



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) personnel management system regarding uniformed employees, with respect to TSA employees.

**REVISIONS:** This revised Management Directive amends TSA MD 1100.73-2, dated October 27, 2005.

**SUMMARY OF CHANGES:** The following change has been incorporated: Section 7.A.(7) has been amended to clarify the heel height of shoes from no more than one inch (1”) to no more than two inches (2”). All other provisions of this MD remain the same. This change is effective as of October 27, 2005, the original issuance date of the directive.

1. **PURPOSE:** This directive sets forth TSA policy 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. This directive cancels and supersedes the following:
  - HRM Letter No. 735-2, Interim Uniformed Employees Appearance and Responsibilities Policy, dated September 3, 2002
  - AVO 400.25.3-1, Use of Personal Funds to Purchase Additional Screener Uniform Items, dated February 19, 2003
  - AVO 400.25.3-2, Retrieval and Disposal of TSA Screener Uniforms, dated April 16, 2003
  - AVO 400.25.3-3, Screener Uniform Allowance and Expanded Uniform Menu, dated May 30, 2003
  - AVO 400.25.3-4, Failure of Former Employees to Return TSA-Issued Items, dated July 15, 2003
  - AVO 400.25.3-5, Reimbursement for Alterations to Uniforms or Purchase of Temporary Uniforms, dated January 16, 2003
  - AVO 400.33.2-2, Uniformed Appearance – Wearing of Skirts by Screeners, dated November 11, 2002
  - OD-400-33-1A, Supplemental Requirements to TSA Policy on Uniformed Employees’ Appearance and Responsibilities, dated August 8, 2005 (superseded/cancelled AVO 400.33.2-4 dated April 17, 2003)
2. **SCOPE:** This directive provides direction to all TSA employees in the job categories of Transportation Security Screener (TSS), Lead Transportation Security Screener (LTSS) and Supervisory Transportation Security Screener (STSS) who are required to be in uniform while on duty.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

**3. AUTHORITIES:**

- A. The Aviation and Transportation Security Act, Public Law 107-71, dated November 19, 2001.
- B. Applicable TSA and U. S. Department of Homeland Security delegations of authority.

**4. DEFINITIONS:**

- A. Exemption: A consideration to permit an employee to wear, or not wear, a specific item as part of their approved TSA uniform, based on a religious belief and/or a medical reason.
- B. Personal Appearance Standard: The TSA standard for uniformed employees 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.
- C. 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, iPods, blackberrys, and compact disc players.
- D. Personal Funds: A screener's own money that may be used to purchase additional uniform items.
- E. 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.
- F. Screener Workforce: TSA employees in the job categories of Supervisory Transportation Security Screener, Lead Transportation Security Screener, and Transportation Security Screener.
- G. TSA Insignia: The TSA badge, emblem, patch, or other unique marking on a uniform that identifies an employee as part of the TSA screener workforce.
- H. Uniform Allowance: An annual monetary amount provided to each uniformed employee to purchase authorized TSA uniform items.
- I. Uniformed Employees: Members of the TSA screener workforce required to own and wear uniforms.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

**5. RESPONSIBILITIES:**

- A. Federal Security Directors (FSD), or their designee, are authorized to designate screener uniform items to be worn at an airport based on job assignment, time of year, and geographic considerations. The FSD, or designee, shall ensure that uniformed employees possess the required number of uniforms that will result in a professional appearance. They may authorize, but not require, screeners to wear optional uniform items, such as, coveralls, shorts and short sleeve polo shirts.

FSDs, or their designee, shall provide a copy of the Uniformed Employees Appearance and Responsibilities directive to all uniformed employees and post it in a prominent, accessible, and appropriate area in the workplace, and inform all uniformed employees of the posting.

- B. Supervisors and managers are responsible for assisting uniformed employees under their supervision on the application of this directive. Supervisors/managers will also obtain a signed receipt from the uniformed employee acknowledging that the employee has received and read this directive. Supervisors will initiate appropriate corrective action when one of their employees violates any of the provisions outlined herein.

Note: The signed acknowledgement of receipt form will be filed in the employee's Employee Performance File (EPF).

- C. Uniformed employees are responsible for reading and adhering to this directive. They are also responsible for seeking clarification from their supervisor in case of doubt or misunderstanding as to its application, and for knowing the consequences of violating this directive. Employees are to sign the acknowledgment of receipt form stating they have received and read this policy and return the form to their supervisors/managers.

**6. POLICY:**

- A. General:

All uniformed employees 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 uniformed employees meet the appearance standard. **Failure to meet the uniform and appearance requirements may result in appropriate corrective or disciplinary action.**

All uniformed employees 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 screener should call the uniform contractor's customer service office (currently VF Solutions) at 1-800-334-9087, to request special measurement uniforms.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- B. Uniformed employees may wear their uniform while commuting to and from work without an over-garment. Only brief stops that are a part of the normal work commute are permitted while in uniform.
- (1) Examples of permitted stops while in uniform are dropping off or 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 are grocery or other shopping, going out to dinner, and meeting friends for a drink after work.
  - (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. Wearing of the uniform off-duty may also present security concerns.
  - (4) 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, uniformed employees should discuss it with their supervisors.
- C. Only TSA Headquarters authorized logos and accessories may be worn on or with the uniform.

**7. PROCEDURES:**

- A. Standard Uniforms: Uniformed employees 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*: Uniformed employees 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. Shirts may not be altered for any reason.  
  
Note: Undergarments shall be neutral and concealed from view. No lettering or design shall be visible through the uniform shirt.
  - (2) *Tie*: Only TSA issued ties may be worn.
    - (a) Uniformed employees will wear the issued male or female style ties. Female screeners can wear either style tie. If a female screener chooses to wear the male style tie and she has already been issued the female style tie, the female screener must use personal funds or her uniform allowance to purchase the male style tie.
    - (b) FSDs, or designee, are authorized to exempt screeners from wearing ties while performing screening duties based on the time of year, geographic considerations, and heat and humidity conditions.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- (3) *Trousers:* Uniformed employees 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.
- (4) *Skirts:* Skirts may be considered for screeners 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 to request an exemption.

**Note:** If the TSA issued skirt has not been delivered, the screener is authorized to wear a personally purchased skirt that conforms to TSA uniform appearance. 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:* Uniformed employees will wear only the TSA issued black belt.
- (6) *Socks:* Uniformed employees are issued three pairs of socks. Additional employee provided socks must be black and/or navy blue matched pairs of socks.
- (7) *Shoes:* Shoes must cover the entire foot and be all black in color with no adornments. Heel height should be no more than two inches (2"). Black sneakers or tennis shoes are not permitted.
  - (a) Shoes are not part of the standard TSA uniform package. Shoes are a personal item of apparel that must be purchased at the employees' own expense.
  - (b) TSA will not reimburse for the cost of shoes, but allowance money may be used to purchase black shoes from the uniform contractor.
- (8) *Nametags:* Uniformed employees shall wear a TSA issued nametag. The nametag should be worn on the right side of the chest. On the white shirt, it should be worn centered and approximately 1/8" above the right pocket. On the sweater vest and optional sweater, there is a nametag holder on the right front breast with round eyelets for the clutch pins. If an FSD, or designee, authorizes baggage screeners to wear polo shirts or coveralls, they will designate whether or not a nametag must be worn. If a name tag is required, it will be worn on the right side of the chest.
- (9) *Shoulder Boards:* Uniformed employees shall wear the appropriate TSA issued shoulder boards. Shoulder boards identify rank as follows: TSS shoulder boards have one stripe, LTSS have two stripes, and STSS have three stripes.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

B. Optional Uniform Items: In addition to the standard uniform package issued to screeners, 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, and shoes. FSDs, or designee, may authorize, but not require, screeners to wear optional uniform items.
- (2) If authorized by the FSD, or designee, coveralls, polo shirts, and shorts may only be worn by screeners performing baggage screening functions, provided there are no visible tattoos.
- (3) Maternity uniforms are available for pregnant screeners. A maternity uniform allotment request form is available on the uniform contractor's web site at [www.vfsolutions.com/tsa](http://www.vfsolutions.com/tsa), and must be approved/certified by the FSD or designated representative. Once approved, the screener will be issued a set of maternity uniforms, at TSA expense, consisting of 3 long sleeve maternity shirts, 3 short sleeve maternity shirts, and 3 maternity pants.

C. Accessories and Grooming

(1) *Eyewear*: Only neutral style prescription eyeglasses 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) Male and female screeners may wear earrings. Only button or 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 may be worn.

Earrings may only be worn in the ear lobe and a uniformed employee may not wear more than two (2) earrings per ear lobe.

(b) Necklaces may be worn, if not visible to the public.

(c) Other than earrings, no other jewelry shall be worn on or about the face, head or mouth.

(d) Rings or ring sets on fingers shall be limited to no more than two per hand.

(e) Beads, chains, bracelets, and similar jewelry while on duty are prohibited due to safety compliance.

(f) Medical identification bracelets/necklaces may be worn.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- (g) Body piercing, including tongue piercing, may not be visible to the public (except for the above guidance on earrings).
- (3) *Facial Hair:* Male screeners 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 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 and female screeners shall not extend more than 2-1/2 inches below the back of the collar while on duty.
  - (c) Hair and/or hairpieces whether dyed or natural must appear natural in color.
  - (d) Hair accessories used to pin up hair shall be concealed as much as possible and should not distract from the uniform.
- (5) *Tattoos:* Tattoos must be covered at all times and not visible to the general public. Screeners whose tattoos are visible when wearing a short sleeve shirt must wear a long sleeve shirt on duty. Screeners with visible arm tattoos shall only order long sleeve shirts when placing their initial uniform orders. If a screener with visible arm tattoos orders/receives short sleeve shirts, the shirts should be returned to the uniform contractor before being worn for replacement with long sleeve shirts.
- (6) *Fingernails:* Fingernails shall not extend further than ¼ inch beyond the tip of the finger.
- (7) *Chewing Gum and Tobacco:* Uniformed employees are prohibited from chewing gum or tobacco while on duty.

**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.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- (5) An approved exemption will be documented in the employee's local airport file, and will continue to be applicable if the employee transfers within the airport or to another airport.

**E. Uniform Allowance**

- (1) Uniformed employees 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](http://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 can use their uniform allowance to purchase the necessary uniform replacement items.
- (2) Personal funds: Uniformed employees may use personal funds to purchase additional uniform items from the contractor. The contractor accepts orders directly from screeners.
- (a) Screeners 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) Uniformed employees 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 screeners' reporting for duty, TSA will not reimburse screeners who wear their personal attire to perform their duties.
- (3) Alterations: Uniformed employees 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.

**F. Retrieval and Disposal of Uniforms**

- (1) Retrieval of Uniform Items Containing TSA Insignia:
- (a) Screeners are required to return for disposal all uniform items purchased and issued by TSA that contain TSA patches, badges, and other insignia when they leave TSA employment, are reassigned to a non-screener position, or when the uniform items are no longer suitable for continued use.
- (b) Screeners are required to remove and return for disposal all TSA insignia on self-purchased uniform items when they leave TSA employment, or when the uniform items are no longer suitable for continued use.



**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- (c) The above items are to be returned to the FSD, the uniform coordinator, or other designee, at the employee's airport. Returned uniform items that are serviceable shall be retained and safeguarded at the airport or other appropriate facility for use by TSA employees. [HRM Letter 000-2, Employee Exit-Clearance Procedures](#), provides guidance on procedures for employees separating from TSA.
  - (d) Screeners may keep uniform items that do not include TSA insignia (e.g., trousers, belts, ties, socks), regardless of whether TSA or the screener purchased the items.
- (2) Uniformed employees 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 items containing TSA 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 attached letter)
  - (4) Disposal of Returned Uniform Items: If uniform items are no longer appropriate for reuse, they shall be disposed of in accordance with [Property Management Letter No. PMO-4000-18, Utilization and Disposal of TSA Uniforms](#).
- 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.
- H. Conduct and Responsibilities: In addition to the provisions of [HRM Letter No. 735-1, Interim Policy on Employee Responsibilities and Conduct](#), the following highlights some of the key rules of conduct for uniformed employees.
- (1) Uniformed employees shall be courteous and respectful when dealing with the public and with co-workers. Employees shall be tactful in the performance of their duties, shall control their tempers, and exercise patience and discretion. Uniformed employees shall conduct themselves at all times, both on and off duty, in such a manner that reflects most favorably upon TSA.
  - (2) Employees are required to report to work when scheduled and arrive on time. Absenteeism and tardiness become a burden to management and co-workers and may result in a less than satisfactory experience for the traveling public.
  - (3) If an employee must leave their duty station during working hours for personal reasons, the employee must obtain permission from their supervisor/manager before leaving, and check-in with their supervisor/manager as soon as they return.


**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

- (4) Uniformed employees shall use public restrooms as designated by their supervisor and/or manager.
  
- (5) Relationships in the Workplace
  - (a) Uniformed employees should at all times maintain professional and business-like relations with all employees and all individuals who travel through the checkpoint. Employees will respect the civil rights and privacy rights of all employees and the traveling public.
  
  - (b) TSA is committed to avoiding the adverse effects on the morale, operations and mission of the agency that may result from intimate personal relationships in the workplace. Intimate relationships between individuals who have a direct or indirect supervisory relationship are highly inappropriate and may violate the Standards of Ethical Conduct for Employees.
    - (i) If such a situation develops, the involved employee in the supervisory role must communicate this fact to his/her manager so that a transfer or reassignment may be considered for either party.
  
    - (ii) While TSA has no desire to interfere with the private lives of its workforce, when conduct has an impact on workplace effectiveness or security, the best interests of TSA come first.
  
- (6) Use of personal electronic equipment is prohibited in identified TSA screening areas. Personal electronic equipment may be used during an employee's rest or meal break, in a designated area that is not-co-located with the TSA screening area.
  
- (7) Employees who separate either voluntarily or involuntarily are required to return TSA-issued property items, such as, uniforms containing TSA insignia, any TSA insignia from personally purchased uniform items, and TSA-issued training materials and operations manuals. (Any TSA recognition pins received do not have to be returned). Failure to do so can result in civil and/or criminal penalties.

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

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

**APPROVAL**



---

Richard A. Whitford  
Assistant Administrator for Human Capital

10-27-05

Date

Filing Instructions:	File with OHC Management Directives
Effective Date:	Date directive is signed
Review Date:	Two year anniversary of signed directive
Distribution:	Assistant Secretary, Deputy Administrator, Associate Administrator, Assistant Administrators, Area Directors, Federal Security Directors, and TSA Uniformed Employees
Point-Of-Contact:	Office of Human Capital

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

**Acknowledgement of Reading and Receipt**

I acknowledge that I have received and read a copy of MD 1100.73-2,  
Subject: Uniformed Employees Appearance and Responsibilities

---

Employee Signature

---

Date

**TSA MANAGEMENT DIRECTIVE No. 1100.73-2  
UNIFORMED EMPLOYEES APPEARANCE AND  
RESPONSIBILITIES**

**[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

Attachment