

## Replacing Your Uniform

We're committed to making replacing uniform pieces as easy as possible for you. In this newsletter, you'll find helpful tips for:

- Identifying garments that need to be replaced
- Scheduling a visit to a fit line
- Ordering replacements from your supervisor or uniform coordinator

We've even provided a quick reference guide so you'll know what items can be exchanged for others.

As a front-line employee, your appearance sends an important message about our commitment to running a reliable airline. Our customers form opinions about US based on how you look, so it's important to maintain a professional image and replace your garments as soon as they appear worn.

Based on the life expectancy of your TwinHill apparel (see next page), many of your current garments probably should have been exchanged more than six months ago! So please – replace any pieces that have seen better days. It's a reflection on US all.



## What to Look For

Some minor repairs, such as small tears or missing buttons, usually can be repaired at home or by your local tailor. These repairs are reimbursable within reason and should be submitted to your supervisor or manager for approval. Garment wear is harder to identify and many employees wear their uniforms beyond their intended life.

### Signs of wear:

- Excessive pilling
- Fading
- Bleached logos and/or trim
- Garments that no longer hold their shape
- Worn fabric at areas of high friction, such as elbows, chest and thighs
- Stains that can't be removed with proper washing
- Shiny fabric resulting from extended wear and over-pressing

## News Flash

Reluctant to trade in your garments because you think the process will take too long? Most employees receive their new clothing within five to seven business days of placing their order.

## Garment Life Expectancy

If you care for your garments properly by laundering or dry cleaning them according to TwinHill's guidelines, maintaining the proper number of pieces and alternating them frequently, you can expect them to last 12 months or more, depending on the garment.


Blouses/Shirts/Polos . . . . .	one year	Vest and Women's Tailored Top . . . . .	12 – 18 months
Dress . . . . .	one year	Women's Skirt and Skort . . . . .	12 – 18 months
Sweaters . . . . .	one year	2-Button and Zip Jackets . . . . .	18+ months
Pants . . . . .	12 – 18 months	Outerwear . . . . .	24+ months

## The Great Exchange

We want to provide you with flexibility and choice when replacing your garments. You may decide to try something new or believe another size might be more comfortable. If

your supervisor agrees that your garment is worn and needs to be replaced, you may choose a different size. Try to visit a fit line to ensure you'll be satisfied with your new apparel.

**You can exchange your garments within these categories, regardless of sleeve length, pattern or color.**

<p><b>Tops</b></p> <ul style="list-style-type: none"> <li>• Polo (CSAs only)</li> <li>• Blouse/Shirt</li> <li>• Women's Shell</li> </ul>	<p><b>Sweaters</b></p> <ul style="list-style-type: none"> <li>• Mock Turtleneck</li> <li>• Zip Cardigan</li> <li>• Heavyweight Zip Cardigan (new item available later this year)</li> </ul>	<p><b>Item for Item</b></p> <p>(may only be exchanged for like items; a different size may be requested based on normal replacement guidelines)</p> <ul style="list-style-type: none"> <li>• Belt</li> <li>• Apron (F/As only)</li> <li>• Winter Scarf</li> <li>• Women's Tailored Top*</li> <li>• Zip Vest</li> <li>• Zip Jacket</li> <li>• 2-Button Jacket</li> <li>• Raincoat</li> <li>• All-weather Coat</li> </ul> <p><small>*See 3rd bullet under dress</small></p>
<p><b>Bottoms</b></p> <ul style="list-style-type: none"> <li>• Pants</li> <li>• Women's Skirt</li> <li>• Women's Skort</li> </ul>	<p><b>Accessories</b></p> <ul style="list-style-type: none"> <li>• Women's Scarves</li> <li>• Men's Ties</li> </ul>	
<p><b>Dress</b></p> <ul style="list-style-type: none"> <li>• A dress can be exchanged for one top and one bottom</li> <li>• One top and one bottom can be exchanged for one dress</li> <li>• One tailored top and one bottom can be exchanged for a dress</li> </ul>	 	

## Why Should I Visit a Fit Line?



Visiting a fit line is strongly encouraged to help you look your best in your TwinHill uniform. A fit line is a valuable resource if you want to try on different garments, your weight has changed or you're unhappy with the fit of your current garments.

As part of our appearance initiative, we're stepping up uniform compliance this year. So make

replacing your worn garments a priority and when you do, be sure to choose the right size. Clothing that is too tight – or two sizes too large, for that matter – sends the wrong message. You may choose a different size if your department representative agrees that your garment is worn and needs to be replaced.

Consider having a few alterations made if it improves your overall appearance. Order new garments based on your largest measurements and then have them tailored to ensure the best fit for you. Remember – alterations are reimbursable within reason. See your supervisor or uniform coordinator first if you have questions.

### Fit Line Reminders

- Always wear appropriate undergarments
- Bring the shoes you normally wear to work
- Contact the fit line representative prior to your visit
- Positive Space travel won't be granted for fit line visits

## Fit Line Locations

We're working hard to make our company fit lines readily accessible to you. At press time we have active fit lines in these locations:

### CLT

Concourse C - access through C2 door  
(only US Airways badge required)

Monday - Friday 0900 - 1730

Contact: Ann Marie Rosson  
at 704-359-3428

### PHL

Terminal B – under gate B4  
(only US Airways badge required)

Appointments available  
Monday – Friday 0900 - 1700

Please call ahead to schedule your  
fit line visit.

Contact: Margo Pitts at 610-362-4310

### PHX

Flight Training Center  
(only US Airways badge required)

1950 E. Buckeye Road

Tuesdays and Thursdays: 1230 - 1500

Other times: Monday - Friday by  
appointment

Contact: Kristie Smith at 480-693-4888

We're currently working on improving  
our fit line space in DCA and PHX  
later this year.

For the most current fit line  
information for the city nearest you, be  
sure to visit the uniforms page  
on Wings.

## Now What?

Getting replacements is actually easier than you think! Flight attendants should take their worn garments to their InFlight Services supervisor for review and approval. Customer service agents can take their worn apparel to either their manager or uniform coordinator. Once your department representative has agreed that your garment should be replaced, he/she will submit your order. Your clothing will be shipped directly to the address you have on file with TwinHill. (After your order has been entered, you can track its status on your TwinHill account at [usairways.twinhill.com](http://usairways.twinhill.com). Garments typically arrive five - seven business days later.)