



North America Ground Handling Welcome Guide December 2023



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Welcome Message – Paul Walton, Sr. Vice President

Welcome To Worldwide Flight Services (WFS). We are excited to have you join our team and hope to see this as the beginning of a new career for you and your family. This is an exciting time within our industry as our customers, which include all the large domestic airlines, and international airlines continue to grow and expand their networks.

Your long-term success with WFS is extremely important to us. Your Safety is of the utmost importance. With all the excitement working around jet aircraft, we want you to take your time and be safe. Performance is a measurement we monitor, however, your safety and the safety of all your co-workers is our most important company value.

This handbook is intended to give you the necessary information to provide you with some of the basic information needed to get you the appropriate tools to successfully start in your new role. The content of this handbook will assist you in finding valuable information on everything from a copy of our employee handbook, TWU contract, and various company-related resources.

On behalf of our entire Leadership team from your immediate Supervisor and above, we welcome you to our WFS team and look forward to many years of great success together.

Regards,

Paul Walton

WFS, Senior Vice President, Express & Ground Handling



1. Welcome Guide

1 Welcome Guide Information

Our North America Welcome Guide is provided via the internet link and QR code below and contains valuable information regarding our company policies as they relate to Family Leave, Pay and Performance, Work Environment, as well as other particularly essential information.

US Employee Handbook (2022) link: [WFS Employee Information](#)

US Employee Handbook QR Code:

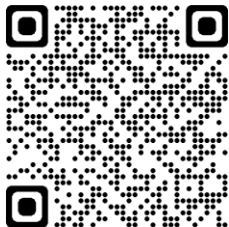


2 Employee Rules of Conduct

WFS has established the reputation of delivering quality products to its customers. That reputation did not come about by accident, it is a result of the Company's guiding principles which include multiple elements and rules found under the General Rules of Conduct tab in link below:

US Rules of Conduct (2020) link: [WFS Employee Information](#)

US Rules of Conduct (2020) QR Code:



2. Benefits

1 Benefits Guide

For inquiries regarding your elected health and voluntary benefits, please email Benefitsdept@wfs.aero

- Medical, vision, dental
- Voluntary benefits such as accident, critical illness & hospital indemnity policies
- Life insurance policies

For inquiries regarding 401k, please email 401kdept@wfs.aero

For inquiries regarding FMLA, Short/long term disability, and leave of absence, please email wfsusaleave@wfs.aero.

Benefits guides for both part-time and full-time employees can be reviewed under the [2022 Employee Benefits](#) tabs in link below:

US Benefits Guide (2022) link: [WFS Employee Information](#)

US Benefits Guide QR Code:



2 Benefits Enrollment

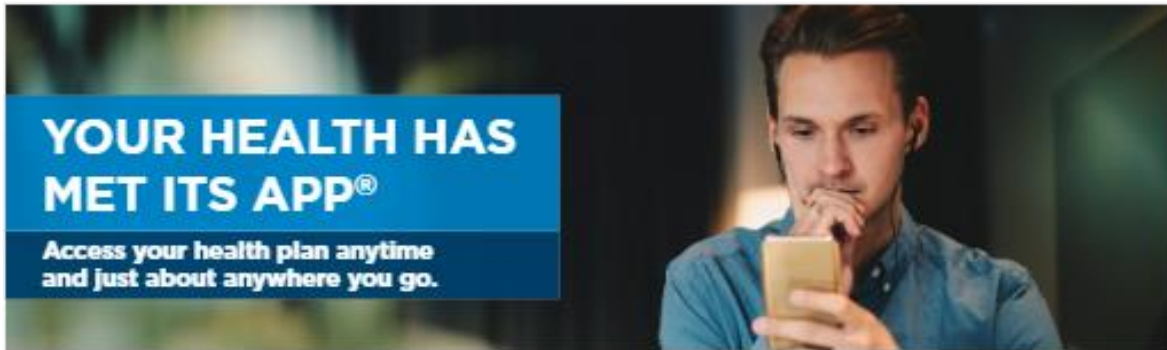
WFS uses Businessolver as the benefits administrator. The benefits enrollment website is: <http://www.wfs-benefits.com>

The case-sensitive company key is WFSBenefits. Create your username and password, verify your personal information, and answer a few security questions. Log in using your new username and password. Benefit guides with plan information are available on the website. If there are any concerns or questions, please contact WFS Member Services at 833-397-0550.

Scan the QR code for WFS Benefits/Business Solver:



3. Cigna App



Life can be busy and complicated. So, we created a simple-to-use tool that can help make your life easier (and healthier) while you're on the go. The myCigna® App helps you personalize, organize and access your important plan information on your phone or tablet. The app has a new look and feel and it's available in Spanish too! Use the myCigna app, to log in anytime, just about anywhere to:

- **Manage** and track claims
- **View**, fax or email ID card information
- **Find** in-network doctors and compare cost and quality information
- **Review** your coverage
- **Track** your account balances and deductibles
- **Submit** receipts for reimbursement from your Cigna HRA and/or FSA
- **Order** your Cigna Home Delivery PharmacySM prescriptions online and view order history
- **Compare** prescription drug prices for Retail and Home Delivery pharmacies**

* Actual myCigna features may vary by plan and individual security profile.

** Prescription savings opportunities may not be available for some medications.

*** The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.



Feel better protected

Cigna is as committed to helping protect your health information as we are to protecting your health and well-being. That's why we take certain steps to enhance the security of your personal health information on myCigna.

Download the myCigna App for your mobile device.***



Disponible en Español.



Don't forget! myCigna App users log in with just one touch

When you download the myCigna App you can access your account with just a fingerprint on any compatible device.

Together, all the way.®



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The Apple logo is a trademark of Apple Inc., registered in the United States and other countries. App Store is a registered service mark of Apple Inc. Google Play is a trademark of Google Inc. Amazon, Kindle, Fire and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, see your plan documents.

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4. Uniform

1 Uniform Wearing Standards

Passenger Services

- Do not overstuff uniform's pocket.
- Nails-No dark or unusual shades such as black, blue, green or decals are permitted.
- Unauthorized Jewelry-nose jewelry, fingernail jewelry is not permitted, visible body piercing, visible tattoo Shirt sleeves must not be rolled up at any time.
- No flat shoes or boots are permitted Chewing gum or food / drinking are not permitted at the check in counter Employees will be encouraged to wear antiperspirant to prevent perspiration stains.

Women



Men



Uniform must be clean, tidy, and well pressed at all times.

Hair Styles / Color

- Hair should be natural color
- Dyed hair must be in one color tone
- No visible regrowth for dyed hair
- Long hair should be tied back neatly into a bun



- French twist neatly secured at the back with clip
- Fringe secured neatly on the side and not covered the eyebrow
- When bend forward, hair must not cover the face
- Maximum length up to 2.5cm below jacket collar for short hair

Make up

- Make up should be tasteful, complement the individual's skin tone, worn with a fresh appearance and maintained at all times when employee is in uniform or on duty.

Lipstick Color

Acceptable lipstick color comply with grooming standards



Rouge Color

Acceptable rouge color comply with grooming standards



Guidelines for Self-purchase Shoes – Female Crew



All uniform shoes 'wearers may have their shoes purchased at any shop, provided they meet the following criteria':

- Must be plain black/navy blue leather
- Must be closed type
- Must have no accessories, patterns, designs
- Must not be glossy/patent leather

Acceptable Toe Shape

- Round
- Square
- Semi-pointed

Acceptable Height of Heel

- Range from 1½ inches to 2½ inches (4cm to 6.5cm)

Types of Heels

- Stacked, the part of the heel which touches the floor should have a circumference of not less than 4½ inches (11cm)
- No wedge
- No stilettos
- No platforms
- No sneakers

Eye Shadow Color

Acceptable eye shadow color comply with grooming standards



Nail Polish Color

Acceptable nail polish color comply with grooming standards



Earrings Styles

- Simple, elegant design without any logo
- Single color diamond. Emerald, ruby, sapphire, pearl, jade, gold and silver stud earrings up to 1cm in diameter



- Small loop style earrings either plain or with precious or semiprecious stone setting; loop up to 1cm in diameter
- Only 1 pair of identical earrings, 1 on each earlobe
- Earrings are not allowed for male staff



Bracelets / Bangles Styles

- One gold, white gold, jade or silver bracelet or bangle (not more than 1cm in width) may be worn
- One single-colored wrist band of beads made of wood, precious or semi-precious stones, crystals or pearl of not more than 1 cm in diameter is permitted
- One small charm of silver charm of silver, gold, white pearl, jade, diamond, ruby, sapphire may be attached to the bracelet.
- The setting must not exceed 2cm in diameter (for female)



Ring Styles

- Two rings of simple and elegant may be worn
- Size should be small to moderate



Wristwatches Styles

- Single color metal, plain leather, solid color plastic straps are allowed
- Two-colored metal straps with gold/silver/platinum are allowed
- Width, length, diameter of the watch face up to 4cm



Ramp



Uniform must be clean, tidy, and well pressed at all times.

2 Uniform Policy

WFS, Inc.

The appearance of the uniformed employee conveys the image of the airlines we handle as well as the company's image. A well-groomed, professional appearance will help to create a positive perception. Personnel employed and retained in a public contact position must adhere to the rule for wearing a company uniform and personal grooming.

Female

Hair:

- Hair style must be appropriate for business wear.
- Hair must be controlled so that employee does not need to frequently handle it, nor should it fall in employees face when bending.
- Hair should be tied back or in a bun while working.
- Hair coloring is permitted provided it is natural looking; however unnatural or extreme color is not permitted.

Make up:

- Make up should be tasteful, complement the individual's skin tone, worn with a fresh appearance and maintained at all times when employee is in uniform or on duty.

Nail & Hand:

- Color of polish should complement the individual's skin tone, lipstick and uniform apparel.
- Extreme or unusual shades, such as, black, blue, green or decals are not permitted.
- Nail polish, when worn, will be maintained and free of visible chips, and thick, uneven polish.

Female Jewelry:

- Only 1 pair of matching earrings (1 in each ear) in gold, silver or pearl may be worn.
- Dangling earrings are not permitted.
- Hoops should not be longer than 1 3/4" in diameter.
- No more than 1 ring per hand. except with engagement ring and wedding bands.
- Watches should be plain, simple and with Black, Blue, Brown, Silver or Gold tone.
- Ankle bracelets, nose jewelry, fingernail jewelry and visible tattoos are not permitted.

WFS, Inc.

Male

Hair:

- The employee's hair must be neatly trimmed at all times.
- Hair coloring is permitted provided it is natural. Unnatural colors are not permitted.

Facial Hair:

- Employees may wear sideburns, mustaches, beards & goatees will be neatly trimmed and conservatively styles and fully grown in when in uniform, with no patch spots.
- Facial hair must be 1/4" but not more than 1" long.
- Facial hair must be maintained in a clean, neat and well groomed condition.

Nail & Hand:

- Hands & Nails should be clean and well kept at all times.
- Fingers must be free of nicotine or cigarette stains.
- Noticeable hair in nostrils and in or on ears will be cut or otherwise removed.

Male Jewelry:

- Necklaces should not be visible.
- 1 ring per hand.
- Earrings, ankle bracelets and nose jewelry, and visible tattoos are not permitted.

All

Orthodontic Corrective Devices:

- Braces should be made of clear polycarbonate plastic.
- Employee should maintain good posture at all times.
- Distracting behaviors should be avoided.
- Employees will **NOT** chew gum, smoke or eat food while in view of public, except in a restaurant.
- Personnel will remain standing while waiting on customers.
- Employees will wear approved uniforms while on duty.
- Individual variations or additions to the uniform are not permitted.
- When in uniform, all appearance regulations will be observed.
- Employee's appearance and grooming must be reviewed and summarized with the employee when standards are not met. (You get written up)

I have read and understand the materials provided pertaining to "Uniform Policy" and that it is stated in Worldwide Flight Services Regulation 525-1 rule #11, "Wear company issued uniforms and take pride in your neatness and appearance."

I also understand that any violation of these regulations will result in disciplinary action up to and including termination.

Employee: _____
Sign _____ Print _____ Title _____


5. Employee Extras



Benefits you deserve. Designed just for you.

Enjoy money-saving benefits and discounts provided to you in addition to your core benefits. Login to your benefits portal to learn more.

WFS.corestream.com



Benefits Available Year-Round. Enroll Anytime!



Auto & Home Insurance

Cover your car, boat, motorcycle, home & more.
Renter's insurance, too!



Discount Shopping

Shop the brands you love with exclusive discounts you can't get anywhere else.



Identity Theft Protection

Protect your financial and social wellness from identity thieves.



Legal Services

Gain access to experienced attorneys to help with legal matters such as wills, traffic tickets, and more.



Pet Health Insurance

Give more to your furbabies. Save on vet expenses for accidents, illnesses and more, nationwide.

Certain eligibility and program restrictions apply. Visit WFS.corestream.com for details.



6. Safety Shoes by Lehigh

Each employee will be given a \$70 credit toward any shoe on the Lehigh website. The use of safety shoes is mandatory for all ramp and some passenger service positions. Shoes will be shipped directly to the stations and can be picked up at the admin or management office.



company approved safety footwear

ORDERING INSTRUCTIONS

- 1** Open your internet browser (Google Chrome recommended) and enter:
WFS.lehighsafetyshoes.com

2 Enter your Employee ID to log in	3 Search with filters on left or browse complete catalog
4 Select style and desired width and size	5 Verify selections and click Buy Now then Checkout
6 Verify shipping and payment info and click Continue	7 Review info and click Submit/Pay Balance

- 8** You will receive an **email confirmation**. Your shoes will arrive in **7-10 days** via FedEx at your selected address

FREE SHIPPING

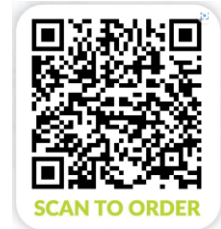


FREE RETURNS

Lehigh CustomFit
Client Services

800-444-4086
customfit@lehigh.com

[f](#) [t](#) [in](#) / lehighcustomfit



7. Attendance

Attendance policy

INTRODUCTION

Punctuality and regular attendance are expected from all employees. The purpose of the Attendance Policy is to manage attendance in a fair and consistent manner. It sets forth a standard for acceptable attendance, so employees have a clear understanding of expectations. It also details the disciplinary actions to be taken when expectations are not met. Full policy may be reviewed using the below QR:



Event	Points
No Call / No Show*	6 points per no call/no show
Reported Personal Absence(>2 hours prior)	1 point per instance
Late Reported Personal Absence (2 hours or less)	2 points per instance
Tardy less than 30 minutes	½ point per instance
Tardy greater than 30 minutes	1 point
Leaving work early without notification	2 points per instance
Leaving work early with notification***	1 point per instance

Point Range	Results
0 to 4 points	Acceptable Attendance
4.5 to 6.5 points	AM150 – Attendance Review
7 to 9.5 points	AM303 – First Warning
10 to 11.5 points	AM303 – Final Warning
12 points	Termination

* If an employee has 2 no call / no show unexcused events within a 12-month rolling period, they will be subject to further disciplinary action up to and including termination.

** Without prior approval

8. Payroll

Worldwide Flight Services utilizes Attendance on Demand for their time and attendance management program. Your work schedule, and hours worked are input into this tool via your own person “clock in/clock out” or via your local station leadership if our time clock is out of service. Each agent is responsible for making sure that all hours worked are correctly documented. You can view your information using the Employee Self Service tool and app.

1 Accessing your Timecards

Below are instructions for all employees to access their timecard and historical time records via a web browser on a laptop/desktop PC.

1. From any laptop/desktop PC you can open up a web browser of your choosing and enter the following web site address: <https://wfs.attendanceondemand.com> and click on your search button of your browser. You can also scan the QR code at the bottom of the page.
2. A login screen should be displayed. Please enter your employee badge # (this is the same as your employee ID #, no leading zeros). In the second field enter your PIN #; if you have been employed with Worldwide Flight Services prior to 2017 calendar year, you should already have a PIN #. If your employment started after the 2017 calendar year, or migrated from the CAS/IAS organizations, your default PIN# will be “0”. Click the login button.
3. If this is your first time logging in, please set your PIN # to a number you choose. Please do not leave it set to zero. You can change your PIN # by clicking the link in the upper right side next to your name “Change PIN.”
4. When finished Please click on the link next to your name “Log Off.” This will close out your session.

Scan the QR code for Attendance on Demand:



2 Employee Self Service App (ESS)

Below are instructions for all employees to access their time card and historical time records via a mobile App on a portable/mobile device:

1. You will need to download the ESS Mobile App from the App store of your particular device.



2. In the search bar of your App store please enter the following search term "ESS Mobile." Please select the App that looks like this:
3. After the install, please open the App. The App will ask you to "Enter the Server Name or URL to Connect." In the available field, enter "WFS" and tap "Next" and/or "Login" button.
4. A login screen will appear. Please enter your employee badge # (this is the same as your employee ID # with no leading zeros). In the second field enter your PIN #; if you have been employed with Worldwide Flight Services prior to 2017 calendar year, you should already have a PIN #, if your employment started after 2017 calendar year or you are a migrated employee from CAS/IAS organizations, your default PIN # is "0". Click the login button at the bottom.
5. If this is your first time logging in, please reset your PIN number to a number you choose. Please do not leave it set to zero. To reset your PIN # please click on the icon that looks like a gear at the bottom of your screen. This will change screens to several options buttons. Click on the "Change PIN" button and follow the on-screen instructions

3 Direct Deposit

To make changes to your direct deposit, you must log in on a laptop or desktop as per below.

Note: To get the mobile app you must log in on a laptop or desktop

Log in to SuccessFactors website via QR code or link below:

Link: [SAP SuccessFactors](#)

Username: Employee ID# (if you need your employee ID #, please see your manager or admin team)

Password: Click on the "?" to receive a link to reset your password



If you did not receive a link to reset your password, please email SAPsupport@wfs.aero stating that you did not receive a link. You will receive another link to reset your password. In your profile, look for "My Employee File" followed by "Payment Details." This is where you will enter your direct deposit information.

Note: Please leave Pay Type as Main Payment Method if you're only entering one account. If you wish to cancel your direct deposit or change bank information, please follow the above steps.

Scan the QR code for SAP SuccessFactors:

Company ID: worldwidedf

4 Branch App

This is a great tool to use to help make sure you get paid on-time in the event, you prefer not to use direct deposit, and want to receive a paper check. There may be times the paper checks are delayed while in transit, and this app provides the tool needed to wire money directly to you and avoid any further delays.



- *Receive direct deposit 1-2 days early
- On demand access to earned wages
- No overdraft or hidden fees
- Free access to 50,000+ AllPoint ATMs

* = Direct deposit required to receive 1-2 days early
For more information visit www.branchapp.com

 @branch
 @branch.app

 Download on the App Store
 4.8 ★★★★★

 Get it on Google Play
 4.6 ★★★★★

Point your smartphone camera here to launch the Branch app.





Get paid faster with Branch!

Avoid overdrafts, borrowing money from friends, or late fees on bills by getting your hard-earned cash now.

How to Sign Up

- Scan QR code or download from App Store
- Tap "Sign Up"
- Search for your company:

[Worldwide Flight Services \(WFS\)](#)

Request a Pay Advance

- Go to the Access (\$) tab
- Select amount, click "Cash out"
- Money is deposited immediately and available to spend, withdraw, or transfer

*This feature is only available to hourly employees

Need more support? help@branchapp.com | 956-625-9896



Banking Services provided by Evolve Bank & Trust, Member FDIC. The Branch Mastercard Debit Card is issued by Evolve Bank & Trust pursuant to a license from Mastercard and may be used everywhere Mastercard debit cards are accepted. **Worldwide Flight Services**

9. Training

1 Initial Training Expectations



INITIAL TRAINING EXPECTATIONS

Welcome Aboard! Thank you for joining the WFS family.

You are required to complete mandatory new hire training, which will help prepare you to fulfill your duties.

Keep in mind that your participation, willingness to learn and positive attitude are the keys to your success. The impression you make represents your commitment to Worldwide Flight Services. The goal is to provide you with the necessary training and support for you to be successful.

The following guidelines will help you understand what is expected of you as you move through the training process consisting of instructor-led sessions, computer-based training (CBT), and hands-on experience in the live working environment.

1. **Assessments and evaluations:** You are responsible to complete all training provided under your user profile. A passing score must be maintained throughout the learning process with CBT and classroom training or on-the-job evaluations. Sharing of login credentials is a violation of our IT policy and subjects you to corrective action up to and including dismissal.
2. **Attendance guidelines:** The cargo and ground handling industry are built around schedules and on-time performance. Good attendance reflects your reliability on the job and to your co-workers. You will be required to attend each day of the training session and absences and tardiness will be recorded. Failing to meet the attendance or CBT completion deadlines or guidelines may result in disciplinary action up to and including dismissal.
3. **Standard with WFS policies:** WFS is a leader in the airline cargo and ground handling industry and, as such, maintain strict standards to safety and performance. During your training, you will be given guidelines for professional conduct, behavior and safety standards that must always be followed while in training and on the job.
4. **Personal appearance for training:** To further meet these standards, you will be required to attend training in business casual attire. Part of your training will be conducted in an office environment and, as such, necessary for you to present an appearance that is suitable to the workplace. During or after training and dependent on your job classification/role, you may be issued a company uniform of which is also acceptable to wear during the training sessions.

Training Schedule:

The first part of your training consists of a series of WFS required Computer-Based Training courses that you will need to access and complete independently online from a computer or mobile device that has internet connectivity.

Your Trainer or Supervisor will instruct you and provide you with the specifics to get you started. If you have any questions regarding course assignment or qualifications in your profile, you are required to address them with your Supervisor or Trainer.

If training is conducted off-shift, you will be paid for your training time at a set estimation of hours upon verification that all requirements have been met.

By my acknowledgement, I certify that I have reviewed the training expectations and understand that I will be required to satisfactorily complete all new hire training and meet all standards set, or I may be dismissed from the training session and may be ineligible for rehire.

2 Learning Plan



Item Worksheet

GH Ramp International – Combined Curriculum

V5.0

Curriculum: **GH Ramp Agent - International**

Employee Name: _____

ID # _____

Item Title	Date Completed	Score	Item Title	Date Completed	Score
New Hire Training Expectation Letter			WFS IT Acceptable Use Policy		
EMP - Discrimination-Free Workplace			WFS Environmental Awareness		
Violence in the Workplace Overview			WFS Safety Management System (SMS)		
Drug- and Alcohol-Free Workplace			WFS Personal Safety		
Sexual Harassment and Discrimination Prevention			WFS Disabilities Awareness		
Active Shooter Response Overview			WFS Airside Safety - Full Version		
OSHA - Emergency and Fire Preparedness			WFS Ramp Services Safety		
OSHA - Hazard Communication Overview			WFS Hand Signals - Ramp		
OSHA - Hearing Conservation Overview			WFS Ramp Widebody Operations		
OSHA - Slips, Trips, and Falls			WFS Baggage Handling Ramp Service		
WFS Back Health			WFS ULD Management		
WFS Anti Corruption			WFS General Security Awareness - GH Ramp		
WFS Code of Conduct			WFS Dangerous Goods Awareness - GH Ramp		
WFS Trade Sanctions Training			WFS GOM Ramp Safety Procedures Review		
WFS Human Factors			WFS Local Procedures & Bulletin Review		
WFS Insider Threat					

Website Access:

Access Website: <https://hcm41.sapsf.com>
(If prompted for company ID, enter **worldwidef**)

1. Enter **User Name**- Employee Number
2. Enter **Password** - this is your SAP password
(select the "?" or password reset option if needed)
3. Click **"Log in"**
4. Click on **"My Learning"** box
5. Click on **"My Curricula"**
6. Click on the blue words of the Curriculum Title
7. Start each course in your curricula to complete & record scores on this sheet
(Ensure pop-up blocker is disabled on your computer)

Mobile Access:

Coming Soon

3 LMS Website Access

Log in to SuccessFactors website: <https://hcm41.sapsf.com/>

Username: Employee ID# (if you need your employee ID #, please see your manager or admin team)

Password: Use your employee password or Click on the "?" to receive a link to reset your password



LMS- Access Link



LMS – Navigational Guide