

# **Uniform & Appearance Policy – Australia & New Zealand Passenger Service Local Operating Procedures**

**December 2024**

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## **Introduction**

People. Passion. Pride. Since 1833.

At Menzies Aviation, we strive to set the highest standards in every aspect of our work.

The impression we make on others - our customers, their passengers, and all stakeholders - is fundamental to demonstrate our commitment to the quality of our services and the integrity of our brand. This includes the way we look and the way we act.

We are a team of brilliant individuals, each with unique backgrounds, experiences and skills. Our uniform has been crafted to celebrate and accommodate one of our most important strengths: our diversity. We value these differences, from shapes, sizes, body types and personal preferences, and are committed to ensuring that everyone feels comfortable, safe, and proud to wear our uniform, reflecting our inclusive values and dedication to fostering a supportive work environment.

Our Uniform & Appearance Policy contains detailed guidance on how to wear the Menzies Aviation uniform correctly. It is designed to ensure all employees present a consistent, professional image that aligns with our values and standards. Please take the time to read it and adopt the standards.

When in uniform, you are ambassadors for the Menzies Aviation brand, and for our customers' brands. Take pride in wearing our new uniform well, and in being part of a global team which is at the forefront of the aviation services industry.

### **About our Uniform & Appearance Policy**

Your appearance is critically important in creating a strong first impression: It is the first thing noticed by customers and it leaves a lasting impression. A unified and professional appearance strengthens our brand and shows that we are one team – a team that our customers will be happy to associate with, and our competitors will aspire to achieve.

We have created this Uniform & Appearance Policy and garment range, to provide you with information to learn more about your image as a Menzies Aviation employee. Your new uniform is the representation of the Menzies Aviation brand in every interaction and experience while at work. By adhering to these standards, you ensure that your look is consistent for every customer.

Our new uniform has been designed with our employees in mind, and the requirements of their daily responsibilities at work. It should make every employee feel comfortable and able to perform their duties to the best of their abilities. It will also ensure that every business unit across our global operations is best placed to procure and supply every employee with the appropriate and approved uniform that complies with our standards.

This document is designed to assist with:

- Creating a uniform that keeps our employees safe and secure in the workplace. Your appearance or garments worn should never interfere with the safety and performance of your job function.
- Creating a uniform that makes our employees look *and feel* smart and professional.
- Creating a standard uniform range across our global network in terms of quality, design, style and colour.
- Creating a consistent, professional and positive identity for our global business.
- Creating a uniform range that complies with local and regional requirements.
- Creating a uniform range that is more sustainable and reduces our impact on the environment.

The Policy document is designed to be applied by each business unit, and garments should be selected from the ranges that are appropriate to each business and their operating conditions.

Menzies Aviation is the global leader in aviation services, operating within many countries and cultures across six continents.

While the uniform type, style and manner of wearing will apply across the company, some minor variations in staff presentation and appearance may be accepted to conform with local cultures, or to meet the needs of particular roles and/or regions. Your local Station/Business Unit Manager will be able to advise on these exceptions.

Overall, consistency and professionalism are important to us at Menzies Aviation as we want every station to look its best and be proud of the Menzies brand.

### **General standards**

We want to keep our employees safe and secure and to look their best at all times, so it is important that we all follow the guidelines set out in this document.

We want our teams to be proud to wear the Menzies brand, to feel comfortable, and look smart and professional. Handwritten names or staff numbers on the outside of tabards, jackets, shirts, etc. will not be permitted. Any unapproved alterations are not permitted.

Uniform and appearance standards apply during working hours and when in the public eye. Employees must always exercise discretion and professional conduct when representing the Menzies Aviation brand.

It is each person's responsibility to ensure that their uniform is clean and tidy at all times.

Uniform, or any of its parts, should not be sold, lent or given to any persons other than those authorised to wear it.

Any alterations that change the style of the uniform are not permitted. Alterations required for sizing are allowed at discretion.

When on duty, and after being issued with a complete uniform, employees are not permitted to wear uniform mixed with items of personal clothing including baseball caps, doo rags, helmets, scarves, ballet slippers, etc.

Menzies Aviation may charge an employee for replacing any uniform item which is damaged or lost due to the negligence of the employee concerned.

If an item of uniform is stolen it must be reported to your Line Manager immediately.

Uniforms are provided by the company and remain the property of the company at all times.

Your Menzies Aviation uniform should only be worn when on duty and when travelling to and from your place of work. Employees may be required to wear uniform to attend training courses, this will be at the discretion of their manager.

Employees are not permitted to wear Menzies Aviation uniform at any functions or exhibitions unless they are representing Menzies Aviation and are authorised by their manager, nor should they appear at any television or filmed events in their uniform unless authorised by their Station Manager.

Failure to comply with uniform guidelines may lead to disciplinary action.

### **Third-party uniforms**

All employees wearing airline or third-party uniform are required to comply with the uniform standards provided by each airline or third party. It is the responsibility of the local management team to obtain the relevant uniform standards from the airline or third parties and to ensure Menzies Aviation employees comply.

### **Adopting this policy**

All operational employees from Duty Manager level and below shall be in uniform unless dispensation has been authorised by the regional Vice President (VP), Senior Vice President (SVP) or Executive Vice President (EVP).

Station Managers should ensure Departmental Managers and non-operational employees follow a suitably professional, smart dress code.

Employees at shared service centres and support functions must similarly follow the policy in terms of appearance.

This Uniform & Appearance Policy shall be taken as Menzies Aviation global standard and any local requirements or those governed by local law shall be incorporated, documented in a Local Operating Procedures (LOP) document and sent either to the Regional Senior Vice President (SVP) or Executive Vice President (EVP) for approval.

### **Front of House Uniform range**

#### **Shirt / Blouse**

All shirts and blouses must be fully buttoned and be worn with the neck scarf or tie at all times.

All long sleeve garments must be fastened at the cuffs.

Shirts and blouses must always be tucked into trousers or skirts and must not be worn with the collar up.

Undergarments should not be visible through the blouse or shirt. To reduce the visibility of any undergarments, they should be in a neutral/skin colour.

#### **Cardigan**

##### PER only

Cardigans may be worn under the jacket to provide extra warmth in cold conditions.

The cardigan can be worn without the jacket with a blouse/shirt and tie/neck scarf.

The cardigan must be worn with the neck scarf or tie.

##### BNE, MEL, AKL only

Cardigans may be worn under the jacket to provide extra warmth in cold conditions.

The cardigan cannot be worn without the jacket and a blouse/ shirt.

#### **Jumper**

##### PER only

Knitwear may be worn under the jacket to provide extra warmth in cold conditions.

The jumper may be worn without the jacket but must be worn with a blouse or shirt and neck scarf or tie.

#### BNE only

The jumper can only be worn outside operation hours travelling to and from work.

#### MEL, AKL only

Knitwear may be worn under the jacket to provide extra warmth in cold conditions.

The jumper cannot be worn without the jacket and a blouse/ shirt.

#### **Jacket**

The jacket may be worn fully buttoned or unbuttoned with the uniform.

Sleeves must not be rolled back at any time.

The collar must never be turned up.

#### **Skirt / Dress**

Employees should avoid wearing skirts/dresses that are too tight or restrictive.

The length of dresses and skirts should sit on the kneecap or below the knee.

#### **Trousers**

Trousers need to be well pressed, and the hemline should sit below the ankle and must not touch the ground.

Any contents stored in the pockets must not distort the shape of the trousers.

#### **Coats**

Coats can only be worn outside operation hours travelling to and from work.

Coats must be kept clean and well maintained.

Coats should be of a plain colour and no extreme styles.

#### **Neck scarf**

Only the Menzies Aviation branded neck scarf should be worn, neatly around the neck, and should not be hanging down. It must be worn at all times.

To ensure the quick release function is effective at all times, the scarf must not be double looped around the neck.

When working near machinery, ensure your lanyard and scarf are securely fastened or tucked away.

#### **Tie**

Only the Menzies Aviation branded tie must be worn with the long or short-sleeved shirt.

No tie clips or pins may be worn unless Menzies approved.

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#### **Accessories**

## **Name badge**

Name badges and official airport identification must be worn and visible at all times when on duty. Any name badge issued by a customer airline or by Menzies Aviation is to be worn on the left side of the outermost garment at all times whilst on duty. All name badges shall include the Menzies Aviation logo.

## **Security pass**

You must always carry your ID pass whilst on duty. It must be worn at all times and be clearly visible.

Menzies Aviation provides a branded, around the neck ID lanyard with 'People. Passion. Pride. Since 1833'. No other lanyard must be worn, unless requested/approved by customer airlines or management.

## **Additional badges / pins**

Only Menzies authorised badges or other approved branded items are permitted to be worn.

## **Belts**

Belts if worn shall be black with a plain belt buckle.

## **Bags**

Handbags are not allowed during operation hours.

## **Footwear**

### **Shoes**

Shoes should be plain black leather or similar (polishable) classic style with no metal buckles, tassels or additional accessories.

Black plain ankle boots can be worn with trousers, these should be plain black, leather or similar (polishable) classic style with no metal buckles, tassels or additional accessories.

No extreme styles such as high platforms or heels, sling backs, wedges, open toed, buckles or bows are permitted.

Shoes should be clean, polished and maintained in a good state. Shoes should have a rubber / leather, non-slip sole.

Shoes must not have excessively thick soles.

Written approval should be obtained from your manager if the recommended shoes cannot be worn for medical reasons.

### **Hosiery**

Hosiery should be clean, well-maintained, and in good condition.

Skin tone or black opaque tights, stockings, hold-ups or support hosiery must always be worn when wearing a uniform dress or skirt.

Black hosiery should be at least 60 denier or above to ensure it is opaque.

Hosiery that is patterned or seamed must not be worn.

Plain black or charcoal socks are to be worn with trousers only.

Socks should be ankle length or longer (no trainer socks).

### **Religious head coverings / dresses**

Religious head coverings / dresses shall be black or charcoal. Any pins used to secure the Hijab should match the colour of the head scarf or be transparent in colour, and any loose ends must be tucked out of the way and securely fastened.

Hijab issued by Menzies is recommended. However, staff are allowed to wear their personal hijab at discretion, provided that it adheres to the color specifications of black or charcoal.

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## **Appearance**

### **Hair**

Hair must be clean, tidy, well-groomed and neatly styled; it should be styled to ensure the full face is visible.

Permanently coloured or tinted hair should be regularly maintained.

Extreme styles and colours are not acceptable.

When worn loose, hair should not be longer than the top edge of back collar.

When hair length is longer than the top edge of back collar, it should be secured neatly to ensure the full face is visible and worn in a bun on the back of the head.

Any employees working on the ramp, under the wing environment or working near machinery will be required to tuck ponytails, plaits or similar, away, or make them into a bun.

### **Hair accessories**

Hair scrunchies / bows should be plain black or charcoal and should not be excessive in size. Hair claws are not allowed.

Thin single Alice (hair) bands of natural colour or black may be worn.

### **Facial hair**

Beards, goatees and moustaches must be neat, well-trimmed and not patchy.

Face must be clean shaven if not keeping a beard. No stubble beard styles are allowed.

Any beards longer than the collar must be safely secured or covered when working below the wing or near machinery.

### **Make-up**

Make-up should be worn with colours to suit your natural colouring and Menzies Aviation's professional image. Any local deviation will be advised.

Eye make-up must be subtle in natural shades of brown eye shadow. Lipsticks should be shades of red, brown or nude only (unless airline specific).

### **Nails**

Nails must be well manicured. If nail polish is worn, it should be painted in red, soft pink, nude or French manicure only; extreme fashion shades, any types of nail arts and glitter are not acceptable, and nail polish must be unchipped.

False or sculptured nails are permitted, they must be well maintained at all times and be of a moderate length and shape that does not interfere with work duties or pose safety hazards.

For Lounge (food handler roles) and airside operatives, employees working with machinery or handling food may be required to keep their nails short to reduce the risk of accidents or contamination.

### **Body piercings**

Body piercings (other than earrings and nose studs) should not be visible. Tongue studs – or any other form of body piercing to the face including eyebrows, cheeks, lips, etc. – must not be visible.

Only one small nose stud no larger than 0.3cm in diameter is permitted in gold, silver or diamond. Nose hoop and septum ring are not allowed.

### **Tattoos**

Tattoos must be covered and not visible at anytime.

### **Jewellery**

#### **Necklaces / Bracelets**

All necklaces are to remain on the inside of the collar of the blouse or shirt.

No bracelets or necklaces can be worn on the ramp, or in any under the wing environments.

Above the wing, no more than two bracelets in silver or gold may be worn. Bracelets should be plain, flush to the wrist and not include any dangling or hanging pieces.

#### **Earrings**

Small stud earrings in silver, gold, pearl or diamond no larger than 1cm in diameter may be worn. Hoop earrings and dangle earrings are not allowed. Only one earring per earlobe is permitted.

#### **Rings**

No more than four rings across two hands can be worn. Rings must not be excessively large.

#### **Wrist bands and watches**

Wrist watches (including smart watches) should be discreet in a plain style and colour.

#### **Religious or cultural attire**

Jewellery that includes religious symbols should not be visible.

The company respects the cultural and religious practices of its employees, including the wearing of sindoor by married Hindu women. Employees are permitted to wear sindoor as part of their religious or cultural expression. Sindoor should be applied tastefully and in moderation and should not detract from the employee's overall appearance or professionalism.

#### **Glasses**

Glasses, if worn, must have a business-like appearance and be of an appropriate size and design.



Contact lenses, if worn, must be of the wearer's natural eye colour or clear.

### **Sunglasses**

Sunglasses must be of conventional style. Whilst indoors, sunglasses are not to be worn.

When interacting with our customers, sunglasses must be removed.

When not in use, sunglasses must not be hung on lanyards or placed on top of the head.

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### **General behaviour**

Every employee is responsible for how they represent Menzies Aviation; they should therefore behave in a calm, polite, friendly, professional and responsible manner at all times.

### **Eating & drinking**

Employees on duty and in uniform are not permitted to chew gum, eat food or drink whilst working in a public or frontline work area.

The only exception will be during authorised breaks in appropriate facilities. Staff on breaks wearing company uniform still represent Menzies Aviation and are responsible to maintain appropriate conduct at all times.

We encourage employees to stay hydrated and employees are allowed to carry reusable water bottles. Water bottles must be plain in color and no larger than 1 litre in size to maintain a professional image. It must be secured while carried or kept in a secure place. Any disposable water bottles or containers used should be disposed of correctly to ensure they do not become foreign object debris (FOD).

During severe weather (hot and cold), local management shall exercise best judgment on ensuring employees are well hydrated.

The consumption of alcohol whilst on duty or in company uniform is strictly prohibited; any employee who reports for duty under the influence of alcohol will be subject to disciplinary action, up to and including termination.

### **Smoking & e-Cigarette use**

Menzies Aviation maintains a non-smoking policy, which also prohibits the use of e-Cigarettes or vapes, in all of its company premises.

Smoking or use of an e-Cigarette or vape will only be permitted in designated areas and during an authorised break.

Any employee smoking whilst in uniform should exercise due care in disposing of their cigarette appropriately. Any lighters or matches must be kept in a secure location.

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### **Laundry and care tips for your uniform**

To maintain the professional appearance and longevity of our uniforms, it is essential to follow the recommended care instructions. Proper care not only ensures that your uniform remains in excellent condition but also helps every employee present a consistent image.

The following guidelines provide detailed instructions on how to clean, store and handle your uniforms to keep them looking at their best.

Whilst garments can be washed at 40°C, we recommend wherever possible to wash at 30°C to protect our environment.

Washing at 30°C helps to keep colours more vibrant and minimises shrinkage.

## Tailoring

(Suit Jackets, Trousers, Dresses and Skirts)

- **Wash at 40°C or below** – The tailoring garments can withstand washing temperatures of up to 40°C.
- **Do not bleach** - The crossed-out triangle washing symbol means that bleach is not allowed. If you find this symbol, make sure to use a good colour detergent or one that doesn't contain any optical brighteners that will fade your tailoring uniforms.
- **Iron at 110°C** - This iron symbol with a dot stands for extra-gentle ironing at a maximum of 110 °C.
- **Do not tumble dry** – Tailoring garments that are not suitable for tumble drying are marked with an X symbol. Do not place these items in your dryer.
- **Dry clean, perchloroethylene (PCE)** - The letter P inside the dry-cleaning symbol means dry cleaning can be done with PCE or petroleum-based solvents.

## Care instructions

- Wash this item separately to avoid mixing with other clothes.
- Use a 40°C (or below) setting on your washing machine.
- **Pull into shape and hang immediately.**
- If ironing is needed, use a low temperature and place a damp cloth over the fabric to protect it.

63% Polyester

34% Viscose

3% Lycra

100% Polyester Lining

Made with recycled Polyester

Made in Bangladesh

## Quarter zip jumper/cardigan

- **Wash at 40°C or below** – The quarter zip jumpers and cardigans can withstand washing temperatures of up to 40°C.
- **Do not bleach** - The crossed-out triangle washing symbol means that bleach is not allowed. If you find this symbol, make sure to use a good colour detergent or one that doesn't contain any optical brighteners that will fade your quarter zip jumpers and cardigans.
- **Do not iron** - A crossed-out iron symbol means that it is not safe to press your shirt/blouse with an iron, as ironing may permanently damage the fabric.
- **Do not dry clean** - A crossed-out circle means that dry cleaning is not permitted for quarter zip jumpers or cardigans.
- **Do not tumble dry** - Quarter zip jumpers and cardigans are not suitable for tumble drying and are marked with an X symbol. Do not place these items in your dryer.

### Care instructions

- Wash inside out and reshape whilst Garment is still damp.
- Make sure to wash item together with similar colours only.
- Do not Tumble dry them, air dry only. **Do not pull into shape or stretch.**

60% Cotton  
40% Acrylic

Made in Bangladesh

### Shirts/Blouses

- **Wash at 40°C or below** - These shirts/blouses can withstand washing temperatures of up to 40°C.
- **Do not bleach** - The crossed-out triangle washing symbol means that bleach is not allowed. If you find this symbol, make sure to use a good colour detergent or one that doesn't contain any optical brighteners that will fade your shirts/blouses.
- **Iron at 150°C** - The iron symbol with two dots indicates that the item can be ironed at a maximum temperature of 150°C.
- **Dry clean, perchloroethylene (PCE)** - The letter P inside the dry-cleaning symbol means dry cleaning can be done with PCE or petroleum-based solvents.
- **Do not tumble dry** - Shirts/blouses are not suitable for tumble drying and are marked with an X symbol. Do not place these items in your dryer.

### Care instructions

- Use a 40°C (or below) setting on your washing machine.
- Make sure not to mix shirts/blouses with dark colours.
- Do not Tumble dry the Shirts/Blouses, air dry only.

60% Cotton  
40% Polyester

Made in Bangladesh

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Thank you for taking pride in wearing your uniform in a professional, and confident way.