



# North America Ground Handling Welcome Guide January 2025



---

## Table of Contents

<b>Welcome Message – Paul Walton, Sr. Vice President</b> .....	<b>3</b>
<b>1. Welcome Guide</b> .....	<b>4</b>
1 Welcome Guide Information .....	4
2 Employee Handbook.....	4
3 Employee Rules of Conduct .....	5
4 My Learning Portal / LMS Website Access .....	5
<b>2. Attendance</b> .....	<b>6</b>
Attendance policy .....	6
<b>3. Payroll</b> .....	<b>7</b>
1 Accessing your Timecards .....	7
2 Payroll Dates: Bi Weekly.....	8
3 Employee Self Service App (ESS).....	9
4 Direct Deposit .....	9
5 DailyPay.....	10
6 ADP.....	11
<b>4. Benefits</b> .....	<b>12</b>
1 Benefits Guide .....	12
2 Benefits Enrollment.....	12
3 Cigna App .....	13
<b>5. Employee Extras</b> .....	<b>14</b>
<b>6. WFS Reward and Recognition Program</b> .....	<b>15</b>
<b>7. Safety Shoes by Lehigh</b> .....	<b>16</b>
<b>8. Training</b> .....	<b>17</b>
1 Initial Training Expectations .....	17
2 Learning Plan.....	18
<b>9. Uniform</b> .....	<b>19</b>
1 Uniform Appearance Standards.....	19
2 Uniform Policy.....	22



## Welcome Onboard!

We are thrilled to have you join our team and hope this marks the beginning of a rewarding career for you and your family. This is an exciting time in our industry as our customers—including major domestic and international airlines—continue to grow and expand their networks.

Your long-term success at WFS is extremely important to us. **Above all, your safety is our top priority.** While the thrill of working around jet aircraft is undeniable, we encourage you to always prioritize safety. Though we monitor performance metrics, nothing is more critical than ensuring the well-being of you and your co-workers.

This handbook is designed to provide you with essential information and tools to help you succeed in your new role. Inside, you'll find details about our employee handbook, TWU contract, and other valuable company resources.

On behalf of our entire leadership team—from your immediate supervisor and beyond—we warmly welcome you to the WFS family. We look forward to celebrating many years of success together!

Regards,

Paul Walton  
**WFS, Senior Vice President,  
Express & Ground Handling**

## 1. Welcome Guide

### 1 Welcome Guide Information

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

WFS Ground flow page: MY WFS info

Our ground flow page provides you with quick reference links to different recourses available to you. Some of these resources include – New Employee welcome guide, Attendance policy, Employee Benefits, ESS mobile user guide, General rules of conduct & and other helpful guides.

My WFS info Link: <https://flow.page/wfsinfo>

My WFS Infor QR Code:



### 2 Employee Handbook

The WFS employee handbook can be located using the QR code located below. The employee handbook outlines guidelines, programs and benefits for employees of Worldwide Flight Services.

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



---

### 3 Employee Rules of Conduct

WFS has established the reputation of delivering quality products to its customers. That reputation was not garnered 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/General Rules of Conduct \(flowpage.com\)](https://flowpage.com/WFS/General-Rules-of-Conduct)

US Rules of Conduct (2020) QR Code:



### 4 My Learning Portal / LMS Website Access

Log in to SuccessFactors website: [SuccessFactors - My Learning Portal](#)

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**

## 2. 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

### 3. Payroll

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

#### 1 Accessing your Timecard

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 the 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 Payroll Dates: Bi-weekly

BI-WEEKLY PAY PERIOD	PAY DATE
12/14/24-12/27/24	1/3/2025
12/28/24-1/10/25	1/17/2025
1/11/25-1/24/25	1/31/2025
1/25/25-2/7/25	2/14/2025
2/8/25-2/21/25	2/28/2025
2/22/25-3/7/25	3/14/2025
3/8/25-3/21/25	3/28/2025
3/22/25-4/4/25	4/11/2025
4/5/25-4/18/25	4/25/2025
4/19/25-5/2/25	5/9/2025
5/3/25-5/16/25	5/23/2025
5/17/25-5/30/25	6/6/2025
5/31/25-6/13/25	6/20/2025
6/14/25-6/27/25	7/3/2025
6/28/25-7/11/25	7/18/2025
7/12/25-7/25/25	8/1/2025
7/26/25-8/8/25	8/15/2025
8/9/25-8/22/25	8/29/2025
8/23/25-9/5/25	9/12/2025
9/6/25-9/19/25	9/26/2025
9/20/25-10/3/25	10/10/2025
10/4/25-10/17/25	10/24/2025
10/18/25-10/31/25	11/7/2025
11/1/25-11/14/25	11/21/2025
11/15/25-11/28/25	12/5/2025
11/29/25-12/12/25	12/19/2025

# 2025 PAYROLL CALENDAR

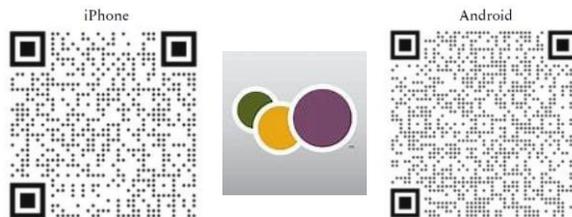
2025																											
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
29	30	31	1	2	3	4	26	27	28	29	30	31	1	23	24	25	26	27	28	1	30	31	1	2	3	4	5
5	6	7	8	9	10	11	2	3	4	5	6	7	8	9	10	11	12	13	14	15	6	7	8	9	10	11	12
12	13	14	15	16	17	18	9	10	11	12	13	14	15	16	17	18	19	20	21	22	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	23	24	25	26	27	28	29	20	21	22	23	24	25	26
26	27	28	29	30	31	1	23	24	25	26	27	28	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
27	28	29	30	1	2	3	1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
25	26	27	28	29	30	31	29	30	1	2	3	4	5	27	28	29	30	31	1	2	31	1	2	3	4	5	6
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6
7	8	9	10	11	12	13	5	6	7	8	9	10	11	9	10	11	12	13	14	15	7	8	9	10	11	12	13
14	15	16	17	18	19	20	12	13	14	15	16	17	18	16	17	18	19	20	21	22	14	15	16	17	18	19	20
21	22	23	24	25	26	27	19	20	21	22	23	24	25	23	24	25	26	27	28	29	21	22	23	24	25	26	27
28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3

---

### 3 Employee Self Service App (ESS)

Below are instructions for all employees to access their timecard 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 device.



2. In the search bar of the App store enter “ESS Mobile.” Select the App that looks like the above.
3. After installing 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. 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 the 2017 calendar year, you should already have a PIN #, if your employment started after the 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

### 4 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](mailto: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.

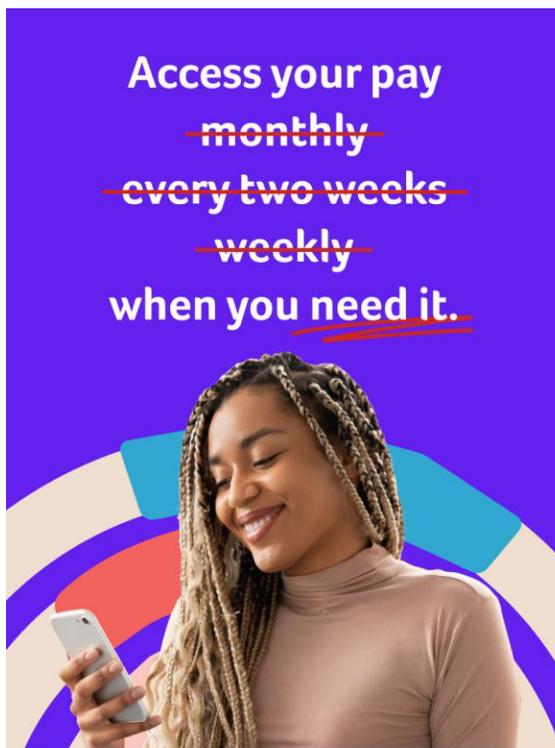
**Scan the QR code for SAP  
SuccessFactors: Company ID:** worldwidedf

## 5 DailyPay

Access your money when you need it with DailyPay. With Earned Wage Access, you can see how much is available each day and use your earned pay on your schedule. No credit check or pre-existing bank accounts needed.

**What is DailyPay?** DailyPay is an Earned Wage Access platform that allows employees to access a portion of already earned wages outside of a traditional pay cycle. It's also sometimes referred to as early pay, instant pay, or on-demand pay and is available if an employee is within the allowable funds of 50% of earnings.

Get started TODAY! Click here: [get.dailypay.com/wewa](https://get.dailypay.com/wewa)



Terms and limits apply.



### What is earned wage access?

Earned wage access is the simple, easy way to access your earned pay on your schedule. You can see how much you make each day and access your pay as you earn it.

### Why should I sign up?

It's free to create an account, and your available wages increase every time you work. By signing up for this program, you can access your earned wages between paydays.

### Learn more by scanning here:



Terms and limits apply.

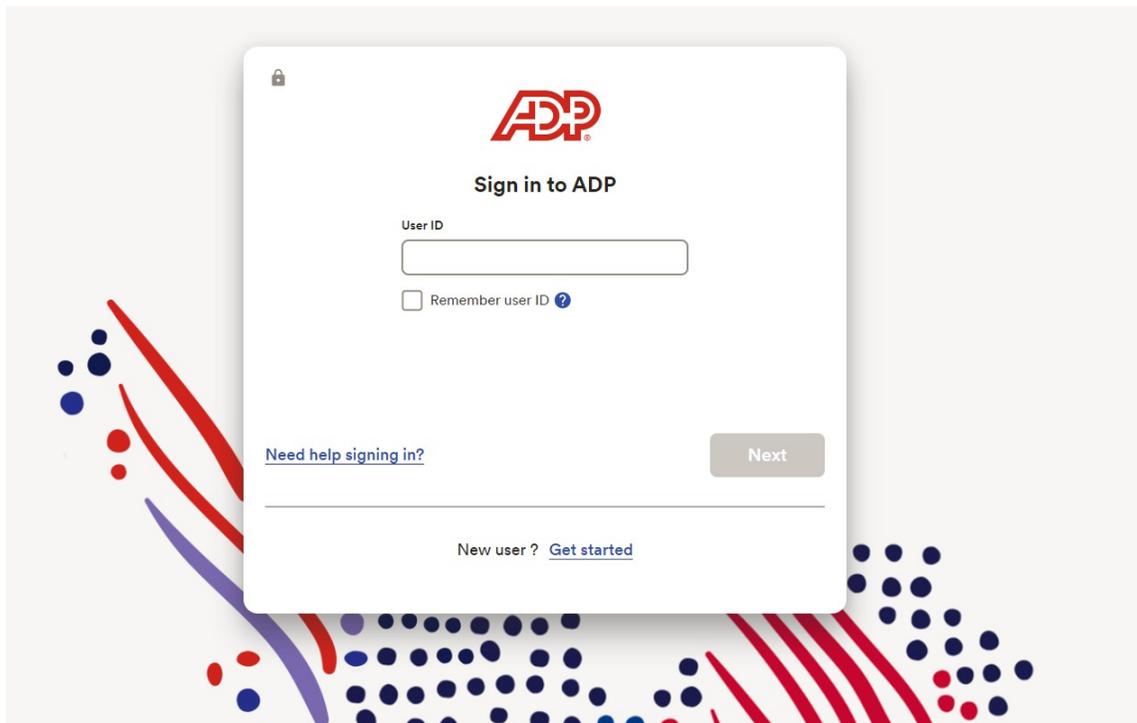
## 6 ADP

Access your payroll related information and your tax forms through the myADP website. Follow the steps below to gain access to your account:

The steps to create the account are listed below:

- Go to <https://my.adp.com>
- Select “Create Account”
- Select “I have a registration code”
- Code: wfs.aero-1234
- Complete required fields and “Create”

Retrieve your payroll related information today using the QR code below or the web link: [My ADP](#)



## 4. Benefits

### 1 Benefits Guide

For inquiries regarding your elected health and voluntary benefits, please email [Benefitsdept@wfs.aero](mailto: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](mailto:401kdept@wfs.aero)

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

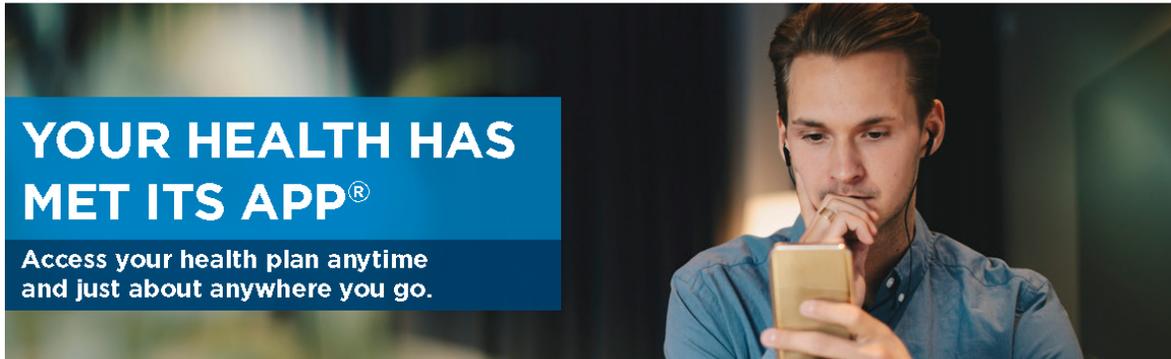
WFS uses Businessolver as the benefits administrator. The benefits enrollment website is: <http://www.wfs-benefits.com>

The case-sensitive company key is WFS Benefits. 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 Pharmacy<sup>SM</sup> 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.®**



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Connecticut General Life Insurance Company, Cigna Behavioral Health, Inc., Tel-Drug, Inc., Tel-Drug of Pennsylvania, L.L.C., and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna HealthCare of Arizona, Inc., Cigna HealthCare of California, Inc., Cigna HealthCare of Colorado, Inc., Cigna HealthCare of Connecticut, Inc., Cigna HealthCare of Florida, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc., Cigna HealthCare of Indiana, Inc., Cigna HealthCare of St. Louis, Inc., Cigna HealthCare of North Carolina, Inc., Cigna HealthCare of New Jersey, Inc., Cigna HealthCare of South Carolina, Inc., Cigna HealthCare of Tennessee, Inc. (CHC-TN), and Cigna HealthCare of Texas, Inc. "Cigna Home Delivery Pharmacy" refers to Tel-Drug, Inc. and Tel-Drug of Pennsylvania, L.L.C. Policy forms: OK -HP-APP-1 et al., OR -HP-POL38.02-13, TN -HP-POL43/HC-CERT V1 et al. (CHLIC); GSA-COVER, et al. (CHC-TN). The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only.

883726 a 05/18 © 2018 Cigna. Some content provided under license.

## 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](https://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](https://WFS.corestream.com) for details.



## 6. WFS Reward and Recognition Program

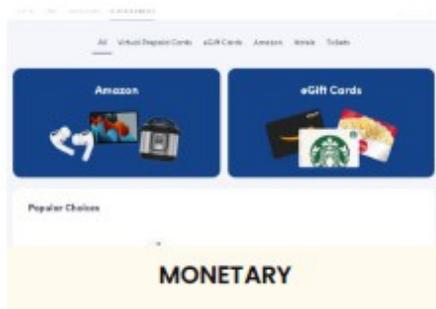
# Types of recognition

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



### 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)



## 7. Safety Shoes by Lehigh

Each employee will be given a \$75 credit annually toward any pair of shoes 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 administrative or management office.



company approved **safety footwear**

# ORDERING INSTRUCTIONS



**SCAN TO ORDER**

- 1 Open your internet browser (Google Chrome recommended) and enter:  
**wfs.lehighsafetyshoes.com**
- 2 Enter your **Employee ID** or **Password** 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**

Customer Services | 1-800-444-4086  
CustomFit@lehigh.com

   /lehighcustomfit

## 8. Training

### 1 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 Title	Date Completed	Score	Item Title	Date Completed	Score
New Hire Training Expectation Letter			WFS Safety Management System (SMS)		
EMP - Discrimination-Free Workplace			WFS Personal Safety		
WFS Workplace Violence Fundamentals			WFS Disabilities Awareness		
Drug- and Alcohol-Free Workplace			WFS Airside Safety - Full Version		
Sexual Harassment and Discrimination Prevention			WFS Ramp Services Safety		
Active Shooter Response Overview			WFS Hand Signals - Ramp		
OSHA - Emergency and Fire Preparedness			WFS Wing Walker Fundamentals Training		
OSHA - Hazard Communication Overview			WFS Ramp Widebody Operations		
OSHA - Hearing Conservation Overview			WFS Baggage Handling Ramp Service		
OSHA - Slips, Trips, and Falls			WFS ULD Loading		
OSHA - Back Safety and Injury Prevention			WFS ULD Handling		
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			WFS Aviation Basics		
WFS IT Acceptable Use Policy			WFS Just Culture		
WFS Environmental Awareness					

<p><b>Website Access:</b></p> <p>Access Website: <a href="https://hcm41.sapsf.com">https://hcm41.sapsf.com</a>          (If prompted for company ID, enter worldwide)</p> <ol style="list-style-type: none"> <li>1. Enter <b>User Name</b>- Employee Number</li> <li>2. Enter <b>Password</b> - this is your SAP password (select the "?" or password reset option if needed)</li> <li>3. Click "<b>Log in</b>"</li> <li>4. Click on "<b>My Learning</b>" box</li> <li>5. Click on "<b>My Curricula</b>"</li> <li>6. Click on the blue words of the Curriculum Title</li> <li>7. Start each course in your curricula to complete &amp; record scores on this sheet (Ensure pop-up blocker is disabled on your computer)</li> </ol>	<p><b>Mobile App Access:</b></p> <p>Access App Store: Search "<b>SuccessFactors</b>"          (If prompted for company ID, enter worldwide)</p> <ol style="list-style-type: none"> <li>1. Enter <b>User Name</b>- Employee Number</li> <li>2. Enter <b>Password</b> - this is your SAP password (click on "Forgot Password?" to reset password)</li> <li>3. Click "<b>Log in</b>"</li> <li>4. Click on "<b>My Learning</b>" box</li> <li>5. Click on "<b>My Curricula</b>"</li> <li>6. Start each course in your curricula to complete &amp; record scores on this sheet</li> </ol> <div style="text-align: right;"> <p>Download App</p>   </div>
--	---

---

## 9. Uniform

### 1 Uniform Appearance 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 piercings, visible tattoos.
- Shirt sleeves must not be rolled up at any time.
- No flat shoes or boots are permitted. Chewing gum or food / drinking is 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's:

- 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 always maintained when an employee is in uniform or on duty.

#### Nail & Hand:

- The color of nail 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 always be clean and well-kept.
- Fingers must be free or 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 \_\_\_\_\_