size converter	Guidance	Jun-15
General Information	55	On the ground and prior to aircraft boarding colleagues may use mobile phones for work related calls. They must be used discretely in the proximity of customers. On the aircraft cabin crew must follow OMA 8.4.15.a.i (Mobile Phones).	Clarification	Jun-15
General Information	55	Personal umbrella	Moved to relevant section	Jun-15
All		New formant and re-design	Refresh the guidelines	Jun-15
All		Hyperlinks	To easily navigate through the document	Jun-15

## Acknowledgment

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Thank You

**Jonathan Griffiths Mixed Fleet**

BEP Secondee

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