

**Worldwide Flight Services, Inc. has established the reputation of delivering a quality product to its customers. That reputation did not come about by accident, it is a result of the Company's guiding principles which include these elements.**

1. **Integrity:** to say what we mean, to deliver what we promise, and to stand for what is right.
2. **Responsibility:** to accept responsibility for our actions and to maintain a high level of responsibility in our employees.
3. **Vigor:** to approach problems with a youthful, enthusiastic and fresh point of view, and to get things done instead of looking for reasons they cannot be done.
4. **Desire for Business:** to demonstrate that we want our customers' trade by going after it aggressively, and by serving our customers cheerfully and thoughtfully.
5. **Excellence:** to be satisfied with no performance short of the best.
6. **Efficiency:** to attain our goals in the most efficient way.
7. **Innovation:** to be receptive to new ideas if they represent better ways of doing things.
8. **Citizenship:** to do our share in making sure the communities we serve, and the nation of which we are a part are a better place to live.
9. **Style:** to reflect in our manner and appearance the elements which comprise the character of Worldwide Flight Services.

These principles provide a general guideline for the conduct of all Company personnel at every level of the organization. In addition, we have more detailed rules and regulations. Some important ones have been listed below.

Your supervisor is acquainted with the policies of the Company and with its rules and regulations. When in doubt, consult her or him. Your supervisor's purpose is to aid you in your work for Worldwide Flight Services.

## GENERAL RULES OF CONDUCT

The Worldwide Flight Services, Inc. Rules of Conduct are clear, concise statements specifying the conduct the Company and fellow employees expect of each other. These principals provide a general guideline for the conduct of all Company personnel, at every level of the organization. In addition, there are more detailed rules and regulations. The rules are published in **WORLDWIDE FLIGHT SERVICES, INC. REGULATIONS**. Violation of these rules may be grounds for discipline or dismissal.

### ATTENDANCE

1. Report to work on time.
2. Call in when absent and when you expect to be late as far in advance of your scheduled starting time as possible. Three consecutive days' absence without advising the Company, or failing to return from an approved leave of absence by the leave termination date, will be considered job abandonment, and will be accepted as a resignation.
3. During your tour of duty, remain in the area necessary for the efficient performance of your work.
4. Remain at work until your tour of duty ends unless you are authorized to leave early.
5. Check on or off duty in the prescribed manner and for yourself only.
6. Unauthorized appearance on the premises of the Company while off duty is restricted and your presence must not interfere with the orderly work of others who are on duty.

### PERFORMANCE OF WORK

7. Follow instructions received from supervisors. Insubordination will not be tolerated.
8. Use only the machines or equipment to which you are assigned or specifically authorized to operate.
9. Do not enter, climb upon or fly Customer's airplanes unless authorized to do so.
10. Be sure to observe smoking rules in all areas you work or visit.
11. Wear Company issued uniforms (if applicable) or suitable clothing for your work (if Company uniforms have not been issued), and take pride in your neatness and appearance.
12. Cooperate with other employees, thus avoiding delays in flights and poor service to the customers.
13. Avoid damaging Company property and the property of others.
14. Report any damaged property or defective work immediately upon discovery.
15. Loafing, sleeping on the job or intentional restriction of output is prohibited.

16. Misrepresentation of facts or falsification of records is prohibited, and will be grounds for dismissal.

### SAFETY

17. Work carefully. Observe posted and published regulations.
18. Use safety equipment.
19. Report immediately to your supervisor, accidents or injury sustained on the job.

### PERSONAL CONDUCT

20. Be courteous and helpful to our customers, your co-workers and your supervisor.
21. Do not make false or slanderous statements about the Company, its employees, or its patrons.
22. Security breaches and/or violations are prohibited and may be grounds for dismissal. This includes the protection of the airport issued identification and access badge.
23. Conduct yourself in a moral and decent manner. The engagement of any form of discrimination, harassment, intimidation, offensive behavior, or any other form of unwelcomed behavior including, but not limited to, the distribution and/or display of lewd and obscene pictures, is prohibited and may be grounds for dismissal.
24. Consider the welfare of the Company and your fellow employees. Perform no act that is detrimental to either.
25. Reporting for or carrying on work while showing any signs of the use of intoxicants, or knowingly permitting another employee to do so, is prohibited.
26. Possession or drinking of any intoxicants on Company premises at any time, or drinking intoxicants while wearing a uniform with Worldwide Flight Services, Inc. emblem or insignia, is prohibited.
27. Distributing or posting literature on Company property, or posting or removing bulletin board notices requires prior authorization of the Company.
28. Soliciting, collecting, or accepting contributions on Company time requires Company authorization.

29. The use of Company time, material, or facilities for purposes not directly related to Company business, or the removal or borrowing of Company property without permission, is prohibited.
30. Gambling of any kind on Company premises is prohibited.
31. Horseplay, fighting, or scuffling on Company premises at any time is prohibited.
32. Threatening, intimidating, or otherwise interfering with other employees at any time is prohibited.
33. Possessing, dispensing, or using a narcotic, barbiturate, mood-ameliorating, tranquilizing, or hallucinogenic drug, either on duty or off duty, except in accordance with medical authorization, is prohibited.
34. Dishonesty of any kind in relations with the Company, such as theft, or pilferage of Company property, the property of other employees or property of others entrusted to the Company, or misrepresentation in obtaining employee benefits or privileges, as well as any action constituting a criminal offense, whether committed on duty or off duty, will be grounds for dismissal and, where the facts warrant, prosecution to the fullest extent of the law.
35. Employees may not seek to influence the hiring, transfer, promotion or discipline of a relative in any way, including inquiries about such actions. Failure to abide by this rule will result in disciplinary action against the employee up to and including termination. If the infraction involves interference in the hiring of a relative, the employee's relative will not be considered for employment.
36. Possession of firearms, explosives, or other weapons on Company property is prohibited, and will be grounds for dismissal.

**Due to the nature of our operations, each location may have certain additional local requirements affecting policies and procedures. These, too, should be learned and followed faithfully. Failure to observe any of the rules will result in some kind of corrective action, ranging from a warning to dismissal. The penalty will depend on the seriousness and/or frequency of the offense, the facts surrounding it, and the employee's past record.**