



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

NOTE: Pursuant to Section 101 of the Aviation and Transportation Security Act (49 U.S.C. 114(n)), this directive establishes Transportation Security Administration (TSA) policy and supersedes the Federal Aviation Administration (FAA) orders, policies, guidance, bulletins regarding uniformed employees appearance and responsibilities issued under the FAA personnel management system. This directive is TSA policy and must be applied accordingly.

REVISION: This revised directive supersedes TSA MD 1100.73-2, *Uniformed Employees Appearance and Responsibilities*, dated April 27, 2007.

SUMMARY OF CHANGES: The directive title has changed; the title “Officer” has been added to refer to employees in the positions of TSO, LTSO and STSO; Section 5, Responsibilities, enhances supervisor and manager responsibilities; and Section 7, Procedures, clarifies the wearing of ties, name tag placement, the wearing of coveralls and shorts, limitations on wearing earrings, and hair length/wear while on duty and adds standards for tie tacks/tie bars, baseball caps, and wrist watches.

1. **PURPOSE:** This directive provides TSA policy and procedures for proper wearing of the TSA uniform, and for personal appearance and conduct while in uniform. It establishes procedures for acquiring, wearing, maintaining, retrieving, and disposing of the official TSA uniform. The directive also authorizes the payment of uniform allowances.
2. **SCOPE:** This directive applies to all TSA Officers in the job categories of Transportation Security Officer (TSO), Lead Transportation Security Officer (LTSO), and Supervisory Transportation Security Officer (STSO) who are required to be in uniform while on duty.
3. **AUTHORITIES:**
 - A. Sections 101 and 111(d) of the Aviation and Transportation Security Act, Pub. L. 107-71 (ATSA), November 19, 2001 (49 U.S.C. §§ 114(n), 40122, 44935, and 44935 note)
 - B. Applicable TSA and U.S. Department of Homeland Security delegations of authority
4. **DEFINITIONS:**
 - A. Exemption: An exception to policy or procedure; e.g., for religious or medical reasons
 - B. Officers: Members of the TSA TSO workforce required to own and wear uniforms.
 - C. Personal Appearance Standard: The TSA standard for Officers that requires a neat, clean appearance, to reflect the required level of professionalism while in the performance of duties and/or while wearing a uniform.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

- D. Personal Electronic Equipment: Non-TSA issued electronic equipment that is not required to perform official TSA duties, including but not limited to, cell phones, pagers, MP3 players, smart phones, CD players, and laptop computers.
- E. Personal Funds: An Officer's own money that may be used to purchase additional uniform items.
- F. Reasonable Person Standard: An objective determination made by someone who exercises average care, skill, and judgment in conduct and determines the standard. For purposes of this directive, the FSD shall make the final determination when necessary.
- G. Retrieval and Disposal of Uniforms: Returning and discarding of uniforms that are no longer suitable for continued use because of damage or normal wear and tear. Employees must return uniforms when they leave TSA employment. TSA insignia from personally purchased uniform items must also be returned to TSA for disposal.
- H. TSA Insignia: The TSA badge, emblem, patch, or other unique marking on a uniform that identifies an employee as part of the TSA TSO workforce.
- I. TSO Workforce: TSA employees in the job categories of STSO, LTSO, and TSO.
- J. Uniform Allowance: An annual monetary amount provided to each Officer to purchase authorized TSA uniform items.

5. RESPONSIBILITIES:

- A. Federal Security Directors (FSDs), or their designee, are responsible for:
 - (1) Authorizing the designation of Officer uniform items to be worn at an airport, including on airport property or grounds when not on duty, based on job assignment, time of year, and geographic considerations;
 - (2) Ensuring that Officers comply with this directive and that they possess the required number of uniforms that will result in a professional appearance; and

NOTE: The FSD may authorize, but not require, Officers to wear optional uniform items, such as, coveralls, shorts and short sleeve polo shirts. These items are authorized only in those areas outside the view of the public, or when performing Aviation Direct Access Screening Program (ADASP) duties outside of the airport building.

- (3) Providing a copy of this directive and [TSA Form 1175, TSO Dress and Appearance Responsibilities Acknowledgement](#) to all Officers; posting the directive in a prominent, accessible, and appropriate area in the workplace; and informing all Officers of the posting.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

B. Supervisors and Managers are responsible for:

- (1) Ensuring Officers under their supervision are in compliance with this directive;
- (2) Obtaining a signed TSA Form 1175 from the Officer acknowledging that they have received and read this directive;
- (3) Initiating appropriate corrective action when one of their employees violates any of the provisions outlined herein; and
- (4) Ensuring that the signed TSA Form 1175 is filed in the employee's Employee Performance File (EPF).

C. Officers are responsible for:

- (1) Reading and adhering to this directive;
- (2) Seeking clarification from their supervisor in cases of doubt or misunderstanding as to its application, and for knowing the consequences of violating this directive; and
- (3) Signing TSA Form 1175, stating they have received and read this policy and returning the form to their supervisor or manager.

6. POLICY:

- A. TSA Officers will wear a standardized uniform as a readily identifiable symbol of the security mission and role of the TSA Officer. The uniform is designed to enhance employee pride, to project the professional image of the organization, and to instill trust and confidence in the traveling public.
- B. All Officers shall adhere to the personal appearance standard to reflect the level of professionalism commensurate with their duties and responsibilities. The FSD, or designee, shall ensure all Officers meet the appearance standard. Failure to meet the uniform and appearance requirements may result in appropriate corrective action. Repeated violations of this policy may result in disciplinary action, up to and including removal from duty.
- C. All Officers shall wear properly fitted uniforms on duty. The contract for issuing uniforms includes provisions for obtaining proper fit. Uniforms that do not fit should be returned to the uniform contractor for replacement prior to being worn. If standard sizes do not provide a proper fitting uniform, the Officer should call the uniform contractor's customer service office (currently VF Solutions) at 1-800-334-9087, to request special measurement uniforms.
- D. Officers may wear their uniform while commuting to and from work without an over-garment. Officers should not wear their TSA uniform while participating in activities outside of work. However, brief stops that are a part of the normal work commute are permitted while in uniform.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

- (1) Examples of permitted stops while in uniform include dropping off and picking up children from day care or school, or stopping to buy a cup of coffee.
- (2) Examples of activities *not* permitted while in uniform include, but are not limited to, grocery or other shopping, going out to dinner, or meeting friends for a drink after work.

NOTE: The activities stated above are merely examples and do not represent a comprehensive list of permitted/not permitted activities. If there is any question as to a specific activity, Officers should discuss it with their supervisors.

- (3) It is important that employees understand the public will view an employee in uniform as representing TSA, even if the employee is off duty.

E. Only TSA Headquarters authorized insignia and accessories may be worn on or with the uniform.

7. PROCEDURES:

A. Standard Uniforms: Officers are initially provided with a standard TSA uniform package. Current standard issue consists of 3 trousers, 3 short sleeve shirts, 3 long sleeve shirts, 2 neckties, 1 sweater vest, 1 team jacket, 2 pairs of shoulder boards, 1 belt, 3 pairs of socks, and 1 nametag.

- (1) Shirts: Officers shall wear only TSA issued long or short sleeved shirts. Shirts will be worn with collar buttons closed and ties properly affixed. Shirt collars should fit comfortably around the neck. Long sleeved shirts will cover the wrists.

NOTE: All undergarments shall be neutral in color and concealed from view, with the exception of short-sleeved, crew-neck white undershirts that may be worn with open collar short sleeve shirts. No lettering or design shall be visible through the uniform shirt.

- (2) Tie: Only TSA issued ties may be worn.
 - (a) Officers will wear the issued male or female style ties. Female Officers can wear either style tie. If a female Officer chooses to wear the male style tie and she has already been issued the female style tie, she may exchange it for a male style tie.
 - (b) The FSD, or designee, is authorized to exempt Officers from wearing ties with a short sleeved shirt while performing screening duties based on the time of year, geographic considerations, and heat and humidity conditions.
 - (c) A tie is mandatory with a long sleeve shirt.
- (3) Trousers: Officers will wear only TSA issued trousers. Trousers will have a front crease that meets the top of the shoe with a slight break and the back crease stops one inch (1”) above the heel. Trousers will not be tailored for cuffs or narrowness of pant legs.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

- (4) **Skirts:** Skirts may be considered for female Officers whose religious beliefs do not permit them to wear trousers. If an exemption is approved, it would permit such employees to wear an appropriate, approved skirt that does not interfere with their ability to perform their duties. See Section 7D regarding the request of an exemption.

NOTE: If the TSA issued skirt has not been delivered, the Officer is authorized to wear a personally purchased skirt that conforms to TSA's uniform appearance standard. This would be an A-line or similar style navy blue skirt that is similar in appearance to the uniform trousers. The skirt shall fall below the knee when seated and the fit/length must not interfere with the physical performance of the employee's duties.

- (5) **Belt:** Officers will wear only the TSA issued black belt or a belt that is similar in appearance to the TSA issued black belt.
- (6) **Socks:** Officers are issued three pairs of socks. Additional Officer provided socks must be black and/or navy blue matched pairs of socks.
- (7) **Shoes/Boots:** Shoes/boots must cover the entire foot and be all black in color with no adornments. Shoes/boots must be plain toe style, clean, and polished. Heel height should be no more than two inches (2"). Black sneakers or tennis shoes are not permitted.
 - (a) Shoes/Boots are not part of the standard TSA uniform package. Shoes/Boots are a personal item of apparel that must be purchased at the employee's own expense.
 - (b) TSA will not reimburse employees for the cost of shoes/boots, but allowance money may be used to purchase black shoes from the uniform contractor.
- (8) **Nametags:** Officers shall wear a TSA issued nametag. The nametag will be worn on the right side of the chest. On the white shirt, it should be worn centered on the right pocket flap and aligned with the top of the flap. On the sweater vest and optional sweater, there is a nametag holder on the right front breast with round eyelets for the clutch pins. Nametags will not be worn on the polo shirt, coverall, or jacket.
- (9) **Shoulder Boards:** Officers shall wear the appropriate TSA issued shoulder boards. Shoulder boards identify rank as follows: TSO shoulder boards have one stripe, LTSO have two stripes, and STSO have three stripes.

B. Optional Uniform Items: In addition to the standard uniform package issued to Officers, employees may purchase several optional uniform items from the uniform contractor for use in their particular work environments.

- (1) Optional uniform items include long sleeve sweaters, 3-season jackets, parkas, knit caps, coveralls, polo shirts, shorts, nametags with magnetic fasteners, and shoes. FSD, or designee, may authorize, but not require, Officers to wear optional uniform items.

TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES

- (2) If authorized by the FSD, or designee, coveralls, polo shirts, and shorts may only be worn by Officers performing baggage screening functions or ADASP activities that are outside of the airport building.
- (3) Maternity uniforms are available for pregnant Officers. A maternity uniform allotment request form is available on the uniform contractor's web site at www.vfsolutions.com/tsa, and must be approved/certified by the FSD or designee. Once approved, the Officer will be issued a set of maternity uniforms, at TSA's expense, consisting of 3 long sleeve maternity shirts, 3 short sleeve maternity shirts, and 3 maternity pants.
- (4) Tie Tacks/Tie Bars: If authorized by the FSD, Officers may purchase, at their expense, and wear tie tacks/tie bars. Tie tacks may be button or stud style tie tacks that do not exceed ½ inch diameter and must be plain gold or silver in color. Tie bars must not exceed 3/8 inch in width and be plain gold or silver tone metal. Tie tacks/ bars with logos or emblems must be of TSA/DHS or other Federal Government organizations.
- (5) Baseball Cap: If authorized by the FSD, Officers may purchase, at their expense, and wear baseball caps. The baseball cap must be navy blue in color with a DHS or TSA patch affixed to the front of the cap. The baseball cap must be worn with the brim facing forward. Baseball caps may only be worn by Officers performing baggage screening functions in a baggage screening room outside the view of the public or curbside and by Officers performing ADASP activities outside the airport building.

C. Accessories and Grooming:

- (1) Eyewear: Only plain frame style prescription eyeglasses with neutral colored lenses may be worn with the uniform. Sunglasses or eyeglasses that are faddish in style or color (e.g., mirrored, opaque, iridescent or fluorescent colors, etc.) shall not be worn while on duty. Sunglasses or darkly tinted glasses shall not be worn inside the building.
- (2) Jewelry:
 - (a) Officers may wear only stud style earrings that do not exceed ¼ inch in diameter and are made of plain gold or silver tone metal, pearl, or other gemstone, and earrings may only be worn in the ear lobe. Female Officers may not wear more than two (2) earrings per ear lobe and male Officers may wear only one (1) stud style earring per ear lobe. Earrings must not detract from the professional appearance of an Officer.
 - (b) Necklaces may be worn if not visible to the public.
 - (c) Other than earrings, no other jewelry, including tongue piercing, shall be worn on or about the face, head or mouth. Body piercing, except for earrings, may not be visible to the public.
 - (d) Rings or ring sets on fingers shall be limited to no more than two per hand.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

- (e) Beads, chains, bracelets, and similar jewelry while on duty are prohibited due to safety compliance.
 - (f) Medical identification bracelets/necklaces may be worn.
 - (g) Wrist watches may be worn while on duty. Watches should be of a style that minimizes sliding up the arm and are not of a size that could create a safety issue. Watches must not detract from the professional appearance of an Officer.
- (3) Facial Hair: Male Officers must be neatly shaven or maintain neatly trimmed and well kept facial hair not more than ½ inches in length.
- (4) Hair:
- (a) Hairstyles and hair colors must be judged by a reasonable person standard (ultimately determined by the FSD) and present a neat, clean, professional appearance. Hair shall be kept clean and the style shall not present a ragged, unkempt or extreme appearance.
 - (b) Hair length for male Officers shall not extend below the bottom of the back of the collar. Hair retainers, e.g., hair clips, hair nets, or rubber bands, may not be used to meet this standard for male Officers.
 - (c) Hair length for female Officers shall not extend beyond 2 inches below the bottom of the back of the collar while on duty. Hair accessories used to pin up hair shall be concealed as much as possible and should not distract from the uniform.
 - (d) Hair and/or hairpieces, whether dyed or natural, must appear natural in color.
- (5) Make-up: Make-up and make-up colors must present a neat, clean, and professional appearance to be judged by a reasonable person standard (ultimately determined by the FSD).
- (6) Tattoos: Tattoos must be covered at all times and not visible to the general public. Officers whose tattoos are visible when wearing a short sleeve shirt must wear a long sleeve shirt on duty. Officers with visible arm tattoos should order long sleeve shirts when placing their initial uniform orders. Exceptions may be granted by the FSD only when the tattoo is covered by an acceptable band that does not detract from the uniform.
- (7) Fingernails: Fingernails shall not extend further than ¼ inch beyond the tip of the finger. Fingernail colors must be judged by a reasonable person standard (ultimately determined by the FSD) and present a neat, clean, and professional appearance.
- (8) Chewing Gum and Tobacco: Officers are prohibited from chewing gum or tobacco while on duty.
- (9) Personal Electronic Equipment: Display and use of personal electronic devices is prohibited in identified TSA screening areas. Personal electronic devices may only be

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

used during an employee's rest or meal break in a designated area that is not co-located with the TSA screening area.

D. Exemption to Uniform Requirement:

- (1) An exemption to the uniform requirements may be considered for appropriate, documented reasons, such as religious beliefs or medical reasons.
- (2) Employees seeking an exemption shall make a written request to their FSD stating the basis for the exemption.
- (3) The FSD will review and approve or disapprove the request, in writing, after consulting with their local Field Counsel and, when appropriate, with the Office of Human Capital.
- (4) If an exemption is approved, the employee may then purchase and wear any authorized item that deviates from the standard uniform package with their uniform allowance (if available from the contractor) or personal funds.
- (5) An approved exemption will be documented in the employee's EPF and will continue to be applicable if the employee transfers within the airport or to another airport.

E. Uniform Allowance:

- (1) Officers receive an annual monetary uniform allowance. The allowance is posted on their individual accounts on the TSA uniform contractor's website (currently VF Solutions at www.vfsolutions.com/tsa). Annual funds may be used to purchase any needed uniform item from the complete list of authorized uniform items, including standard and/or optional items. If an employee has a significant weight loss/gain that causes the uniform to no longer fit properly, they may use their uniform allowance to purchase the necessary uniform replacements.
- (2) Personal funds: Officers may use personal funds to purchase additional uniform items from the contractor. The contractor accepts orders directly from Officers.
 - (a) Officers must report uniform purchases made with personal funds to their FSD, the uniform coordinator, or other designee, so that items may be recorded for future disposition.
 - (b) Officers will not be reimbursed for items they elect to purchase with their own funds. Additionally, in the event TSA uniforms have not been delivered prior to the start of Officers' reporting for duty, TSA will not reimburse Officers who wear their personal attire to perform their duties.
- (3) Alterations: Officers shall not make alterations to their uniforms. The uniform contract includes provisions for obtaining proper fit. Uniforms that do not fit should be returned to the contractor for replacement prior to being worn. Measuring instructions and an

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

order form with sizing guides are available at the uniform contractor's website at www.vfsolutions.com/tsa.

F. Retrieval and Disposal of TSA Patches, Badges and Other Insignia from Officer Uniforms:

(1) Retrieval of TSA Patches, Badges and Other Insignia:

- (a) Officers are required to return for disposal all TSA patches, badges, and other insignia from TSA purchased uniform items when they leave TSA employment, are reassigned to a non-screening position, or when the uniform items are no longer suitable for continued use.
- (b) Officers are required to remove and return for disposal all TSA patches, badges, and other insignia from self-purchased uniform items when they leave TSA employment or when the uniform items are no longer suitable for continued use.
- (c) The above items are to be returned to the FSD, the uniform coordinator, or other designee, at the employee's airport. Returned items that are serviceable shall be retained and safeguarded at the airport or other appropriate facility for use by TSA employees. [TSA MD 1100.30-10, *Employee Exit-Clearance Procedures*](#) provides guidance on procedures for employees separating from TSA.
- (d) Officers may keep uniform items from which the TSA patches, badges, and other insignia have been removed and all uniform items that do not include TSA insignia (e.g., trousers, belts, ties, socks), regardless of whether TSA or the Officer purchased the items.

(2) Officers on extended leave from TSA (e.g., military duty) are not required to return their uniforms while on leave. Employees are responsible for safeguarding their uniform from theft and unauthorized use during their absence.

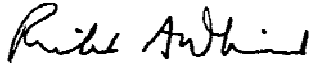
(3) Employees who separate and fail to return TSA patches, badges, and other insignia shall, after reasonable attempts by TSA to retrieve the items, be issued a letter by the FSD notifying them that they may be subject to civil and/or criminal penalties if they fail to return items within ten (10) days from the date of the letter. (see **Attachment**)

G. Storage of Uniforms in Vehicles: All TSA employees must ensure the safekeeping of sensitive accountable property. Employees must not store any TSA uniforms, patches, credentials, or other identification media in their personal vehicle in accordance with Operations Directive, OD-400-25-1, *Prohibition Against the Storage of Uniforms and Identification Media in Vehicles*.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2
TSO DRESS AND APPEARANCE RESPONSIBILITIES**

8. EFFECTIVE DATE AND IMPLEMENTATION: This policy is effective immediately upon signature.

APPROVAL



6/21/2007

Richard A. Whitford
Assistant Administrator for Human Capital

Date

Filing Instructions: File 200.1.1
Effective Date: Date of Signature
Review Date: Two years from Effective Date
Distribution: Assistant Secretary, Deputy Assistant Secretary, Associate Administrator,
Assistant Administrators, Area Directors, Office Directors, Federal Security
Directors, and TSA Officers
Point of Contact: Office of Human Capital

SAMPLE LETTER

[Date]
[Addressee]

RE: TSA-Issued, U. S. Government Property

Dear [Mr. /Mrs.] [Name]:

On **[enter date]**, TSA required you to return TSA-issued, U. S. Government property uniform items to your supervisor, including your identification badge, as well as TSA training materials and operations manuals. To date, you have failed to return **[state specifically the items that need to be returned]**. You must return this property to **[put name and telephone number of TSA person at your airport that the former employee should contact]** immediately.

Your failure to return this TSA-issued, U. S. Government property item(s) within ten (10) days from the date of this letter may result in civil and/or criminal enforcement actions against you. These enforcement actions could subject you to civil penalties of up to \$10,000 for each day beyond the ten-day grace period noted above that you fail to return the property, and/or criminal penalties.

If you have any questions, please contact the TSA representative named above.

Sincerely,

[FSD name and signature]
Federal Security Director