



Employee Handbook

The following information and policies ensure compliance with state and federal laws while also creating a safe & respectful work environment for all employees.

Wings Airways' goal is to provide all employees with a workplace where they are valued, have opportunities for growth, and feel rewarded for the work they do.

If you have a question that is not answered in this handbook, or clarification on any of the following information, please reach out to your manager or HR.

Employment Basics

At-will Employment Statement

Your employment with Wings Airways is at-will. This means that either you or the company may terminate the relationship at any time, with or without cause, and with or without notice, unless otherwise specified in a written contract or agreement.

Equal Employment Opportunity (EEO) Policy

Wings Airways is an equal opportunity employer. We are committed to providing a work environment free of discrimination and harassment. We do not discriminate on the basis of race, color, religion, sex, national origin, disability, age, or any other legally protected characteristic.

Code of Conduct and Ethics

- Respect for others: Treat all employees and customers with fairness, dignity, and respect.
- Honesty and integrity: Act with the highest level of honesty and integrity in all dealings.
- Confidentiality: Protect the confidentiality of sensitive company information and employee data.
- Compliance with laws: Comply with all applicable federal, state, and local laws.

Anti-discrimination and Harassment Policies

Discrimination or harassment in any form, including sexual harassment, is prohibited at Wings Airways. We are committed to providing a workplace free from unlawful discrimination or harassment. Any employee who feels they have been discriminated against or harassed should report the incident to their supervisor or HR department. The company will investigate all complaints and take appropriate action.

Company Policies

Work Hours and Attendance Expectations

Attendance expectations are crucial for ensuring smooth and safe operations. Employees are expected to report to work on time and to adhere to assigned schedules. Absenteeism and tardiness disrupt operations and should be minimized. If you are unable to report to work due to illness or an emergency, please notify your supervisor as soon as possible, preferably the day before your scheduled shift. Consistent attendance is vital to the safety of our employees and guests.

Remote Work and Hybrid Policies

Certain positions may be eligible for remote or hybrid work arrangements, particularly in the off-season. These arrangements are subject to managerial approval and are contingent upon the needs of the company. Employees working remotely are expected to maintain regular communication with their team and supervisor, ensure productivity standards are met, and remain available for meetings and work-related tasks during normal business hours.

Dress Code and Professional Appearance Standards

All employees are expected to maintain a professional and clean appearance while at work. Uniforms provided by Wings Airways must be worn in accordance with company standards. Uniforms should be clean and free of any damage. Non-uniformed staff should wear business-casual attire that reflects the professionalism of the company. Personal grooming and hygiene should be neat and conservative. Personal items such as jewelry and accessories should not be excessive or distracting.

Confidentiality and Data Protection Guidelines

Employees of Wings Airways are required to maintain the confidentiality of all proprietary and sensitive information, including passenger records, company financials, and internal communications. The unauthorized disclosure of confidential information is prohibited and may result in disciplinary action, up to and including termination. Employees must adhere to all data protection laws and take steps to safeguard company data. Access to sensitive information is granted on a need-to-know basis.

Use of Company Property and IT Policies (including email, internet, & social media use)

Company property, including computers, mobile devices, and internet access, is provided for business purposes only. Personal use of company devices and resources should be minimal and should not interfere with work responsibilities.

- Employees are prohibited from accessing inappropriate or non-work-related websites during business hours.
- Employees should not use their company email address for personal business or conduct personal communication unrelated to their job.
- Social media use should be conducted in a manner that reflects the company's values and reputation.
- Employees are expected to avoid sharing confidential or sensitive company information online and are discouraged from posting anything that could harm the company's image.
- Employees must comply with all applicable laws and regulations regarding the use of company IT resources.

Compensation & Benefits

Payroll Procedures and Payment Schedules

Employees are paid twice monthly, for the pay periods 1st-15th and 16th-last day of the month. Payroll will be processed through direct deposit, and employees are required to submit their timesheets or clock-in/clock-out hours for each pay period. All deductions, such as taxes, retirement contributions, and health benefits, will be taken out before employees receive their net pay. If any payroll errors are found, employees should report them to their manager or the Director of Finance within 30 days of the payday to initiate corrections.

Overtime and Timekeeping Policies

Employees classified as non-exempt are eligible for overtime pay at a rate of 1.5 times their regular hourly rate for any hours worked over 40 hours per week or 8 hours per day. Exempt employees are not eligible for overtime pay. All employees must accurately track their work hours using the company's timekeeping system. All overtime must be pre-approved by a manager or supervisor.

Benefits Overview

- **Health Insurance:** Full-time employees are eligible for medical and vision insurance. The company offers various plans, including PPO and HMO options, and will cover a percentage of the premium cost.
- **Retirement Plans:** Full-time employees are eligible for a 401(k) plan with a company match of up to 3% of the employee's contributions. Employees are eligible to participate starting the first January of their employment.

Paid Time Off (PTO) Policies

As an organization, Wings Airways greatly appreciates our year-round employees' hard work, long hours and dedication during the seasonal months from April to the end of September. As a result, full-time employees are able to request paid time off to use for vacations, holidays, sick leave, or family care as needed. Time-off must be approved by your manager and utilized appropriately during the off season. Wings Airways expects that due work is completed and performance expectations are met before the time off is taken. Unused PTO is not accrued in any way.

Non salaried seasonal employees accrue paid sick leave based on the number of hours worked. Sick leave includes leave due to employee's mental or physical illness, care of or assistance to an employee's family member for the same reasons, absences due to domestic violence, sexual assault, or stalking.

- For every 30 hours worked, whether straight time or overtime, the employee accrues 1 hour of paid sick leave.
- Employees are required to give Wings Airways notice if their need for paid sick leave is foreseeable, and they must schedule their foreseeable leave in a manner that does not unduly disrupt tour operations. For paid sick leave use of more than 3 consecutive workdays, Wings Airways requires reasonable documentation that the paid sick leave was used for the covered reason.
- Up to 56 hours of sick leave may be accrued. Accrual begins on July 1, 2025. Wings Airways is not required to pay employees on termination for accrued, unused paid sick leave.

Employee Discounts and Perks

- Space Available Tours: Employees and their immediate family members are eligible for free Wings Airways tours. Tours are subject to seat availability.
- Industry Discounts: Employees are eligible for discounted tours through other vendors, including helicopter tours, whale watching, and others. Tour availability and rates are determined by the tour provider.
- Retail Discounts: Employees receive a 50% discount on all retail merchandise sold in the Alcove.
- Employee Recognition Programs: Wings Airways offers rewards or bonuses for outstanding performance, years of service, safety or customer feedback.

Performance Expectations & Reviews

Employee Evaluation and Feedback

Performance evaluation for employees includes regular assessments of job performance. Managers provide periodic feedback based on job responsibilities, safety protocols, and overall performance. Employees receive feedback throughout their employment, allowing them to understand their strengths and areas for improvement. The company emphasizes clear communication between management and staff, ensuring employees have opportunities to ask questions and seek guidance on career development.

Advancement Opportunities

Wings Airways values internal growth and career progression. Employees who demonstrate strong performance, commitment to safety, and leadership skills have opportunities to advance into supervisory and managerial roles. The company provides training programs and mentorship opportunities for those seeking career growth. Additionally, seasonal employees may transition to full-time positions if they meet company expectations and demonstrate the necessary qualifications.

Disciplinary Procedures and Corrective Actions

The company follows a disciplinary process to maintain workplace professionalism and safety. The process includes verbal warnings, written notices, and, if necessary, suspension or termination for repeated violations. Corrective actions are designed to provide employees with clear expectations for improvement while maintaining a fair and respectful work environment. Issues related to misconduct, safety violations, or policy breaches are handled in accordance with the following section.

Workplace Conduct & Behavior

Anti-Harassment Policies

Wings Airways enforces a strict zero-tolerance policy for workplace harassment and bullying. Employees are expected to foster a respectful, inclusive environment free from discrimination, intimidation, or unwelcome conduct. This includes verbal, physical, and online interactions. Reports of harassment are taken seriously and handled through confidential investigations, with appropriate disciplinary action taken if necessary.

Drug and Alcohol Policy

Wings Airways prioritizes safety and professionalism, enforcing a strict no drug and alcohol policy. Employees are prohibited from using, possessing, or being under the influence of drugs

or alcohol while on duty. Random drug testing may be conducted, particularly for roles related to flight operations and passenger safety. Violations of this policy may lead to disciplinary action, including termination.

Conflict Resolution and Complaint Procedures

The company encourages open communication and proactive conflict resolution. Employees experiencing workplace disputes, concerns, or grievances are urged to report them to their supervisor or HR department. A formal complaint process ensures issues are addressed in a fair and unbiased manner. If necessary, mediation may be used to resolve conflicts amicably.

Professional Communication Expectations

Employees are expected to maintain clear, respectful, and professional communication at all times. This includes interactions with colleagues, customers, and management. The use of offensive language, disrespectful behavior, or unprofessional conduct is not tolerated. Digital communication, including email and social media use, must align with company standards to protect confidentiality and maintain a professional image.

Health & Safety Policies

Workplace Safety Procedures

Wings Airways follows a comprehensive Safety Management System (SMS) that includes regular safety training, incident reporting, and hazard identification. Employees are required to adhere to Federal Aviation Administration (FAA) regulations and company-specific safety protocols to ensure a secure work environment. Safety briefings and inspections are conducted frequently, and employees can access Flight Risk Assessment Tools (FRAT) and safety reports through the company's internal system.

Emergency Response and Evacuation Plans

Wings Airways has established emergency response procedures to handle situations such as aircraft incidents, fires, and medical emergencies. Employees receive training on evacuation routes, emergency contact protocols, and first aid procedures. The company prioritizes preparedness through drills and simulations to ensure all staff members know their roles in an emergency.

COVID-19 or Health-Related Guidelines

Wings Airways follows health and safety protocols based on CDC, FAA, and local health department guidelines. Measures include:

- Sanitization protocols for aircraft and workspaces.
- Health screenings and sick leave policies to prevent the spread of illness.
- Protective equipment requirements when necessary.
- Employees are encouraged to stay updated on health guidelines via the employee handbook and internal company updates.

Reporting Workplace Injuries

Employees are required to report workplace injuries immediately using the incident reporting system provided by Wings Airways. The company follows FAA and Occupational Safety and Health Administration (OSHA) standards, ensuring proper documentation and investigation of workplace injuries. Reports should be submitted to supervisors, and medical assistance is provided as needed.

Termination & Exit Policies

Resignation and Notice Period Requirements

Wings Airways requires employees to provide a formal written notice before resigning.

- Full-time employees: A minimum of two weeks' notice is requested.
- Employees are expected to work through the notice period unless it is waived by management.
- Failure to provide adequate notice may impact rehiring eligibility in the future.

Grounds for Termination

Wings Airways follows an at-will employment policy, meaning employees can be terminated at any time with or without cause, except when prohibited by law. However, common grounds for termination include:

- Policy violations (e.g., safety breaches, harassment, attendance issues).
- Performance-related issues after corrective actions have been exhausted.
- Workplace misconduct such as theft, fraud, or insubordination.
- Regulatory non-compliance, including FAA or OSHA violations.

Exit Interview Process

Employees leaving the company may be asked to participate in an exit interview to provide feedback about their experience.

- Conducted by HR or management.
- Opportunity to discuss workplace improvements.
- Employees may decline participation, though feedback is encouraged.

Final Paycheck and Benefits Transition

Final wages must be paid within three business days if the employee is terminated, or by the next scheduled payday if they resign. Employees will receive information on continuing benefits (e.g., COBRA for health insurance) and retirement plan rollovers if applicable. Company property (e.g., uniforms, ID badges) must be returned before receiving the final paycheck.

Acknowledgment & Agreement

Please provide confirmation to your manager that you have read and understood the Wings Airways Employee Handbook. If you have questions on something that is not covered in this handbook, or clarification on any of the topics covered, please ask your manager or HR.