

Voilà ~ Salon & Spa
Staff Handbook & Guide

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Section 1: Handbook Introduction

1.1 Welcome to Voilà ~ Salon & Spa!

It's our pleasure to welcome you to Voilà ~ Salon & Spa (also, the “**Salon**”). We're dedicated to high standards of excellence and quality. We value each one of our staff, and we think we have created a special place to work—made all the more so by the hard work and dedication of our staff.

This Section of the Salon’s Handbook and Guide (the “**Handbook**”) introduces you to our Salon's mission statement, mottos, and purpose. Please read it carefully so that you better understand who we are and what we do.

1.2 Salon’s Mission Statement

Voilà ~ Salon & Spa is a full service beauty salon dedicated to consistently providing high customer satisfaction by rendering excellent service and quality products. Voilà Salon & Spa also provides a superior work environment to meet and satisfy the high expectations of our staff. We strive to assist staff in becoming professionals in the industry and to maintain their careers in a financially rewarding way. Likewise, staff is expected to act professionally, living up to the Salon’s expectations. The Salon intends to provide a friendly, fun and creative work environment which respects diversity, ideas and hard work.

Because our clientele speak for the reputation of the Salon, we strive to please all patrons coming into the Salon for service. Pleasing our target market is most rewarding!

1.3 Salon’s Overall Motto

***“Providing ESSENTIAL Maintenance
To Create Beauty, Reduce Stress,
Achieve Balance & Maintain Well Being!”
"WE ARE ALL ABOUT YOU!"***

1.4 Salon’s Skincare Motto

***"A Beautiful Complexion Begins
With a Philosophy of
Prevention and Preservation!"
"LOVE THE SKIN YOU ARE IN"***

1.5 Purpose of the Handbook

We think all staff members are happier and more valuable if they know what they can expect from our Salon and what our Salon expects from them. In the preceding sections, we introduced you to our Salon's mission statement and mottos. We expect you to incorporate those into your day-to-day job performance, striving to meet our clientele’s expectations in everything you do.

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee or independent contractor at Voilà ~ Salon & Spa (individually, a “**staff member**” and collectively, “**staff**” or “**staff members**”). Please understand that this Handbook can only highlight and summarize our Salon's policies and practices. A copy of this Handbook is kept on Salon premises for any staff member to reference at any time. For more information, speak with a member of management---either

Lori Holloway or Bruce Holloway (individually and respectively, “**Lori**” or “**Bruce**” and, collectively, the “**Management**”).

1.6 The Salon’s Guarantee to Customers

The Salon guarantees each and every service it provides to a customer. If your client expresses dissatisfaction, immediately seek Management's assistance so that the client's concerns are promptly and appropriately addressed. A client has the option to return to the Salon to have a service “redo” if not pleased with any service performed. Our policy is to allow the client two (2) weeks to have another service performed to correct any problems with the initial service. Clients are encouraged to return to the same technician; *however*, should the client choose to have another technician perform the service, the fee for the replacement service will be split with the original technician. Always guarantee your work, and let your clients know they can return if they are unhappy. All “redo” services are documented to track service trends or performance concerns.

1.7 The Salon’s Commitment to You

Management is committed to assist in the growth of each staff member’s career. Voilà ~ Salon & Spa provides the highest quality products so that clients receive services that are excellent and consistent. The Salon houses an extensive media library for staff to utilize in building a solid foundation of industry information and cutting-edge salon treatments. Voilà ~ Salon & Spa also provides tools needed to grow a clientele, and it is each staff member’s responsibility to utilize those tools.

Moreover, Voilà ~ Salon & Spa maintains an educational, partial tuition reimbursement fund (the “**Continuing Educational Fund**”) so that employees (not independent contractors) build their skills and stay current with trends and treatments. The Salon will pay up to forty percent (40%) of the cost of tuition of any class taken by an employee through The Industry Source. The request and approval process for tuition reimbursements is set forth in Section 5.1(O) of this Handbook.

1.8 A Staff Member’s Career Commitment

Voilà ~ Salon & Spa seeks professionals with a strong work ethic and a passion to work in this industry. We seek high energy, fun, education-oriented and career-oriented individuals. We believe the staff members at Voilà ~ Salon & Spa stand out above other salons. This is your chance to take your business from ordinary to extraordinary! Outstanding pay and other benefits exist when you join the Salon team.

Below are questions to ask yourself:

1. Do you want to wake up everyday and live your passion?
2. Do you want to be part of a team that supports your passion?
3. Do you want to work in an environment that you love?
4. Do you want to be around other hard working, talented individuals like yourself?
5. Do you want to work for hands-on Management that will support and contribute to your continuing?
6. Do you want to work for a salon that will support your client-building goals?
7. Do you want to work for a salon continually staying on the cutting edge of technology?
8. Do you want to make more money?

1.9 The Salon Handbook and Policies May be Modified at any Time

At Voilà ~ Salon & Spa, as in the rest of the world, circumstances are constantly changing. As a result, we may revise, rescind, or supplement these policies from time to time. Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without warning.

Still, we are always looking for ways to improve communications with our staff. If you have suggestions to improve this Handbook in particular, or staff relations in general, please feel free to bring them to Lori's or Bruce's attention.

1.10 Important Salon Information is Located on Bulletin Board

You can find important information about Voilà ~ Salon & Spa and your employment/independent contractor status and Salon working conditions posted on the bulletin board located in the Salon's basement. This is where we post important information regarding your legal rights, including equal employment opportunity laws, such as wage and hour laws. We expect all staff to read the information on the Salon bulletin board periodically.

If you would like to communicate information to your coworkers, consider using the Salon bulletin board. To post something, you must first give it to Lori for approval. Staff notices may typically remain on the bulletin board for 90 days. After that period, they will be removed.

Section 2: The Employment or Independent Contractor Relationship

2.1 Employment Is At Will

We are happy to welcome you to Voilà ~ Salon & Spa! We sincerely hope that your employment or independent contractor experience here will be both positive and rewarding. However, if you are an employee, we cannot make any guarantees about your continued employment at Voilà ~ Salon & Spa. **Your employment here is at will.** That means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason—with or without notice, with or without cause.

No Salon employee, other than Lori or Bruce, has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, Lori or Bruce may change the at-will employment relationship only in a written contract, signed by either Lori or Bruce and the employee. Nothing in this Handbook constitutes a contract or promise of continued employment.

Independent contractors may negotiate a mutually beneficial working arrangement with Lori or Bruce, but such an arrangement shall be in writing, as will any changes to that arrangement.

2.2 Salon's Commitment to Equal Opportunity

Voilà ~ Salon & Spa believes that all people are entitled to equal employment opportunity. In keeping with this policy, each applicant and employee will be considered for employment, promotion, or training on the basis of his or her qualifications. We do not discriminate against employees or applicants on the basis of race, creed, color, sex, national origin or ethnicity, age, handicap, weight, height or arrest record, or any other characteristic protected by state or Federal law.

2.3 Recruitment

We know that the Salon is only as good as our staff, so we search as widely as possible for talented and motivated individuals to fill vacant positions. Our recruitment methods include referrals and advertising. Although these methods have served us well in the past, we know that the marketplace is ever changing and that finding high-quality people is an evolving process. We encourage our staff to share with us their ideas about what more we can do to find and recruit talented and motivated staff.

We conduct all recruiting in a fair and nondiscriminatory manner. And while we are often looking outside the Salon for new hires, we also look within. After all, we already know the value and quality of our current staff. We post all internal job openings on the Salon bulletin board. If you see a posting for a job that interests you, we encourage you to apply for it and to talk with Lori and/or Bruce about the position's requirements.

Note that background and credit checks may be undertaken at any time on any staff member.

2.4 Salon Employment Requirements

Voilà ~ Salon & Spa shall not hire a licensed person, unless he or she meets all relevant job criteria as determined by Management. Individual job criteria are described in more depth below in this Handbook and each individual job description is included at the end of this Handbook. Note that a station will stay empty until an applicant meets all criteria. Merely holding a license from the State of Michigan in any qualifying field and/or having clientele does not mean a person will automatically be hired. Rather, each staff member must possess all job requirements, or, in the sole discretion of Management, has the potential to be trained to meet and maintain all required job guidelines.

The Salon requires the following criteria to be met:

- A current license issued by the State of Michigan Board of Cosmetology;
- A completed and signed Voilà employment application and/or resume;
- A satisfactory interview with a member of Management;
- All technical standards and educational requirements for the relevant position;
- A signed Staff Acknowledgement of Understanding of the Voilà ~ Salon & Spa Handbook;
- A willingness to complete the Business Building Program (described later);
- An enthusiasm and willingness to grow career-wise;
- An agreement to abide by all state and Federal regulations;
- A promise to provide a consistently high level of service to every client;
- Excellent customer service skills;
- A knowledge and follow-through of Salon sanitation and cleanliness policies; and
- A desire to take one's career from ordinary to extraordinary.

2.5 New Staff Orientation

Within a day or two of starting work at Voilà ~ Salon & Spa, you will be scheduled for a new employee/new independent contractor orientation meeting. During this meeting, you will receive important information about our Salon's policies and procedures. You will also be asked to complete paperwork and forms relating to your employment, if applicable, such as immigration, tax withholding, and emergency

contact forms. Please feel free to ask any questions you might have about the Salon during the orientation meeting. If additional questions come up after the meeting, ask Lori or Bruce.

2.6 New Employee's Period of Probation

New employees--but not independent contractors-- are hired for a probationary period of three (3) to six (6) months, depending on the position. During this time, Management will work with you so that you can master your job successfully and understand more fully what the Salon expects of you. This probationary period also provides both you and the Salon with an opportunity to decide whether you are suited for the position for which you were hired. An employee shall be notified when she or he has graduated from probationary employment to regular employment status.

All new employees are required to complete the Business Building Program regardless of existing clientele level. This will ensure that all employees understand Management's high standards about the treatment of clientele and employees' business responsibilities. Your employment during the probationary period is at will.

When your employment begins, you will meet with Management who will explain Salon procedures, along with the payroll process. Lori or Bruce will also meet with you to go over your job goals and performance requirements. Please review your relevant job description with Lori so that you are completely familiar with the responsibilities associated with your position.

2.7 State of Michigan Licensing Requirements

All stylists must be currently licensed by the Michigan State Board of Cosmetology. Licenses must be current at all times. Any fines imposed by the Cosmetology Board for failure to have a current license shall be paid by the staff member. *Any fines imposed by the Cosmetology Board for infractions/violations of the rules set down by the Cosmetology Board concerning sanitation of tools, applicants, stations, brushes, and combs shall be paid by the staff member.*

2.8 Proof of Work Eligibility

Whether you are being hired as an employee or as an independent contractor, within three (3) business days of your first day of work, you must complete Federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The Federal Government requires us to do this.

Lori will provide you with an I-9 Form and tell you what documentation you must present.

Section 3: Salon Hours and Standards of Conduct

3.1 Hours of Work

Voilà ~ Salon & Spa's regular hours of business are from 9:00am to 9:00pm, Monday through Saturday. The Salon is typically closed on Sundays, but occasionally Sunday hours may be required at times, and staff will be notified in advance in these cases. Often a schedule must be adjusted to meet the fluctuating demands of business. If it is necessary to alter any schedule during the work week, Lori will notify staff as soon as possible to insure awareness of the change. When changes occur, initialing the schedule is required.

Independent contractors determine their own hours, but they agree to advise Management as to their work hours, so that any change is handled appropriately by the desk staff.

3.2 Work Schedules

Many hours are spent in preparation of the work/client schedule to reflect the Salon's forecast of upcoming weeks. Lori or Bruce will call the client to either re-schedule or, if the client wishes, to be scheduled the same time/day with another stylist. The same policy goes for a time when leaving early unexpectedly is necessary. **You must be in the Salon no later than 15 minutes earlier than your first client's appointment and must stay up to 15 minutes past your last client's scheduled appointment. Check with the desk staff each day before leaving to ensure your responsibilities have been completed.**

Each staff member has the option of wearing a communication device to communicate with the desk staff. This is not required, but may be a more efficient way of communicating needs during the day, or to make a request of a client. To notify the desk that a client would like to make an appointment is a great example. Desk staff could check availability while you are finishing the client's service, or that client could have product waiting at the counter upon checkout before the next appointment is made.

3.3 Attendance and Tardiness

The Salon view's about attendance and tardiness is seen in terms of the guest's time and the staff commitment to the guest: tardiness and absenteeism reduces customer service value because it detracts from the customer's experience. It also may jeopardize a staff member's success...and tardiness reflects a lack of commitment. Yet Management recognizes that tardiness and unexpected absences are understandable at times. Overall, however, it just isn't tolerated. Being late or having a string of unexplained absences will reflect on a staff member's overall performance review. An employee who is habitually late, or absent for three (3) or more days without notice or proper justification will be terminated. Employees who are absent from work because of illness may be asked to provide a doctor's statement establishing that they are, or have been, ill and unable to work.

Note: If the Salon is going to be closed, or the regular starting time delayed due to weather conditions, staff should contact the Salon for further instructions.

Each morning and evening all staff members should check their appointments on the schedule to ensure they are prepared for their day's work. A schedule card will be issued by the desk staff at the beginning of each day. Pick this up at the beginning of each shift. Please check with the desk staff periodically for cancellations or discrepancies. The desk staff will do their best to notify staff member of schedule changes during the day. **If coming in later than expected on any given day, please notify Management as soon as possible.**

Below is a summary of the Salon's basic rules regarding work schedules, tardiness and attendance:

- Working hours parallel the booking hours, not appointments booked;
- Management views the relationship between staff and the client as an important one. The Salon is flexible, fair and willing to work with you to meet your needs and ideal schedule. There is not a minimum number of hours required, but you may be subject to sharing a station with another service provider;
- The more you are here and committed to your career, the better it reflects on your performance evaluations, pay increases, and Salon advancement;
- You are required to be in the Salon and prepared to work your scheduled shift 15 minutes prior to arrival of your first client;

- Tardiness and absenteeism show a lack of commitment to your career and people who ultimately decide your future---our clientele;
- Repeated tardiness or absenteeism reflects negatively on your job performance and may result in counseling/disciplinary action, or if not corrected, dismissal;
- Employees absent from work because of illness may be asked to provide a doctor's statement establishing their illness or inability to work;
- If you are absent due to illness or an unforeseen event, *please let Management know as soon as possible*. This will allow ample time for any adjustments for desk staff to reschedule or notify clients already scheduled for that day. If unable to speak with a member of Management directly, please leave a voicemail and speak with the desk staff; and
- If a staff member is going to be late, follow the same procedures for being absent (see above).

3.4 Salon Standards of Conduct & Expectations

The Salon's staff is expected to act in an ethical manner and abide by applicable laws, regulations, professional standards, and other applicable Salon policies and requirements. Our high standards reflect our commitment to bring the core values of respect, integrity, customer services, creativity, learning and business success to the Salon and its staff. In particular, Lori and Bruce are deeply committed to creating and sustaining a workplace where all staff are free from discrimination and harassment.

Live your role in your position at the Salon. We expect you to pick up after yourself and your client rather than intentionally leaving things to be picked up during the next shift when you have time. Just as you expect Management to "walk the walk," we expect you to "walk the walk" and not just "talk the walk." You are here because of your serious desire to build a clientele and make a career in this service industry. This is not a casual position. We hope that you are pleased with the way we run the Salon and that you want to work here for a very long time. We expect that if you feel something needs to be addressed, you will tell us directly and promptly so we don't hear it "through the grapevine." We also expect you to set an example for newer staff, so that they may strive to become better at what they do, just like you. **We expect all this for one reason: satisfying our clientele.**

We are honored that our clientele choose to frequent our establishment. The Salon's success depends in great part on customer loyalty and good will. As a result, we expect our staff to behave in the following manner when interacting with customers:

- to treat all customers with courtesy and respect; and
- to always be helpful and cheerful toward customers.

If you are not happy in your work at the Salon, that attitude may be communicated to our clients. We hope and expect to hear from you about any Salon concern you have **before** you share it with clientele. Once a negative comment about the Salon is suggested to a client, it may remain with the client. No workplace is perfect, but we strive to create as perfect an experience for each client every time she or he is at the Salon. We need the full cooperation of staff to achieve that goal.

3.5 Act Professionally

People who work together have an impact on each other's performance, productivity, and personal job satisfaction. How staff members treat customers and vendors influences whether those relationships are successful with the Salon. Because your conduct affects many people, we expect you to act in a professional manner whenever you are on Salon property, conducting Salon business, or representing the Salon at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- following all of the rules in this Handbook that apply to you;
- refraining from rude, offensive, or outrageous behavior;
- refraining from ridicule and hostile jokes;
- treating coworkers, customers, and vendors with patience, respect, and consideration;
- being courteous and helpful to others; and
- communicating openly with Management and coworkers.

Individuals who act unprofessionally will face discipline, up to and including termination.

3.6 Other Policies and Standards of Conduct

A. Harassment, including Sexual Harassment, Will Not Be Tolerated

It is our policy and responsibility to provide Salon staff members with a workplace free from harassment. Harassment on the basis of race, color, religion, sex, national origin, age, disability, weight, height, or any other basis protected by Michigan or Federal law undermines Salon morale. All of us must commit to treating each other with dignity and respect. Accordingly, harassment will not be tolerated in any form at the Salon.

Harassment can take many forms, including sexual harassment. It includes, but is not limited, to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories, and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages, or other communications all constitute harassment.

If you experience or witness any form of harassment in the Salon, please immediately notify a member of Management by promptly following the steps outlined below in our Grievance Policy. We encourage you to come forward with complaints—the sooner we learn about the problem, the sooner we can resolve it. The Salon will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or lawsuit alleging harassment. Report all incidents to a member of Management (HR-F-6). Once it is established beyond reasonable doubt that this Harassment Policy has been violated, swift and appropriate action will be taken. Complaints will be investigated quickly. Those who are found to have violated this Policy will be subject to appropriate disciplinary action, up to and including termination.

A failure to report any type of harassment will be considered by Management to indicate an acceptable relationship, or that the incidents do not create unreasonable working conditions. However, you can be assured that the Salon will not retaliate for reporting an incident.

Moreover, the Salon will establish appropriate procedures to ensure that persons other than staff (vendors, agencies, contractors, trades people, etc.) on our premises are also made aware of this Policy.

B. Workplace Violence is Unacceptable at the Salon

It is the Salon's policy to expressly prohibit any acts or threats of violence by any Salon staff member against any other staff member in or around the Salon. The Salon will not tolerate any acts or threats of violence against its staff members, clients, or visitors at any time.

In keeping with the spirit and intent of this Policy and to ensure the Salon's objectives are attained, the Salon is committed to the following:

- To provide a safe and healthful work environment, in accordance with the Salon's safety and wellness policy;
- To take prompt disciplinary action up to and including immediate termination, against any staff member who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures;
- To take appropriate action when dealing with clients, former employees, or visitors to the Salon who engage in this type of behavior. Such action may include notifying the police or other law enforcement personnel, and prosecuting violators of this Policy to the maximum extent of the law;
- To prohibit staff members, former employees, clients, and visitors from bringing unauthorized firearms or other weapons into the Salon; and
- To establish security measures to ensure that the Salon is safe and secure to the maximum extent possible and to properly handle access to Salon facilities by the public, off-duty staff, and former employees.

Staff members have a "duty to warn" a member of Management of any workplace activities or situations involving other staff, former employees, clients, or visitors that appear suspicious.

Examples of this type of behavior include:

- Threats or acts of violence;
- Inappropriate aggressive behavior (i.e., fighting);
- Offensive acts (i.e., vandalizing Salon property); and/or
- Threatening or offensive comments or remarks.

It is every staff members' responsibility to help keep the Salon secure from unauthorized intruders. After-hours access to the Salon is limited to those staff members who need to work late. If you are the last to leave the Salon for the evening, you are responsible for doing all of the following:

Staff members who report violations of this Policy should know that their report will be held in strict confidence and will only be released on a "need-to-know" basis. The Salon will not tolerate any form of retaliation against staff members for making reports under this Policy.

The Harassment and Workplace Violence Policies apply to all Salon staff as well as our clients and vendors.

C. Grievance Procedure

Staff members should report complaints and problems as quickly and fairly as possible. The Salon's Policy assures each staff member the right to follow the formal Grievance Procedure below without fear of censure or reprisal. The Grievance Procedure operates as follows:

- Discuss the problem frankly and sincerely with a member of Management. Usually Management will be able to resolve the problem, but if she/he fails to provide a satisfactory answer; then
- Fill out a Grievance Form and help create an action plan to resolve the situation. This Grievance Form will be kept on file at the Salon. (HR-F-2)

Once each quarter, Management shall host an open forum/meeting to discuss grievances and/or matters about Salon business and operations. All staff members are required to attend.

D. Alcohol and Drug Policy

The Salon strives to provide a drug-free, healthful and safe workplace. To promote this goal, staff members are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on Salon premises and conducting business-related activities off-Salon premises, no staff member may use, possess, distribute, sell or be under the influence of illegal drugs. The use of prescribed drugs is permitted on the job only to the extent it does not impair an employee's ability to perform the essential functions of his or her job effectively and does not endanger other individuals in the workplace.

E. No Smoking Policy

For the health, comfort, and safety of our staff, smoking is not allowed on Salon property. The complex policy stands that there is no smoking on the premises. You may smoke in your car. Smelling excessively of cigarette smoke is not acceptable and is unpleasant to many clients.

3.7 Maintain the Salon's Reputation

The Salon's excellent reputation is a valuable asset. The Salon manages its branding activity to build maximum long-term value. Lori is the Salon's steward of all brand-related strategy, and she must evaluate communications and initiatives for appropriateness and consistency of the Salon's brand. Accordingly, staff members are required to obtain approval from Lori before using Voilà ~ Salon & Spa's name in any endorsements, testimonials, or other promotional activities.

3.8 Appearance and Dress Code

In almost no other business is personal cleanliness and appearance as important as they are in the salon industry. This is a fashion industry as well as a beauty industry. Staff is required to be well groomed at all times when in the Salon, while either "on-the-clock" or "off-the-clock." Professional, high quality services are to be provided to our clientele, accompanied by extraordinary customer service, a friendly smile, and cutting-edge techniques. Use common sense and dress professionally. Upholding the Salon's credibility and image is imperative.

All staff members are required to arrive at work each day in clothes that meet the Salon's dress code in its entirety. Any time a staff member is in the Salon, he or she must be dressed professionally. Salon makeup areas are off limits to staff members to get ready before his or her shift begins. **Come to work dressed and ready to work!**

Management reserves the right to clarify the interpretation of the dress code. If dressed inappropriately for work, a staff member may be sent home to change. When in doubt, please ask Lori prior to wearing to work a questionable piece of clothing. Staff members who fail to adhere to Salon standards regarding appearance and grooming are in violation of the Appearance & Dress Code Policy.

Below is a summary of our Appearance & Dress Code Policy:

- All dress will project an image of fashion, professionalism and good taste;
- No staff member should be attired in such a manner that is distracting to clients or team members;

- Overly casual clothing is unacceptable (i.e., graphic t-shirts, flip flops, twill cargo pants, faded and/or torn garments, etc.);
- No shorts or skorts. Skirts must be a professional length;
- All clothes must be in clean, pressed condition;
- No athletic shoes or any shoes resembling athletic wear such as sneakers;
- Sandals may be worn, but feet must be well-groomed;
- All shoes must be in clean, neat condition;
- Apply make-up (if applicable) and style hair prior to coming to work. Salon makeup is off limits.
- If sleeveless shirts are worn, underarms must be properly groomed; and
- Assistants and Guest Relations staff must wear an apron.

Regulations set forth by the Occupational Safety and Health Administration (OSHA) supersede the Salon's Appearance & Dress Code Policy. Any fines incurred by a staff member are that person's sole responsibility. OSHA regulations are posted on the bulletin board in the break room.

3.9 Safety, Health & Well Being

The Salon's Safety, Health & Well Being Policy is aimed at minimizing the exposure of staff, clients and visitors to health or safety risks in the Salon. To accomplish this objective, all staff members are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

Salon staff members are responsible for the following:

- Maintaining clear pathways around work areas;
- Reporting and seeking first aid for all injuries, regardless of how minor;
- Reporting unsafe conditions or equipment; and
- Providing notice to Management before beginning the workday of any medication that may cause drowsiness or other side effects that could lead to injury.

3.10 Specific Salon Sanitation Requirements

All workstations should be clean and free of debris and dirt. All equipment and tools should be washed and disinfected after each use, and a new set of unused equipment (combs, brushes, files, sheets, towels, smocks, etc.) should be used on each client. We strongly emphasize that the Michigan State Board of Cosmetology Rules and Regulations be followed to safeguard the public against the transmission of disease, including skin tuberculosis. Cleanliness---both for footbath units and for work areas generally---is very much on the minds of guests and the general public. Management holds products and staff to a very high standard: our cleanliness and sanitation policies are uncompromising. [See the relevant job description for details.]

A. Tasks Performed in between Each Guest Service

All tools should be washed and disinfected after each use in accordance with the disinfection requirements of the Michigan State Board of Cosmetology. Hands should be thoroughly washed or hand sanitizer used before the next guest's treatment.

When applicable:

- Drain water and remove all debris from the foot spa. Clean the surfaces and walls of the foot spa with provided disinfectant and rinse with clean, clear water between each guest. Bleach is required to be run through the lines of each pedicure tub at least once a week (twice a week is better);
- Disinfect with an EPA-registered disinfectant with demonstrated bactericidal, fungicidal, and virucidal properties used in accordance with the manufacturer's instructions;
- All products should be kept in manufacturers' labeled containers, along with their Material Safety Data Sheets (M.S.D.S.) which have instructions for safe use and handling. Disinfecting products must state on the label or hang tag what organisms the product is effective against;
- New towels and sheets must be used for each client; and
- Hands should be thoroughly washed before a massage treatment.

B. Station Cleanliness

Each station should have only the following items left on top at the end of every day, and keep your station free of personal items and clutter, e.g., pictures:

- Barbicide, dryer, flat iron, iron & clippers are permitted. No foil rolls, business cards, products, etc. should remain on top of a station; otherwise you will be charged a Dirty Station Fee. All appliances should be unplugged and cords wound up making for a tidy appearance;
- Maintain a clean environment in and around your station, which includes mirrors, drawers and styling chairs. Sweep the floor clean of hair, keep products and tools organized, and place dirty towels in the towel bin, etc.;
- Hair must be swept and discarded in the waste basket before you take your next client to your station---**no exceptions!** If you violate this rule, you will be charged the \$10 fee that will go toward the Continuing Education Fund;
- Wipe down your chair base, chair and station surface. Windex your mirror as needed;
- All interior parts of stations should remain clear of dirt and debris. Please make sure that items inside are organized and clean because this area is visible to every guest; and
- It is a responsibility of each stylist to help with laundry.

C. Skin Room Maintenance

The basic sanitation requirements for Skin Rooms are:

- Keep all countertops clean and free of debris;
- Keep waxing supplies organized and stocked;
- Maintain sanitation guidelines with barbicide and sterilizer for any implements that require them;
- Clean sheets after every client;
- Take sheets and towels to laundry area at the end of your shift and start a load. Fold any items that will go back into your room and put them away;
- Sweep the floor at the end of every shift;
- Empty trash can at the end of every shift; and
- It is a responsibility of each esthetician to help with laundry.

D. Nail Area Maintenance

The basic sanitation requirements for Nail Areas are:

- Clean your station after every shift, and wipe down with Windex;
- Keep your supply bottles filled so you are ready for a busy day;
- Do not use or borrow other people's belongings without that person's prior permission. If you are in need of an item, let the Front Desk know so that it may be ordered;
- Sweep your area and the pedicure room before you leave for the day---no exceptions;
- Empty your trash can and the trash can in the pedicure room when you are the last one in the room---no exceptions; and
- It is a responsibility of each nail technician to help with laundry.

3.11 Dispense and Inventory Salon Products

Voilà ~ Salon & Spa has selected the finest of professional products for use with our clients. These products must be used and inventoried properly. Finish opened products before opening new ones. These products, including color, are not to be taken out of the Salon for any reason without authorization from a member of Management. If Lori determines that a staff member is wasting product by over-mixing, a service fee will be deducted from that staff member's paycheck.

3.12 The Salon's Website Marketing

The Salon website is used for marketing purposes. We encourage staff participation and in the evolution of the Salon's online marketing. Staff photos and biographies are published on the Salon website after submission to Lori. It is the responsibility of each staff member to provide a short autobiography of accomplishments and training to be included with the staff member's photo.

A staff member's appropriate use---and unethical uses---of the Salon's Internet access is described in Section 6.4 of this Handbook.

Section 4: Pay Policies and Wage Issues

4.1 Payday for Staff

If you are an employee or an independent contractor, you are paid weekly. The pay period runs from Monday to Sunday. Paydays are Wednesday. If a payday falls on a holiday, you will receive your paycheck on the last workday immediately before that payday.

4.2 Wage Policy

The wage ranges of Salon employees have been established based on:

- An employee's potential revenue generation, education and experience;
- The employee's level of commitment to career and the dedication to clients; and
- The employee's level of aptitude to provide services offered.

4.3 Tip Reporting to the IRS

The Internal Revenue Service (IRS) requires that tipped staff report their TOTAL tip income. Tip reporting procedures are as follows:

- All credit card and check tips go through the Salon computer software;
- Any cash tips not run through the software will be the responsibility of the staff member to report on their individual tax return; and

- A tip received through a client's credit card payment or check will be included in the employee's weekly paycheck. Tips will be listed separately on the paycheck stub.

4.4 Payroll Deductions

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are those that the Salon is legally required to withhold. Such deductions include Federal income tax, Social Security tax (FICA), and any applicable state taxes, such as child support orders (see 4.6 below) and other wage garnishment orders (see 4.5 below). Voluntary deductions are those withholdings that you have authorized. They might include products ordered at your request by the Salon, services performed at the Salon for which you owe payment, etc.

If you have any questions about your deductions, or wish to change your Federal withholding form (Form W-4), contact Lori.

4.5 Wage Garnishments

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and to send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

4.6 Child Support Reporting Requirements

Federal and state laws require us to report basic information about new employees, including your name, address, and Social Security number. The State of Michigan collects this information to enforce child support orders. If the State determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to meet your child support obligations.

4.7 Expense Reimbursement

From time to time, staff may incur expenses on behalf of the Salon. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Get permission from Lori or Bruce **before** incurring an expense;
- Spend the Salon's money wisely—make an effort to save money and use approved vendors, if possible;
- Keep a receipt or some other proof of payment for every expense; and
- Submit your receipts, along with an expense report, to Management for approval within 30 days of incurring an expense. [**Note:** You are responsible for submitting your expense report to Lori.]

If your report is approved, you will receive your reimbursement either upon request or in the next payroll cycle. The Salon maintains a list of preferred vendors for various work-related items and services. We ask that you use these preferred vendors, if possible. You can obtain a current copy of the list from Lori.

4.8 Pay Discrepancies and Adjustments

In the event of an error made in a paycheck and a discrepancy exists, contact Management immediately. It is the staff member's responsibility to provide documentation disputing the accuracy of the pay. If a discrepancy is discovered, an adjustment will be made on the following paycheck.

4.9 Loss of Paycheck

After a payroll check is in the possession of a staff member, it is no longer the responsibility of the Salon. If a staff member loses a check and requires a replacement, a stop payment on the original check has to be made. The cost (current bank fee) will be the responsibility of the staff member, and payment must be made prior to replacing the check. A written request is required and will be placed in the personnel file along with proof of replacement fee.

Section 5: Voilà ~ Salon & Spa Employee Benefits

5.1 Description of Employee Benefits

As part of our commitment to our staff and their well-being, Voilà ~ Salon & Spa provides employees with a variety of benefit plans. The benefits we provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand information in the plan documents or if you have any questions about the benefits we offer, please talk to Lori or Bruce.

The following benefits are available to employees and, in certain cases, independent contractors:

- Medical Insurance (can be established if requested by staff member; staff member pays)
- Disability Insurance (can be established if requested by staff member; staff member pays)
- Unpaid Time Off /Schedule Changes/Vacation Request
- Holidays
- Social Security & Medicare (who pays depends on relationship with the Salon)
- Federal and State Unemployment Insurance
- Worker's Compensation Insurance
- Family & Medical Leave
- Bereavement Leave
- Jury and Witness Duty Leave
- Hair Services (pay only service fee)
- Product Discounts
- Continuing Education Fund
- In-Salon Training and Education
- Advanced Education and Workshops
- Microwave & Refrigerator
- Private Break Area
- Free Coffee and Tea
- Annual Year-end Celebration

A. Medical Insurance

Management has evaluated group plans offered by many health insurance companies. It has been our experience that it is less expensive for the Salon and the staff member to set up a Health Saving Account

(HSA). The premiums for a health insurance policy are your responsibility, and the Salon does not contribute. Not all staff members require health insurance; however, the Salon can assist you in setting up a plan for you with our benefits coordinator if you are in need of a health insurance. The plan in a PPOM. Under the PPOM, you are not required to provide a referral, and the majority of the physicians are through U of M. Many doctors at St. Joseph Mercy Hospital also accept the PPOM. There is a website that you may utilize to check to see if your existing physician is on the list.

Please see a member of Management if you have any questions and/or for the proper forms.

B. Disability Policy

It is the Salon's policy to try to hold open a position for regular time employees who are unable to work for a period of time due to medical disability. Any employee who returns to work, with a physician's statement, will be reassigned to his/her former position, if she or he has not been replaced, or if said position has not been eliminated in the interim. In the event a replacement has been hired or the position was eliminated, the employee will be offered an equivalent open position at the applicable rate of pay for such a job. It is the employee's responsibility to call to find out if a position is available.

C. Unpaid Days Offs/Temporary & Permanent Schedule Changes / Vacation Requests

The Salon does not pay employees for sick days. We ask that employees call in as soon as they realize that they will be unable to work and before the regular start of their work day.

Unpaid personal days off require two (2) weeks' notice to effect a change in schedule. A staff member may try to get another staff member to cover the shift, but this will have to be approved by Management, not just agreed upon by the other staff members. If a stylist is trying to have another stylist available to cover their shift, the clients still need to be called and asked if they agree to the change, or would rather be rescheduled.

Permanent schedule changes require four (4) weeks' notice to effect a change in schedule. All vacation requests require six (6) weeks notice to effect a change in schedule and must be approved by management. Some exceptions may be made if clients are able to be rescheduled and well taken care of (HR-F-5).

All changes must be given to Management on a Schedule Change Request Form. Ask Management for the form and make sure that it is returned directly to a member of Management, i.e., leaving a note on the schedule and hoping someone sees it, is not acceptable. It is the employee's responsibility to verify changes have been made at least 2 weeks prior to the requested days off. A stylist must notify Management of their booking hours and days she will be working. Management does not require a staff member to work a certain number of hours; however, when you have time on your books, you should network to improve the number of clientele you have. It is not the Salon's responsibility to fill your book. If you are not here seeking to grow your business, the business will go to those that are. If a staff member wants to take a day off and already has clients booked on that day, it is the staff member's responsibility to work or to make the phone calls to those clients to reschedule them personally.

D. Holidays

The Salon observes holidays, or has shortened work days, as follows:

- Easter
- Memorial Day (limited hours)

- Independence Day
- Labor Day (limited hours)
- Thanksgiving
- Christmas Eve (limited hours)
- Christmas
- New Year's Eve (limited hours)
- New Year's Day

All closings are at the Salon's discretion and can change at any time.

E. Vacation

F. Social Security and Medicare

A certain portion of wages are withheld and paid into Social Security and Medicare accounts with the Federal Government. The Salon also contributes an equal amount to the Social Security and Medicare accounts for its employees. Social Security benefits include retirement income and payments to dependent children and spouses under certain circumstances if a family breadwinner dies or is determined to be disabled. Medicare is a retirement health insurance program for elderly and disabled people. The Salon's contribution to all such benefit programs constitutes a silent but significant addition to each employee's paycheck.

G. Unemployment Insurance

In limited circumstances, if your employment with our Salon ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work.

H. Workers' Compensation Insurance

This Workers' Compensation Insurance Policy applies to both employees and independent contractors, but independent contractors have to submit forms of any related work injury on their own behalf and not through Voilà ~ Salon & Spa. Workers' compensation pays for medical care and lost wages resulting from job-related illnesses or injuries. Accordingly, if you suffer from a job-related injury or illness, you may be eligible for workers' compensation benefits due to a lose time from work or incurred medical charges. **In case of an illness or accident that is job-related, it is mandatory that it be reported immediately to Management.** An Accident Report must be completed indicating details of how it occurred so that action can be taken in the problem area (HR-F-4). Accidents not reported promptly but later used as the basis of a worker's compensation will be denied.

I. Family Medical Leave

Because of our small size, the Salon is not required to comply with the Federal Family and Medical Leave Act ("FMLA"). However, we recognize that our employees may occasionally need to take unpaid leave to care for a new child or for a seriously ill family member or to handle an employee's own medical issues.

If you anticipate needing time off to deal with family and medical issues, please talk to a member of Management immediately. We can't guarantee that we'll grant every request, but we will seriously consider

every request on a case-by-case basis. Salon considerations include our staffing needs, your position at the Salon, the reason why you need leave, and how long you expect your leave to last.

J. Bereavement Leave

If you suffer the death of an immediate family member, you are entitled to take up to 2 days off work. This leave will be unpaid. Immediate family members include a spouse, parent, sibling, or child. The Salon will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this Policy.

K. Jury and Witness Duty Leave

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be unpaid, but you may retain the nominal jury fee paid to you by the court system. No employee will face discipline or retaliation for jury service.

You must immediately inform Management as soon as you receive your jury duty summons. If you are chosen to sit on a jury, you must inform Management how long the trial is expected to last. You must also check in periodically during your jury service, so we know when to expect you back at work.

L. Military Leave

The Salon supports those who serve in the armed forces to protect our Country. In keeping with this commitment, and in accordance with state and Federal law, employees who must be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid.

When an employee's military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, as long as the employee meets the requirements of Federal and state law.

M. Hair Services

All employees may have their hair shampooed, cut and styled at no cost. Stylists immediate family* may also have non-chemical services at a 50% discount. There is a 15% charge of the total cost of the service added to the 50% discount for each chemical service performed on employees and their immediate family members. All employees must pay for services, or the service fee, as applicable, prior to having them performed. There will be no work performed for free or at a discount on anyone who is not an employee or immediate family member without permission of Management.

Staff members may perform hair services on other staff members or their immediate family members if they have time on slow days. Staff members trading services pay 15% of the total service charge as a service fee to the Salon to cover costs. All employees performing services (class, day off, etc.) must be in dress code: no exceptions. Management must approve employees having services done during their scheduled workday.

Stylists/Technicians may opt to give their guest up to a 30% V.I.P. discount at anytime. Abuse of this privilege may result in loss of this benefit and/or termination.

**Immediate family= Parents (in-law), spouse, children and siblings.*

N. Product Discounts

Products in the Salon are for sale to employees at 40% off the regular retail price. All products must be purchased through Desk staff. Products bought at this discount are for employees and their household only. Employees may use the discount to purchase gifts, as long as they are not compensated (receive money, services, etc.) for the purchase. Abuse of this privilege may result in loss of this benefit and/or termination. No commission is paid on personal purchases.

O. Continuing Education Fund

The Continuing Education Fund is a fund that has been created so that employees may build their skills and stay current with trends and treatments. Through the Continuing Education Fund, the Salon pays up to forty percent (40%) of the cost of tuition of any class taken by an employee through The Industry Source. A percentage of retail sales are set aside for this Fund. Other charges are also added to this Fund throughout the year, such as the Dirty Station Fee. Classes must be approved at the discretion of Management and must be documented by the Salon. Monies in the Fund cannot be used for other purposes without Management’s permission. The monies shall be held by the Salon and paid directly to cover the cost of expenses. Alcohol and tools are not included.

P. In Salon Education and Classes

All employees are encouraged to take advantage of courses offered by the Salon. This includes specialty classes scheduled throughout the year. Models are always needed unless otherwise noted. These classes include Back to Basics with TIGI, American Crew razor cutting, and Robert Cromeans of Paul Mitchell, to name a few.

In-Salon education is posted on the bulletin board. Management shall give advance notice to staff members required to attend. All employees are welcome to attend classes, and models are always needed unless otherwise stated. Class schedules and training dates will be posted. All employees are required to attend at least half of the posted classes for the year.

CUTTING EDUCATION TIGI BASICS

<i>Class 1 – Classic Bob</i>	<i>Class 10 – Classic Graduation</i>
<i>Class 2 - One Length</i>	<i>Class 11 – Transient Cut</i>
<i>Class 3 - Wedge Short Graduation</i>	<i>Class 12 – Graduated Layers</i>
<i>Class 4 - Square Layers</i>	<i>Class 13 - Long Graduation</i>
<i>Class 5 - Graduated Bob</i>	<i>Class 14 – Men’s Textured Crop</i>
<i>Class 6 - Round Graduation</i>	<i>Class 15 – Transient Graduation</i>
<i>Class 7- Forward Graduation</i>	<i>Class 16 – Transient Length</i>
<i>Class 8 – Round Layers</i>	<i>Class 17 – Natural Inversion</i>
<i>Class 9 – Men’s Graduated Layers</i>	<i>Class 18 – Round Layers</i>

Q. Advanced Education & Workshops

Workshops are provided to assist you with client-building efforts and continuing education in order for you to grow and flourish in your career. As you know, we support creativity, diversity, and hard work. You will take bits and pieces of what you learn at the Salon and make them unique to your own style. We have faith in your individuality and creativity. We also want to stay current with trends and fashion. Our goal is to always stay on that cutting edge above our competition! Of course, we will also learn timeless cuts and styles that we personalize to our liking. Our dedication to continuing education-- along with our consistent teaching methods--contribute to making Voilà Salon & Spa an absolute success.

We want our staff to be able to interpret and analyze what a client's needs are going to be during a consultation. Tell the client what you can do to meet each of those expectations. At Voilà Salon & Spa, we want to do more than just meet those expectations; we want to impress our clients, inviting them back to for their next visit here. Staff members should thank each client for giving her the opportunity to do his or her hair. The client could have gone anywhere; instead, the client chose Voilà Salon & Spa.

Continued advanced education is your responsibility. Education will be required for advancement. The Salon maintains its Continuing Education Fund to assist employees with tuition reimbursement for relevant classes; however, participation is not mandatory. In the event the Salon assists in the payment of or provides complimentary tuition for education or any related expenses, the employee will be required to conduct an In-Salon Training Session to share information acquired during the session.

R. Other Benefits

The Salon provides other benefits to its staff members too. A microwave and refrigerator are available for each staff member's use; so is a private break area. Tea, coffee and water are freely available for staff members and customers daily. In addition, Lori and Bruce sponsor an Annual Year-end Celebration. The Celebration changes from year to year, but they sponsor the event so that all staff may participate and celebrate in making the Salon a success!

Section 6: Trade Secrets, Use of Salon Property, and Confidential Information

6.1 Salon Trade Secrets

Information is part of what makes this Salon competitive. It is vital for the Salon to maintain the confidentiality of its business operations, activities, and affairs, ad its client list. No staff member may use or disclose any confidential information, directly or indirectly, without prior written authorization from Management either during Salon employment or after. **If a violation occurs, the Salon may be held legally responsible, and violation of this policy may also subject the involved staff member to possible legal action.**

Accordingly, the protection of confidential business information and trade secrets is vital to the interests and the success of the Salon and its clientele.

Examples of confidential information include:

- Client lists and client services rendered;
- Compensation data;
- New material research;

- Financial & sales information;
- Pending projects and proposals;
- Business & marketing strategies; and/or
- Educational materials and processes.

It is important for the health of our Salon business—and for the well-being of staff members who depend on this business for their livelihood—that you keep information you learn through your employment confidential. ***Staff members who improperly disclose sensitive information, confidential information, proprietary information, or trade secret information to anyone outside the Salon shall face disciplinary action, up to and including termination.*** Therefore, we encourage you to contact Lori if you would like to learn more about this Policy, or if you have any questions.

After you leave the Salon, you are still legally prohibited from disclosing the Salon’s proprietary, trade secret, and/or confidential information. If you disclose such information, Management will seek to enforce its legal remedies against you.

6.2 Use of Salon Property

We have invested a great deal of money in Salon property and equipment that you use to perform your job. It is a senseless and avoidable drain on the Salon's bottom line when staff abuse Salon property, misuse it, or wear it out prematurely by using it for personal business. When using equipment and handling products, staff members are expected to exercise care and follow all operating instructions, safety standards and guidelines. For example, if a staff member uses the pedicure chair to give herself a pedicure, she is responsible for cleaning up and sanitizing the tub, as well as paying the service fee for use of the products.

We ask all staff to take care of Salon property and to report any problems to Lori or Bruce immediately. If a piece of equipment or property is unsafe for use, do not use it and report it immediately to a member of Management. Please use property only in the manner intended and as instructed. For specific information on use of Salon computers, its Internet access or software, see Section 6.4 below.

Staff may only use the Salon's equipment for personal use with Management's approval. Personal use of equipment **does not** include family and friends. Accordingly, unless specifically authorized in this Handbook or by Management, we do not allow personal use of Salon property. Moreover, the Salon is not liable for injuries to staff or damage to the equipment. **Improper, careless, negligent, destructive or unsafe use or operation of equipment and products are violations of Salon Policy. You are responsible for unintentional damage or destruction of property and must remedy or replace it. The failure to use Salon property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination. Finally, staff is prohibited from having guests in the Salon at closing time while waiting for their shift to end and/or while closing the Salon.**

6.3 The Telephone System

The Salon's telephone system is for business use only. Staff members are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of Salon phones is grounds for discipline.

6.4 Use of Salon Email, Computers, Internet Access, and/or Licensed Software

The email system is to be used for official Salon business only—not for personal reasons, and email messages sent using Salon communications equipment are Salon property. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason. You should not expect that any email message you send using Salon equipment—including messages you consider to be, or label as, personal—will be private.

Our network, Internet access, and licensed, third party software are for official Salon business only. The Salon offers wireless DSL for client convenience, so we do permit clients and staff to access the Internet at the Salon if using their own computers. A client is more than welcome to bring in a laptop or other portable device to access the web while they are waiting or processing, etc. ***Without Management permission, staff usage of Salon equipment for internet usage is strictly prohibited.*** Nonetheless, a staff member may bring in a personal device and use it to utilize wireless connections for personal use on his or her breaks, but any staff member who uses the Salon's computers to access the Internet---without Management permission---for personal reasons may be subject to discipline.

Unacceptable uses of Internet access through the Salon include, but are not limited to:

- Harassment, libeling or slandering of other persons or businesses;
- Destruction of, or damage to, equipment, software, and data belonging to the Salon or other users;
- Unauthorized copying of copyright-protected or licensed material; and
- The basic rule of thumb is, "If in doubt, don't."

Similarly, it is the Salon's policy to use licensed, third party software only in accordance with the terms of the license agreement, and additional users are typically not permitted. Violating a license agreement is not only unethical; it is also illegal and may subject the Salon to criminal prosecution and substantial monetary penalties.

6.5 Theft

Security measures, including video surveillance, are in place to hinder theft. Theft involves more than the taking of money and/or products. All client information and records, sales and marketing information and Salon records are the legal property of the Salon. They must not be taken off Salon premises without explicit permission from Management. In the event of theft by a staff member, dismissal will be immediate and permanent, and formal charges may be brought against the staff member. We discourage staff from buying station supplies from the retail shelves; it is best if supplies are bought from a Salon's supplier of choice. If you are in absolute need of something and must purchase it from the Salon, go through the desk staff to obtain it. Never ring up products for individual use.

6.6 Return of Salon Property and the Salon's Right to Recover Salon Property

If your employment or independent contracting work with the Salon ends for any reason, we expect you to return Salon property immediately—and to return it clean and in good repair. This includes this Handbook, if you have a copy, as well as all other Salon equipment, supplies, documents, phones, computers, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property. If you do not return a piece of property, we will withhold from your final paycheck the cost of replacing that piece of property. If you return a piece of property in disrepair, we will withhold from your final paycheck the cost of repair. We also reserve the right to take any other lawful action necessary to recover or protect our property.

Section 7: Employee Privacy

7.1 Search Policy

Staff members do not have a right to privacy in their workspaces, or in any other property belonging to the Salon. We reserve the right to search Salon property at any time, without warning, to ensure compliance with our policies on employee safety, workplace violence, harassment, theft, drug use, and possession of prohibited items. Salon property includes, but is not limited to, equipment, workspaces, products, lockers, desks, computers, and storage areas. If you use a lock on any item of Salon property (a locker or file cabinet, for example), you must give a copy of the key or combination to Lori or Bruce.

7.2 Personal Property

All staff members will be provided with a Salon locker. Each staff member is responsible for providing his or her own lock. The Salon is not liable for lost, misplaced or stolen property. Take all precautions necessary to safeguard personal possessions. Remember that work areas and other Salon property are subject to search at any time, with or without notice. Work stations and work areas are to be kept neat and as organized as possible. If your station is left messy, and another staff member has to clean it in order for it to be presentable and meet Salon standards, you will be charged the \$10 Dirty Station fee that will go into the Continuing Education Fund.

Section 8: Employee Compensation, Advancement, Performance

8.1 Employee Compensation and Advancement

Voilà Salon & Spa has the best compensation scale in the area. Many large corporations offer health plans and other financial savings plans to their employees. These corporations also keep a much larger percentage of revenue from ALL staff in order to provide these plans. Not all staff members will start at the same level, and advancement is individually awarded, based on outstanding performance and consistency.

8.2 Job Performance

Each and every employee at the Salon contributes to its success or failure. If one staff member allows his or her performance to slip, then each of us suffers. Therefore, we expect everyone to perform to the highest level possible. Poor job performance can lead to discipline, up to and including termination.

8.3 Performance Evaluations

Because our employees' performances are vital to our success, we conduct periodic reviews of each employee's performance. Evaluations are scheduled during the introductory period of employment and randomly thereafter or as needed. A request for an evaluation may be made at any time (HR-F-1). Evaluations can create or keep an open dialogue between staff and Management regarding job performance expectations. This process enables employees the opportunity to assess their individual accomplishments and to discuss ways to meet performance and career goals.

All performance reviews will be based on your overall performance in relation to your job responsibilities and will include the following: (Your performance reviews will be maintained as a part of your personnel file.)

- Attitude;
- Attendance;
- Dependability;
- Job knowledge;
- Quality of work;
- Technical competence;
- Work efficiency and productivity; and
- Overall effectiveness and cooperation.

If an employee is performing poorly, it is the Salon's policy to schedule sessions to provide constructive feedback to the employee. During such sessions, concerns are mutually discussed and an action plan for improvement can be created. It is up to the employee to redirect and improve performance within the time framework specified. Failure to redirect the problem may result in a decrease in his or her pay scale until improvement and performance standards have been met, or, if little or no improvement occurs, termination.

8.4 Staff Empowerment

Staff members are the best judge of whether the work of others is being done efficiently, accurately, and cost effectively. Staff members know which tasks involve a high level of service to achieve customer satisfaction.

A program called "Staff Empowerment for Salon Success" provides a way in which staff ideas for the Salon can be heard and evaluated. The program encourages staff to show initiative and provides a creative outlet for suggestions for improving productivity and efficiency on the job. In return for the staff member's contribution, a cash award, product award, or "Certificate of Appreciation" will be given, if the staff member's idea is implemented. The cash awards and product awards are directly proportional to the benefits derived from the idea. Recognition of all implemented suggestions is given by maintaining a copy of the suggestion in the staff member's personnel file.

8.5 Personnel Files

The Salon maintains a personnel file on each employee. These files contain documentation of many aspects of the employee's history with the Salon. Documents in each personnel file may include, but are not limited to:

- Application for employment;
- Offer of employment;
- Signed Acknowledgement Form, stating that the Employee Handbook has been read and understood;
- Educational (reimbursement) agreement;
- Signed performance reviews;
- Attendance/tardiness records;
- Citations of excellent performance;
- Disciplinary forms and original record of complaint;
- IRS (Internal Revenue Service) records; and
- INS (Immigration and Naturalization Service) records.

Because these records are used for payroll, emergencies, and personnel decisions, be sure to you're your personnel file up-to-date at all times. Notify Management of any change in name, telephone number,

home address, marital status, number of dependents, beneficiary designations, scholastic achievements, emergency contacts and any other pertinent changes. Any misrepresentations or falsification of this information or data is a violation of Salon Policy. A staff member may review his or her own personnel file at any time by making such a request to Management in writing.

8.6 Leaving Salon Employment

If your employment or independent contracting work with the Salon ends for any reason, we require you to return Salon property immediately—and to return it clean and in good repair. This includes this Handbook, if you have a copy, as well as all other Salon equipment, supplies, documents, phones, computers, keys, and tools.

A final paycheck will be held until all Salon belongings have been returned. Salon clients--those clients you received after your Salon employment date and while working at Voilà--will be advised of you're leaving by Management. It will be at the client's discretion whether to remain a Voilà client or not. You will not be asked to leave before your one week notice, unless it is mutually agreed upon between the two parties.

Acknowledgement Receipt of Employee Handbook

This Handbook is a living document, designed to help you become acquainted with Voilà ~ Salon & Spa. It will serve as a guide, but it is not the final word in all cases, as individual circumstances may call for individual treatment.

The contents of this Handbook may be changed at any time at the discretion of Salon Management. No changes in any benefit, policy, or rule will be made without due consideration of the mutual advantages, disadvantages, benefits, and responsibilities such changes will have on you as an employee and on the Salon as a whole.

Please read the following statements, and sign below to indicate your receipt and acknowledgment of the Salon Handbook.

I have received and have read a copy of the Salon Handbook in hardcopy and/or electronic form. I understand that all policies, rules and benefits described are subject to change at the sole discretion of Management at any time.

I further understand that my employment is terminable at will, either by myself or by a member of Management, regardless of the length of my employment or the granting of any benefits of any kind.

I understand that, should the Handbook's content be changed in any way, the Salon will inform me and may require an additional signature from me to indicate I am aware of, and understand, any new policies.

My signature below indicates I have read and understand the above statements and have accessed the Salon Handbook during normal business hours.

Employee's Printed Name

Position

Employee's Signature

Date

Management's Signature

Date