

3.6. Uniform Grooming Guidelines:

3.6.1. Grooming Code of Conduct

- 3.6.1.1.** A Cabin Crew shall don the full uniform with mandatory accessories provided by the Company whenever on duty.
- 3.6.1.2.** It is compulsory to carry an extra set of uniform whenever on duty.
- 3.6.1.3.** A Cabin Crew involved in training, Company event or media shoot shall adhere to the make-up, uniform, accessories, hairstyle, and department standards as indicated throughout this handbook.
- 3.6.1.4.** Tattoos shall not be visible when in uniform or during trainings.
- 3.6.1.5.** Chewing gums or candies is strictly prohibited when in full uniform and/or during training. Breath mints are permitted.
- 3.6.1.6.** A Cabin Crew shall not wear the uniform and its accessories when off-duty.
- 3.6.1.7.** A Cabin Crew shall not wear the uniform in public areas shopping malls, banks, public offices and eateries.
- 3.6.1.8.** Smoking in the aircraft or within the airport area is strictly prohibited (when on duty). Non-compliance shall lead to dismissal.
- 3.6.1.9.** Use of electronic devices like mobile phones, iPads and laptops while in uniform, in front of passengers or in public areas like check in Counters, Boarding gate, Customs, Immigration and Lounge areas is not permitted
- 3.6.1.10.** Inflight use of Mobile Phones /Laptops/ iPad and other gadgets by Cabin Crew is not allowed. Crew must not carry their mobile phones in uniform pockets once on board.
- 3.6.1.11.** Usage of headphones, earphones and ear pods / air pods in the airport vicinity, on-board or during transit is strictly prohibited. If a Cabin Crew on duty receives a call related to emergency or work matters, the Cabin Crew shall stop and step aside to answer the call. Talking on phone while walking is not permitted.
- 3.6.1.12.** Usage of umbrellas are only allowed from the car park to the terminal and vice versa
- 3.6.1.13.** A Cabin Crew shall not carry plastic bags or shopping bags and shall not place them on top of the stroller bag when they are within the airport vicinity or in public area. Packed food, plastic bags or shopping bag must be placed in the stroller bag.
- 3.6.1.14.** Reading items such as newspaper, magazines and story books are strictly prohibited throughout the flight, however Cabin Crew may read the In-flight magazines, In-flight Menu, and Safety Manual as a quick reference.
- 3.6.1.15.** Touch ups for makeup shall be done strictly in the lavatory.
- 3.6.1.16.** Unbecoming lounging while in group should be avoided and decorum whilst in uniform should be always maintained. Quiet conversation is always appreciated.
- 3.6.1.17.** A Cabin Crew shall have their meals or drinks only at the galley area or designated seat (applicable for crew whose jump seat doesn't face passengers directly). Dining shall not be done in front of passengers.
- 3.6.1.18.** A Cabin Crew shall not be seen holding hands or hugging each other in an inappropriate and discourteous manner while in uniform or while on duty.

- 3.6.1.19.** The crew must not slam the stowage compartments, service carts, toilet door, cockpit door or any compartments onboard.
- 3.6.1.20.** A Cabin Crew shall not promote a product or act as a Brand Ambassador for any items non-related to Air India while wearing Air India uniform without approval from IFS department.

3.6.2. Department, Etiquette and Personal Hygiene

3.6.2.1. Standing

- Good posture makes a person look taller and slimmer. It also reflects a more confident and positive image.
- When standing always hold the head up.
- Keep the back and shoulders straight.
- Divide your full body weight equally on both legs, knees straight and maintain a palm distance between your feet.
- Do not slouch, bend knees or lean on galley tops, dividers or seat back rest when standing.

3.6.2.2. Walking

- Walk with style and always display a pleasant facial expression. Do not hunch the back.
- Walk gracefully and naturally. Do not walk in a rushing manner, neither drag the steps nor be sloppy. Imagine walking on a straight line.
- Keep the head straight while walking. Do not look down or hold the chin too high while walking.

3.6.2.3. Bending

- Adopting proper posture when lifting can prevent back injuries. It also provides better stability and ability to pick up heavier things.
- Bend the knees when picking up or lifting something.
- Place the arm on the thigh to balance and support the back.

3.6.2.4. Etiquette/ Manners

- Always keep a genuine smile and maintain finesse and politeness.
- Always maintain an interested and helpful expression.
- Always anticipate passenger's needs, reach out for the small bags if she / he is carrying.
- Treat passengers with as much respect and maintain eye contact.
- Maintain distance of at least 2 feet while interacting.
- Speak softly and clearly, do not use abusive language.
- Avoid unnecessary movements of hands and facial gesture. Rolling of eyes, raising eyebrows, pointing fingers are not only considered rude but also portray negative brand image.
- Always maintain your poise and grace at airports or whenever in view of passengers, even if you are not interacting.
- Do not huddle together in group at the galley area as to minimize noise.
- Walk at even pace without sound of footsteps and do not run.

3.6.2.5. Personal Hygiene

- Crew must take a fresh shower and wear only freshly washed uniform

before coming for flight duties.

- A combination of antiperspirant, deodorant along with a perfume must be part of daily hygiene routine before wearing the uniform.
- Avoid heavily scented fragrances. Perfume are directly sprayed over the skin on pulse points and must not be sprayed on the uniform as it leaves an oil stain.
- Crew must regularly check on their body odor during flights and replenish the deodorant and perfume whenever needed. If due to over sweating, the uniform is soiled crew must change into fresh uniform carried as a backup in cabin bags.
- Care should be taken that teeth are free of stains and bad breath, crew are recommended to go for biannual dental check-ups/ teeth cleaning.
- Dental braces are not allowed.
- Regular use of mouthwash, tongue cleaner and floss along with brushing is recommended for a good oral hygiene.
- For feet hygiene, crew may use a foot antiperspirant to avoid any foot odour. Crew must ensure fresh socks/stockings are worn and the shoes are always odour free.

3.7. Method of Carrying Uniform (Female Crew)

3.7.1. Trousers: Black

- The trouser must only be Company issued.
- The width of the hem of the trouser must be between 16" to 18.
- The length of the trouser must be two inches below the ankle and must cover the shoes.
- Trousers must never be ankle length.

3.7.2. Kurta: Red and Blue

- The Kurta must not be form fitting & must be loose by at least 1 inch on either side.
- The length of Kurta must be only 4 inches above the knee.
- The sleeves of the kurta must not be rolled or pushed back at any time.

3.7.3. Waistcoat: Red and Blue


- The waistcoat must be worn at all times, and should be fully buttoned. Addition of a zip is not permitted.
- The stole must be draped over the neckline of the waistcoat at all times.

3.7.4. Stole: Red and Blue

- The stole must be draped in a Cowl style, over the neckline at all times with Indo western uniform.
- Begin by tying the end of the scarf together, creating a large loop. Hang the loop over your neck with the knot situated at the back. Twist the scarf in a figure of 8 and layer it again like a cowl style hiding the knot.
- The stole must never be removed and to be worn with waistcoat as well as winter overcoat.

- Any kind of brooches or pins are not permitted while draping the stole.

Uniform Guidelines- Indo-western Uniform



Stole must be draped in a cowl, over the neckline at all times

Waist coat must be worn at all times fully buttoned,

Kurta must not be tightly fitted & must be loose by 1 inch on either side

Width of the hem of the trouser must be between 16" to 18"

Length of the trouser must be two inches below the ankle

Wing worn on left hand side and 4 finger below shoulder

Name badge worn below the wings on the outermost garment

Sleeves of the kurta must not be rolled or pushed back at any time


Length of kurta must be 4 inches above the knee

Only company issued cabin bag and hand bag allowed with a crew tag & name tag (not fancy)

3.8. Sarees

- 3.8.1.** The Saree must be worn with the pallav neatly pleated and pinned on the left shoulder.
- 3.8.2.** The Saree must be worn on the natural waistline with, not more than one inch of midriff visible.
- 3.8.3.** The blouse must fit well and must be of appropriate length with not more than one inch of the midriff visible.
- 3.8.4.** The sleeve length of the blouse must end one inch above the elbow.
- 3.8.5.** Only a matching petticoat is to be worn and must not be visible beneath the Saree. Crew must ensure that the hem as well as saree fall must be well maintained and not worn out.

Uniform Guidelines- Saree



Pallav neatly pleated and pinned on the left shoulder

Sleeve length of the blouse must end one inch above the elbow

Must be worn on the natural waistline with, not more than 1 inch of midriff visible

Only a matching petticoat is to be worn and must not be visible

End of the saree (fabric around the heel area) must be well maintained and not worn out

A round bindi may be worn with the saree – max 0.5cm
R-(Red/ green) B- (Blue/ pink)

Wing on left hand side and 4 finger below shoulder

Name badge worn below the wings on the outermost garment

Blouse must fit well and must be of appropriate length

Only company issued cabin bag and hand bag allowed with a crew tag & name tag (not fancy)

3.9. Winter Wear

3.9.1. Winter overcoat:

- Only company issued black winter overcoat may be worn during the winter months with both Indo western uniform and sarees. **International Layovers:** During the winter months as per the destination country, crew to carry winter overcoat in cabin bag and wear after landing as per need basis.
- **Domestic Flights:** Crew to wear it as per need basis (wear it when feeling cold during winter months in India).
- Whenever crew are not using the winter overcoat, the same must be carried inside the cabin bag. Carrying the overcoat on top of the cabin bag, on shoulder or arms is not permitted.
- Winter overcoat must be removed once on board and not to be worn for boarding and deplaning.
- When worn over the Indo western uniform, the stole must be draped over the neckline of the winter overcoat. The waistcoat must be removed when wearing the overcoat.
- When worn over the saree, the pallav end must be neatly wrapped around the neck in cowl style and the end must be tucked inside the over coat
- Winter overcoat must be dry-cleaned only
- It must be well ironed and not crumpled
- Coat must be fully buttoned at all times.

3.9.2. Cardigan:

- Only company issued black round neck cardigan may be worn with sarees and Indo western uniform during winter months.
- It should be fully buttoned, and sleeves should not be rolled at any time.
- **Cardigan with Sarees:** During winter months, cardigan may be worn only with sarees, to and from the aircraft and with or without the winter overcoat.
- When wearing a cardigan with saree, the pallav must be neatly wrapped around the neck in cowl style and the ends of the pallav to be tucked in.
- Cardigans may be worn with saree for boarding, deplaning and Inflight during lull hours (after service) on long haul flights and pallav to be tucked in.
- **Cardigan with Indo western:** During winter months, cardigan CANNOT be worn to and from the aircraft. Crew must only use the winter overcoat as an outer wear on airports and public places. However, if required, cardigan can be worn inside the winter overcoat but without the waistcoat. Whenever the cardigan is removed, crew must wear the waistcoat back.
- Cardigans may be worn for boarding, deplaning and during lull hours (after service) on long haul flights with Indo western uniform.
- When wearing a cardigan with Indo western uniform, waistcoat must be removed and stole must always be worn.
- Cardigan and waistcoat must never be worn together.
- Crew who are awaiting their reissue of uniform for year 2022/23, may wear a plain black full sleeves, round neck cardigan, front-button (small black buttons) until they are issued the company approved cardigans. Post the re-issue only company issue cardigans to be worn.

- Throughout the year, only on long haul flights during lull hours (after service), cardigan may be worn as per the specification given above for saree and Indo western.

3.9.3. Gloves:

- Personal solid black woolen gloves may be worn with the uniform overcoat during winter months.
- Colored gloves or with patterns and design are not permitted with uniform. Gloves must be removed after reaching the aircraft and not to be worn Inflight.

3.10. Black jacket with Indo western uniform and apron are discontinued and not to be worn for flight duties

3.10.1. Shoes

- 3.10.1.1.** Only company issued black heel shoes to be worn with the Uniform.
- 3.10.1.2.** Company shoes for females will be available in wide toe and regular toe, crew must specify the toe size for comfort reasons at the time of reissue.
- 3.10.1.3.** After take-off, before starting the service crew may change into company issued flat cabin shoes. Prior to landing and before taking the crew station, crew must change back into the heel shoes.
- 3.10.1.4.** Boarding and deplaning must be always done in heel shoes.
- 3.10.1.5.** Crew are not permitted to wear flat cabin shoes at airport, to and fro to the aircraft from CCMCO or to parking areas.
- 3.10.1.6.** Crew who are awaiting their reissue of uniform for year 2022/23, may wear personal plain black leather court shoes with 2 inch block heel till they are issued the uniform heel shoes. Similarly, plain black flat cabin shoes with round toe may be worn Inflight while awaiting the company issued cabin shoes. The sole & the heel of the personal court shoes must be black. However, the process of wearing the personal heel shoes and cabin shoes is same as mentioned above. Once the company shoes are issued, personal shoes will not be permitted.
- 3.10.1.7.** Any other personal shoes with patent leather, suede, fabric, cloth, rubber, plastic shoes or any other design are not permitted. Open Sandals, flat chappals, high stiletto heels, clogs, kolhapuris, platform/wedge heels, shoes, boots, hawai, sandals, etc. are not permitted with uniform.
- 3.10.1.8.** Crew must always carry their company issued cabin shoes in the stroller bag.
- 3.10.1.9.** Heel shoes as well as cabin shoes must be well maintained, well-polished & in good condition at all times.
- 3.10.1.10.** Only black wax polish to be used for polishing the company shoes. Liquid polish is not permitted as it cause the leather to dry out and crack.
- 3.10.1.11.** The leather of the shoe must not be scruffy or cracked & the heels must be well soled & not worn out.
- 3.10.1.12.** If due to medical reasons crew are unable to wear uniform shoes for a certain period, written approval must be taken from

the IFS Department before wearing personal orthopedic shoes (close shoes) which are similar to uniform shoes.

3.10.2. Stockings

- 3.10.2.1. Stockings are mandatory with both saree and Indo western uniform to maintain feet hygiene.
- 3.10.2.2. They must be sheer and matching to the skin tone without any design.
- 3.10.2.3. They must be mid-calf or full length. Ankle length stockings are not permitted.
- 3.10.2.4. Socks, thigh high stockings or thick stockings are not permitted.
- 3.10.2.5. The allowed shades for stocking are tan, sun kissed and caramel. Stocking must not be lighter in shade.



3.10.3. Jewellery

3.10.3.1. Watches

- A formal watch is mandatory for all flight duties.
- The permitted dial shapes are round, square and rectangle.
- The color of the watch strap:
 - Metal Straps:** Silver, platinum, gold, rose gold, gold/silver mix metal. **Leather:** Only solid black or dark brown straps are permitted. Any kind of pattern/dual shades in leather straps are not permitted.
- **Color of the dial (dial inside colors):** Only black, white, silver, gold, rose gold and mother of pearl are permitted.
- Diameter of the watch dial (face) inclusive of dial casting must be within **3.5 cm (35 mm)** and must compliment the wrist.
- Analog watch must have a second's hand.
- Watches with digital face display with seconds are permitted. Digital face without seconds are not permitted.
- Jewelry watches, watches with diamonds, sports, digital face displays without seconds, with cartoons, loose watch straps and big brand logos are not permitted. Black metal, animal patterned

leather straps and oxidized metal strap are also not permitted.

- A spare watch in approved design and working condition must be carried in the cabin bag.
- A **smart watch/ fitness band** is also permitted provided the below guidelines are met:

Shape- Square, rectangle and round only.

Strap- Smart watch with black silicon strap and metal straps in silver, gold & rose gold are permitted.

Diameter- within 3.5 cm (35 mm)

A simple analog or digital watch face displaying seconds is mandatory for smart watches.

Displays with animation, brighter colors and digital face without seconds are not permitted.

Female Watch Guidelines



3.10.4. Earrings

- Earrings are mandatory for female crew.
- A single white stone/stud such as diamond, zircon, American diamond or plain gold studs in round shape are permitted.
- Size of the single stone or gold stud must not be more than 6.5 mm (0.65 cm) / 01 carat.
- Diamond and gold studs must be in round shape only without any pattern, designs, gold or silver ornamentation around it.
- Additional earrings or stud worn in second piercing or any other part of the ear other than the main lobe/ first piercing are not permitted.
- Earring with colored stones, cluster of stones, square and triangle shaped diamond studs are not permitted.

3.10.5. Rings

- Only silver/platinum/gold ring with a diamond may be worn with uniform.
- Only a maximum of two rings are allowed but must be worn one in each hand.
- Thumb rings, oversized rings, large/cocktail rings, rings with colored stones or pearl, religious pictures and complicated designs are not permitted.
- Ring width shall not be more than one centimeter (01 cm).

3.10.6. Bangles

- Only a single bangle with a max width of 0.5 cm may be worn with

uniform.

- Only white or yellow gold metal bangles without any design, meena work or stones are permitted with uniform. Any other color or metal is not permitted.
- Bracelets are not permitted.
- Bangles with stones, meena work, brand names or mix metal (gold and silver together) are not permitted.
- Bangle and watch must not be worn in the same hand.
- Wedding choora, religious threads, black threads, beads on wrist, ankles and forearms are not permitted.

3.10.7. Neck Jewellery

- Chains, necklace or any additional jewellery around the neck is not permitted with uniform.
- Religious accessories such as Mangalsutra, taali, threads, beads around the neck are not permitted.

3.10.8. Nose piercings

- Nose Pins or wooden sticks in nose piercings are not permitted with uniform. The nose piercing mark, if required, may be covered with a concealer.

3.10.9. Additional Non- permitted items

- Braces
- Toe rings
- Anklets, threads or beads around the ankle and wrist
- Sindoor
- Birthstones, colored stones
- Mehndi, Liquid red vermillion, tattoos on any exposed part of the body are not permitted.



3.11. Hair

- Hair must be neat, clean and conservatively styled in company approved hairstyles only.
- Hair must be regularly washed after every two days. It must be non-greasy and dandruff free at all times.
- Hair gel/ mousse and spray must be used to achieve a controlled style.
- Oil, sticky hair creams are not permitted as a styling product.

3.11.1. Short Hair:

- Short hair up till the nape of the neck which are straight or well blow dried are allowed to be left open.
- Short hair must be neat, non-greasy and regularly trimmed.
- Hair resting on the shoulder are considered long and must be tied in a bun.
- Straightening hair treatment like hair smoothening, relaxing or Kera-smoothening is mandatory for crew with frizzy hair. Keratin protein treatment is not a straightening treatment and must be followed up with a smoothing.
- Short hair must be neat, non-greasy and regularly trimmed.
- Wavy, curly and frizzy hair cannot be left open
- Bushy, unruly, and unbecoming hairstyles are not permitted.
- Front short hair should be pulled back and pinned on both sides or styled in a side sweep, twisty or 2 inch front elevation so that it does not fall forward onto the face during meal services. Crew must not touch their hair while doing services.
- Side or front fringes or bangs on foreheads are not permitted.

3.11.2. Medium to Long Hair:

- Shoulder touching and longer length hair or fine, layered and frizzy hair must be tied in a neat approved bun.
- With uniform only a donut bun, French roll, French braid (folded on nape) or braided round bun for crew with extra-long hair (must not be small in size) are approved. A sheer black, invisible net is must with donut and braided bun.
- Bun must be always made in round shape and center of crown area. Extreme high/ top buns going above the head height are not permitted.
- Curly hair needs to be styled in a donut bun and cannot be left open even if they are till nape length.
- When hair is worn in a French braid or French Roll, it must be pinned above the nape of the neck using U pins.
- A medium or small size donut to be used to create a neat round bun. Crew with extra-long hair using a donut, can braid and roll the length around the donut.
- Front hairstyles allowed are side sweep, front twist, French braid, pulled back and a 2 inch front elevation (puff).
- Crew can do maximum two twist or French braids on each side of the parting to manage the front hair and must end behind the ear.
- Front elevation (puff) if done must be within 2 inches and must be neatly styled with a hairspray.
- Crew with very big forehead or scanty hairline should style the front hair with a side sweep and must cover the receding hairline. Pulled back, front French braiding or front elevation (puff) of hair is not permitted for crew with big forehead.
- Front pulled back, twisties, 2 inch elevation (puff) or neat braids with a bun is recommended for crew with small to medium forehead and must compliment the head shape and hairline.
- A center parting can be done as a front styling if compliments the face

shape or to hide the receding temples on the hairline.

- Multiple front twists/braids are not permitted as front styling.
- Plaits, pony's, large donut buns, loose buns, granny's bun, buns above crown level, Bouffant, untidy, unruly hair styles, loose strands of hair around the hairline or neck are not permitted.

3.11.3. Hair Accessories:

- Only maximum 4 black tic-tac or bobby pins to be used with open or tied hair.
- An invisible (zero) black hairnet must be worn with a donut or braided bun. Thick, fabric and lace nets are not permitted. The net must cover the full bun and should not be loose.
- Only black u pins must be used to secure the bun and should not be chipped.
- All pins used in hair should be of same type and size and must not be chipped.
- 01 French twist comb, plain black or dark brown (matching to the hair color) is allowed only with French bun.
- Fringes or hair coming over the face is not permitted.
- Alice head bands/ rubber bands / hair ornaments / butterfly clips or ribbons are not permitted.
- Wigs and hair pieces are not permitted. Only due to medical reasons if any crew needs to wear a wigs, a written approval must be taken from IFS Department.

Hair Guidelines

Allowed



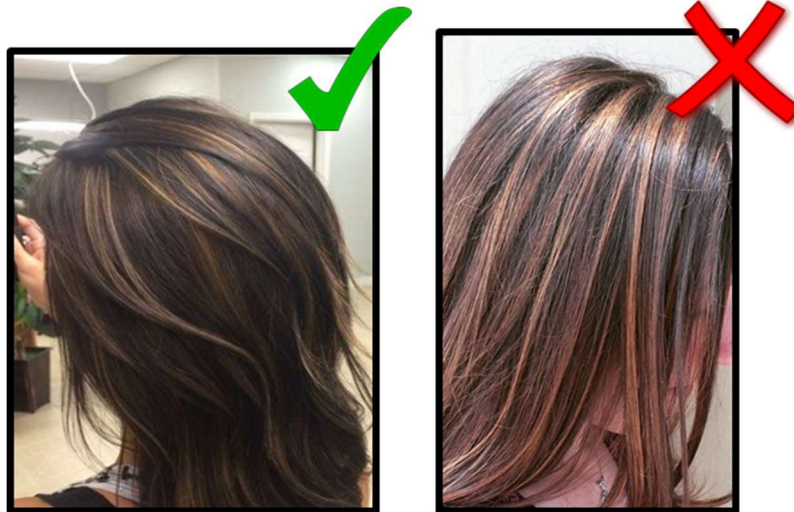
Not Allowed



3.11.4. Hair Colouring guidelines:

- Only company recommended hair colours are permitted with uniform or trainings for female crew. Refer to the hair colour shade card.

- Grey hair must be colored in natural shades or company approved colors only.
- Root touch-ups must be done regularly every 30 days or earlier. Entire hair should have one color look. Hair color without regular touch-up (having two shades -natural hair color on scalp and colored one on bun) is not permitted
- Excessive lightened hair, blonde highlights, streaking or hair colors with red, burgundy, mahogany, pink, orange, blue, green, yellow, silver, purple or metallic shades are not permitted. The washed out prelighted orange/ gold hair are not permitted with uniform.
- Crew may choose to do a global hair color using the global/ base color shade card without prelighting.
- Crew who intends to go for hair highlighting, can choose one combination from the Highlight shade card. Crew must use the base color first on entire hair and then highlight color in light volume.
- Only light volume of highlighted hair (very thin section of hair) should be well merged with base color. Thick highlights are not permitted.
- Crew must ensure that there is no pre-lighting done in hair as it may change the final outcome of the approved colors.
- Henna is not permitted on hair.



Hair Color Shade Card

Global / Base Colour			
Brand	Panel	Shade No.	Name
Loreal- MAJIREL	Fundamental	4	Brown
Loreal- MAJIREL	Fundamental	5	Light Brown
Loreal- MAJIREL	Warm Brown	4.3	Golden Brown
Loreal- MAJIREL	Gold / Copper	5.3	Golden Light Brown
Loreal- INOA	Warm Brown/ Warm Beige	4.35	Golden Mahogany Brown
Loreal- INOA	Warm Brown/ Warm Beige	5.32	Light Golden Iridescent Brown
Loreal- INOA	Mocha	4.8	Mocha Brown
Loreal- INOA	Mocha	5.18	Light Ash Mocha Brown
Loreal- INOA	Cool Brown/ Cool Beige	5.12	Light Ash Iridescent Brown

Global / Base Colour with Highlight Combination				
Brand	Base Shade No.	Name	Highlight Shade No.	Name
Loreal- MAJIREL	4.3	Golden Brown	6.34 (Majirel)	Copper gold dark Blonde
Loreal- MAJIREL	5.3	Golden Light Brown	7.13 (INOA)	Beige Blonde
Loreal- INOA	4.35	Golden Mahogany Brown	6.34(Majirel)	Copper gold dark Blonde
Loreal- INOA	5.32	Light Golden Iridescent Brown	7.13 (INOA)	Beige Blonde
Loreal- INOA	4.8	Mocha Brown	6.34 (Majirel)	Copper gold dark Blonde
Loreal- INOA	5.18	Light Ash Mocha Brown	7.18 (INOA)	Ash Mocha Brown
Loreal- INOA	5.12	Light Ash Iridescent Brown	7.13 (INOA)	Beige Blonde

3.12. Skin Care:

- Crew must take good care of their skin in order to have a flawless make-up look. A clear and acne free skin is a prerequisite for flight duties.
- A good diet, quality products and a consistent regime of CTM (Cleansing- Toning- Moisturizing) twice a day is recommended to maintain a problem free, hydrated and radiant skin.
- Use a moisturizer as per your skin type. Crew with mature skin must use an anti-ageing serum followed by an anti-ageing cream. Under eye creams must be used for dark circles.
- Use a broad-spectrum sunscreen that blocks both UVA and UVB rays and must be applied when out in the sun.
- Stay hydrated throughout the day
- Always wear a primer before wearing the make-up to maintain a good skin and a flawless make-up blending

3.13. Make-Up

3.13.1. For flight duties, all female crew must wear make-up to enhance their appearance and must be well groomed at all times.

3.13.2. It is mandatory for all female crew to wear the below mentioned 10 make-up item for all flight duties

- Concealer
- Foundation
- Translucent Powder/ compact
- Eye shadow
- Eye liner
- Kajal
- Mascara
- Brows- Dark brown
- Lipstick
- Blusher

3.13.3. From the above mandatory make-up items, lipstick, eyeshadow and nail paint must be only company recommended brands and numbers from the shade card. Other items can be any brands provided they complement the skin tone.

3.13.4. The overall make-up must give a business look. Makeup to be replenished as and when required.

3.13.5. Concealer- Concealer is a must to cover the dark circles or any marks on

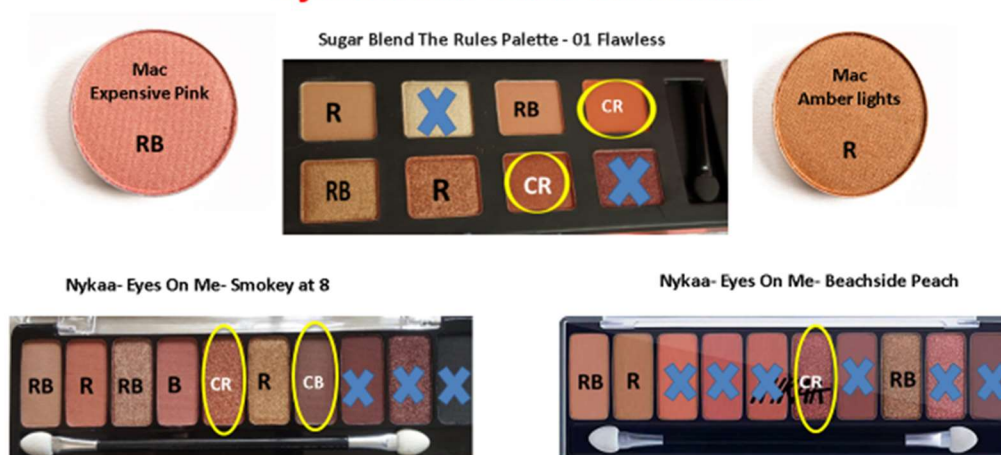
the face. It should not leave a grey shadow under the eyes. If required a color corrector may be used to cover the hyper pigmentation under the eye or face.

- 3.13.6. Foundation-** Foundation matching to the skin tone must be used. Both liquid and powder based dual foundations are allowed. BB & CC creams or tinted moisturizers are not permitted as a substitute to the foundation.
- 3.13.7. Translucent Powder/compact-** It is a must to set the liquid foundation with a loose powder or compact. It should be matching to the skin tone.
- 3.13.8. Eye Shadow-**
- Only company recommended eyeshadow brand and no's (soft shades of copper, peach and pink) mentioned in the shade card to be used for flight duties.
 - From the company palette, soft peach eyeshadow to be worn with red uniform, pink eyeshadow with blue uniform and copper eyeshadow can be worn with both red and blue uniform.
 - For a detailed clarity on allowed shades, in the attached eyeshadow color guidelines, approved shades of multi-shade eyeshadow palette have been marked with code R- for Red Uniform, B- for Blue Uniform.
 - Some shades of eyeshadow can be used with both red and blue uniform and are marked as RB. The shades marked with a blue cross (X) are not to be used with uniform.
 - Crew may choose to use selected contouring shades (yellow circle) with the approved eyeshadows and are marked as CR- Contouring with Red uniform eyeshadows and CB-Contouring with Blue uniform eyeshadows.
 - Contouring shades, whenever used, must be soft, well blended and only applied on the 1/4th outer corner of the eye with the softer shade from same palette (marked as R or B) on the inner corner. Contouring shade cannot cover the full socket of the eye. Eyeshadow must always give a softer look with brighter lipsticks.
 - Glitter and blue eyeshadow are not permitted. Crew must only wear eyeshadow (any one) from the below company shade card. Personal palette and shades are not permitted.
- 3.13.9. Eye liner-** Black eyeliner is mandatory. Metallic, glittery or any other shade of eyeliners are not permitted. Cat eyeliner shape is not permitted
- 3.13.10. Kajal-** Black kajal is mandatory and must cover the full waterline.
- 3.13.11. Mascara-** Black mascara to be used for both top and down lashes. False lashes or eyelash extensions are not permitted.
- 3.13.12. Brows-** A dark brown eyebrow powder or eyebrow pencil to be used for defining the eyebrows. Black pencils and micro blading is not permitted. Brows must be well blended.
- 3.13.13. Lipstick-** For flight duties, only company recommended shades to be used (refer to company shade card). Lipstick should complement the uniform. Red and Coral lipstick to be worn with red uniform. Pink lipstick must be only worn with blue uniform. A matching lip liners must be used to define the lips well. Gloss is not allowed over the top of lipsticks.
- 3.13.14. Blusher Powder –** Blush on's in the shade of peach, soft pink or earthy tones are permitted. It must be well blended. Highlighters and face contouring is not permitted with uniform as crew must give a business make-up look.

EYESHADOW SHADE CARD

Shade application for Uniform	Brand	Name of the Eyeshadow and shade no.
Only Red Uniform	MAC	Amber lights
Both- Red and Blue	MAC	Expensive pink
Both- Red and Blue	Bobby Brown	Luxe eyeshadow - Rich Metal, Heat Ray
Red and Blue as marked	Nykka	Eyes On Me 10-in-1 Eyeshadow Palette- Beachside Peach
Red and Blue as marked	Nykka	Eyes On Me 10-in-1 Eyeshadow Palette - Smokey at 8
Red and Blue as marked	Nykka	4 in 1 Quad Eyeshadow Palette - Sunset Stroll
Red and Blue as marked	Color bar	Bewitching Eyeshadow Palette - Eternal Sunshine
Red and Blue as marked	Huda	Beauty Nude Obsessions Mini Eyeshadow Palette - Medium
Red and Blue as marked	Sugar	Blend The Rules Eyeshadow Palette - 01 Flawless (Warm Neutrals)
Red and Blue as marked	LAKMÉ	9 to 5 Eye Color Quartet Eye Shadow - Desert Rose

Eye Shadow Color Guidelines



LIPSTICK SHADE CARD

Shade	Brand	Name and No. of the Lipstick
Red (Only with Red Uniform)	M.A.C	Matte Lipstick - Chili
		Matte Lipstick - Lady Danger
		Matte Lipstick - Russian Red
		Retro Matte Liquid Lipcolour - Feels So Grand
		Retro Matte Liquid Lipcolour - Fashion Legacy
	Estee Lauder	Pure Color Envy Paint-On Liquid Lipcolor - Matte- 300 Poppy Sauvage
		Pure Color Envy Matte Sculpting Lipstick - 562 Decisive Poppy
	Lakme	9 To 5 Primer + Matte Lipstick - MR2 Red Coat
		Absolute Matte Revolution Lip Color - 401 Obsessive Orange
		Lakme Absolute Matte Melt Liquid Lip Color - Firestarter Red 130
	Nykaa	Matte to Last! Transfer Proof Liquid Lipstick - MumTaj-13
		All Day Matte Waterproof, Transfer Proof Liquid Lipstick - Cool Cop
		Ultra Matte Lipstick - Madhu 16
	Smashbox	Always On Liquid Lipstick - Bawse
	Sugar	Matte Attack Transferproof Lipstick - 02 Red Zeppelin
Mettle Liquid Lipstick - 04 Sirius		
Chambor	Extreme Wear Transferproof Liquid Lipstick Make up - 437	
	Extreme Wear Transferproof Liquid Lipstick Make up - 433	
Faces Canada	Comfy Matte Pro Lip Color - Rust Raisin 02	
Pink (Only with Blue Uniform)	M.A.C	Retro Matte Lipstick - All Fired Up
		Powder Kiss Lipstick - Velvet Punch
	Nykaa	Ultra Matte Lipstick - Diana 06
		Matte to Last! Transfer Proof Liquid Lipstick - Kudi -04
		Matte To Last! Mini Liquid Lipstick - Janhvi 23
	Lakme	Lakme Absolute Matte Melt Liquid Lip Color - Rose love 332
		Lakme Absolute Matte Melt Liquid Lip Color - Pink Silk 333
	Sugar	Matte Attack Transferproof Lipstick - 01 Boldplay
		Mettle Liquid Lipstick - 12 Talitha
	Faces Canada	Comfy Matte Pro Lip Color - Fuchsia Please 06
Huda	Liquid Matte Lipstick- Trophy Wife	
Smashbox	Always On Liquid Lip Stick - Throwback Jam	
Coral (Only with red uniform)	M.A.C	Powder Kiss Lipstick - Marrakesh-mere
	Smashbox	Always On Liquid Lip Stick - Out Loud
	Estee Lauder	Pure Color Envy Matte Sculpting Lipstick - 333 Persuasive
	Chambor	Extreme Wear Transferproof Liquid Lipstick Make up - 437
	Faces Canada	Comfy Matte Pro Lip Color - Brick Brown 08
	Sugar	Matte Attack Transferproof Lipstick - 09 The Peach Boys
	Nvkaa	Ultra Matte Lipstick - Monalisa 09

Colorbar Bewitching Palette
Eternal Sunshine



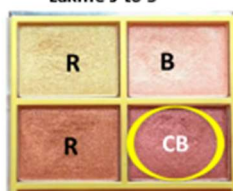
Bobby Brown
Rich metal, heat ray



Huda Beauty Nude Obsessions
Mini Palette - Medium



Lakme 9 to 5



Nykaa- Eyes On Me- Quad Sunset Stroll



Marked codes for eyeshadow usage with which uniform

B- Only with Blue uniform
 R- Only with Red uniform
 RB- Both with Red and Blue Uniform
 CB- Contouring on outer corner with Blue uniform shades
 CR- Contouring on outer corner with Red Uniform shades

3.14. Hands & Nail paints

- Nails must be always clean, evenly shaped at a manageable length (maximum length permitted is 0.5 cm from the inside tip of fingers).
- Hands must be regularly manicured and must be free of dead skin and cuticles.
- Nail shape can be almond, oval or squoval (square with round corners). Sharp square, ballerina and stiletto nail shape is not permitted.
- Fresh 02 coats of nail polish in company approved shades (refer to Nail paint shade card) must be applied every day.
- Nail paint should not be chipped and must be well maintained.
- Only company shades of approved nail paint which are in shades of nude (matching to the skin tone), red, pink, pearl white and corals are permitted. Crew must use only company recommended brands and shade (refer to nail paint shade card). No personal shades allowed.
- Match the nails paints with lipstick shade. Nude, French manicure and pearly white nail paints can take any company lipstick shade. Red and corals to be applied with Red Uniform and Pink's nail paints with Blue uniform only. If nail length is zero, female crew to use only nude nail paint matching to skin tone to camouflage the extreme short nails.

3.14.1. Gel Nail Polish Guidelines

- Gel nail polish in the company shades are allowed. Crew needs to take the company approved nail paint bottle and match with the gel nail paints available at nail studios. Care must be taken that there is no variation in shades and if any crew is found to be wearing a non-approved shade, they will be asked to remove it. Crew must ensure the same is well maintained and regular refills within 10 to 12 days are done. Grown-out gel nail paints are not permitted.
- French Manicure is allowed in gel nail paint only. It must be done well and tips should not be discolored.
- Nail art, extensions, acrylic, neon nail paints are not allowed.
- Crew who have week nails are allowed to do overlay with max 0.5 cm length. On top of overlay, female crew can do fresh two coats of company approved nail paint or the gel nail polish. Regular refills after 10-12 days is mandatory for overlays.

NAIL PAINT SHADE CARD

Shade	Brand	Name and No. of the Nail Paint
Nude (Use with both red and Blue uniform)	Kay Beauty	Nail Nourish Nail Enamel Polish - Rocky Road 23 Nail Nourish Nail Enamel Polish - Nutty 21
	Chambor	Gel effect 302
	Lakme	Absolute gel- Beige nude True Wear Nail Color, Pinks N238
	SEPHORA	Color Hit Nail Polish - L201 Summer Nostalgia Color Hit Nail Polish - L158 Sweet Summer Tan
	O.P.I	Nail Lacquer- Barefoot in Barcelona Nail Lacquer - Nomad's Dream
	DIOR	Grege 413
	NYKAA	Salon Shine Gel Nail Lacquer- Dubai Dune Bashing 217
Red (Only with Red Uniform)	Kay Beauty	Nail Nourish Nail Enamel Polish - Code Red 34 Nail Nourish Nail Enamel Polish - Carnival 33
	Chambor	Gel Effect Nail Lacquer -157
	Nykaa	Salon Shine Gel Nail Lacquer - When In Rome 208 Salon Shine Gel Nail Lacquer - Sangria In Spain 203
	Faces Canada	Splash Nail Enamel - Royal Ruby 24
	SEPHORA	Color Hit Nail Polish - L199 Chic Tropique
Pink (Only with Blue Uniform)	Chambor	Gel Effect Nail Lacquer - 651
	O.P.I	Nail Lacquer- Pink Flamenco
	Nykaa	Salon Shine Gel Nail Lacquer - Jaipur Diary 220
	Lakme	Absolute gel- Pink date True Wear Crush Nail Color Shade 14
	Faces Canada	Splash Nail Enamel - Pink Flamenco 21 Splash Nail Enamel -Blush 105 Splash Nail Enamel - Ignite 35
	Kay Beauty	Nail Nourish Nail Enamel Polish - Smitten 25 Nail Nourish Nail Enamel Polish - Pink prade 26
Coral (Only with red uniform)	Lakme	Color Crush Nail Art - M17 Peach Absolute Gel Stylist Nail Color - Coral Rush True Wear Crush Nail Color Shade 42
	Faces Canada	Faces Canada Splash Nail Enamel - Fawn 128 Splash Nail Enamel - Glossy Girl 42
	Nykka	Salon Shine Gel Nail Lacquer - Viva Mexican 201
Pearl White (Use with both red and Blue uniform)	Revlon	Nail Enamel - Pure Pearl
	Chambor	Gel Effect Nail Lacquer - 650
	Lakme	True Wear Nail Color- Nudes 014
	Colorbar	Vegan Nail Lacquer - Glow Up 182

3.14.2. Bindi

3.14.2.1. A round bindi with max diameter of 0.5 cm (5mm) may be worn with the saree (optional). However bindi is not permitted with the Indo-Western uniform.

3.14.2.2. With Red saree, only a Red or Green color bindi (matching to the shades of red saree) is to be worn. With blue saree, only Blue or Pink color bindi (matching to the shades of blue saree) is to be worn.

3.14.2.3. Bindi must not have any gold, silver, stones, design, liquid and fancy bindi, or with is not allowed.

3.14.2.4. Bindi bigger than 0.5 cm and shapes other than round are not permitted.

3.14.2.5. Tikkas, sindoor of any colour on the forehead is not permitted.

3.15. Method of Carrying Uniform (Male Crew)

3.15.1. Shirts

3.15.1.1. Shirts only of approved pattern and issued by company must be worn in uniform. Long Sleeves must be worn fully extended and buttoned at all times.

3.15.1.2. It must be worn with a current uniform tie.

3.15.1.3. Cufflinks are not permitted.

3.15.1.4. Sleeves of the jacket must not be rolled or pushed back at any time

3.15.1.5. Shirts should be spotlessly cleaned and properly ironed.

3.15.1.6. A spare shirt must always be carried in the tote bag.

3.15.1.7. Breast Pockets must be always buttoned.

3.15.1.8. Shirt must be always tucked inside the uniform trousers. Crew must wear the wing and name badge on shirt whenever worn without the jacket Inflight.

3.15.1.9. Male crew must wear a white cotton undershirt with sleeves. Sleeveless or any other color of undershirts are not permitted

3.15.2. Jacket

3.15.2.1. Only company issued back jackets to be worn for flight duties

3.15.2.2. Male crew must wear jackets in all cabins at all times

3.15.2.3. Jacket must be worn during boarding and while doing service in all cabins

3.15.2.4. As an exemption, during summers when the aircraft is parked at remote bay, male crew may remove the jacket for boarding. After door close jackets must be worn back

3.15.3. Trouser

3.15.3.1. Trousers of approved patterns issued by company must be worn when on flight duty.

3.15.3.2. Length of the trouser must touch the top of the shoes. Socks should not be visible while standing.

3.15.3.3. Must not be tapered, pegged, or cuffed.

3.15.3.4. Bottom of the trousers must be 16 to 18 inches wide.

3.15.3.5. Phones or wallets must not be kept in the trouser pockets.

3.15.4. Tie/Tie Pins

3.15.4.1. Tie provided by the company must be worn.

3.15.4.2. It must be worn tightened at the collar and tied in a conservative knot.

3.15.4.3. The tip of the tie must touch the center of the belt buckle or till the end of belt. Tie length above the belt is not an acceptable length.

3.15.4.4. Top button of the shirt under the tie must be buttoned at all times.

3.15.4.5. It must not be stained, dirty & creased.

3.15.4.6. Ties must be only dry-cleaned.

3.15.4.7. Only company issued tie-pin to be worn with tie. Personal tie-pins are not allowed.

3.15.5. Belt

- 3.15.5.1.** Only company issued black belt with Air India logo buckle to be worn for flight duties.
- 3.15.5.2.** If awaiting reissue for year 22/23, a plain black leather belt (3/4" to 1") with plain gold or silver buckle may be used. Once uniform is reissued, personal belts will not be permitted.
- 3.15.5.3.** Belt leather should not be worn out or cracked.
- 3.15.5.4.** Key chains, cell phones etc. must not be clipped to the belt.

3.15.6. Epaulettes

- 3.15.6.1.** Epaulettes must be worn with the uniform shirt at all times.
- 3.15.6.2.** Epaulettes must not be discolored or tarnished.

3.15.7. Turban Guidelines

- 3.15.7.1.** Sikh Cabin Crew are permitted to wear only black turbans whilst in uniform.

3.15.8. Shoes

- 3.15.8.1.** Only uniform issued shoes to be worn with uniform.
- 3.15.8.2.** Crew who are awaiting their reissue of uniform for year 2022/23, may wear personal plain black oxford shoes (refer to the attached picture) with smooth leather, (no Patent Leather) medium toe, with laces. Post the re-issue personal shoes will not be permitted.
- 3.15.8.3.** Shoes should be well polished with a black wax polish, free of stains at all times.

3.15.9. Socks

- 3.15.9.1.** Plain black cotton socks till calf length without any logo's must be worn with uniform
- 3.15.9.2.** Socks in any other color than black, ankle length, sports, with designs and logo are not permitted.

3.15.10. Winter Wear: Overcoat

- 3.15.10.1.** Only company issued black winter overcoat may be worn during the winter cycle to and from the aircraft.
- 3.15.10.2.** However the Overcoat must be removed once on board and not to be worn for boarding and deplaning.
- 3.15.10.3.** Overcoat must be dry-cleaned only
- 3.15.10.4.** It must be well ironed and not crumpled
- 3.15.10.5.** Overcoat must be fully buttoned at all times.
- 3.15.10.6.** Whenever crew are not using the winter overcoat, the same must be carried inside the cabin bag. Carrying the waistcoat on top of the cabin bag, on shoulder or arms is not permitted.
- 3.15.10.7.** Solid black gloves may be worn with the overcoat.
- 3.15.10.8.** Crew who are awaiting their reissue of uniform for year 2022/23, may wear a personal black overcoats for Winter Cycle. It should be black in color without any embellishments or hood & with black buttons. Length should be below the knees and should be fully buttoned when worn.

3.15.11. Hair (Male Cabin crew)

- 3.15.11.1.** Hair must be short, neat, clean and professional in style. Hair must be regularly washed after every two days. It must be dandruff free at all

times.

3.15.11.2. Crew must sport a side parting for a neat professional look. A trimmer must be used to create a gentle fade by using a blade guard and undercuts are not permitted. Hair must be styled away from the forehead.

3.15.11.3. Crew should use a blade setting No. on the trimmer basis the density of the hair when trimming the nape hair. Crew with heavy density can start by using a No. 2 or 2.5 and increase the number as moving up towards the crown area to create a gentle fade. Crew with light density must use a No. 3 or 3.5 and increase the same as moving up towards the crown area to create a gentle fade.

3.15.11.4. Crew must ensure that the scalp should not be visible when creating the fade. A no. zero (0) setting on the trimmer must be only used to clean the baby hair on neck outside the hairline.

3.15.11.5. Hair on the nape must be regularly trimmed and must not touch the shirt collar.

3.15.11.6. The maximum length for the hair on forehead cannot be more than 2 inches and must be styled away from the face using a comb.

3.15.11.7. Bald look is allowed for crew with male balding patterns. Crew with U and V shape hairline on crown, visible scalp and large bald patches must keep a full bald look. Head must be shaved daily for a clean look. Crew cut is not permitted.

3.15.11.8. Crew with uneven hair line or scanty scalp should not hide the patches with long strands of hair.

3.15.11.9. Use of hair product like gel, web, wax or styling cream according to the texture of hair is mandatory

3.15.12. Hairstyles not permitted

3.15.12.1. Mohawk, pompadour, funky hairstyles, ponytails, spiked, crewcut, undercut with scalp visible, heavy volume on crown, mushroom cut, unruly or flyaway hair on forehead, nape hair, oily hair or any fashion based hairstyles are not permitted

3.15.12.2. Beard and the green shadow on chin is not permitted

3.15.12.3. Henna on hair is not permitted

3.15.12.4. Tikkas of any color on the forehead is not permitted.

3.15.13. Hair Coloring

3.15.13.1. Fashion hair coloring, streaking or highlighting is not permitted for male crew.

3.15.13.2. Grey hair must be colored regularly only in a natural hair color.

3.15.13.3. Salt and pepper look, and grey hair is not permitted with uniform.

3.15.14. Side Burns

3.15.14.1. Sideburns must not extend beyond mid-ear.

3.15.14.2. It must not be thin or stylized in any way.

3.15.14.3. Side burn must be regularly trimmed.

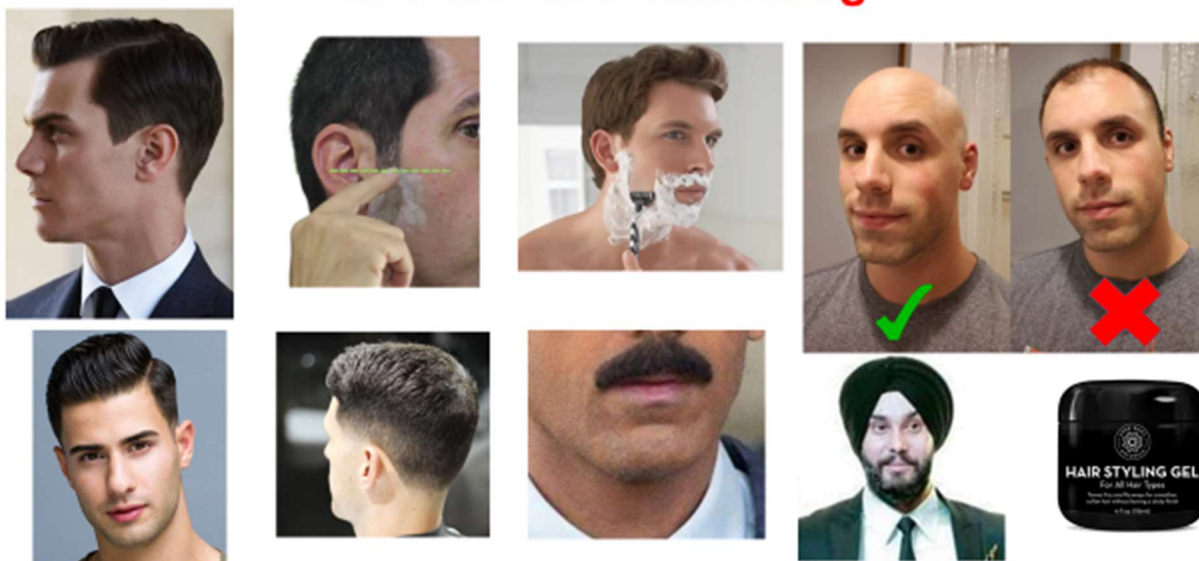
3.15.15. Beard & Moustache

3.15.15.1. Shaving prior to a Flight Duty is mandatory. Beard is not permitted.

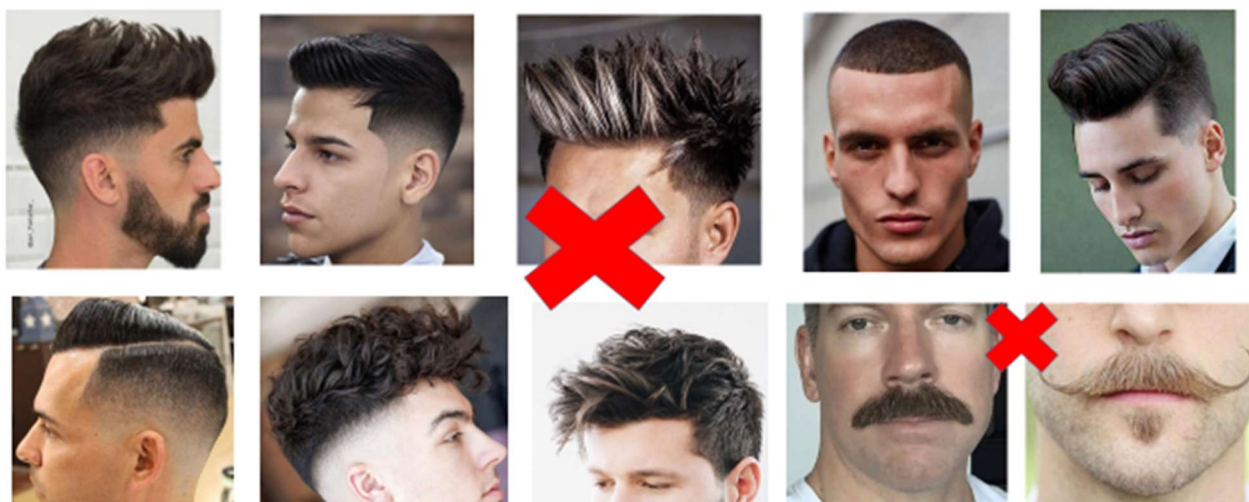
3.15.15.2. Crew members are not permitted to report for duty with stubble or a green shadow.

- 3.15.15.3.**A Moustache, if kept, must be neatly trimmed and groomed, it must not extend beyond the sides of the upper lip. Grey hair in the moustache must be coloured in natural hair shade.
- 3.15.15.4.**Sikh Cabin Crew wearing turban (black) must ensure that their beard and mustache is well maintained.
- 3.15.15.5.**Male Crew must carry a Shaving Kit on every flight.
- 3.15.15.6.**Cabin Crew is not permitted handlebar mustache, drooping moustache.
- 3.15.15.7.**Should the above instructions with regards to beard, moustache or sideburns be violated in any way, the concerned Crew Member will be asked to remove it before going for the flight.

Allowed- Men Grooming



Hairstyle Not Allowed – Male



3.15.16. Hands and Feet

- 3.15.16.1.** Hands and feet should be well maintained with fingernails cleaned, trimmed and filed regularly.
- 3.15.16.2.** Fingernails must be free of stains, gloss and dead skin on cuticles.

3.15.16.3. Hands and feet must be well manicured and pedicured.

3.15.17. Watch

- 3.15.17.1.** A formal watch is mandatory for all flight duties.
- 3.15.17.2.** The permitted dial shapes are round, square and rectangle
- 3.15.17.3.** The color of the watch strap:
- 3.15.17.4.** Metal Straps: Silver, platinum, gold, gold/silver mix metal.
- 3.15.17.5.** Leather: Only solid black or dark brown straps are permitted. Any kind of pattern/dual shades in leather straps are not permitted.
- 3.15.17.6.** Color of the dial (dial Inside colors) permitted are only black, white, silver, gold and mother of pearl
- 3.15.17.7.** Diameter of the watch dial (face) inclusive of dial casting must be within 4.5 cm (45 mm) and must compliment the wrist.
- 3.15.17.8.** Analog watch must have a seconds hand
- 3.15.17.9.** Watches with digital face display with seconds are permitted. Digital face without seconds are not permitted.
- 3.15.17.10.** Jewelry watches, watches with diamonds, sports, digital face displays without seconds, with cartoons, loose watch straps and big brand logos are not permitted. Black metal, animal patterned leather straps and oxidized metal strap are also not permitted.
- 3.15.17.11.** A spare watch in approved design and working condition must be carried in the cabin bag.
- 3.15.17.12.** A smart watch/ fitness band is also permitted with below guidelines:
- 3.15.17.13.** Shape- Square, rectangle and round only
- 3.15.17.14.** Strap- Smart watch with black silicon strap and metal straps in silver & gold are permitted
- 3.15.17.15.** Diameter- within 4.5 cm (45 mm)
- 3.15.17.16.** A simple analog or digital watch face displaying seconds is mandatory for smart watches.
- 3.15.17.17.** Displays with animation, brighter colors and digital face without seconds are not permitted.

3.15.18. Jewellery

- 3.15.18.1.** Earrings / ear studs are not permitted.
- 3.15.18.2.** Necklace/ chains must not be visible if worn.
- 3.15.18.3.** Only a maximum of one rings in wedding band design is allowed.
- 3.15.18.4.** Ring can be silver/platinum/gold a diamond
- 3.15.18.5.** Thumb rings, oversized rings, large rings, rings with colored stones or pearl, religious pictures and complicated designs are not permitted.
- 3.15.18.6.** Ring width shall not be more than one centimeter (01 cm)
- 3.15.18.7.** Only a single Sikh kada with a max width of 0.5 cm thickness in white gold or yellow gold metal without any design, logos or stones may be worn.
- 3.15.18.8.** Bracelets of any kind are not permitted.

3.16. Uniform Accessories

3.16.1. Wing for Female Crew:

- 3.16.1.1.** It is to be worn on the left side of the pallav or Indo – Western waist coat or uniform jacket.
- 3.16.1.2.** It should be worn 4 inches below the shoulder.

3.16.2. WING for Male Crew:

- 3.16.2.1.** It is to be worn on the left side above the shirt and jacket pocket. It should be neatly pinned starting approx. 4 inches from the shoulder.

3.16.3. Name Badge:

- 3.16.3.1.** FEMALE: It is to be worn centered below the wings on the outermost garment.
- 3.16.3.2.** MALE: The name badge must be placed on the left-hand side, above the shirt and jacket pocket.

3.16.4. Cabin Supervisor (CS) Badge:

- 3.16.4.1.** The CS Badge should be worn by the authorized CS / CS -1 of the flight.
- 3.16.4.2.** There should be a gap of ¼ of an inch between two badges. Therefore, the wing will be on top, below that is the name badge and under that CS badge

3.16.5. Air India Lanyard

- 3.16.5.1.** Only company issued Lanyard to be worn around the neck to display the staff ID and AEP before entering the airport premises and before leaving the aircraft.
- 3.16.5.2.** Company ID card along with AEP must be removed as soon as one boards the Aircraft.
- 3.16.5.3.** Wearing the company ID is mandatory at all Air India premises and at foreign airports. AEP must be displayed at all Indian airports
- 3.16.5.4.** The ID holder must be plain in design (only black, White or clear plastic color is allowed)
- 3.16.5.5.** Only company issued badges and pins to be worn on the lanyard. Personal badges and lapel pins are not permitted. Personal lanyards are not permitted.
- 3.16.5.6.** A Cabin Crew travelling as normal guest shall not wear Air India lanyard (with the staff ID and airport pass displayed) on board.

3.16.6. Contact Lenses

- 3.16.6.1.** Contact Lenses, if worn, must be clear.
- 3.16.6.2.** Colored lenses are not permitted.

3.16.7. Reading Glasses

- 3.16.7.1.** Reading glasses in approved design and color are permitted for crew who require multifocal lenses for distance as well as close-up reading (progressive lenses only). Crew must carry a supporting prescription for wearing it Inflight.
- 3.16.7.2.** Only formal, thin black frame in rectangle and oval shape is permitted
- 3.16.7.3.** Rimless frames in rectangle and oval shape are also permitted with thin black, silver and gold temples.
- 3.16.7.4.** Lens height must be within 35 mm
- 3.16.7.5.** Colored and big frames in square, round, cat eyes, aviator and wayfarer are not permitted.

- 3.16.7.6. Reading glasses holder/ straps and chain lanyards are strictly not permitted.
- 3.16.7.7. Glasses frames must not have big brand logs
- 3.16.7.8. Crew who have single vision error must use only clear contact lenses

3.16.8. Sunglasses

- 3.16.8.1. Sunglasses may be worn only when using company transport.
- 3.16.8.2. Crew in uniform should not wear sunglasses inside airports and aircraft.

3.16.9. Night Kit

- 3.16.9.1. Night Kit is part of the uniform, crew must always carry extra set of uniform with mandatory accessories.
- 3.16.9.2. Female crew must carry their mandatory make-up, hair accessories.
- 3.16.9.3. A spare watch in allowed design must be carried as a backup.
- 3.16.9.4. A set of formal clothing should be part of the night kit.
- 3.16.9.5. Shaving kit with after-shave lotion for male crew members should be part of travel / overnight kit.
- 3.16.9.6. Crew must carry personal toiletries and hygiene products like antiperspirant, deodorants and perfumes in their night kit.

3.16.10. Sleepwear during Rest Period

- 3.16.10.1. Crew when using bunks for rest period should only use conservative night wear like cotton full length 2 piece night suits or track pants with t-shirts.
- 3.16.10.2. Silk night suits, nighties, shorts, camisoles or revealing night wear is not permitted.

3.16.11. Cabin Bag:

- 3.16.11.1. Company issued cabin bag (stroller) must be carried for all flight duties and stand-by duty
- 3.16.11.2. The bags and strollers should be in good condition, free from dust and stains.
- 3.16.11.3. Only a crew tag and name tag without any fancy or flashy accessory is permitted.
- 3.16.11.4. Accessories/key chains/travel stickers and logos of any kind, on handbags is not permitted.

3.16.12. Female Hand Bag:

- 3.16.12.1. When in uniform, only the current issue of handbag is to be used.
- 3.16.12.2. It must be carried over the shoulder at hip level or placed on the stroller bag securely.
- 3.16.12.3. It must be properly closed for security reasons.
- 3.16.12.4. Only a crew tag and name tag without any fancy or flashy accessory is permitted.

3.16.13. International Layover Bag:

- 3.16.13.1. For long haul flights/ international layover crew are permitted to carry a checked in luggage.
- 3.16.13.2. Only black/grey/navy blue hard top or soft top checked-in bag is permitted.
- 3.16.13.3. Checked-in baggage can be up to 81 cm in length.

3.16.13.4. Crew baggage tags are mandatory for International Flights. Only a crew tag and name tag without any fancy or flashy accessory to be used.

3.16.13.5. Cabin bag must be carried along with the international Check-in bag.

3.16.14. Uniform Maintenance and Upkeep

3.16.14.1. Uniform must be clean, ironed, neat and in good repair.

3.16.14.2. Uniform should always be dry cleaned.

3.16.14.3. If alteration is needed, the Cabin Crew shall obtain approval from IFS department prior to performing the alteration.

3.16.14.4. Unapproved alterations, such as cuffs or tapering of the uniform pants, are not permitted.

3.16.14.5. Crew must wear only current uniform articles issued by the company

3.16.14.6. The fit of the uniform must reflect a professional appearance

3.16.14.7. Uniform must be returned to the Company in the event of Resignation/ Superannuation.

3.16.15. Dress code for layover and hotel stay during trainings

3.16.15.1. When staying at hotels during layovers and outstation trainings, crew should always keep in mind that they are the representative of the company and should be careful of what they wear (especially while going for meals in the restaurants).

3.16.15.2. Crew may wear smart casuals like smart jeans, T-shirt, Indian wear etc. during their layover.

3.16.15.3. Clothing like shorts, Bermuda, crop tops, torn jeans, mini dresses and revealing clothes are not permitted.

3.16.15.4. Only decent clothing/ smart casual to be worn along with appropriate footwear.

3.16.16. Dress code for staff on duty (SOD) travel

3.16.16.1. While travelling as staff on Duty , Cabin Crew who are scheduled to travel as passenger, when being positioned for flight/returning to base on completion of flight duty/training purpose, are deemed as travelling on duty must be formally dressed as per office duty guidelines.

3.16.16.2. Airport Pass/Staff ID shall be removed when traveling onboard as a passenger.

3.16.17. Dress code for staff on leave (SOL) travel

3.16.17.1. Cabin Crew travelling for holiday must be dressed in smart casuals and shall be dressed in a decent attire while onboard an Air India flight.

3.16.17.2. Attires such as torn jeans, sleeveless, crop tops, hot pants, short skirts, revealing top and flimsy slippers are not permitted during SOL travel.

3.16.17.3. If dressed inappropriately, crew may be asked to change clothes before they are issued their boarding pass.

3.16.17.4.

3.16.17.5. Airport Pass/Staff ID shall be removed when traveling onboard as a passenger.

3.16.18. Discarding Uniform Items

- 3.16.18.1.** Uniform Items must be destroyed if no longer wearable.
- 3.16.18.2.** Cut out any identifying marks as such as logo on shirt.
- 3.16.18.3.** Remember that for security reasons, any uniform item (Current or Expired) cannot be sold on the Internet or sold or distributed to any person or organization.
- 3.16.18.4.** In case of Expired Uniform, it should be returned to the Company Stores of the respective region.

3.16.19. Exchange or Replacement of Damaged Uniform

- 3.16.19.1.** If any item of uniform requires an early replacement, a request will be considered on production of those items to the ED IFS' office.

3.16.20. Uniform & Social Media

- 3.16.20.1.** Cabin Crew should refrain themselves from making any kind of videos/posts on Social Media channels in Uniform.
- 3.16.20.2.** A Cabin Crew is not permitted to post obscene pictures on social media, especially if the profile indicates that they are an Air India staff. This includes acts such as sticking out the tongue, showing a bad sign language, displaying an inappropriate facial expression and body deportment, posting a nude or semi-nude photo, posting a picture in the cockpit, clicking pictures during critical phases of flights and when the seat belt sign is on, while undergoing training as well as posting negative comments about the Company or an individual in the Company.
- 3.16.20.3.** All Cabin Crew shall not talk / discuss politics / religious / company related issues on social media e.g., Instagram, Facebook, Twitter or any other type of social media.

3.16.21. Non-Adherence to Uniform Regulations

- 3.16.21.1.** Cabin Crew not adhering to the Uniform regulations will not be accepted for flying duties and will be deemed fit for appropriate disciplinary action as per applicable rules.

3.16.22. Carriage of Uniform

- 3.16.22.1.** Cabin Crew when proceeding on duty from one station to another for short periods for training, refresher course, etc. should carry their uniforms, as they may be asked to undertake flight duties.

3.16.23. Uniform When Travelling Supernumerary

- 3.16.23.1.** Cabin Crew manifested as supernumerary crew must be in uniform to facilitate clearance through immigration, customs formalities, etc. However, crew members should change into civilian clothes inflight.

3.16.24. Cabin Crew Uniform Contents and Quantum

3.16.24.1. For Female Cabin Crew

UNIFORM TYPE (FEMALE)	ENTITLEMENT (QTY)	ISSUANCE PERIOD (YEAR)
Waist coat – Blue	1	1
Waist coat – Red	1	1
Indo western Kurta – Blue	2	1
Indo western Kurta – Red	2	1
Trouser – Black	3	1
Saree - Blue (full set)	1	1
Saree - Red (full set)	1	1
Stroller with Crew Sleeve	1	2
Shoes (pair)	2	1
Cabin Shoe (pair)	1	1
IFS folder (CS ONLY)	1	1
Stole – Blue	1	1
Stole – Red	1	1
Half Wings	2	1
Name Badge	3	1
Winter overcoat	1	3
Cardigan - Black	1	2
Sling Bag - Black	1	2

3.16.24.2. For Male Cabin crew

UNIFORM TYPE (MALE)	ENTITLEMENT (QTY)	ISSUANCE PERIOD (YEAR)
Shirt – Full Sleeve	3	1
Trouser – Black	3	1
Blazer – Black	2	1
Tie	2	1
Epaulette - 2 Stripes (pair)	2	1
Shoes (pair)	2	1
Stroller with Crew Sleeve	1	2
Belt	2	1
Buckle for Belt	2	1
Half wings	2	1
Name badge	3	1
IFS folder (CS ONLY)	1	1
Tie Pin	1	1
Winter overcoat	1	3

Note: All garments are readymade or semi-stitched, there is no stitching fee applicable.

3.16.25. Cabin Crew uniform issuance process:

- 3.16.25.1.** Uniform will be issued annually.
- 3.16.25.2.** Uniform and accessories lost or damaged during flight or due to personal carelessness, will be replaced and crew will be accounted for the same.
- 3.16.25.3.** Crew may purchase additional items if wish to from the Materials Management department.
- 3.16.25.4.** All uniform and accessories shall be returned to the company upon termination of your employment or change in design.
- 3.16.25.5.** The uniform and accessories can be coordinated for and collected from the Materials Management Department.

Grooming Guidelines for Training & Office Dress Code

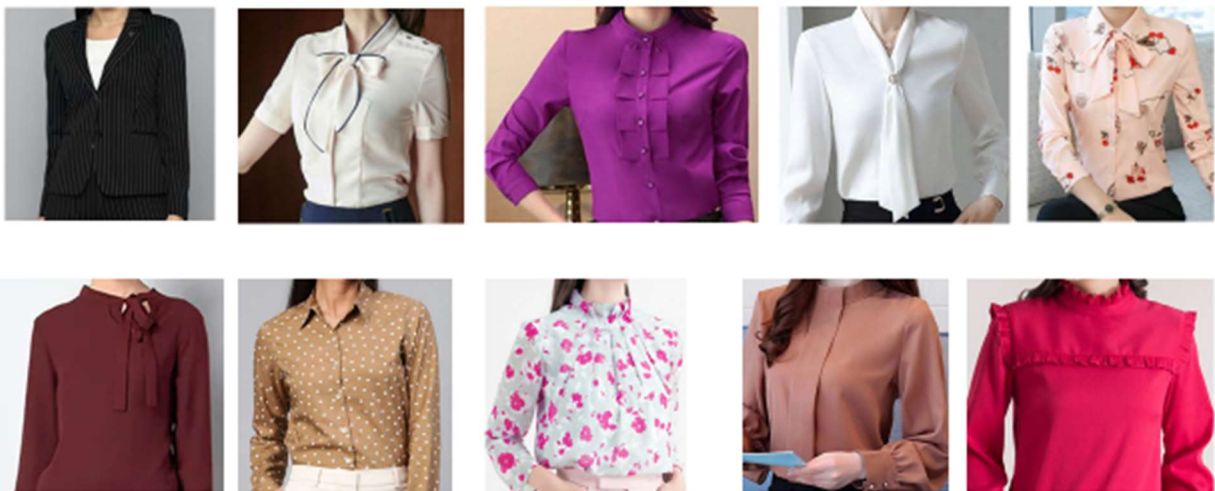
Female Cabin Crew- Trainees: Training Dress Code

1. Shirt/ Formal blouse

Allowed

- Formal shirts and blouses with collars (Chinese, ruffles, bow and tie collars are permitted)
- Formal blouse without a collar must be always worn with a blazer/ jacket
- Formal sweater/ cardigans with V and round neck are allowed over a collared blouse
- Fabric must be opaque, if a camisole is required inside a shirt it must be skin color and tank top style
- Jackets/ Blazers are not mandatory and may be worn over a round or V neck or high neck top

Allowed- Blouses and tops



Not allowed

- Transparent and see-through shirts and blouses are not allowed
- Florescent colors, very big checks and prints are not permitted
- Deep and low-lying neckline in blouses are not permitted
- Sleeveless and crop tops are not allowed
- Hosiery tops, lace blouses, t-shirts inside jackets are not allowed
- Casual blazers or Jackets with zipper are not permitted

Not Allowed- Blouses/ Tops



2. Pants/ Trousers

Allowed

- Only formal trousers allowed (must touch top of the anklebone and can be straight fit / wide legs)
- Only mid waist trousers are permitted
- Trouser must have a zipper (front and side both permitted)
- Trousers with thin strips and formal checks are also permitted
- Only skin color calf length stockings (matching the skin tone) are mandatory with all trousers

Allowed- Trousers



Not allowed

- Trousers length above the ankle bone and 3/4^{ths} are not permitted
- Floral prints and printed trousers are not permitted
- Skinny pants, black jeans and jeggings are not permitted
- Pullup pants or trousers with elastic waist bands are not permitted
- Jumpsuits are not permitted
- Ankle length, colored, thick stocking and socks are not allowed with trousers

Not Allowed



Trouser must not end above ankle bone

3. Dresses /Skirts

Allowed

- Only Formal knee length skirts and dresses are permitted
- Formal A-line and shift dresses are permitted. However, a dress must always be worn with a formal jacket
- Knee length straight, A-line, or pleated skirts (fabric waist band only) can be worn with a formal allowed blouse or with a jacket
- Very small formal prints are allowed in dresses and skirts
- Sheer skin color full length stockings (matching to the skin tone) are mandatory with all dresses and skirts. Recommended shades are Tan (M&S brand), Sun kissed, Caramel, Inca (Anfana brand)

Allowed- Dresses and skirts



Not allowed

- Loud designs and bold prints not permitted
- Graphic pictures and messages over dresses are not permitted
- Short skirts and dresses (above the knee cap) and shin length are not permitted
- Shirt dresses, body cons, chiffon, lace & wrap dresses are not allowed
- Sleeveless, deep neck, high slit, see-through dresses and skirts not permitted
- Black stockings, thigh high, colorful or thick stockings not permitted with skirts and dress
- Pleated skirts with elastic bands are not permitted

Not Allowed- Dresses



4. Indian Wear- Saree

Allowed

- Formal work sarees in silk, cotton and crepe fabric are allowed
 - Only a well fitted blouses with sleeves length till elbow knuckle and conservative neck line to be worn
 - A matching petticoat to be used for draping and should not be visible
 - Saree pallav must be pleated and pinned on left shoulder as per uniform standards
 - Saree must be worn on the natural waistline with, not more than 1 inch of midriff visible
- Only allowed formal court shoes to be worn with sarees along with skin tone matching stockings

Allowed- Draping and blouse



Not allowed

- Sarees with sequins and stone work, lace and see through fabrics are not permitted
- Saree pallav cannot be left loose on shoulder or draped around the arms
- Blouses with deep neck, crop tops, sleeveless or revealing styles are not permitted
- Any other Indian wear other than sarees is not permitted for trainees

Not Allowed- Draping & blouses



5. Shoes

Allowed

- Formal court shoes with minimum two-inch heel are mandatory
- Peep toes with only two toe visible are permitted
- Formal front closed shoes (sling backs) with ankle or heel strap are permitted
- Block, kitten, pencil and wedge heels are permitted with court shoes

Allowed- Shoes



Not allowed

- Stilettos, platform, jute heel and rubber shoes are not permitted
- Shiny/loud/ metallic color shoes are not permitted
- Front closed slip-on shoes are not allowed
- Wide peep toes with three or more toe finger visible are not permitted
- Any other open sandals, mojari, close flats or boots are not permitted

Not Allowed- Shoes



Make-Up, Hair & Accessory Guidelines for Female Trainees

With the above dress code, over all grooming, makeup, nail paint, hairstyle and accessories worn by female trainees should be strictly as per the uniform standards mentioned under the uniform guidelines. Personal shades of make-up, non-approved hairstyles & accessories are not permitted for trainees.

Dress Code for Safety Drills/ Aircraft Visits/ Ditching:

- During **Aircraft visits**, Female crew must wear formal trousers and flat court shoes. Crew are recommended to carry flat court shoes for A/c visits
- For **Safety Drills**, crew are allowed to wear smart casuals with sneakers. Fully covered cotton shirts/well fitted polo T-shirts with full length tracks or comfortable trousers are permitted for safety drills
- **Ditching Drills**: Fully covered, dark color & quick dry fit attire
- Leggings, low waist or 3/4th trousers, shorts, jeans are **not permitted**

Male Cabin Crew- Trainees

1. Formal Shirt

Allowed

- Classic fit collared, full sleeves shirt are a must
- Solid colors, thin pin stripes or small single line checks are permitted
- Tie is mandatory with the shirt
- Shirt must be fully buttoned including the button under the tie
- Blazers/ jackets are not mandatory

Not allowed

- Extreme slim fit, transparent/ see-through and Chinese collar shirts are not permitted
- Semi-formal shirts, half sleeves shirts or busy checks not allowed
- Shirt sleeves must not be folded anytime
- Shirt must be always tucked inside the formal trousers

2. Formal Trousers

Allowed

- Classic straight fit trousers with front crease is allowed
- Trousers must be mid waist
- Trousers length must rest on shoe
- Thin pinstripe, formal checks and tone on tone prints are allowed
- A formal belt must be worn over the trousers

Allowed- Men



Not allowed

- Ankle length and low waist trousers are not permitted
- Socks must not be visible while standing in trousers
- Track pants, casual prints, chinos or corduroy pants are not permitted

Not Allowed- Men



3. Socks

Allowed

- Solid black socks or matching to the trousers' color without logos must be worn
- Socks must be mid-calf length

Not allowed

- Ankle length, fuzzy and sports, white socks are not permitted
- Logo and pattern designs must not be visible

4. Shoes

Allowed

- Leather shoes in oxford, sledge or brogues design with laces are permitted
- Permitted colors are black, dark brown and tan brown
- Sole of the shoe must be dark and heel must not be more than 1 inch
- Shoes must be well maintained and polished

Not allowed

- Slip-on, loafers, moccasins, boots, boat shoes and monk straps are not permitted
- Suede, shiny patent or dual shade leather are not permitted
- Pointed shoes, high heels, thick soles or sport shoes are not allowed

Men Shoes

Allowed



Not Allowed

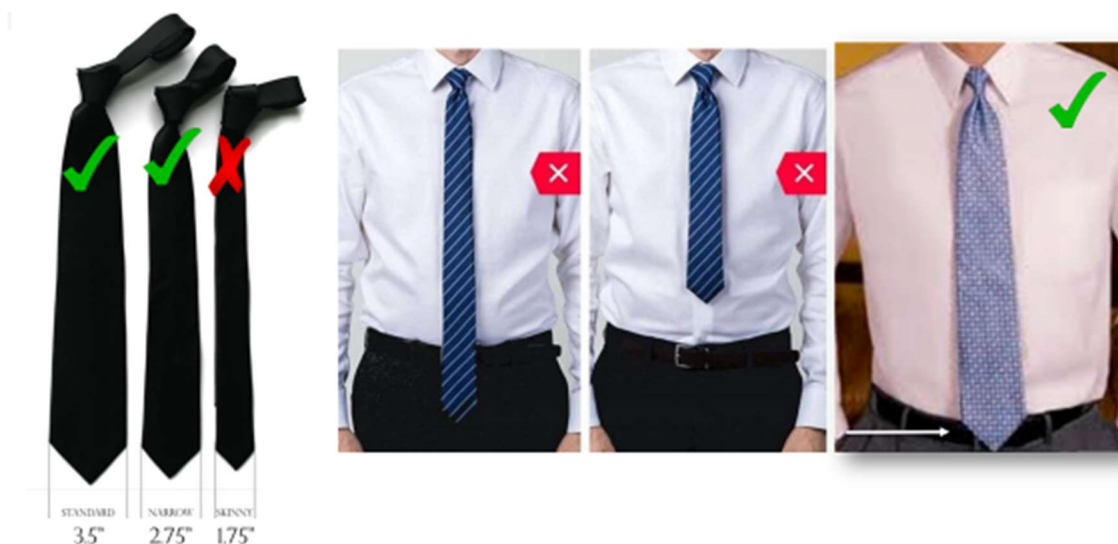


5. Tie and belt

Allowed

- A tie and belt is mandatory for trainings
- Tie must be of medium width
- A formal tie pin may be used
- A leather belt with a formal buckle must be worn with trousers
- Buckle can be silver or dull gold
- Belt must match the shoe color

Tie



Not allowed

- Skinny ties are not allowed
- Tie with cartoon or big/ bold prints not permitted
- Belts with designer logs and branding are not permitted
- Suede leather belts are not permitted

Hair & Accessory Guidelines for Male Trainees

With the above dress code, over all grooming, hair and accessories worn by male crew should be strictly as per the uniform standards mentioned under the uniform grooming guidelines... Male trainees must shave daily. Non-approved men hairstyles & accessories are not permitted for trainees.

Dress Code for Safety Drills/ Aircraft Visits/ Ditching:

- For Safety Drills crew are allowed to wear smart casuals with sneakers. Well fitted polo T-shirts with full length tracks or comfortable trousers are permitted for safety drills
- **Ditching Drills:** Fully covered, dark color & quick dry fit attire
- **Aircraft Visits:** Tie may be removed during Aircraft visits
- Low waist trousers, shorts, jeans are not permitted

GROOMING & DRESS CODE FOR TRAINERS/WHILST ON OFFICE DUTY / CONSULTANTS**Female: Whilst in Trainings / On Office Duty:**

In addition to all the above allowed guidelines for female trainees, a few exceptions are permitted for female trainers, Consultants or staff on office duty

Female Trainers/Office Staff Exceptions:

- Jacket is not mandatory with round neck formal blouses & dresses with sleeves for trainers/ office staff. However, stockings are a must with dresses and skirts.
- Sleeveless is not permitted
- Dresses & skirt fabric, design, length and style has no change and are same as mentioned under trainees guidelines
- In addition to pinned formal sarees as per trainee guidelines, trainers/ office staff are also allowed to wear Indian Work Kurtas with pants.
- Leggings, salwar's, palazzo, sharara and dhoti pants are not permitted. Sleeveless, low neckline, sheer fabric, anarkalis, heavily printed or party kurtas are not permitted. A matching work dupatta may be worn (optional). Only allowed close formal shoes to be worn with Indian wear

Female Trainers – Allowed

Stocking must with dresses and skirts

Shoes and Accessories:

- Heels are not mandatory for female trainer/ office staff. Only closed flats must be worn (flat peep toes and flats with heel visible are not permitted). All the allowed shoes for trainees are permitted for trainers and office staff in addition to close flats.
- A watch and earrings are mandatory accessories, however trainers may wear other formal accessories also which compliments their attire. Formal watch and earrings can be complimenting to the attire
- Nose pins are not permitted for trainers as well as office staff

Make-up and Hair:

- Female trainers/office staff must be well groomed. They can wear company shades of make-up or personal shades complimenting to their attire. Glitter make-up is not permitted.
- Hair must be neat and styled as per uniform guidelines and according to length and texture.
- Trainers with mid shoulder length are permitted to tie a neat high pony tail with a black rubber band only. Pony must be straight or well blow-dried. Frizzy, wavy or very long pony tails are not permitted.

Female Trainers – Exceptions

Allowed



Not Allowed



Male Trainers:

In addition to all the above allowed guidelines for male trainees, a few exceptions are permitted for male trainers

- Formal watches are mandatory however male trainers can wear personal formal watches complementing to their office attire
- Only mid waist formal trousers are allowed. Trainer to also ensure their trousers are not ankle length or low waist. Socks must not be visible while standing
- Tie is mandatory for trainers during classroom sessions, however trainer may remove tie when doing aircraft visits or drills
- Trainer must be well groomed and hair must be short and neat with partings. Scalp should not be visible.
- All other guidelines are same for trainers as mentioned under male trainee guidelines.

Male Office Staff Dress Code:

In addition to all the above allowed guidelines for male trainees, a few exceptions are permitted for male staff on office duty

- Tie is not mandatory for staff on office duty. However, if office staff are representing the organization during recruitment, staff induction or orientation meets or any industry events must either wear a tie with full sleeves shirt or a formal blazer with full sleeves shirt
 - If a tie is not worn, staff must ensure that only the top button is left open and body hair should not be visible. Staff may wear an undershirt with crew neck inside the formal shirt
 - A formal belt is mandatory for office staff
 - Formal watches are mandatory however male staff can wear personal formal watches complementing to their office attire
 - Only mid waist formal trousers are allowed. Male staff to also ensure their trousers are not ankle length or low waist. Socks must not be visible while standing
 - Staff must be well groomed and hair must be short and neat
 - Half sleeves shirts are not permitted
- All other guidelines are same for male office staff as mentioned under male trainee guidelines

Male Trainers/Office Staff – Exceptions

Male Trainer



- Tie mandatory for trainers
- Jacket is not mandatory

Male Office Staff



Tie not mandatory for office duty



When representing the company either wear a tie with full sleeves shirt or formal blazer with full sleeves shirt

