



## Frequently Asked Questions

### Shipping and receiving uniform items

#### How will the uniform items be shipped?

All uniform rollout packages will be sent FedEx to domestic US addresses that you provided with your orders. International employee uniforms will be individually packaged and shipped to your station of record for distribution to allow for proper import based on each country's unique requirements.

#### Will a tracking number be available?

If an email address is on file, Twin Hill will email the tracking number after the order is shipped. You may always contact Customer Service for this information.

#### Is a signature required upon receipt of the package?

No, unlike the initial rollout order FedEx will not require an adult signature upon delivery of the uniform items.

#### What can I do to track my uniform deliveries?

You can sign-up for FedEx Delivery Manager: <http://www.fedex.com/us/delivery/> (requires internet access)

FedEx Delivery Manager allows you to take control of delivery by providing notifications when your package is in route to your delivery address. Additional services you may need are available such as the ability to change delivery times and dates, or change delivery location. We encourage you to sign up for Delivery Manager as it is a free service and gives you full visibility of your order after shipping.

### Ordering

#### How does ordering online work?

The ordering process is easy and convenient. Visit <http://www.twinhill.com/americanair> (login required). Keep in mind, if you placed an order you'll be able to review it, but not change it.

#### What is my user name and password?

LAA Mainline and Envoy employees will use their six digit employee number to log in. LUS Mainline employees will type "US" in front of their legacy US badge number (for example US555555). Piedmont employees will use their six digit employee number beginning with EN. PSA employees will log in using their six digit employee number beginning with JS. Your initial password is "welcome1". You will be required to change your password when you log in for the first time. Do not forget to provide your email address in your profile. Your email will be used to receive order confirmations

#### I forgot my password. What do I do?

To reset your password, select "Forgot Your Password?" beneath the login area of the following website, <http://www.twinhill.com/americanair>. You may also call Twin Hill customer service to reset your password.

#### How do I contact Twin Hill?

You may call Twin Hill customer service at 866-332-9970 between 0700 to 1800 CST. Fax: 1-888-220-8643 or email [aatailoreduniform@twinhill.com](mailto:aatailoreduniform@twinhill.com) 24 hours a day.

**When can new hires order?**

New hires are normally in the Twin Hill system within a couple of days and employees are encouraged to place orders during the first week of training. Every so often we have a rare case where it takes up to two weeks for new hires to be in the Twin Hill ordering system. Each workgroup is different, so new hires should check with their manager about the uniform ordering process.

**How does an employee on leave order uniforms?**

Employees on leave can order a uniform before returning to work by visiting <http://www.twinhill.com/americanair>. Please note their order will not ship until they are active in our HR system and have been at work for a couple of days.

**How much will I have to pay for the new uniforms? How much is the company paying? When will this be deducted from my paycheck?**

During initial rollout of the new uniform, the company will provide the core garments at no cost to the employee.

**Are flight attendants allowed to combine luggage and uniform purchases?**

For the new uniform rollout, separate orders will have to be placed for the new uniforms and for any luggage. Luggage can be purchased separately after rollout.

**What if I want to order additional pieces?**

In order to reduce the possibility of out of stock or back orders, all orders during the initial uniform rollout will be limited to the allotment guaranteed by the employee's applicable collective bargaining agreement. Employees will be able to login and order additional pieces after the initial launch.

**What will people do with the old uniforms?**

For now, hold on to the uniforms and stay tuned for more info. We're still considering options for the disposal of all the current uniforms. In the meantime, do not sell your old uniforms or donate them to anywhere they can or will be resold.

**Will pilots be able to keep their legacy wings? What about flight attendants?**

Pilots and flight attendants will need to wear the new wings that will be issued with the new uniforms. Of course, everyone can keep their legacy wings and name bars as mementos.

**Will uniforms be available in every size (e.g., plus sizes, maternity)?**

Yes. We will have sizing options available for all of our new uniforms. The new tops will be tailored and sized differently for men and women.

**Should I still wear my old uniform?**

For now through September 2016, yes, you will wear your current uniform. Once the new uniforms are available, we will share more details about the transition to the new designs.

**Will employees working American Eagle flights also receive new uniforms?**

Our wholly owned regional carriers, Envoy, Piedmont, and PSA, will be wearing the new uniforms. There are no plans to have our contracted regional partners wear the new uniforms.

**How long will it take to get my order?**

All in stock items generally ship via FedEx 2 Day from Houston, TX within 2-3 business days of order placement. Please allow 1-2 weeks to get your initial order. Remember during launch of the new uniform, orders will be shipped on a rolling basis.

**What should I do when I get my order?**

Open it! Check and verify your packing slip matches what you received. Then try on all your pieces to make sure they fit. If you need to return anything, please do so immediately as it may take 1-3 weeks to get an exchange processed. The return process is included in your order and a link is included in the section of the website titled, "Return Form."

You will have until December 1<sup>st</sup> to return/exchange rollout garments.

**How do I order Maternity uniforms?**

If you need maternity uniform items, please discuss with your uniform coordinator or supervisor, They're able to place an order for maternity items for you.

**How do I order Modesty uniforms that accommodate religious requirements?**

Please ask your uniform coordinator or supervisor if you need a modesty uniform collection. They're able to place an order for anyone who needs the collection due to their religious beliefs.

## Returns and Exchanges

**Can I return an item if it does not fit?**

Yes.

**Can I exchange an item if I would prefer a different style of garment?**

Yes. However, please note that the garment being exchanged can only be exchanged for a like item. For clarification please reference the below chart:

Returned Item	Eligible Exchange
Tailored Jacket – Slim	Tailored Jacket – Slim Or Classic
Tailored Jacket - Classic	Tailored Jacket – Slim Or Classic
Vest	Vest
Short Sleeve Jacket	Short Sleeve Jacket
Pant – Slim	Pant – Slim or Classic Fit
Pant – Classic	Pant – Slim or Classic Fit
Skirt – A Line	Skirt – A Line or Wrap
Skirt – Wrap	Skirt – A Line or Wrap
Dress – Short Sleeve	Dress – Short or Long Sleeve
Dress – Long Sleeve	Dress – Short or Long Sleeve
Any shirting choice	Same shirting choice in different size -Long sleeve cannot be exchanged for short sleeve -Different fabric/color cannot be exchanged
Button cardigan	Button cardigan or heavyweight sweater
Heavyweight sweat	Button cardigan or heavyweight sweater
All-weather coat	All-weather coat – different size
Wool Coat (female Topper or male Car coat)	Wool coat (same Topper or Car coat) – different size
Parka	Parka – different size
Trench Coat	Trench Coat – different size

This chart can also be found on the back of the return form included with the uniform shipment.

**How do I process a return?**

You will receive a return form in your uniform shipment. Simply fill out the return form and take the completed form and garments you wish to return to any local shipper of your choice.

**Will I have to pay the shipping costs for a return?**

No. Returns associated with the new uniform rollout will be covered by the company.

All rollout returns and exchanges must be processed by Dec. 1, 2016. Employees will be responsible for return shipping costs after the Dec. 1 deadline.

**Alterations**

**What are the approved alterations?**

<b>**Alterations should not alter the basic design or deface the garment. Altered garments must meet all</b>	
<b>Female Collection</b>	<b>Allowable Alteration</b>
Blazer	Sleeve length; Side seams taken in; Stripe removal and replacement
Short Sleeved Jacket	Sleeve length
Dress (Short and Long Sleeve)	Hem, length not to exceed 1 inch above or 1 inch below the knee
Vest	Side seams taken in
Outerwear	Sleeve length
Bottoms – Classic and Slim Fit	Waist, Seat, Crotch adjusted; Hem
*Please note, the length must meet the middle of the back of the shoe and may not be tapered, cuffed or	
Bottoms – Aline and Wrap Skirts	Waist adjusted; Hem, length not to exceed 1 inch above or 1 inch below the
<b>Male Collection</b>	<b>Allowable Alteration</b>
Blazer	Sleeve length; Side seams taken in; Stripe removal and replacement
Vest	Side seams taken in
Outerwear	Sleeve length
Trousers – Classic and Slim	Waist, Seat, Crotch adjusted; Hem
*Please note, trousers must be hemmed to touch top of shoe, cover the joining of the heel on back of may not be tapered, cuffed or pegged. Pilots may cuff their pants.	

**Will the company cover the cost of alterations?**

Yes, approved alterations made at a Men’s Wearhouse (Moore’s stores in Canada) will be covered by the company. For a list of approved alterations please reference the alteration guideline form included with your garments.

**Is there anything I need to present when I visit a Men’s Wearhouse location for alterations?**

The alteration form must be presented to the Men’s Wearhouse Store Manager along with a valid employee ID. Please retain your receipt which includes your name, employee ID and alterations charge for your records.

**Will I need to expense the cost of my Men’s Wearhouse alterations?**

No. Men’s Wearhouse will direct bill the company for approved alterations.

Please note that Men’s Wearhouse will only perform the approved alterations.

**Can I have alterations made somewhere other than Men’s Wearhouse?**

Yes. However, you will need to check with your station manager or uniform coordinator if the costs of the alterations will be reimbursed as the alteration costs will be charged to the stations budget.

**Are there any restrictions on returning or exchanging items?**

Please make sure you try on your garments to make sure they fit before having them altered. If a garment has been altered in any way, including a hem, it cannot be returned for exchange or credit.

**What about back orders?**

Twin Hill and American are committed to keeping backorders to a minimum. Generally backorders are filled within four weeks but can take up to 12 weeks. Please check your online Twin Hill account for the most accurate delivery dates and order status

**Who do I contact if I require a special order item?**

Should you require a uniform item to meet a specific religious or medical requirement, approved garments are available. Your station manager or uniform coordinator will help you with the required process for approval and ordering of such items.

**Can I still wear uniform garments from a previous uniform program?**

No, these items are no longer approved for use. As of September 2016, only garments from the new uniform collection should be worn.

**What happens if employees try to order something they aren't eligible for?**

You can't, actually. Once you sign in, you can only see items that are offered for your workgroup.

**Cole Haan Accessories**

**Who will receive a Cole Haan bag?**

Mainline pilots, flight attendants, airport customer service agents and Premium Customer Service Reps will receive a Cole Haan branded / signature bag.

**How do I place an order for my Cole Haan bag?**

No need to place an order. Twin Hill will automatically ship the applicable bag to your address on file.

**I see that there are three different colors of the female tote bag. Can I order any color?**

Each color has been specifically selected to compliment the applicable workgroups uniform. Therefore, you will receive your signature (color) bag according to your workgroup.

**Are any of the bags available for purchase during rollout?**

There's one item available for purchase during rollout. It's the nylon tote for flight attendants. This is available as a replacement for the current optional tote.

**What color of bag does my workgroup get?**

Your Cole Haan leather tote bag has been specifically selected to compliment your uniform collection. When worn with your uniform, the signature Cole Haan tote will build on the fresh and cohesive look of our new uniform program. The red tote is reserved for our flight attendant colleagues. The cobalt tote is reserved for our airport customer service agents. And the black tote is reserved for our pilot and premium customer services team:

Carrier	Who Gets It?	What Is It?	How Many?
Mainline	Female - FAs	Red CH Leather Tote Bag	1 per employee
Mainline	Female - CSAs	Cobalt CH Leather Tote Bag	1 per employee
Mainline	Female - Pilots / PS	Black CH Leather Tote Bag	1 per employee
Mainline	Male - Pilots / FAs / CSAs / PS	Black CH Attaché Bag	1 per employee

**Can I exchange my bag for a different color?**

Since the tote colors are reserved for specific workgroups, returns or exchanges for color are not permitted.

**How were the bags designed? Are they specific to only American?**

The bag was designed exclusively for American by Cole Haan's design team.

**Do I have to pay for my Cole Haan bag?**

No, each employee in the applicable workgroups will receive one complimentary bag for the uniform rollout.

**Can I buy an additional bag after the uniform rollout?**

Absolutely! After rollout, you'll be able to purchase additional workgroup specific bags.

**Who will get the scarves and pocket squares?**

Carrier	Who Gets It?	What Is It?	How Many?
Mainline	Male - FA / CSA	Pocket Square - <a href="#">cobalt</a>	2 per employee
Mainline	Male - PS	Pocket Square - grey	2 per employee
Wholly owned Regionals	Male - FA / CSA	Pocket Square - <a href="#">cobalt</a>	2 per employee
Mainline	Female - FA / CSA	Scarves – blue/red	2 per employee
Mainline	Female - PS	Scarves – grey/red	2 per employee
Wholly owned Regionals	Female - FA / CSA	Scarves – blue/red	2 per employee

**Name bars & wings**

**When will I receive my name bars and/or wings?**

You'll receive your new name bars and wings in late summer.

**When can I start wearing my name bars and/or wings?**

September 2016. You'll wear the new name bars and/or wings the same day you switch to the new uniform items.

**My wings and name bars don't fit on my uniform. What's the issue?**

The posts on the back of the wings and name bars should all be exactly 2 inches apart. Due to an unplanned spec change, there are some wings and name bars with posts about 1.5 inches apart. These will all be replaced by Engage2Excel post-launch without any action needed on the employee's part.

The unplanned spec change also affected early production runs of the shirting. Some shirting has eyelets that are just under 2 inches apart and will not easily fit the wings and name bars. The uniforms team at AA is aware of the issue and is working with Twin Hill to resolve.

## Development Process

### **Why did we select charcoal gray as our suiting color?**

The dark gray suiting color is modern and timeless. It's aligned with our company colors and stands out in our work environments – from ticket counters to gates and onboard the aircraft. It's also flattering on virtually everyone and works well in uniforms because it can hide stains well.

### **Why do some work groups share the same uniform pieces?**

By definition, uniforms identify people who work for the same company. Sharing some pieces across the workgroups ensures a cohesive look that our customers and employees can identify. However, each group has a signature piece of outerwear and one signature shirting color.

### **How much input did you have from employees and the uniform working groups?**

The uniform design process involved a tremendous amount of feedback from employees. We gathered information through surveys, visits by the designers and through hundreds of employees in the uniform working groups. Our goal is to provide a modern, yet timeless uniform that shows our employees are part of a cohesive team.

### **How did you incorporate feedback?**

Our employees played a critical role in the design and development of these uniforms, from fabric selection to shirt length; it's truly a collaborative effort with the design teams to ensure the uniforms are functional as well as fashionable. We've gathered feedback from almost 25,000 employees in the uniform survey, not to mention the emails, comments and calls that have come in during the design process. We also held many meetings with representatives from each workgroup and the design team and they continue to be involved in the refinement of the core pieces, development and testing of additional items such as wings and nameplates, and the wear test.

### **Why did we select this look for our new uniform?**

Our people wear these uniforms every day, and we want them to look polished and professional, and be able to take pride in how they look and feel and how they present themselves to our customers, just as we take pride in the service they provide every day. It's also important to provide a consistent and uniform look so everyone feels like a part of a cohesive team.

### **How did you decide which uniform items are required and which are optional?**

The overall look was designed in a collaborative process involving the designers, manufacturers, and our uniform working groups. Core items are those that are minimally required to complete the look, and optional items are those that still complete the look but offer people choices. For example, a female customer service agent can either wear pants or a skirt depending on which one she is more comfortable in.

## Timeline

### **When will we be wearing the new uniform?**

Airport customer service agents, flight attendants, pilots, and Premium Customer Service representatives are scheduled to switch to the new uniform in September 2016.

## Materials and Production

### Where is the uniform sourced/manufactured?

The new uniform garments and fabrics are sourced from around the globe, similar to the sourcing of our current uniforms.

### What is the new uniform made of?

Pilot suiting: 50% wool, 46% polyester, 4% elastane. Lining: 94% polyester, 6% elastane.

Pilot Shirt: 100% cotton

Suiting (FA, PCS, CS): 53% wool, 45% polyester, 2% elastane. Lining: 94% polyester, 6% elastane.

Male Shirting Crew: FA, PCS, CS 100% Cotton

Blouses: FA, PCS, CS: 100% Cotton

### How will you ensure quality?

The new uniforms will give our people pride and confidence to look their best everyday – and that starts with producing a high-quality product. There are multiple quality control checkpoints throughout the manufacturing process, both in the factories abroad and the distribution centers domestically. Should you still feel there has been a defect in a garment you receive, please send the garment back to Twin Hill for a return or exchange.

## Care and Laundering

### Are the new uniforms washable?

The shirts, blouses, pants, vest and serving garments are machine washable. The tie, scarf, suit jackets, short sleeve jacket and outerwear are dry clean only.