



Recognition

A user guide to our new
recognition platform

Contents

1. What's new
2. Recognition types
3. Anniversary rewards
4. How to recognize
5. How to redeem
6. Extra information and FAQs



Thank you for your help John!



Victoria went above and beyond on a project I needed help with. I appreciate her willingness to always help. Thank you Victoria.



Way to go on hitting quota Britney!

What's new

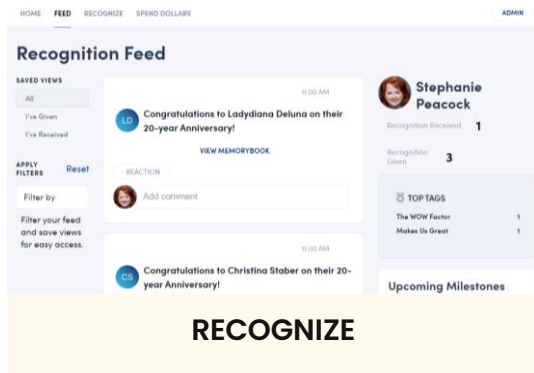


WFS believes in the value each person brings, and we want to recognize that value. By providing a place for you to recognize the good around you at work we hope to boost your workplace happiness and satisfaction.

Work doesn't have to be drudgery. We're here to show you how.

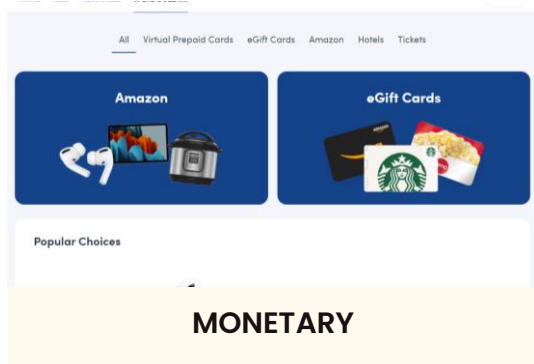
Types of recognition

There are three ways to send and receive recognition:



Kudos

- Peer to Peer/Mgmt to Employee
- Positive messaging to reinforce good behaviors and company values
- Displays on the “feed” for all to see and chime in
- Can include Tags for specific programs



Employee Excellence

- Combines messaging with dollars employees can spend on Amazon or redeem for gift cards, hotel nights, etc.
- Once accepted, funds cannot be retrieved from the employee



ANNIVERSARY / BIRTHDAY

Service Awards

- Annual email sent to all employees acknowledging service anniversary dates
- Annual Happy Birthday wishes sent
- Service Milestone years provides a personalized Memory Book to commemorate the event along with a monetary award to be redeemed on Amazon (products, gift cards, experiences)

Milestone Anniversary Rewards

When you reach these anniversary years, you'll also receive reward dollars:

1 year anniversary – 20 dollars

5 year anniversary – 50 dollars

10 year anniversary – 100 dollars

15 year anniversary – 150 dollars

20 year anniversary – 200 dollars

25 year anniversary – 250 dollars

30 year anniversary – 300 dollars

35 year anniversary – 350 dollars

40 year anniversary – 400 dollars



How to send recognition via the platform

1. On platform landing page, click "Recognize"
2. Search for the person you want to recognize and click Next
3. Select the type of recognition you want to give
4. Document the reason for your recognition
5. Select an image. This will be visible on the platform feed.
6. Select a program value or company value for your recognition
7. When finished, click Recognize. If approval is required, a notification will be sent to the approver. If no approvals are required, your recognition will appear in the platform feed immediately.



SPEND POINTS

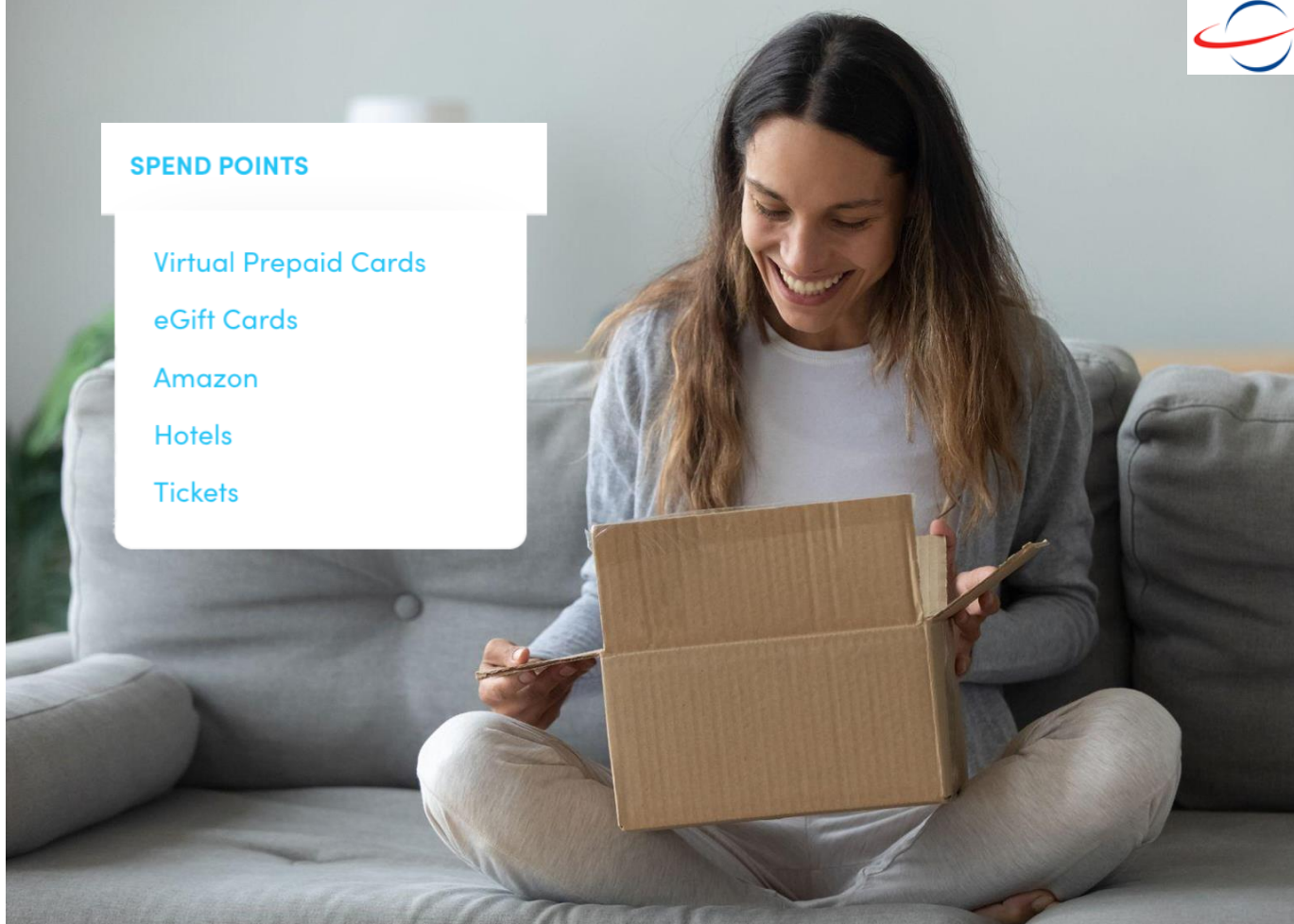
Virtual Prepaid Cards

eGift Cards

Amazon

Hotels

Tickets



How to redeem

When you receive rewards, you can either continue to accrue or redeem them. Once you're ready to redeem, go to the platform landing page and click Spend Dollars. We recommend redeeming your dollars within 30 days of being awarded.

You can redeem your dollars through Amazon business. You can also choose to redeem your dollars for eGift cards, virtual prepaid cards, plastic/physical gift cards, local experiences or donate to a charity.

Extra information

Eligibility

All regular, full/part-time employees are eligible to participate in this program. Interns, contractors, and temporary workers are not eligible.

Taxes

By law, WFS is required to report/tax dollars awarded and spent on this platform. The company will gross up award dollars to cover these taxes when added to an employee's taxable income. Note: this process is initiated upon reward redemption (when dollars are redeemed) – not when dollars are awarded.



Support Articles

Find more information about this tool at support.awardco.com

You can also reach out to your upline management for help or send an email to sourcing@wfs.aero for assistance.

Frequently Asked Questions

Table of Contents

Access

1. How do I log into my account?
2. What about a mobile app?
3. Who is eligible for this recognition platform?
4. What happens to my points when I leave the organization?
5. Who can I reach out to if I have questions about the platform, redemptions, previously placed orders, or recognitions?
6. I do not want to see the whole company's recognition feed. Is there a way I can filter recognitions to only those that are relevant to me?
5. As a manager, will I be able to see recognition from my team all in one place?
6. Can managers only nominate someone from their team or can they nominate other users as well?
7. What does the approval process look like?

Recognition/Feedback

1. How do I begin recognizing my peers?
2. Can I recognize my peers who are in a different country and on a different team?
3. How do I know when to recognize someone with a monetary award and when to recognize with a non-monetary award?
4. How do I recognize all members of a project team at once?

Redemption

1. How do I redeem my points within the platform?
2. How long do I have to redeem my points?
3. I do not have enough points to purchase an item. Can I purchase points directly through the recognition platform?
4. How will taxes work? Will I be taxed on any points I receive?
5. What kinds of things can I redeem my points for?
6. Why can't I see items in Awardco that I can see on Amazon?
7. Who can I reach out to if I lost my plastic/physical gift card or never received it in the mail?

Frequently Asked Questions:

Access Recognition

How do I log into my recognition account?

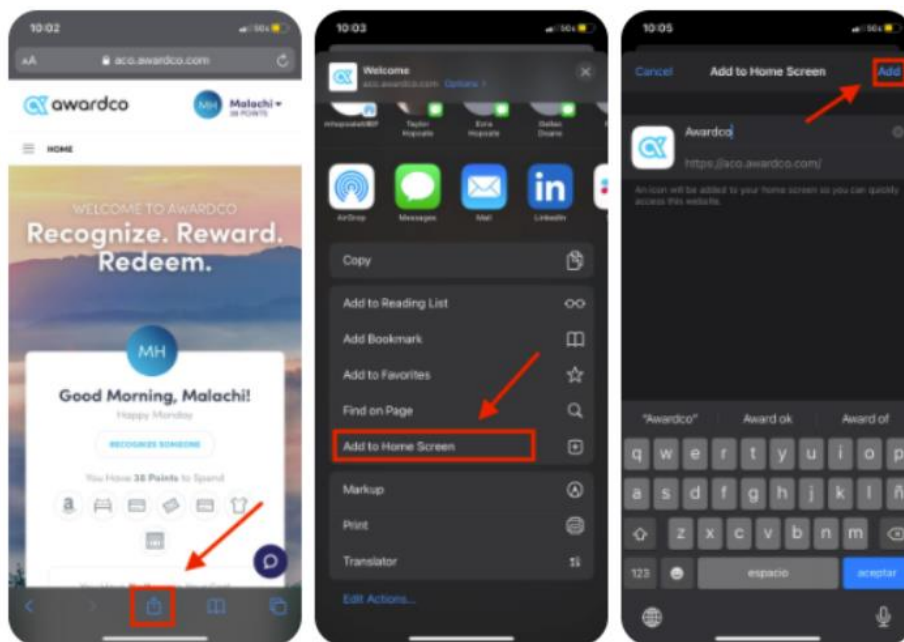
New employees will receive an activation link via email to their email address on file with Payroll. For employees without an email on file, go to wfsrewards.awardco.com and initiate log in using your employee number as your username and password for the initial access. If you do not know your employee number, check with your supervisor.

Is there a mobile app option versus the full website?

Yes, employees can download the WFS Awardco app to their iPhone or Android device. First, navigate to the WFS Rewards site: wfsrewards.awardco.com

Next, log in to the website on your phone's web browser (Please note that iOS users must use Safari and Android users must use Chrome).

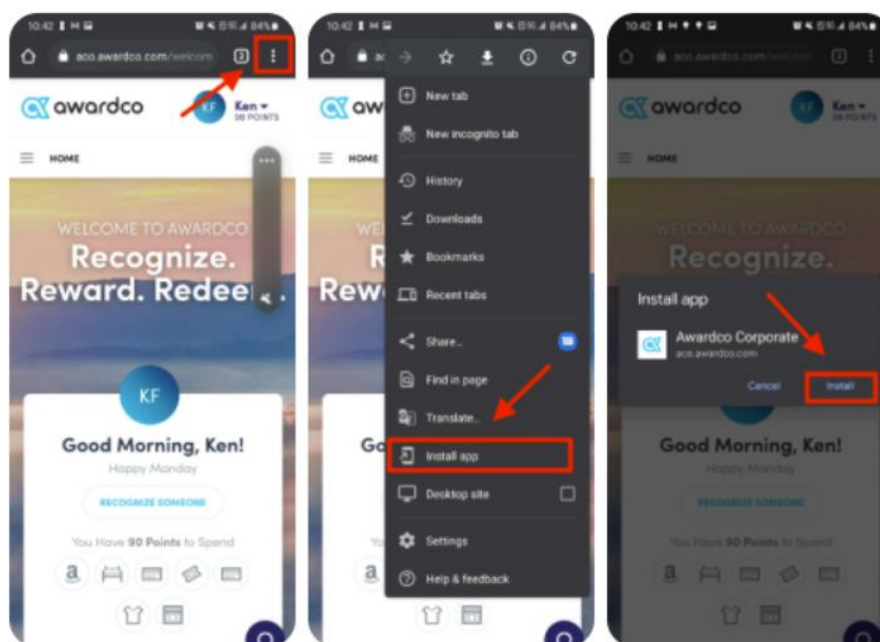
For iOS users: Access the share menu at the bottom of the screen, scroll down and select "Add to Home Screen." Find the application and click "Add." The app will now begin downloading on the home screen. When the app is finished downloading, you are now able to access the app on your screen whenever you'd like.



Access Recognition – continued:

Android Users:

Once logged in, tap the Menu icon and select “Install App” – the app will begin downloading onto the home screen. The app will now begin downloading on the home screen. When the app is finished downloading, you are now able to access the app on your screen whenever you’d like.



Click here to watch a video tutorial for iOS or Android:

https://awardco.force.com/Customerhelp/s/article/Awardco-s-Progressive-Web-Application-PWA?language=en_US

Who is eligible for this recognition program?

All regular, full/part-time employees are eligible to participate in this program. Interns, contractor, and temporary workers are not eligible. Initial roll out will be to employees on WFS-SAP payroll, PNCL & CCAN will be migrated in time.

What happens to my award dollars if I leave the company?

Employees retain dollars awarded during their employment, even if they leave the company. Any remaining eligible award dollars will be automatically redeemed for a virtual prepaid card and sent to the personal (non-WFS) email attached to the account. Award dollars can only be auto redeemed so long as a personal email address has been provided, dollars are eligible to be spent on a prepaid card, and the balance meets any card minimum and maximum denomination requirements.

Access Recognition – continued:

Who can I reach out to if I have questions about the platform, redemptions, previously placed orders, or recognitions?

For any questions related to the platform and redemption issues, please reach out to the Awardco (our vendor) support team. There are three ways to contact the Awardco support team:

- Chat – Contact Awardco support by clicking the blue "Chat" button in the bottom right corner of this page or at the bottom of any page in WFS' Awardco platform. The Chat bot will attempt to solve the inquiry; the user will be redirected to a support representative if needed.
- Email – Create a support ticket automatically by emailing support@awardco.com. Be sure to include as much detail as you can including your full name, company name, and a detailed outline of the issue you're experiencing.
- Phone – You can contact the Awardco support team by phone using one of the numbers listed at award.co/contact.

I do not want to see the whole company's recognition feed. Is there a way I can filter recognitions to only those that are relevant to me?

On the left side of the recognition Feed page, you will see filters that can be selected to isolate the team, business segment, or individual you would like to see on the Feed. Consider creating "Saved Views" with these filters for quick access in the future.

Recognition/Feedback

How do I begin recognizing my peers?

To recognize your peers, login to your account at wfsrewards.awardco.com (or on the mobile app) and from the homepage, click the **Recognize** tab option under the logo in the top left corner of the screen. Select the KUDOS program to recognize and express appreciation for your coworkers.

Can I recognize my peers who are in a different line of business and on a different team?

Recognition is limited to employees on WFS North America's SAP payroll at this time. PNCL and CCAN will be added in the next few months.

Recognition/Feedback – continued:

How do I know when to recognize someone thru the Employee Excellence (monetary) or the Kudos (non-monetary) awards?

Employees will not have access to the Employee Excellence program to send monetary awards. Only managers and above will see the Employee Excellence option to send dollars (monetary award).

How do I recognize all members of a project or team at once?

When searching for award recipients, list each recipient on the recipient selection page to create a group recognition. When multiple people are selected as part of the same recognition, they will receive a recognition with the same message, tags, images, and award value (where applicable – management only).

As a manager, will I be able to see recognition from my team all in one place?

Group Managers have access to recognition reporting in the Admin section of their account. To view these reports, log into your account, click the “Admin” button just under your name in the top right corner of the screen, and click the “Reports” tab. The Recognition Details report will have all recognitions in which your employees were participants.

Can managers only nominate someone from their team or can they nominate other users as well?

Managers will have access to all North America employees and can reward up to their budgeted amount each month.

What does the approval process look like?

There is no approval process required for GM’s or above to process rewards (up to \$500 per month). Over \$500 per month will require LOB POC assistance. Below GM-level managers that wish to nominate employees for a monetary award that exceeds \$49 will have their request routed to their GM for approval before the dollars are sent. GM’s have the ability to adjust the award amount as they deem appropriate before finalizing an award.

Redemption

How do I redeem my points within the platform?

After logging into your account, you will see a tab just under the logo in the top left corner of the screen called Spend Dollars. Hovering over this tab, you will see a drop-down menu listing the available categories of awards. Click each item to see the individual redemption options available.

Redemption – continued:

How long do I have to redeem my points?

Award Dollars do not expire in the platform; however, WFS encourages employees to redeem their Award Dollars within 30 days.

I do not have enough points to purchase an item. Can I purchase points directly through the recognition platform?

It is not possible to buy additional points for use in the Awardco platform.

How will taxes work? Will I be taxed on any points I receive?

Dollars awarded are considered taxable income by the IRS. In compliance with federal laws, WFS is required to include award dollars in employee's gross income. To offset this, WFS will "gross up" the awarded dollars to pay the required taxes on the employee's behalf.

What kinds of things can I redeem my points for?

Just about anything available on the consumer Amazon platform will be available in addition to virtual gift cards, plastic gift cards, hotel and other travel experiences, charitable contributions, and more.

Why can't I see items in Awardco that I can see on Amazon??

To better ensure the quality of product you receive, and to ensure all items you receive are covered by Amazon's 30-day return policy, only items directly warehoused and fulfilled by Amazon are eligible for redemption in the Awardco platform. While this means items sold in the Amazon Marketplace by third-party sellers are not available for redemption, it does provide better protections for you as you spend your dollars on the Awardco platform..

Who can I reach out to if I lost my plastic/physical gift card or I never received it in the mail?

The Awardco team will send you an email when your plastic/physical gift card ships to let you know it's on the way. You should get an email within a few business days of making your gift card selection. Then, allow standard mailing timeframes for your card to arrive. In the event that you've waited and still haven't received the plastic/physical card, send Awardco an email at support@awardco.com or call them at 1-877-325-8444.



**Thank
you!**

