



RAMP SERVICES
UNIFORM GUIDE



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UNIFORM POLICY



WestJet provides you with a full uniform package when you are hired. An annual allowance is given so you can replace pieces as needed. Annual allowances accumulate if not spent and will not exceed your new hire allowance in accumulated dollars.

You are responsible to follow the uniform policy outlined on SharePoint.

*Uniform pieces are only to be worn by WestJet employees while on duty or travelling to and/or from work. Uniform pieces must not be worn as costumes, be lent, or given as gifts to co-workers, family, or friends. You must always wear a complete WestJet issued uniform. Substitutions and additions are not permitted.

Interpreting the uniform standards manual: The premise of the standards is to outline what is approved. If an item is not in this document, it is to be assumed that it is not approved.

Because it is impossible to address every situation; as such, departmental leadership are empowered to use their judgment in applying uniform, grooming, and accessories standards.

A note about gender neutrality: WestJet recognizes and supports all gender identities and gender expression. WestJet employees may choose to wear whichever uniform pieces they are comfortable in, following the standards associated within the uniform standards manual.



SAFETY

Safety vests: You will be issued a safety vest. It is your responsibility to keep it clean, free of snags or hazards and in general, good repair. Vests must be free of graffiti, stickers and pins or badges that are not issued by WestJet.

A safety vest must be worn when airside.

Footwear: Canadian Standards Association (CSA)-approved, composite- or steel-toed protective footwear must be worn at all times. All footwear should be black, brown, beige, grey or navy, if possible.

Winter rated boots must be insulated and have composite toes and shanks. Winter footwear must be worn from October 1 to April 30, when there is, or there is a risk of ice, snow, or other winter-related contamination on the ground.

Footwear must be both CSA-approved and include a sole with either a 'green diamond' or 'vibram arctic' grip. This symbol may be visible on either the tongue or side of the boot.

Footwear procurement: WestJet provides you with an allotment to purchase the required protective footwear for the sole purpose of performing scheduled duties at work. If your shoe of choice is greater in value than the dollar amount provided the difference will be covered at your own expense.

**Allotments are only for footwear that meet the standards. Please speak to base admin. for further information.*

Hearing protection: Ear plugs are available at all stations. Caboflex hearing protection is also available through Unisync.

Custom ear buds are available at a shared cost. [For more information click here.](#)

Gloves: Are available on-line for purchase.



**The orange safety vest with WestJet on the back, indicates a manager or lead on the ramp.
Yellow safety vests with WestJet on the back, indicate ramp agents.
Orange mesh vests with no logo's indicate a CSA.*

GROOMING

Smoking and the use of e-cigarettes: Must be done discreetly in designated smoking areas. Ensure personal hygiene standards are met when returning to duty.

Personal hygiene: Deodorant or antiperspirant should be worn. Teeth and breath must be clean and fresh. Lightly scented aftershave or fragrance is permitted.

Hair and grooming accessories: Hair that is longer than shoulder length must be restrained.

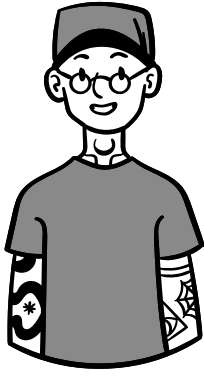
Permitted restrained hairstyles are the following:

- Centre and low-sitting straight or side pony tails
- Centre and low-sitting straight or side, ballet style buns
- Neatly groomed braids
- Bald/shaved head
- French braids
- French twists
- Cornrows
- Locks
- Braids
- Twists

Wet hair or the appearance of wet hair, and drastic or dramatic hairstyles such as mohawks, fauxhawks, or shaved designs are not permitted.

Facial hair: Conservative sideburns, mustaches, chinstrap beards, full goatees and beards are permitted providing they are groomed and professional in appearance.

Undergarments: Appropriate supportive undergarments must be worn with the uniform. Undergarments and undershirts must be plain, neutral colour and are not to be visible.



TATTOOS & PIERCINGS

Tattoos: Tasteful, non-offensive tattoos are permitted.

Visible tattoos are permitted- except on the face, head, or front of neck- so long as they are not offensive or inappropriate.

Tattoos located on the nape or behind the ear are allowed provided they meet this criterion. As an exception, facial tattoos with a specific cultural significance to mark their genealogy and heritage (i.e. Traditional Inuit/Inuk facial tattoos, the New Zealand Maori Ta Moko Kause) will be permitted.

Offensive or inappropriate is defined as anything that may:

- Contain the use of expletives and profanity
- Be rude, crude, racist, sexist, sectarian, LGBTIQA-phobic, or any form of discrimination
- Be associated or identified with drugs or alcohol
- Be associated with graphic violence, which includes anything depicting vivid, brutal and realistic acts of violence or threatening harassment or violence
- Be identified with criminal behavior or gangs
- Contain imagery that would be offensive to most customers such as nudity or aggressive in nature
- Contain objectionable imagery, either as to content and/or magnitude, which would be considered inconsistent with WestJet's brand values.

*This definition applies to both temporary and permanent tattoos.

Tattoos that do not meet the guidelines must be completely covered by either a fully opaque company issued uniform piece (i.e., shirts or pants) or the use of high-quality concealing and properly applied tattoo makeup.

In the event a WestJetters' tattoo or the coverage of a tattoo are non-compliant with the standards, departmental leadership will complete a follow-up conversation. Escalations will be adjudicated by each departmental Vice President if a collective solution cannot be reached.

Piercings: A maximum of three earrings are permitted per ear, anywhere in the ear. Earrings may be any material, in any colour and must be a stud no larger than a quarter inch or a hoop that is no bigger than a Canadian dime.

Nose piercings must either be a stud or a hoop that must fit flush or snug against the nostril. Nose piercings must be made of either plain gold, rose gold, silver, clear diamond (includes faux diamond), wood or white pearl and must be no larger than 2mm in diameter. Spacers, gauges, plugs, or tunnels, bars, or any other visible jewelry that stretches the ear, nose or any other body part are not permitted.

One small tooth piercing is permitted and must be no larger than 2mm in diameter.

THE CLOTHES

- ▶ Short-sleeve shirts: Sleeves are permitted to be rolled up neatly and cannot go above the shoulder. Excessive storage is not permitted in the shirt pockets (i.e. cigarettes).
- ▶ Long-sleeve shirts: Sleeves can be rolled up to the elbow. Excessive storage is not permitted in the pockets (i.e., cigarettes).
- ▶ Sweatshirts: Sweatshirts including hoodies are permitted to be worn over top of a short or long-sleeve shirt.
- ▶ Cargo shorts: Shorts may not be rolled up. The short hem must be within one inch below the bottom of the knee to one inch (1") above the top of the knee. Hems are not permitted to be taped, pinned, stapled, glued, surged, or cuffed.
- ▶ Cargo pants: Pants must fit comfortably without being oversized or too small in appearance. The pant hem must be within one inch (1") from the bottom of the heel of the shoe. Hems may not be taped, pinned, stapled, glued, surged, or cuffed.
- ▶ Belts: A company issued belt is required to be worn.
- ▶ Outerwear: During inclement weather, a WestJet issued outercoat must be worn whenever you are exposed to the elements, including walking to and from work. In extremely cold weather, personal liners or other layers are permitted to be discreetly worn under an outer coat. WestJet issued rain pants and snow pants are permitted when necessary.

WestJet employees can find discounts on footwear, hemming, and dry cleaning services. All deals can be found on SharePoint:

[CLICK HERE](#)



ACCESORIES

Necklaces: One necklace with one small pendant, that is not larger than a dime in diameter, is permitted to be worn. The pendant must be tasteful and professional. For safety purposes, loose necklaces are not permitted.

Rings: Two rings per hand are permitted. Rings may be any colour, or material so long as they aren't costume jewelry. Engagement and wedding ring sets are considered one ring.

Wrist accessories: A watch may be worn while on duty. There is no restriction on the band or watch face that is worn so long as it does not contain nudity, offensive imagery and language or anything that would be considered dark in nature and a poor reflection of WestJet.

One bracelet or fitness tracker may be worn on the opposite wrist as the watch. Bracelets, including charm bracelets may be in any colour and any material. They must be tasteful and professional. For safety purposes loose wrist accessories are not permitted.

Glasses: Eyeglasses must have clear lenses unless otherwise prescribed by an optometrist. Frames must be professional in colour and design. Sunglasses are permitted while outdoors and must be removed completely when speaking with a guest, and when on board an aircraft or in the airport. Eye goggles and ski goggles are permitted in inclement weather.

Contact lenses: Contact lenses must be natural in colour and appearance.

Socks: Plain black, brown, white, grey, or navy socks must be worn.

Knee pads: WestJet issued knee pads are permitted to be worn.

Pins: One pin in addition to your years of service pin is permitted on the upper left lapel or collar of any garment or break away lanyard. Pins must not exceed the size of a Canadian quarter.

Permitted pins are:

- President's Circle award pin
- Every Child Matters pin
- Canadian Cancer Society daffodil pin (during the month of April)
- Rainbow Pride pin (including WestJet former Pride "personality pin")
- Pink Breast Cancer Awareness ribbon pin (only during the month of October)
- Poppy (only from last Friday in October until and including November 11)
- Cabin Crew Recovery Team pin

Cellular & personal electronic devices: Electronic devices should be used with discretion. Cell phones for personal use are not permitted while on active duty unless they are required for work. Any use of electronic devices should be limited while in guest view.



ADDITIONAL

Head Wear and Coverings

▶ Head gear- WestJet issued ball caps or caps purchased from the WestJet store, toques, chapkas, neck warmers and personal balaclavas, scarves and toques are permitted to be worn. The WestJet designed pink ball cap may be worn during the month of October to support breast cancer awareness. Head gear must be black or navy, free of logos, tails, pompoms, or other adornments and accessories.

▶ Head pieces, or religious dress is permitted. Black or navy colored is preferred, all other colours are permitted.

WestJet ID and RAIC

▶ WestJet ID and Restricted Area Card (RAIC) -Both your WestJet ID and your RAIC must be always worn on an approved ID holder, and must be in separate plain, clear plastic ID sleeves. Your RAIC must always be visible, and above your waist. Your WestJet ID is permitted to be on the reverse side of your RAIC in a separate pouch.

Only one ID holder is permitted. A plain plastic or metal strap style ID clip are permitted. WestJet branded retractable ID clips are permitted. Plain black WestJet issued breakaway lanyards, or WestJet logoed lanyards are permitted. ID clips may be attached to your safety vest, shirt, or outer garment. Pins, adornments, pictures, watches, stickers, key chains, pens, markers, hand sanitizer, costume jewelry and other items are not permitted to be attached to your ID or ID holder

▶ Eating and drinking- Eating must be done discreetly while in uniform. Gum chewing is not permitted in uniform. Alcohol consumption is prohibited in uniform. Personal beverage containers are permitted, and they must be black, white, blue, clear, or stainless steel. They are permitted to have logos; however, stickers are not permitted.



LOVE WHAT YOU'RE
WEARING

uniforms@westjet.com