

Uniform POLICY



Uniform Policy **INTRODUCTION**



Customers formulate an opinion of us by what we do, what we say and how we look. Our uniform makes a significant contribution to the Jet2.com and Jet2holidays brand. For our customers, our uniform is an expression of who we are. When you wear our uniform you represent our brand, our values and our unfailing desire to ensure everyone has a Lovely Holiday. Every aspect of our appearance and behaviours helps us to Create Memories for all our colleagues and customers.

Everyone wearing a uniform must be aware that the public image of the Company is greatly influenced by the way in which you wear our uniform and conduct yourself whilst you are in it. That is why it is important to wear your uniform with pride, and of course, a smile.



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Badges & LANYARDS





As a part of everyone's day-to-day dress, you need to wear your identity pass and name badge at all times.

Your identity pass and badge makes it clear to everyone who you are and where you work, so it is important to keep it clearly on show. For security reasons, your pass and badge should always be attached to your lanyard.

Pins or accessories are not allowed, other than ones you have been given by the company. Any non-standard issue badges awarded to you by the Company are optional to wear.

Only wear your name badge, ID/pass and lanyard when you are on duty.

**Always
'Happy to Help!'**



Office-based **CLOTHING**



If you work for us in a non-customer-facing office environment, it is still important to stick to a smart and professional look. Colleagues are able to 'dress for the day' whether in the office or at home but you must ensure that you dress appropriately for the meetings or events that you have planned for that day.

We have many external visitors, therefore it is imperative to look professional at all times. Here is a checklist of what is required:

- Jeans and trainers are acceptable but please do make sure that your attire is appropriate for a professional workplace
- When dressing appropriately for meetings, you do not need to wear suits and ties
- Open-neck collared shirts, smart jeans (no rips), trousers, blouses, skirts (no mini-skirts) and smart shoes are all good staple items
- Hair needs to be neat and tidy, with no extreme styles
- No hats, leggings, shorts, flip-flops or strappy/bardot tops
- High levels of personal cleanliness and grooming are expected



RECEPTION



GENTLEMEN

Blazer

Make sure your red blazer is clean, pressed and fits comfortably.

Shirt and tie

Your white shirt should be clean, pressed and tucked into your trousers. Your red tie should also be clean, pressed and attached correctly.



Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.



Shoes

Your shoes should be black and professional looking.

Your Uniform
ALLOCATION





Gentlemen RECEPTION

Uniform item	Initial allocation
Red DM jacket	1
White shirt	4
Blue trousers	2
Tie	1

RECEPTION



LADIES

Blouse

Your blouse should be clean, pressed and tucked into your skirt.

Blazer

The red blazer should be clean, pressed and fit comfortably.

Skirt/Dress

Skirts and dresses must be clean, pressed and fit comfortably – not too tight or loose. The lining must be hidden and the hemline should sit no shorter than one inch above your knee.

Shoes

Your shoes must be smart, clean and in keeping with the uniform.







Female RECEPTION - Option 1

Uniform item	Initial allocation
Red DM jacket	1
Blue DM dress	2

Female RECEPTION - Option 2

Uniform item	Initial allocation
Red DM jacket	1
Blue DM dress	1
Blue skirt/trousers	1
Blouse	2

Female RECEPTION - Option 3

Uniform item	Initial allocation
Red DM jacket	1
Blue skirt/trousers	2
Blouse	4

Female RECEPTION - Option 4

Uniform item	Initial allocation
Red DM jacket	1
Blue skirt	1
Blue trousers	1
Blouse	4

Customer Helper **AIRPORT FRONT OF HOUSE**



GENTLEMEN

Shirt

Your red shirt should be clean, pressed and tucked into your trousers.

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Shirt and tie

Your white shirt should be clean, pressed and tucked into your trousers. Your red tie should be clean, pressed and attached correctly.

Blazer

Make sure your red blazer is clean, pressed and fits comfortably.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.

Belt

Always wear a black belt with a plain buckle design.



Socks

Plain black or navy.

Shoes

Your shoes must be plain, black leather-look slip-ons or lace ups. Please keep them well heeled, clean, polished and scuff-free. Suede, patent or other materials are not allowed.



Your Uniform **ALLOCATION**





Gentlemen CUSTOMER HELPER FOH

Uniform item	Initial allocation
Navy trousers	2
Red shirt	5
Red jacket	2
Raincoat	1
Belt	1

PPE

Hi-vis	1
Ear defenders	1

Gentlemen DUTY MANAGER FOH

Uniform item	Initial allocation
Navy trousers	2
Red blazer	2
White shirt	5
Red tie	2
Raincoat	1
Belt	1

PPE

Hi-vis	1
Ear defenders	1

Customer Helper
AIRPORT FRONT OF HOUSE



LADIES

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Blouse

Your blouse should be clean, pressed and tucked into your skirt.

Blazer

The red blazer should be clean, pressed and fit comfortably.

Skirt/Dress

Skirts and dresses must be clean, pressed and fit comfortably – not too tight or loose. The lining must be hidden and the hemline should sit no shorter than one inch above your knee.

Tights and stockings

Please always wear tights or stockings. They should suit your natural skin tone, and be transparent with no patterns or seams. Keep a spare pair in case you get a ladder.



Shoes

Your shoes should be a leather look closed toe in plain navy. There should be an adequate heel but this must not be higher than 2.5 inches and should be a sufficiently sturdy and structured shoe to provide appropriate protection, comfort and support. Please ensure that you keep them clean, polished and scuff free. Any stitching should be navy, and part of the design. They should not have decorative detail/patterns or accessories eg, tassels or large buckles. Open toe shoes, ballet pumps, kitten heels, patent or suede shoes are not allowed.



Your Uniform **ALLOCATION**





Ladies **CUSTOMER HELPER** FOH

Uniform item	Initial allocation
Navy skirt/Trousers	2
Red shirt	5
Red jacket	2
Raincoat	1
PPE	
Hi-vis	1
Ear defenders	1

Ladies **DUTY MANAGER** FOH

Uniform item	Initial allocation
Red blazer	2
White blouse	5
Navy dress/Trousers	2
Raincoat	1
PPE	
Hi-vis	1
Ear defenders	1

*5 blouses if 2 trousers are opted for. Otherwise a maximum of 2 will be allocated.

Customer Helper
AIRPORT BACK OF HOUSE

UNITED KINGDOM



GENTLEMEN

Polo shirt

Polo shirts should be clean, pressed and tucked into your trousers.

Hi-vis jacket

Your hi-vis jacket should be clean, and zipped up when you are on the ramp.

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Shirt and tie

Your white shirt should be clean, pressed and tucked into your trousers. Your red tie should be clean, pressed and attached correctly.

Armband

If you work in the airport, your ID pass and armband should always be on show.



Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.

Safety boots

Please wear at all times.

Ear defenders

Please wear ear defenders at all times when you are airside.



Your Uniform **ALLOCATION**





Gentlemen CUSTOMER HELPER BOH

Uniform item	Initial allocation
Blue cargo trousers	2
Red polo shirt	5
Red jacket	1
Hi-vis jacket (waterproof)	1
Waterproof trousers	1

Shorts are available on request

Gentlemen CUSTOMER HELPER BOH - PPE

Uniform item	Initial allocation
Safety boots	1
Hi-vis vest	1
Gloves	1
Ear defenders	1
Knee pads	1
Armband	1

Gentlemen DUTY MANAGER BOH

Uniform item	Initial allocation
Blue cargo trouser	1
Navy trousers	2
White Shirt	5
Red polo shirt	3
Red Jacket	2
Soft shell jacket	1
Red tie	2

Gentlemen DUTY MANAGER BOH - PPE

Uniform item	Initial allocation
Safety boots	1
Hi-vis vest	1
Yellow and navy coat	1
Ear defenders	1

Customer Helper/Resort Flight Check-in AIRPORT BACK OF HOUSE

OVERSEAS



Hi-vis vest

Your hi-vis vest should be clean, and zipped up when you are on the ramp.

Polo shirt/T-shirt

Red polo shirts should be clean, pressed and tucked into your trousers or shorts.

Soft shell jacket

Keep your jacket clean and fastened up to chest height, with sleeves rolled down.



Armband

If you work in the airport, your ID pass and armband should always be on show.

Trousers/shorts

Navy cargo trousers/shorts should be clean with no rips.

Ear defenders

Please wear ear defenders at all times when you are airside.

Safety boots

Please wear at all times.



Your Uniform ALLOCATION

**Customer Helper, Overseas Airport BOH
and Customer Helper, Resort Flight Check-In® BOH**



CUSTOMER HELPER BOH

Uniform item	Initial allocation
Blue cargo trousers*	2
Red polo shirt	5
Red jacket	1
Shorts	1
Soft shell jacket	1
Hi-vis jacket (waterproof)	1

CUSTOMER HELPER BOH - PPE

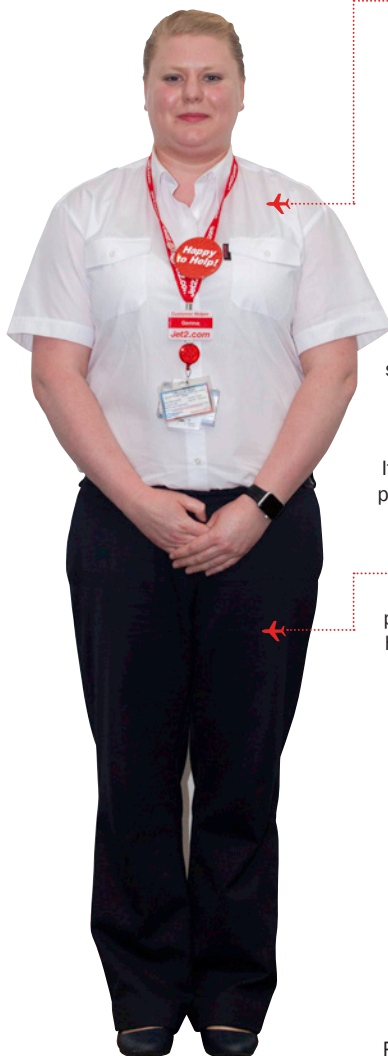
Uniform item	Initial allocation
Safety boots	1
Hi-vis vest	1
Gloves	1
Ear defenders	1
Knee pads	1
Armband	1

*Waterproof trousers are available on request if required.

Customer Helper **AIRPORT BACK OF HOUSE**



LADIES



Shirt/polo shirt

Shirt/polo shirts should be clean, pressed and tucked into your trousers.

Hi-vis jacket

Your hi-vis jacket should be clean, and zipped up when you are on the ramp.

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Armband

If you work in the airport, your ID pass and armband should always be on show.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.



Safety boots

Please wear at all times.

Ear defenders

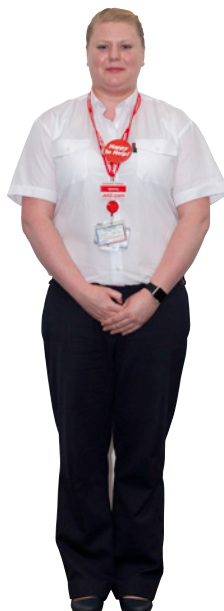
Please wear ear defenders at all times when you are airside.



Your Uniform
ALLOCATION

A photograph of a Jet2 ground crew member, a woman with dark hair in a bun, wearing a red long-sleeved shirt and a bright yellow high-visibility safety vest. She is walking up the stairs of a blue and silver Jet2 aircraft. The background shows a clear blue sky and a tarmac. A large red diagonal banner is overlaid on the bottom half of the image, containing the Jet2 logo and the text 'friendly low fares'.

Jet2[®].com
friendly low fares[®]



Ladies CUSTOMER HELPER BOH

Uniform item	Initial allocation
Blue cargo trousers	2
Red polo shirt	5
Red jacket	1
Hi-vis jacket (waterproof)	1
Waterproof trousers	1

Shorts are available on request

Ladies CUSTOMER HELPER BOH - PPE

Uniform item	Initial allocation
Safety boots	1
Hi-vis vest	1
Gloves	1
Ear defenders	1
Knee pads	1
Armband	1

Ladies DUTY MANAGER BOH

Uniform item	Initial allocation
Blue cargo trousers	1
Navy trouser	2
White Blouse	5
Red polo shirt	3
Red Jacket	1
Soft shell jacket	1
Red tie	2

Ladies DUTY MANAGER BOH - PPE

Uniform item	Initial allocation
Safety boots	1
Hi-vis vest	1
Yellow and navy coat	1
Ear defenders	1

Flight **DECK**



LADIES & GENTLEMEN

Tie

Please wear your **Jet2.com** tie at all times, and keep it clean. Ties are to be worn when on view to the public except when their removal is authorised by the Captain.

Ear defenders

Ear defenders are available to all airside operating crew, but it is your own responsibility to make sure you wear them when needed.

Epaulettes

Please wear on your shirt at all times whilst on duty.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the style of your trousers.

Shoes

Your shoes should be black and professional looking.

Suit Jacket

Always have your jacket to hand whilst on duty. When you are wearing it, please make sure it is fully buttoned.

Shirt

Your shirt should be clean, pressed and always have the top button fastened. If the removal of ties has been authorised the shirt is to be worn open-necked.

A jacket is not to be worn when the tie has been discarded.

Name Badge

Ensure your name badge is worn directly below and in line with your wings

Briefcase

Your briefcase, and any other baggage you carry on duty, should be good quality and professional looking, with your name on. You may carry a non branded, plain, black or navy rucksack.



Your Uniform **ALLOCATION**





Gentlemen FLIGHT DECK

Uniform item	Initial allocation
Trousers	2
Jacket	1
Raincoat	1
Jumper*	1
Shirt	6
Tie	2
Epaulettes	1
PPE	
Hi-vis	1
Ear defenders	1

Ladies FLIGHT DECK

Uniform item	Initial allocation
Trousers	2
Jacket	1
Raincoat	1
Jumper*	1
Shirt	6
Tie	2
Epaulettes	1
PPE	
Hi-vis	1
Ear defenders	1

*on request only

Cabin **CREW**



GENTLEMEN

Suit jacket

Always have your jacket to hand when on duty. When you are wearing it, please make sure it is fully buttoned, and do not drape it over your shoulders. It is optional to wear it for boarding but it must always be removed before doing the safety demo.

Shirt and tie

Please wear your shirt fully buttoned up and tucked into your trousers. Wear your **Jet2.com** tie at all times, and keep it nice and clean. You can use a plain silver tie clip too.

Wings

Wear them with pride – you have earned them. Please secure them on the left-hand side of your jacket, in line with your name badge.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.

Belt

Always wear a black belt with a plain buckle design.



Socks

Plain black or navy.



Shoes

Your shoes must be plain, black leather-look slip-ons or lace-ups with a non-slip sole (not suede, patent or any other material). Keep them well heeled, polished and scuff-free. Any stitching must be black, and part of the design. Please do not have any labels, tabs or metal trimmings on your shoes.

Your Uniform
ALLOCATION





Gentlemen CABIN CREW

Uniform item	Initial allocation	Uniform item	Initial allocation
Trousers	2	Tie	2
Jacket	1	Belt	1
Raincoat	1	Cabin Crew Bag	1
Shirt	6		
PPE			
Hi-vis	1		
Ear defenders	1		

Cabin **CREW**



LADIES

Neck scarf

Please wear your scarf at all times when in uniform.

Blouse

Wear your blouse fully tucked into your skirt.

Suit jacket

Always have your jacket to hand when on duty. When you are wearing it, please make sure it is fully buttoned, and do not drape it over your shoulders. It is optional to wear it for boarding but it must always be removed before doing the safety demo.

Wings

Wear them with pride – you have earned them. Please secure them on the left-hand side of your jacket, in line with your name badge.

Shoes

Your shoes should be a leather look closed toe in plain navy. There should be an adequate heel but this must not be higher than 2.5 inches and should be a sufficiently sturdy and structured shoe to provide appropriate protection, comfort and support.

Please ensure that you keep them clean, polished and scuff free. Any stitching should be navy, and part of the design. They should not have decorative detail/patterns or accessories eg, tassels or large buckles. Open toe shoes, ballet pumps, kitten heels, patent or suede shoes are not allowed.

Skirt

Your skirt should fit comfortably, not too tight or loose. Make sure the lining is hidden, and the split is at the centre back.

Tights and stockings

Please always wear tights or stockings. They should suit your natural skin tone, and be transparent with no patterns or seams. Keep a spare pair in case you get a ladder.

Handbag

As supplied, navy with a plain, classic design to suit your uniform.



Your Uniform
ALLOCATION





Ladies CABIN CREW

Uniform item	Initial allocation	Uniform item	Initial allocation
Skirt/Trousers	2	Tabard/Apron	2
Jacket	1	Scarf	2
Raincoat	1	Crew bag	1
Blouse	6	Handbag	1
PPE			
Hi-vis	1		
Ear defenders	1		

ENGINEERING



LADIES & GENTLEMEN

Shirt/Polo shirt

Your black polo shirt or white shirt should be clean and pressed.

Jacket

Keep your black jacket clean. Fasten it when possible, but always in front of customers.

Hi-vis vest

Please wear your hi-vis vest at all times when you are airside or in a safety-critical area. You can wear it over your waterproof jacket and polo shirt.

Jumper

This can be worn over your black polo shirt or white shirt. Please keep your jumper clean.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.



Boots/Shoes

Please wear the safety boots/shoes we give you. You can not wear trainers, or any other non-safety footwear, on the line or in the hangar.



Your Uniform **ALLOCATION**





Engineering		Engineering PPE	
Uniform item	Initial allocation	Uniform item	Initial allocation
Black cargo trousers	2	Safety boots	1
Black polo shirt 🍷	4	Hi-vis vest	1
Black nato jumper	1	Goggles	1
White shirt/blouse 🍷	4	Ear defenders	1
Black jacket w. fleece	1	Epaulettes	1
Waterproof trousers	1	Bump caps	1
Overalls	1	Knee pads	1
		Engineering OTHER	
		Snow suit*	1
		Hat*	1

🍷 You can choose a combination of polo shirts OR white shirts/blouses up to a total allocation of 4. *Issued if required.

Customer Helper **IN-RESORT**



GENTLEMEN

Resort Customer Helper, Airport Customer Helper, Service Centre Customer Helper, Resort Flight Check-In® FOH and Team Leader

Shirt

Clean, pressed and tucked in.

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Belt

Always wear a black belt with a plain buckle design.

Trousers

Trousers should be clean, pressed and fit comfortably. The hemline should sit on your shoe line, and not touch the ground. Please do not adjust the fit or style of your trousers.

Socks

Plain black or navy.

Shoes

Clean and polished, leather-look black shoes with no visible stitching. Suede or patent shoes are not allowed.

Shoulder bag

As supplied, black/navy with a plain, classic design to suit your uniform.



Your Uniform **ALLOCATION**





Gentlemen CUSTOMER HELPER IN-RESORT

Uniform item	Initial allocation
Blue lightweight trousers	2
Red short-sleeved shirt	5
Red soft shell jacket	1
Shoulder bag	1
Rain jacket	1
Belt	1

Customer Helper **IN-RESORT**



LADIES

Resort Customer Helper, Airport Customer Helper, Service Centre Customer Helper, Resort Flight Check-In® FOH and Team Leader

Soft shell jacket

Your jacket should always be clean and fastened up to chest height. Do not wear it open, and make sure the collar is on show. Please do not roll up your sleeves.

Blouse

Clean, pressed and tucked in.

Skirt (no lining)

Clean and pressed with a hemline no shorter than one inch above your knee.

Tights

In winter (November–March), you can wear tights. They should suit your natural skin tone, and be transparent with no patterns or seams

Shoes

Your shoes should be a leather look closed toe in plain navy. There should be an adequate heel but this must not be higher than 2.5 inches and should be a sufficiently sturdy and structured shoe to provide appropriate protection, comfort and support. Please ensure that you keep them clean, polished and scuff free. Any stitching should be navy, and part of the design. They should not have decorative detail/patterns or accessories eg, tassels or large buckles. Open toe shoes, ballet pumps, kitten heels, patent or suede shoes are not allowed.

Shoulder bag

As supplied, black/navy with a plain, classic design to suit your uniform.



Your Uniform **ALLOCATION**





Ladies CUSTOMER HELPER IN-RESORT

Uniform item	Initial allocation
Blue unlined skirt/Trousers	2
Red short-sleeved shirt	5
Red soft shell jacket	1
Shoulder bag	1
Rain jacket	1

Winter WEAR



Raincoat (if provided)

From the moment you are issued with your new coat, you will not be permitted to wear any long sleeved hi-vis coats, or hi-vis jackets. The new winter coat can be worn with a branded sleeveless hi-vis vest when required. As a reminder, hi-vis vests should only be worn when you are working outside in an airside environment and must be removed when back indoors.

- ➔ Be sure to fold the hood away when it is no longer required
- ➔ Always fasten your raincoat, with the top button open if you prefer
- ➔ Please do not wear your raincoat inside. For Cabin Crew, you may wear your raincoat for boarding but it must be removed once aircraft doors are closed
- ➔ Keep your raincoat clean and in good condition
- ➔ Do not overfill your pockets and only carry what is necessary



Winter essentials (your own extras)

Gloves

You can wear plain black or navy, leather or fabric gloves when working outside.

Scarves

To keep nice and warm in the winter, you can wear a plain red, blue or black scarf. Only wear it outside, and tucked into your raincoat.

Umbrella

When it is wet and rainy, all colleagues can use a plain red, navy or black umbrella to keep dry.

Wellies/Boots

You can wear plain, black wellies or calf-length boots in wet, snowy and icy conditions when travelling to and from the crew room and on the airside ramp area. Please remember to change into your shoes when onboard and when you enter the airport.



Hair **& MAKE-UP**



Ladies HAIR

If you work in a customer facing role (excluding Flight Deck), please follow this guide on pages 61-63.

If you are not sure whether a new hairstyle is OK for work, please check with your line manager first. In the meantime, here are a few guidelines:

- No extreme styles, extreme layers, intense unnatural colours or dark re-growth from dying
- Please keep the length of your fringe around your eyebrows
- Keep your hair neat and tidy throughout your shift, with loose strands pinned back
- Do not go for a wet-look or use too much gel
- Style and retouch your hair out of view, and not in public
- Short hair can be worn down, but please keep the length above the base of your collar

Looking good

Should you choose to wear accessories please ensure you comply with the following:

- Scrunchies, ribbons, Alice bands and slides need to be red, navy or silver
- You can also have tortoiseshell and hair-coloured combs, slides and grips
- Please do not wear bulldog clips, crocodile clips, sweatbands, full headbands, bumpits or elastic bands
- Make sure wigs, weaves, hair pieces and hair extensions look natural, are well groomed and securely fitted



If your hair is longer than your collar, please pop it in one of these styles:

Bun

One bun at the back of your head, no higher than the centre. Keep it under 4.5inches/11cm wide, and secure with pins or a scrunchy. You can also wear a fine bun net that matches the colour of your hair.

Ponytail

If you choose a ponytail, make sure it is no higher than half-way up the back of your head. Keep it neatly secured. For operational areas, do not let it be longer than 10 inches/25.4cm.

French plait

Make sure your French plait is neat and pinned in place. You may have a neat French plait either side with a centre parting.

French roll

One French roll, kept below the crown of your head. Pin any loose bits in place.



Gentlemen's Hair & GROOMING

If you work in a customer facing role (excluding Flight Deck), please follow this guide on pages 61-63.

If you are not sure whether a new hairstyle is OK for work, please check with your line manager first. In the meantime, here are a few guidelines:

- ✈ No extreme styles, unnatural colours or dark re-growth from dying
- ✈ Please keep your fringe above your eyebrows and sideburns trimmed.
- ✈ Keep your hair neat and tidy throughout your shift, and off your face
- ✈ Do not go for a wet-look or use too much gel
- ✈ Shaved styles like Mohicans and tramlines are not allowed
- ✈ Make sure wigs, weaves, toupées and hair extensions look natural, are well groomed and securely fitted
- ✈ Short hair can be worn down but please keep the length above the base of your collar
- ✈ If your hair is longer than your collar please pop it in a bun or ponytail following the guidelines on page 61

Keep your beard neat and trim.



Facial hair

If you choose to have facial hair, beards are OK if you keep them neat and tidy, otherwise you should be clean shaven. Here are a few other things you need to know:

- ✈ Start your beard while you are on leave, so it is fully grown for work
- ✈ Keep a neat line between your chin and clean-shaven neck
- ✈ Sorry, no stubble or chin tufts



Ladies Make-up & GROOMING

If you work in a customer facing role (excluding Flight Deck), please follow this guide on pages 61-63.

It is important to have a well-groomed look at work, especially when you are in uniform. So, should you choose to wear make-up it should be subtle, in keeping with your natural look and comply with the following.

Make-up

Use a base foundation or tinted moisturiser to suit your skin tone. The same goes for any powder or bronzer too. Mascara and eyeliner need to be brown or black, and please do not sweep your eyeliner past the end of your eye. When you need to reapply, please make sure you are out of public view.

Hands and nails

When it comes to nail varnish, French polish or red, nude and clear shades, with no patterns or nail art are acceptable. Make sure all your nails are painted the same. Keep acrylic nails manicured, filled regularly, and no longer than 0.25inch or 6mm.

False eyelashes

You can enhance your eyes with false lashes as long as they are natural-looking, not too long and there is no glue on show.

Lipstick

If you work in a customer-facing role, remember to stay on brand, and wear a shade of red lipstick.

Fake tan

If you apply false tan, this must be evenly applied and as natural as possible.

Reapply your make-up out of public view



Jewellery & ACCESSORIES



If you work in a customer facing role, please follow this guide.

All jewellery and accessories you wear while in uniform need to be in line with our health and safety standards. Here is what you need to know...

Watches

Please wear your watch at all times, and make sure it is in keeping with your uniform – no oversized or colourful designs. Please check with your manager if a watch is required for your role.

Earrings

You can wear one pair of single pearl, plain silver or diamond stud earrings on your earlobes. Your earrings must match, be round, oval or square shaped, and no wider than 1cm.

Earrings can not be more than 1cm wide



Rings

You can wear two rings in either silver or gold tones (white and rose gold are okay), with one on each hand. This can include a wedding set (engagement, wedding and eternity bands equal one ring) on one hand, and another ring on your other hand. Make sure they are no wider than your finger or longer than your knuckle, and keep the design discreet i.e. no logos or engravings. Please do not wear your rings on your thumbs or index fingers.



Necklaces

Please keep all necklaces completely covered by your uniform.

Bracelets and bangles

Bracelets, bangles and bands (including charity bands) are not allowed. However, if you have to wear a medi-alert bracelet, please let your manager know.

Tooth jewellery and body piercing

Tooth jewellery and all visible body piercings are not allowed. That includes tongue piercings, as well as ear spacers and stretchers.

If you wear a medi-alert bracelet let your manager know



Jewellery can present a flight-safety hazard for Flight Deck so its wearing should be kept to a minimum. An appropriate style of earrings should be worn for the use of a headset.

Questions & ANSWERS



Q. I work part-time, is my uniform allocation the same as my full-time colleague?

- A.** Your allocation will reflect the number of days that you work, and you should discuss this with your manager.

Q. Do I need to cover up my tattoo?

- A.** Our customers are largely accepting of colleagues having visible tattoos. They must not be deemed in any way offensive or discriminatory.

Careful consideration will be given by the Company to any tattoo on the neck, face, head or hands in deciding if it is acceptable. This includes considering the size, nature and prominence of the tattoo.

If you feel that you would like further consideration of the uniform rules in relation to your tattoos do not hesitate to get in touch with your line manager and/or HR Representative.

Q. Can I have a beard or moustache?

- A.** Yes, but please keep them neat and tidy, and take into account any health and safety requirements of your role. If you work in an operational role, double-check the grooming section on page 62 to find out exactly what is allowed.

Q. Can I wear something that reflects my religious or cultural beliefs?

- A.** Yes. If you wear a headdress for religious reasons, please choose black, navy blue or dark grey in a block colour. If you want to be exempt from uniform rules for cultural, ethnic or religious reasons, please talk to your line manager as this must be approved by HR.

Q. Can I wear sunglasses whilst working outside?

- A.** Yes. Keep the design simple, and make sure you do not wear them on top of your head, or attached to your uniform. Sunglasses must be removed when interacting with customers.

Q. I'm pregnant – do I get maternity wear instead of my uniform?

- A.** Yes. Your line manager will give you details about more suitable clothing.

Do I get maternity wear instead of my uniform?



More Questions & ANSWERS

Q. What can I wear for dress-down days in the office?

- A.** Anything that is work-appropriate and presentable. Jeans and trainers are allowed, but please do not wear hats, anything too revealing, or things with rips or inappropriate logos.

Q. Can I put my uniform on when I get to work?

- A.** No. Please report ready for your shift in your full uniform, not in your own clothes.

Q. Can I wear my uniform outside of work?

- A.** You can wear your uniform while travelling to and from work, but please do not wear it for any non-work activities.

Q. Do I have to clean my uniform?

- A.** Yes. You are responsible for keeping your uniform clean, tidy and looking good. Please refer to the care guidelines on pages 70-71.

Q. Can I personalise my uniform?

- A.** No. We have worked hard to create comfortable, practical and stylish uniforms to suit everyone, while keeping the overall look consistent. However, our uniforms are flexible enough to embrace diversity in our company, so we do take into account religious and cultural sensitivities, and people with disabilities and other needs.

Q. What should I wear if I am on a FAM or business trip?

- A.** Please be mindful that you are still representing the company, so check the guidelines for office-based clothing on page 7.

Q. Can I have exemption from uniform guidelines due to my medical condition?

- A.** Any exemptions would need to be discussed with your line manager as they must be approved by HR.

Q. Do I have to wear tights/stockings?

- A.** If you choose to wear a dress or skirt the expectation is that they should be worn. They should suit your natural skin tone and be transparent with no patterns or seams. The only exception to this is **Jet2holidays** in Overseas destinations. Please ask your line manager if you are unsure.

**'Smart casual'
– make sure you look
professional**





Always report for work in your full uniform. Please do not arrive at work wearing your own or any other clothes in place of your uniform. If your uniform or appearance is not in keeping with your specification, you will be asked and expected to put it right.

Uniform Care INSTRUCTIONS


Style/Uniform item	Wash care symbols on label	Instructions
Shirts and blouses		30 degree machine wash, wash with similar colours. Use a Non Bio washing powder. Do not use fabric softener. Cool iron on reverse side. Ironing your garment is important. Do not bleach or use detergents containing bleaching agents. Do not tumble dry. Dry hanging.

Tailored trousers, skirts and dresses



30 degree machine wash, wash with similar colours.

Use a Non Bio washing powder. Do not use fabric softener. Cool iron on reverse side. If the Garment contains lining please iron on fabric side but please ensure iron settings are correct to avoid over pressing. It is important to regularly iron your uniform. Do not bleach or use detergents containing bleaching agents. Reduce the spin to 800 or lower Do not tumble dry. Dry hanging.

Knitwear		30 degree wool wash. Low spin, no more than 800. Please use a detergent which has the wool mark approval symbol (see logo). Do not use fabric softener. Wash with similar colours. Cool iron on reverse. Do not bleach or use detergents containing bleaching agents. Do not tumble dry. Do not dry clean. Dry flat.
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Aprons



40 degree synthetic machine wash. Wash with similar colours only.

Use a Non Bio washing powder. Do not use fabric softener. Warm iron on reverse. Do not use bleach or detergents containing bleaching agents. Do not tumble dry. Dry Hanging or flat. Do not dry clean.

Tailored Jackets		Dry clean only, with care.
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Style/Uniform item	Wash care symbols on label	Instructions
Tie and Scarf		Dry clean only, with care.
Rain Jacket	 <p>Outer and Lining:</p> 	<p>30 degree wash reduced agitation on wool cycle. Close zip and wash inside out. Low spin cycle no more than 800. Wash with similar colours or separately.</p> <p>Do not tumble dry. Do not dry clean. Do not iron. Place on a hanger to dry. Do not place on radiator. Do not use fabric softener. Do not use washing detergents containing bleaching agents.</p>
Polos		<p>40 degree synthetic wash.</p> <p>Cool Iron on reverse. Do not bleach. Do not use detergent or fabric softener containing optical brighteners. Wash with similar colours. Do not tumble dry. Do not dry clean. Reshape whilst damp and dry flat.</p>
Softshell		<p>30 degree wash reduced agitation on wool cycle. Close zip and wash inside out. Wash with similar colours.</p> <p>Do not tumble dry. Do not dry clean. Do not iron. Place on a hanger to dry. Do not place on radiator. Do not use fabric softener. Do not use washing detergents containing bleaching agents.</p>
Cargo		<p>40 degree synthetic machine wash. Wash with similar colours only.</p> <p>Use a Non Bio washing powder. Do not use fabric softener. Warm iron on reverse. Do not bleach or use detergents containing bleaching agents. Do not tumble dry. Dry hanging or flat. Do not dry clean.</p>

