

WELCOME TO  
**JETBLUE**

OUR CULTURE, YOUR BENEFITS AND MORE.

jetBlue  
**INSPIRATION**  
STARTS HERE 

# INSPIRING HUMANITY

What is inspiration? It's our mission and it starts with the people working here. Together, JetBlue Crewmembers inspire. From our hometown Terminal Five (T5) at New York's JFK Airport to the runway at San Juan, Crewmembers are the heart of our brand. They make inspiring humanity happen, a single action at a time, every day of the year.

As you begin your journey with JetBlue, we're here to support you along the way. This booklet will help you select your health and financial benefits, enroll in Crewmember travel and learn about our unique culture of inspiration here at JetBlue.

# WELCOME HOME



On behalf of all of us here at JetBlue, welcome! I hope you enjoy your orientation and training experience at JetBlue University as well as your stay at The Lodge. Please take advantage of this special opportunity to meet some of our leaders, make new friends and learn about our culture.

Here at JetBlue, we've made a reputation for having the best and brightest Crewmembers in the industry. I believe this is why our Customers choose us above other airlines, and the reason behind our continued growth and success. As we welcome you to our JetBlue family, I encourage you to add your own unique passion, skills and talents toward our shared mission of inspiring humanity. After all, this is why we exist as an airline and how we take pride in our work every day.

I look forward to seeing you across the network!

**Robin Hayes**  
President & Chief Executive Officer



Hello, and welcome! As you begin your career here at JetBlue, we're committed to positioning you for success in your new role. Our goal is to provide you with the benefits, resources and support to help you achieve your full potential. We want you to thrive! And, we want to give you the same stellar service that our airline delivers to our Customers every day.

Starting any new job can be a big change, and I'm sure you have more than a few questions: What benefits do we offer? How can you enroll? What do our culture and values mean, and how can you take part? All this is covered during orientation, in this booklet and throughout our many online resources. Additionally, our BlueCarpet service is an amazing resource to help you navigate your new benefits during your first 30 days on the job and beyond.

When it comes to our special JetBlue culture, you'll find there are many opportunities to get involved, from our Crewmember Values Committees and Resource Groups to volunteering opportunities, our LIFT social recognition program, the annual SpeakUp survey and much more. I encourage you to find your passion, and look forward to meeting you soon!

**Mike Elliott**  
Executive Vice President, People

# OUR VALUES

Did you know that our founders wrote our values before we even had our first plane? Today, our values are still at the very heart of how we interact with our Customers and Crewmembers.

**Safety, Caring, Integrity, Passion and Fun.** These core values drive our work and the decisions that we and our leaders make every day.

Safety comes first. It's every Crewmember's job to ensure safety for all.

## SAFETY

## ♥ INTEGRITY

Integrity means doing the right thing – all the time. The only way to do business is by communicating openly and honestly. This way, we earn trust from each other and our Customers.

## ☀️ PASSION

Passion is the enthusiasm we have for what we do and a great Customer experience. Our passion is what keeps Customers coming back, and why we do our part to keep our destinations beautiful for future generations.

JetBlue is where people like to be. When Crewmembers enjoy what they do, our Customers enjoy traveling with us.



## FUN

## CARING

Caring is how a small company gets big without losing its soul. The JetBlue experience is about caring. It is delivered by Crewmembers, and we look after each other so that we can care for our Customers and communities.



# JETBLUE PROMISES

Hospitality is about leaving our Customers with a positive and lasting impression.

**These Promises will help us to deliver the stellar service that sets us apart:**

- ☑ **Preserve the hospitality zone.** It's all about making the Customer feel welcome and acknowledged.
- ☑ **Personalize and enhance the experience.** This helps us individualize the experience, create moments of magic and inspire loyalty.
- ☑ **Professionally communicate.** It's how we transform our award-winning service into polished hospitality.
- ☑ **Proactively take ownership.** It lets Customers know they are a priority to you.
- ☑ **Project the JetBlue image.** It's all about the JetBlue look and feel we portray to Customers.
- ☑ **Promise to resolve.** The opportunity to make a situation right.



## PRINCIPLES OF LEADERSHIP

- ☑ **Treat people right.**
- ☑ **Do the right thing.**
- ☑ **Communicate with your team.**
- ☑ **Display initiative & innovation.**
- ☑ **Inspire greatness in others.**

## OUR BLUE STANDARDS

Model these behaviors to consistently wow your fellow Crewmembers and our Customers!



## KNOW YOUR STUFF AND MAKE IT HAPPEN

- ☑ **Master your craft.**
- ☑ **Apply business fundamentals.**
- ☑ **Offer solutions.**
- ☑ **Be accountable and manage tasks effectively.**
- ☑ **Get things done.**
- ☑ **Focus on success metrics.**



## SERVE WITH EXCELLENCE

- ☑ **Be thankful, friendly and welcoming.**
- ☑ **Exhibit high standards of service.**
- ☑ **Have empathy for others and be proactive.**
- ☑ **Engage and collaborate with Customers (internal & external).**
- ☑ **Build and develop diverse relationships.**
- ☑ **Serve all stakeholders.**

# BLUEBENEFITS FOR ALL

Life is better in blue when you maximize your health and wealth with BlueBenefits programs and plans. [lifeisbetterinblue.com](https://lifeisbetterinblue.com) is where you find out more about your benefits at JetBlue. BlueCrew Self Service (BCSS) at <https://bcss.jetblue.com/irj/portal> is where you enroll in benefits, view pay stubs and more.

**! You have 30 days from your date of hire to enroll in your benefits.**  
Health coverage begins the first of the month following 30 days of service.

2018 Dental Rates	Semi-Monthly	Weekly
Crewmember Only	\$9.75	\$4.50
Crewmember + Spouse	\$18.75	\$8.65
Crewmember + Child(ren)	\$28.50	\$13.15
Crewmember + Family	\$36.75	\$16.96
2018 Vision Rates	Semi-Monthly	Weekly
Crewmember Only	\$3.25	\$1.50
Crewmember + Spouse	\$6.14	\$2.83
Crewmember + Child(ren)	\$6.45	\$2.98
Crewmember + Family	\$9.67	\$4.46

### Timing is everything!

If you miss the 30-day enrollment window, your next opportunity will be during the Open Enrollment period each fall—unless you get married, have a baby or experience another qualified life event (QLE). If you have a QLE during the year and wish to change your benefits, follow these steps within 90 days:

1. Log on to BCSS
2. Click on My Life and Career, then Benefits Enrollment
3. Click the quick link to Request Life Event Changes
4. From the drop-down menu, select your QLE and the corresponding date.

### Maximize your health.

- **LiveHealth Online:** Video chat with real doctors for quick, on-the-go care and prescriptions filled anytime, night or day. Visit [livehealthonline.com](https://livehealthonline.com) (or get the app) and use coupon code **JETBLUECREW** to receive a special Crewmember rate.
- **HealthyMoms HappyBabies:** Personalized pre- and post-natal support and the opportunity to earn rewards and points redeemable for cool baby gifts.

### Simplify your life.

- **Navigator:** Support for life's challenges, from day-to-day services, to legal advice, financial guidance and work-life management. Receive up to six free visits of confidential counseling for you and eligible family members.
- **Voluntary Programs:** Pet, group auto and home insurance coverage at competitive rates.
- **Group Legal:** A nationwide network of attorneys to help with a variety of legal needs, including wills, court appearances, document reviews and more.

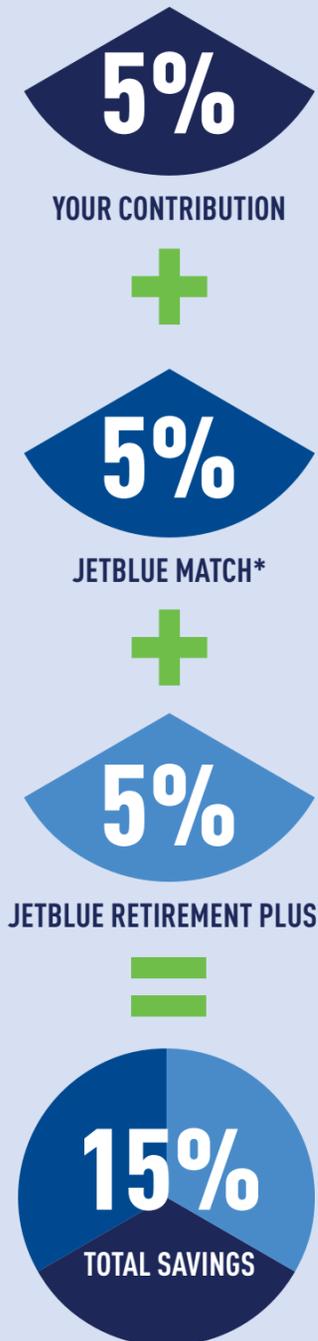
### Maximize your wealth.

- **BlueRetirement:** Save pre- or post-tax dollars, up to IRS limits, toward your 401(k). JetBlue matches up to the first 5 percent you save, dollar for dollar.
- **Retirement Plus:** With each paycheck, an amount equal to 5 percent of your eligible earnings is set aside in your retirement account. Available to Crewmembers below Manager level.
- **Profit Sharing:** If JetBlue's annual pre-tax margin is 18% or lower, eligible Crewmembers share in 10% of the pre-tax profit. If JetBlue's pre-tax margin is higher than 18%, eligible Crewmembers share 10% of the pre-tax profit up to 18% pre-tax margin plus 20% of any pre-tax profit above an 18% pre-tax margin.
- **Crewmember Stock Purchase Plan (CSPP):** The CSPP allows you to buy shares of JetBlue stock (JBLU) through post-tax payroll deductions with a 15% discount. Enrollment takes place during the months of April and October. Purchases are made on the last business days of April and October.
- **Pay for Performance:** Shares the proceeds of improvements to key operational performance measures and is paid quarterly to eligible Crewmembers.
- **Healthcare and Dependent Care Flexible Spending Accounts (FSA):** Set aside pre-tax dollars to pay eligible expenses. Any Crewmember can sign up for the Healthcare FSA unless you're in the Blue Medical Plan (it's an IRS rule!). Use Healthcare FSA dollars toward eligible healthcare expenses. All Crewmembers can enroll in a Dependent Care FSA, which are pre-tax dollars used to pay daycare and after school programs.
- **Voluntary Short Term Disability:** Income protection for up to six months under one of three optional plans that will replace a percentage of your income if you miss work due to pregnancy, an illness or personal injury.
- **Life and AD&D Insurance:** JetBlue provides basic life and accidental death & dismemberment (AD&D) insurance at no cost to you. You may also purchase coverage for yourself and your family.

Your **Total Rewards Statement** provides a comprehensive, personalized view of all your JetBlue rewards, including compensation, benefits and perks. Statements become available two weeks after your date of hire. Check it out at [jetblue.ehr.com](https://jetblue.ehr.com)!

## BREAKING DOWN YOUR RETIREMENT BENEFITS

With two JetBlue contributions, it pays to start saving.



\*Subject to JetBlue's match and Retirement Plus vesting and eligibility



## HEALTHY REWARDS

### It's easy to earn free money!

We care about your health and offer rewards for smart choices like getting your teeth cleaned, preventative health screenings, learning CPR or enrolling your child in extracurricular activities. When you complete eligible activities, you'll earn Healthy Rewards—cash to use toward your health expenses—which gets deposited into your Health Reimbursement Account (HRA), Health Savings Account (HSA) or Healthy Rewards Account.

EARN UP TO  
**\$250**

#### Crewmembers who are part-time or waive medical coverage.

Reward dollars go into a Healthy Rewards Account. If you don't have an account, one will be opened for you.

EARN UP TO  
**\$400**

#### Crewmembers enrolled in full-time medical coverage.

EARN UP TO  
**\$800**

#### Crewmembers and dependents enrolled in full-time medical coverage.

### NEW HIRES!

Earn \$25 in Healthy Rewards toward your Green Plan HRA or Blue Plan HSA for completing the Account Plans Tutorial (with quiz). Don't miss out—visit [lifeisbetterinblue.com](http://lifeisbetterinblue.com) today to complete the tutorial. While you're there, explore the site and its many educational videos for more opportunities to earn Healthy Rewards.



### FOR EXAMPLE

Sofia visits her dentist for a preventive cleaning, which is 100% free under her JetBlue dental plan. After the exam, she goes to [jetblue.werally.com](http://jetblue.werally.com), confirms her cleaning and earns Healthy Rewards of \$50! The money goes into Sofia's Optum health account and can be used toward other health expenses, like medical bills or prescriptions.

When it comes time to apply her Healthy Rewards dollars, it's easy! Sofia has a Healthy Rewards payment card that works just like a debit card. She presents the card and voilà —her Healthy Rewards dollars are applied toward the purchase. Visit [lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet) for the full list of opportunities to earn Healthy Rewards.

## 2018 COVERAGE OPTIONS FOR FULL-TIME CREWMEMBERS

**Medical/Rx:** UnitedHealthcare or Anthem BlueCross BlueShield are our two medical options. Both cover medical expenses and have in and out-of-network coverage. They also include accounts where JetBlue contributes seed money on your behalf (prorated based on date of hire). Coverage includes prescription drug benefits administered by CVS/Caremark.

**Long Term Disability:** Financial security if you can't work for an extended period of time because of a non-work related illness or personal injury. Basic coverage is provided at no cost, and you can purchase additional voluntary coverage.

2018 Full-Time Medical Options				
		Green Plan (PPO with HRA)		Blue Plan (PPO with HSA)
		In-network		In-network
Annual Deductible	Individual: \$1,300	CM + family: \$2,600		Individual: \$1,350 CM + family: \$2,700
Minus any dollars from JetBlue	<ul style="list-style-type: none"> <li>You get <b>\$400 individual/\$800 CM + family</b> in seed money (prorated)</li> <li>You can earn <b>up to \$400 individual/\$800 CM + family</b> in Healthy Rewards</li> </ul>		<ul style="list-style-type: none"> <li>You get <b>\$400 individual/\$800 CM + family</b> in seed money (prorated)</li> <li>You can earn <b>up to \$400 individual/\$800 CM + family</b> in Healthy Rewards</li> </ul>	
Actual deductible (after the math)	\$500 individual • \$1,000 family		\$500 individual • \$1,000 family	
Preventive care	FREE		FREE	
Emergency room	\$300 copay (waived if admitted)		\$300 copay after deductible (waived if admitted)	
Coinsurance (your share)	You pay 20% of expenses after deductible		You pay 20% of expenses after deductible	
Out-of-pocket maximum (includes deductible, coinsurance and prescription drug expenses)	\$4,300 individual \$8,600 family		\$4,300 per individual \$8,600 family (\$7,350 per individual not to exceed \$8,600 per family)	
Prescription drugs	What you pay for Rx in Green Plan:		What you pay for Rx in Blue Plan: (counts toward your deductible)	
30-day supply	<b>Generic:</b> 50%, up to \$8 max per Rx <b>Brand:</b> 50%, up to \$100 max per Rx		20% after deductible (up to \$ 200 max per Rx) per IRS rules	
90-day supply	<b>Generic:</b> 50%, up to \$24 max per Rx <b>Brand:</b> 50%, up to \$300 max per Rx		20% after deductible (up to \$ 600 max per Rx) per IRS rules	
Rates	Semi-Monthly	Weekly	Semi-Monthly	Weekly
Crewmember Only	\$55.50	\$25.62	\$68.00	\$31.38
Crewmember + Spouse	\$140.00	\$64.62	\$169.00	\$78.00
Crewmember + Child(ren)	\$94.50	\$43.62	\$115.00	\$53.08
Crewmember + Family	\$178.00	\$82.15	\$216.50	\$99.92

Benefits details and rates can be found on [lifeisbetterinblue.com](http://lifeisbetterinblue.com)

# ROLLING OUT THE BLUECARPET

## You've got questions, we've got answers

Through our BlueCarpet program, you have unlimited, 24/7 access to a team of experts dedicated to answering health care questions, providing personalized support, resolving claims issues and so much more. Whether you are looking for information or feeling overwhelmed, BlueCarpet is your dedicated resource for any health-related topic. Best of all, JetBlue covers the cost of this helpful service so it's FREE for Crewmembers!

## You talk. BlueCarpet listens and helps you find answers to questions like:

- Green or Blue—which is the right medical plan for me?
- ER? Urgent care? LiveHealth? Where should I go to feel better fast?
- How can I earn Healthy Rewards?
- Is a certain procedure covered by my plan?
- Can you help me find a doctor near my home?
- What does my diagnosis mean?
- Is my medical bill correct?
- Which expenses can be covered by my Health Account or Healthy Rewards?

And, if you speak with an experienced BlueCarpet nurse, you could earn an extra \$250 individual/\$500 for CM + family in Healthy Rewards. Call BlueCarpet for help with:

- Complex health conditions such as diabetes, cancer, Multiple Sclerosis, HIV, back pain and others.
- Establish a healthy lifestyle – lose weight, quit smoking, get more exercise or improve your diet.
- Get help managing stress, anxiety or depression.
- Autism assistance.

## ANY QUESTION. ANY REASON.

Call BlueCarpet

1-866-529-1675

lifeisbetterinblue.com/bluecarpet



Since you're new to JetBlue, BlueCarpet will call you to help you choose between the Green and Blue medical plans.

Just for answering the phone and talking to BlueCarpet, you will receive \$50 in Healthy Rewards!

## FOR EXAMPLE

Ongoing back pain has been cramping Michael's style and he's not quite sure what to do. A fellow Crewmember reminds him about our BlueCarpet program, and he decides to give our friendly team of experts a call. They discuss Michael's situation, and help him find a qualified chiropractor nearby. The BlueCarpet team assigns Michael a BlueCarpet nurse with expertise in musculoskeletal conditions.

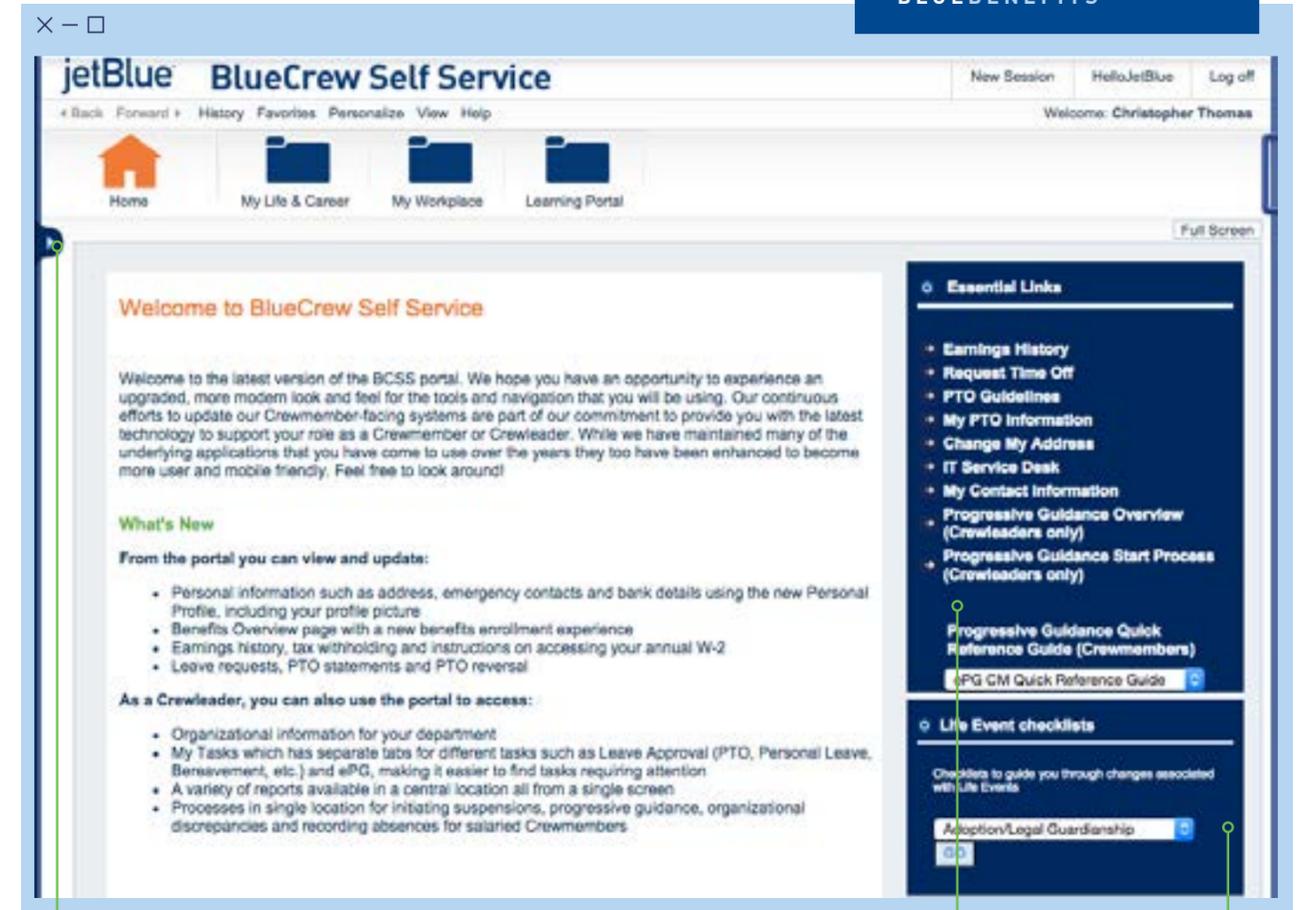
After Michael visits the chiropractor, his BlueCarpet nurse calls to see how it went, and they discuss his doctor's recommendations. The nurse happily answers questions and gives advice on exercise, stretching and nutrition that can help Michael reach his wellness goals. Three months after reaching out to BlueCarpet and following his personalized plan, Michael feels much better. He also earns \$250 in Healthy Rewards by working with the BlueCarpet team to proactively manage his health.

# DESTINATION FAMILY

## Interested in expanding your crew?

If you're trying to start or expand your family and are experiencing challenges or need additional guidance, explore the three programs under DESTINATION : FAMILY to see how BlueCarpet can help.

- **Reproductive Services** provides guidance, education and financial support as Crewmembers navigate the healthcare system.
- **Adoption Assistance** provides financial assistance for the adoption of an eligible child.
- **Maternity support** through HealthyMoms HappyBabies.



## BLUECREW SELF SERVICE (BCSS)

Find it: <https://bcss.jetblue.com/irj/portal>

By logging in, you can access the tools, information and applications to help you do your job each day.

### Within your first 30 days on the job:

- Enter payroll and W-2 withholdings.
- Set up direct deposit.
- List emergency contacts.
- Enroll in benefits coverage.
- Add dependents to health coverage.

### Anytime in BCSS

- View earnings history/pay stubs.
- Request paid time off (PTO).
- Change of address or contact information.
- Change benefits after a marriage, birth, gain or loss of coverage, or other qualified life event.

Use the New Hire Checklist on BCSS under "My Life & Career" to fast track your onboarding!

# CREWMEMBER TRAVEL: HOW WE JET AROUND!

One of the most exciting perks we offer to Crewmembers, their legal dependents, and designated travel companion is free standby travel on JetBlue flights! **Get set to jet! Here's how.**

- 1 Register** to create an account by visiting [myIDTravel.com](http://myIDTravel.com). Once you register, an email will be sent to your JetBlue account to complete the steps.
- 2 Add Qualified Dependents:** Locate the Travel Eligibility Card under the Travel section of HelloJetBlue. Complete and email the completed copy, along with a scanned copy of supporting documentation, to [BlueCard@jetblue.com](mailto:BlueCard@jetblue.com) or fax to (801) 449-2576. Eligible documents include marriage license or declaration of domestic partnership, birth certificates, adoption papers, etc.
- 3 Add a Travel Companion:** Access the online Travel Companion Add/Change Request Form under the Travel section of HelloJetBlue. Complete and submit. Note, you cannot add a travel companion if you have a spouse or domestic partner.
- 4 Complete the mandatory 15-minute Crewmembers' Guide to Passriding course** online in the JetBlue University (JBU) Portal.
- 5 Start booking your travel!**

## SAMPLE TRAVEL ELIGIBILITY FORM

**JetBlue Airways Pass Riding Travel Eligibility Form**

**REQUIRED DOCUMENTATION**

Please review the Pass Riding Guide (located on [hellojetblue.com](http://hellojetblue.com), travel page) for Traveler Type/relation with a detailed list of who is eligible and what specific documentation is required to add a traveler to your eligibility list.  
<https://www.hellojetblue.com/passguide>

**INSTRUCTIONS**

- Please type the information below. Failure to type the information below may result in a delay in entering your information. Please DO NOT complete by hand.
- You must check the certification/acknowledgement boxes, print, & sign the form.
- Fax this form along with all "required documents" to 801-449-2576 with your Crewmember number on the top of each page. You may also scan, attach and send as an email to [bluecard@jetblue.com](mailto:bluecard@jetblue.com).
- Please type names exactly as they appear on their government issued photo ID that they will be using for travel.
- [Travel Companion](#) additions or changes must be done via [hellojetblue.com](http://hellojetblue.com), click [here](#).

**CREWMEMBER & TRAVELER INFORMATION**

Crewmember Name: John Q. Sample, Jr. Title: Crew Department: Inflight  
 Crewmember ID: JS555555 JetBlue Email: John.Sample@jetblue.com Location: BOS

TRAVELER TYPE	GENDER	LAST NAME	MIDDLE NAME	FIRST NAME	DATE OF BIRTH
Parent	M	Sample, Sr.	Quixote	John	04/05/65

**Processing Time:**  
Your information will be processed within 7 business days after the receipt of all documents. Your myIDTravel account will list the eligible dependents online once they have been processed. If they are not listed after 7 business days, you can email [bluecard@jetblue.com](mailto:bluecard@jetblue.com) to inquire about the status. Your information will not be entered if this form is written by hand or is not completely filled out and faxed along with ALL required documentation.

I certify the above information is correct and true. I have read the current Pass Riding Guide and understand who is eligible to be listed on my flight privileges.

I understand that it is my responsibility to contact CrewTravel to remove a dependent when they no longer qualify for flight privileges under JetBlue's Pass Riding Guide and IRS guidelines.

I understand that if I provide false information or abuse the program it could result in disciplinary action, including loss or suspension of pass privileges, reimbursement of full fare, time off without pay, or termination of employment.

Crewmember Signature: *John Sample* Date: 09/22/15

### Who's a Qualified Dependent?

Spouse, domestic partner, child, step child, child of domestic partner, adopted child, step parent, parent



## TIPS FOR CREWMEMBER TRAVEL

- Flying standby?** Check in on [jetblue.com](http://jetblue.com) and arrive 1.5 hours before your flight; wait near the gate to be called and have your JetBlue ID ready.
- What are your chances?** There are no guarantees, but in myIDTravel, you can check flight loads before you book for a better sense of whether there is space for you to fly.
- Cost?** Domestic travel is 100% free of charge for you and your eligible dependents and travel companion! If traveling internationally, local taxes will apply.
- Can't risk it?** In myIDTravel, Crewmembers may purchase a confirmed flight at a 20 percent discount, which is applied to the current lowest fare. (Refer to the Pass Riding Guide for who is eligible and guidelines.)
- Bring your buddies!** Each quarter you get four one-way Buddy Passes (that's two roundtrips) that are valid for one year. Share them with your family or friends. The cost to the Crewmember is \$20, \$40 or \$60 based on flight duration (short, medium or long haul), plus taxes, and the same standby flying rules apply for Buddy Pass riders. (Must be hired by the first day of a quarter to qualify for that quarter's allotment). You may register and book your buddies at [myidtravel.com](http://myidtravel.com) under the Buddy Administration tab.
- Super Passes.** Four one-way Super Passes are issued following your JetBlue anniversary; use them for yourself or your eligible dependents to give you a higher-priority status when flying standby.

**Be thoughtful about who you invite to share in your travel privileges, as YOU are responsible for their behavior.**  
Always be sure to share JetBlue's pass riding rules and expectations.

### WHO CLEANS THE PLANES?

**We all do!** All pass riding Crewmembers are expected to help with cleaning the aircraft to speed up the turn process. When you board the flight, be sure to introduce yourself to Inflight Crewmembers. Then, as the flight prepares for landing, ask for a pair of blue gloves and the instructions on how you can help tidy up for our next Customers. As you're cleaning the plane after arrival, remember to:

- Pick up trash or debris from the floor, seats, and seatback pocket. ALWAYS open the seatback pocket and visually check for any sharp objects before reaching inside. If you don't have a trash bag, leave the items on the aisle seat.**
- Cross seatbelts in a "V" shape, raise the window shades and lift the center armrests.**
- If a row needs vacuuming, just press the flight attendant call button to alert Ground Ops Crewmembers.**
- Remember: it's most efficient to clean while deplaning is in progress, but always put your ID on first, remember to thank our Customers as they exit, and allow them the time and space they need to collect their belongings.**

### EVEN MORE ABOUT CREWMEMBER TRAVEL!

Review our handy Pass Riding Guide on the Travel section of HelloJetBlue for up-to-date travel guidelines, policies, and expectations. Then, complete the mandatory 15-minute Crewmembers' Guide to Pass Riding course online in the JetBlue University (JBU) Portal.

# WORKING TOGETHER



## RESPECTFUL WORKPLACE

All Crewmembers deserve to feel comfortable, respected and included at work. Always be mindful of what you write, say or post, and stay true to our Respectful Workplace policies whenever you're representing JetBlue. Some work groups have additional policies in BlueBook supplements or employment agreements. Become familiar with these policies as well.



**You are responsible for reviewing the Crewmember BlueBook and knowing our policies.**

Access the Crewmember BlueBook at [jetblue.comply365.net](http://jetblue.comply365.net).

The Crewmember Bluebook outlines our policies.

- JetBlue policies apply to Crewmembers, Business Partners, and Customers.
- As a Crewmember, you are always representing JetBlue. Policies apply inside and outside of work, including on personal electronic devices and social media.
- Be respectful of individual boundaries.

## WINNING TOGETHER



### Lifting each other

When Crewmembers go the extra mile to live our Values, we all like to celebrate and reward their great work. Through LIFT, our social, peer-to-peer recognition program, we dish out thanks to fellow Crewmembers — and even gift cards of up to \$100! Crewmembers can be nominated on the LIFT website (accessible on [hellojetblue.com](http://hellojetblue.com)) or through the LIFT app. Log on to LIFT today and share in the excitement!

### Crewmember Resource Groups

Here at JetBlue, we value Diversity and Inclusion. Our five unique Crewmember Resource Groups (CRG) help demonstrate its importance. They enhance our culture and help us embrace different perspectives, thoughts and ideas confirming that we are greater together. You'll often see them support JetBlue initiatives such as recruiting fairs, CSR programs, regional marketing activations and much more. Our CRGs are Blue Conexión, JetBlue African Diaspora Experience (JADE - new for 2018!), JetPride, Vets in Blue and Women in Flight. Any Crewmember can join any group!

For more information, write to [diversity@jetblue.com](mailto:diversity@jetblue.com).

### Values Committees

At JetBlue, we hear what you say and work together to collaborate on solutions. We have Values Committees comprised of volunteer Crewmembers elected by their peers. These Crewmembers, alongside JetBlue leadership, help us grow in the right direction by:

- Partnering with Leadership on Crewmember issues, concerns and ideas.
- Working with Leadership to spot and resolve Crewmember challenges.
- Giving Crewmembers a direct voice in matters that affect them.
- Bringing forth Crewmember ideas and working with leaders to execute what's possible.
- Growing our unique culture.



### SpeakUp

All Crewmembers are invited to share feedback about their experience working for JetBlue through our annual SpeakUp survey. With the results, leaders take action to enhance our Crewmember experience.

### JetBlue For Good

JetBlue For Good is JetBlue's platform for social impact and corporate responsibility. Giving



back is part of JetBlue's DNA and is core to its mission of inspiring humanity. Centered around volunteerism and service, JetBlue For Good focuses on the areas that are most important to the airline's Customers and Crewmembers - community, youth/education and the environment. Combining JetBlue's corporate efforts with its Customers' and Crewmembers' passions, the common theme is Good – JetBlue For Good. Our Crewmembers make an impact with their volunteerism and in-kind donations through the Community Connection program. For every 50 hours of volunteer service logged, Crewmembers are able to donate two roundtrip travel certificates to the qualifying charity of their choice. Crewmembers can log hours and find volunteering opportunities at Community Connection.

### JetBlue Crewmember Crisis Fund (JCCF)

JCCF is our very own non-profit program that provides money to Crewmembers in financial need or in crisis situations. More than half of all Crewmembers donate to this fund through regular paycheck contributions. For those who had to turn to JCCF, the support was life-changing. Log on to BCSS to sign up.

### Pocket Sessions and The Leadership Connection (TLC)

Leaders enjoy conversation with Crewmembers at our BlueCities and support centers throughout the year. At larger BlueCities, Pocket Sessions are gatherings for all Crewmembers to hear of company news and ask questions. TLC pairs each BlueCity with a leader who visits quarterly to meet with Crewmembers and share updates and news.

### Communications

Through email and our HelloJetBlue intranet, we share news and resources that keep you updated on matters that affect you and the company. Our CEO Crew writes a weekly "Jet to the Point" note to Crewmembers, and our workgroup leaders all have their own ways of sharing news and updates. Expect to hear from us often!

# WHERE IS IT?

## ONLINE!

### HelloJetBlue

**hellojetblue.com**  
Your gateway to the JetBlue Crewmember world! Visit to stay connected to company news, tools, photos and other resources.

### Concur

**hellojetblue.com/travel** → **traveling for business**  
Book business travel (plus hotels and rental cars) and submit expenses for reimbursement.

### Total Rewards Statement

**jetblue.ehr.com**  
A comprehensive personalized view of all your JetBlue rewards, including compensation, benefits and perks.

### BlueCrew Self Service (BCSS)

**https://bcss.jetblue.com/irj/portal**  
Enroll in benefits, request time off, add dependents, check your paystubs, access tax withholding status, update your address and phone information, set your emergency contacts and link to other Crewmember programs.

## ON THE GO APPS!

### BlueBenefits

Access personalized benefits information, including health account balances, find providers, store ID cards, contact BlueBenefits and more. **(Available at app.lifeisbetterinblue.com.)**

### LiveHealth Online

Access to doctors for treatment of minor health issues anytime, 24/7. **(Available on the Apple iTunes Store and Google Play.)**

### BlueLine

Your source for important metrics we track at JetBlue. Check it out regularly to monitor the health of the airline and to see how you can help move the needle. Select your workgroup in BlueLine for job-specific ways to help contribute to our success. **(Available on the Apple iTunes Store and Google Play.)**

### Concur

Submit and approve expense reports, photograph receipts and book travel. **(Available on the Apple iTunes Store and via HelloJetBlue.)**

### myIDTravel

**myidtravel.com**  
Create and manage your travel account; book leisure travel.

### PerkSpot

**jetblue.perkspot.com**  
Find deals from tickets to hotels, dining and more. Create an account and start saving today!

### Lifeisbetterinblue

**lifeisbetterinblue.com**  
Access benefits info, videos, learning modules (like the new hire Account Plans Tutorial), links to Business Partner websites, BlueBenefits news and more.

## AT HOME!

### BluePrint

**Your Mailbox**  
Our quarterly print magazine exclusively for Crewmembers is mailed direct to your home. It features creative content from around the network, as well as news, leader profiles and more.

### Globoforce for LIFT

Allows you to recognize fellow Crewmembers, approve recognition, redeem awards and view recognition feeds all on the go! **(Available on the Apple iTunes Store and Google Play by searching "Globoforce".)**

# KEY CONTACTS

	Email/Website	Phone
<b>Benefits, Travel and Pay</b>		
BlueBenefits	lifeisbetterinblue.com bluebenefits@jetblue.com	800.466.5062 (Fax) 718.228.8911
BlueCarpet	lifeisbetterinblue.com/bluecarpet bluecarpet@optum.com	866.529.1675
Medical	UnitedHealthcare: myuhc.com Anthem BlueCross BlueShield: anthem.com	866.540.5929 866.627.0709
Prescriptions	CVS/Caremark: caremark.com	866.210.0910
LiveHealth Online	livehealthonline.com For \$20 a session, use coupon code JETBLUECREW	
Health Reimbursement Account, Health Savings Account, Flexible Spending Accounts	optumhealthfinancial.com	866.529.1675
Healthy Rewards	jetblue.werally.com	
Dental	Delta Dental: deltadentalins.com	800.932.0783
Vision	EyeMed Vision: eyemed.com	866.723.0513
Retirement	Empower: BlueRetirement.com	844.728.3258
Navigator	liveandworkwell.com (code: JetBlue) bluecarpet@optum.com	866.529.1675
Life Insurance	The Hartford: thehartford.com/benefits/jetblue	855.396.7655
Disability/Leaves of absence	MetLife*: metlife.com/mybenefits Sedgwick**: claimlookup.com/jetblue	888.343.6889 844.341.8632
* Pilots: Short/Long Term Disability, All other CMs: LTD ** Disability (Pilots excluded), FML, Personal/Parental, and Military Leave Management		
Crewmember Stock Purchase Plan / StockAdmin	stockadmin@jetblue.com	718.709.3068
CrewTravel	crewtravel@jetblue.com	800.234.7986
Payroll	payroll@jetblue.com	800.314.1922
<b>Crewmember Resources</b>		
ADA People Compliance	ADA Accommodations: ADApeoplecompliance@jetblue.com	718.709.2221
Anti-Drug & Alcohol	BlueAnti-DrugandAlco@jetblue.com	
Business Integrity Hotline	https://jblu.alertline.com	866.318.7453
Corporate Social Responsibility	https://jetblue.volunteermatch.org csr@jetblue.com	
Crew Relations	crewrelations@jetblue.com	877.241.2430
ID Badges	Candice.Trent@jetblue.com	718.709.3559
IT	Guest wi-fi Network: JB_GUEST Login ID: guestuser Password: royaltreatmint	877.538.1957 (US) 214.429.4088 (Outside of US)
IT (Salt Lake City Support Center)	itctsssc@jetblue.com	801.449.2545
JetBlue Crewmember Crisis Fund (JCCF)	jccfgroup@jetblue.com	718.709.3280 718.709.2238
System Operations		866.255.2739
People Data Management	peopledatamanagement@jetblue.com	718.709.2200
Safety	bluesafety@jetblue.com	866.255.CREW (2739) Option 6
Security	bluewatch@jetblue.com	718.709.3580 or 866.255.CREW (2739) Option 1
Talent Acquisition	bluerecruiters@jetblue.com	





