



TECH AVIATION PARTNERS

IMPORTANT EMPLOYMENT INFORMATION AS YOU START AT LAUNCH

WELCOME TO LAUNCH! We are so glad you've joined the team. Through our exclusive joint venture with Delta Air Lines, Tech Aviation Partners, we offer you the chance to work with the best airline in the industry as a Potential Full-Time Employee (PFE). You'll be working side by side seasoned mechanics, advancing your skills and gaining experience. As you progress with your training, you may be able to transition to a full-time employee working directly for Delta TechOps with a solid career development plan and excellent benefits.

Available career path programs at TechOps include:

- Machinist
- Welding
- Aircraft Mechanic
- Industrial Equipment Maintenance
- AVI Bench Tech
- Logistics



You've made an excellent decision and we want to make sure you have everything you need as you get started. Below you will find important details about all the information relating to your employment.

PAYSTUBS

You'll be paid via direct deposit each week and will not receive paper check stubs. Please login and create an account on ADP to view your information online (link below). You can do this from a desktop computer, laptop computer or on a mobile device. Once you are set up, download the ADP Mobile App for easily viewing your paystubs and benefits information going forward. Re-hires can access this information using their previous login information.

ADP

Link To Create Your Account:

<https://workforcenow.adp.com/workforcenow/login.html>

NOTE: If you have difficulties accessing your account, please troubleshoot using the ADP website.

Rapid! PayCard

Every LAUNCH team member receives a rapid! PayCard® Visa® Payroll Card. You can automatically deposit all or a portion of your paycheck onto this debit card so you have instant access to your cash the same morning of your payday! The card also provides quick access to any bonuses, awards or pay advances you receive.

- Download the rapid! Access mobile app for easy access to your balance and to set up alerts
- Sign up for Text Alerts
- Call Customer Service at 1.888.727.4314
- Visit www.rapidfs.com

DELTAHELP CONTACT

For any general questions or inquiries contact our main help line at deltahelp@launchtws.com. It will help expedite our response if you add your location and a brief reference about the specific issue in the subject line of the email (For example, "MSP-COVID-19 Testing" or "ATL-Badge Question").

UNIFORMS

You will be provided Delta PFE T-shirts/Polo. You will be required to wear black solid pants as part of your required uniform dress code.

COVID POLICY

Important Ways to Slow the Spread

- You will receive a weekly test kit from Quest Diagnostics – expected for you to complete turn in within 24 hours of receiving kit
- Weekly Testing Exemption:
 - After fully vaccinated for a 2 week period, after the last dosage – must email COVID Vaccination Card to Compliance at compliance@launchtws.com.
- Wear a mask that covers your nose and mouth meeting CDC requirements
 - Delta recommends disposable medical masks or a plain solid black mask (with or without Delta logo)
- What to do if I experience symptoms? What if I have been in close contact with someone with COVID-19 or COVID-19 symptoms?
 - Refer to: <https://www.launchtws.com/contractor-covid-19-update/>
- IF YOU HAVE QUESTIONS OR CONCERNS REGARDING THESE POLICIES, PLEASE EMAIL COVID@LAUNCHTWS.COM

AGILE 1

Please check to make sure your hours are entered in Agile 1 every Monday by 9:00 a.m. EST.

INSURANCE

As a LAUNCH employee working at Delta, you are entitled to two different insurance options. Please reach out to your recruiter for the specific details on each plan.

401K

To learn more about the LAUNCH 401K plan, visit <https://www.launchtws.com/contrator/benefits/>

If you have questions or want additional information about our retirement plan options, contact your recruiter or email 401k@launchtws.com.

LAUNCH LOYALTY CLUB

We reward all LAUNCH contract employees with automatic membership in the LAUNCH Loyalty Club, providing you with extra bonuses and rewards beyond your regular pay.

We track every billable hour you work, and you can view your life hours* each week on your pay stub in ADP. Each time you reach a new level, you will automatically receive your rewards.

BRONZE (2,000 LIFE HOURS COMPLETED)

- \$400 Bonus
- 3 Signature LAUNCH LOYALTY Club T-Shirts
- \$100 Safety Award for ZERO Incidents



SILVER (4,000 LIFE HOURS COMPLETED)

- \$500 Bonus
- 5 Signature LAUNCH LOYALTY Club T-Shirts
- LAUNCH Polo Shirt
- \$100 Safety Award for ZERO Incidents

GOLD (6,000 LIFE HOURS COMPLETED)

- \$600 Bonus
- Signature LAUNCH Jacket, Personalized with Your Name
- LAUNCH Polo Shirt
- \$100 Safety Award for ZERO Incidents
- Additional \$600 Bonus, \$100 Safety Award for ZERO Incidents, and Polo Shirt for Every 2000 Hours Thereafter

* Life hours include all billable hours worked at a client site. Every hour billed to a client is added to your overall life hours at LAUNCH.

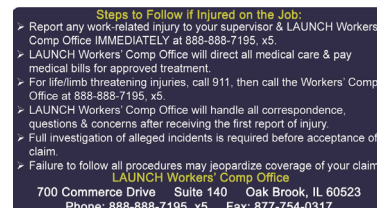
* You must be an active LAUNCH employee to receive a Loyalty Club payment.

AND, DON'T FORGET ABOUT THE LAUNCH REFERRAL PROGRAM!

The LAUNCH Referral Program offers a \$100 bonus paid out to the individual that referred an employee to work for LAUNCH after the referred employee completes 30 days at the job site.

LAUNCH SAFETY

Safety rules are your best tools at LAUNCH! You'll receive a LAUNCH safety card as shown. Please keep it with you at all times and follow the instructions if you ever get injured at work.



FAQ'S

Q: How do I request my W-2 or make a change to my tax forms?

A: You can access your W-2 via your ADP account. You can change your tax forms by emailing compliance@launchtws.com.

Q: I have an issue with my pay. How do I get this resolved?

A: Email the LAUNCH Payroll Team at payroll@launchtws.com or call them at 630-206-5002. You can also contact your assigned recruiter.

Q: What do I do if I am injured at the job site?

A: In case of a work-related injury, inform your supervisor and then contact the LAUNCH Workers' Comp Office IMMEDIATELY at 888-888-7195, option 5. Please follow the instructions on your Safety Wallet Card. If you do not have a Safety Wallet Card, please email safety@launchtws.com. To report an unsafe practice or a concern about the working environment, email the LAUNCH Safety team at safety@launchtws.com.

Q: Does LAUNCH offer direct deposit?

A: Yes, email us at payroll@launchtws.com to request a direct deposit form, or submit a completed form or voided check. You must include both the Account and Routing Number. Contact LAUNCH Payroll with any questions, 630-206-5002.

Q: I don't have direct deposit; how else can I receive payment?

A: LAUNCH will provide you a RAPID! PAYCARD. RAPID! acts as a debit card where you can receive your weekly paycheck and advances (if you qualify). Go to www.rapidfs.com to learn more about RAPID! PAY. Your funds are protected with Visa Zero Fraud Liability. Call 888-727-4314, or visit www.rapidfs.com to activate your card.

Q: Where do I go to get tax-related questions answered?

A: For any tax-related questions, please contact us at taxes@launchtws.com.

Q: How often do I get paid? Which day is payday?

A: LAUNCH pays associates weekly, every Friday. You will receive your first payment your second week on the job. Please keep in mind your payment can be posted at ANY time throughout the day.

Q: Does LAUNCH offer paid sick time?

A: LAUNCH defers to and follows all state mandated sick-time laws.

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